

Performance Data

Sustainability Data Collection Workbook: Corporate Governance & Ethics

Anti-corruption

	Description	Unit	Year		
			2019	2020	2021
Anti-corruption					
	Total number of Directors that have received communication concerning the Company's anti-corruption policies and procedures	%	100	100	100
	Total number and percentage of employees that have received communication concerning the Company's anti-corruption policies and procedures, categorised by employee ranking				
	<ul style="list-style-type: none"> Senior Executive 	%	100	100	100
	<ul style="list-style-type: none"> Middle Management 	%	100	100	100
	<ul style="list-style-type: none"> Manager and above 	%	100	100	100
	<ul style="list-style-type: none"> Employee 	%	100	100	100
	Total number of business partners that have received communication concerning the Company's anti-corruption policies and procedures, categorised by type of business partner, broken down by type of business partner	%			
	<ul style="list-style-type: none"> Contractors / Suppliers / Service Providers 	%	100	100	100
	<ul style="list-style-type: none"> Other business partners 	%	100	100	100
	Total number of Directors that have received anti-corruption training	%	100	100	100
	Total employees that have received training on anti-corruption, broken down by employee category				
	<ul style="list-style-type: none"> Senior Executive 	%	100	100	100
	<ul style="list-style-type: none"> Middle Management 	%	100	100	100
	<ul style="list-style-type: none"> Manager and above 	%	100	100	100
	<ul style="list-style-type: none"> Employee 	%	100	100	100
	Total number of cases of business partnership contracts that were terminated or not renewed due to violation of anti-corruption policy	Number	0	0	0
	Total number of cases that the Company or employee was sued for corruption during the reporting period and disclosure of consideration result	Cases	0	0	0
	Percentage of business lines assessed for risks related to corruption	% of operation	100	100	100
Anti-monopoly					
	Pending or completed legal actions during the reporting period regarding monopoly or violations of monopoly laws in which the Company was sued or identified as the instigator	Number	0	0	0

Service Quality and Customer Relationship Management

	Description	Unit	Year		
			2019	2020	2021
Service Quality					
	Next-day delivery service coverage within Thailand	%	99.99	99.99	99.99
	Percentage of parcels delivered on time	%	99	99	97
	Percentage of parcels returned	%	< 1.5	< 1.5	< 1.2

Cybersecurity & Personal Data Protection

	Description	Unit	Year		
			2019	2020	2021
Customer Personal Data Protection					
	Total number of substantiated complaints received concerning breaches of customer privacy	Number	0	0	0
	<ul style="list-style-type: none"> Complaints received from external parties and substantiated by the Company Complaints from regulatory bodies 	Number	0	0	0
	Total number of proven leaks, thefts, or losses of customer data	Number	0	0	0

Environmental Management

Green Economy	Description	Unit	Year		
			2019	2020	2021
Energy	Total fuel consumption from non-renewable sources within the Company categorised by type of fuel	GJ	-	9,901,220.05	9,194,179.08
	<ul style="list-style-type: none"> Amount of diesel consumption Amount of gasoline consumption Amount of LPG consumption 	GJ	-	9,107,332.48	8,978,594.39
		GJ	-	37,220.55	36,610.21
		GJ	-	42,115.78	40,336.69
	Total electricity consumption (gigajoule)	GJ	-	145,220.17	138,637.79
Emissions	Total direct GHG emissions (Scope 1)	Tonnes CO2 equivalent	-	24,228.93	22,356.78
	Total indirect GHG emissions (Scope 2)	Tonnes CO2 equivalent	-	24,065.12	23,052.38
Waste	Total waste generated from business operations	Metric tonnes	-	13,551.07	9,240.00

Green Economy	Description	Unit	Year		
			2019	2020	2021
Material	Total materials that are used to produce and package the organisation's primary products and services	Metric tonnes	-	8,552.75	6,160.00
	• Cartons	Tonnes	-	7,100.00	5,900.00
	• Plastic Wrapping Material	Tonnes	-	1,452.75	260.00
Water	Total water consumption from all areas (m ³)	m ³	-	310,005.00	284,230.00
	Total water consumption from all areas (Mega litres)	Mega litres	-	0.31	0.28
Practice in compliance with environmental policies and measures	Percentage of employees who received the communication regarding ESG compared with the total number of employees	%	-	100.00	100.00
	Percentage of vendors and business partners who received the communication on social and environmental responsibility according to the Supplier Code of Conduct	%	-	100.00	100.00
	Percentage of vendors and business partners who were screened against the Supplier Code of Conduct and regulations regarding labour practice, human rights, and environment	%	-	100.00	100.00

Note: KEX had started recording the data in this table since 2019.

People Management

Description	Unit	Year		
		2019	2020	2021
Total number of employees				
By employment contract				
Full-time and permanent employees	persons	22,336	18,016	21,906
By sex				
Male	persons	13,668	10,662	14,665
Female	persons	8,668	7,354	7,241
By region				
Bangkok metropolitan area	persons	9,720	7,589	9,016
Central	persons	1,768	1,402	1,820
East	persons	1,741	1,354	1,656
North	persons	3,116	2,591	3,047
Northeast	persons	3,365	2,768	3,210
South	persons	2,626	2,312	3,157

Description	Unit	Year		
		2019	2020	2021
By age				
30 - 50 years	persons	8,262	7,730	10,147
50 years above	persons	69	53	76
Below 30 years	persons	14,005	10,233	11,683
By ethnicity				
Thai	persons	22,326	18,007	21,894
Foreigner	persons	10	9	12
Total number of staff with disabilities	persons	329	271	225
Total number of new hires (full-time and permanent only)	persons	7,638	1,104	6,704
Percentage of total employees (full-time and permanent only)	%	34%	5%	31%
Total number of employee turnover (full-time and permanent only)	persons	6,410	4,920	4,930
Percentage of total employee turnover (full-time and permanent only)	%	29%	21%	22.51%
Target of turnover rate	less than %	20%	20%	20%
Minimum notice period provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them	month	1	1	1
Total number of suspected cases concerning human rights	cases	4	2	4
By type of violations				
Discrimination		-	-	-
Sexual harassment		1	1	3
Child labour		-	-	-
Forced labour		-	-	-
Unfair treatment from supervisor		3	1	1
Percentage of compliant cases proven to be true compared with the total number of complaints	%	75%	50%	50%
Percentage of complaint cases resolved and compensated compared with the total number of complaints	%	100%	100%	100%
Percentage of employees who received training in human rights policies or procedures	%	100%	100%	100%
Percentage of business lines assessed for risk of human rights violations compared to total number of business lines	%	100%	100%	100%
Percentage of business contracts or agreements that include human rights clauses as one of the conditions of business partnerships	%	100%	100%	100%

Description	Unit	Year		
		2019	2020	2021
Average hours of training per year per employee				
By sex				
Male	hours	10.4	14.65	27.1
Female	hours	12.2	19.4	41.5
Percentage of total employees who received a regular performance appraisal/review	%	100%	100%	100%
By sex				
Male	%	100%	100%	97%
Female	%	100%	100%	98%
By ranking				
Senior management	%	100%	100%	94%
Middle management	%	100%	100%	100%
Junior management	%	100%	100%	100%
General staff	%	100%	100%	97%
Employee engagement score	%	-	50%	70%
Percentage of employees participated in the assessment compared with total permanent employees	%	-	97%	92%
Target of engagement score	%	-	67%	67%
Percentage of employees who acknowledged the result of employee engagement	%	-	-	5%

Community Engagement

Others Social Performance	Description	Unit	Year		
			2019	2020	2021
Community Contribution					
	Financial Contributions	Baht	0	0	100,000
	Employee volunteering during working hours	Baht	0	0	0
	Contribution by means of donation of essential goods or services or entry into alliances or similar	Baht	12,000	1,050,000	100,000