

# SUSTAINABILITY REPORT 2019

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



Carpets Inter®



## COMPANY POLICY

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



### COMMITMENT & POLICY STATEMENT ON BUSINESS OPERATIONS

Carpets International Thailand Public Company Limited is the largest manufacturer and distributor of comprehensive range of carpets manufactured from various types of natural & synthetic yarns and fibers in Thailand, with fully integrated facilities. We are committed to produce and supply quality products and services based on ethical codes of conducts and standards on occupational health & safety, environment, energy and labor with responsible care to the society.

#### **Our commitments covering Framework, Policies, and Guidelines for our business operations, are as follows:-**

1. Comply with Legal and other relevant standard requirements governing our operations.
2. Strive to manufacture quality products and deliver on-time according to the customers' expectations with responsible care in preventing harms and health hazards to our workforce and all relevant parties. We shall control all types of losses and detrimental effects, which may result from our operations to acceptable minimum levels.
3. Commit to continuously improvement in effective and efficient use of resources including energy across the supply chain from material supply, product & service design, manufacturing, installation and delivery, environment protection, pollution prevention, addressing climate change and practice in compliance with international labor standards.
4. Regularly review our objectives, business operating plans, and performance for continuous improvement and sustainable development.
5. Promote employees at all levels to recognize the importance of manufacturing quality products with no detrimental effect to the environment, safety, energy and quality of life of all involved.
6. Management communicates objectives, goals, and policies on participation and involvement to all levels of employees and stakeholders.
7. To enable effective implementation of above policies, Management will provide supports and necessary resources as well as development of people skills and competencies, to promote effective operations by all of our employees.

# Contents

	<b>Commitment &amp; Policy Statement on Business Operations</b>	<b>3</b>
<b>1.</b>	<b>Introduction</b>	<b>5</b>
	1.1 Company Profile	6
	1.2 CI : Sustainability & CSR - Principle & Framework	7
	- Mission & Objective	
<b>2.</b>	<b>Standard Compliance</b>	<b>8</b>
	2.1 Product Life Cycle Assessment (LCA)	9
	2.2 Product Certification	10
	2.3 Management System	15
	2.4 Product Certificate	16
	2.5 Awards	17
<b>3.</b>	<b>Resource &amp; Energy Conservation</b>	<b>18</b>
	3.1 Waste Minimization	19
	3.2 Water Conservation	20
	3.3 Energy Conservation	24
<b>4.</b>	<b>Environmental Impacts</b>	<b>27</b>
	4.1 Reclamation	28
	4.2 Landfill & Air Emission	29
	4.3 Water Effluents	32
<b>5.</b>	<b>Social Responsibility</b>	<b>34</b>
	5.1 Customers & End Users	35
	5.2 Business Alliances	41
	5.3 Suppliers	42
	5.4 Employees	46
	5.5 Other Stakeholders	61



# 1. INTRODUCTION



## INTRODUCTION - COMPANY PROFILE

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

### At Carpets Inter, your vision is our benchmark. The most comprehensive product range.

From the largest corporate projects to the most discerning individuals, Carpets Inter has the attention to detail and expertise to help realize any vision. We are one of the largest contract carpet manufacturers of woven, tufted, and modular-tile carpets for hospitality and commercial markets including specialized sectors such as cruise & aviation. Our comprehensive product range covers non-woven needle punched floorings for automotive and exhibition sectors. With our 'Can Do' attitude, we pride ourselves on being able to fulfill the requirements of any job.

### The 'One-Stop' Carpet Supplier. All aspects of creation happen under one roof.

We are not simply a manufacturer, but have the capabilities in-house to take projects from concept all the way to installation. Our 160,000 square meter modern factory employs 1,600 people and houses an entirely vertically integrated production facility, including fiber and yarn extrusion, wool and synthetic yarn spinning, dyeing, twisting, heat setting, weaving, tufting, needle punching, and finishing. For any custom project, our pre-sales activities include efficient design, sampling, floor planning and estimation services to help our customers. Our post-installation support is second to none in the industry.

- Design Concept
- Design Service
- Sample Service
- Floor Planning and Estimation
- Material and Production Planning
- Fiber & Yarn Extrusion/Spinning
- Dyeing & Winding
- Weaving, Tufting, Non Woven Production
- Finishing & Inspection
- Warehousing & Distribution
- Installation & After Sales Services



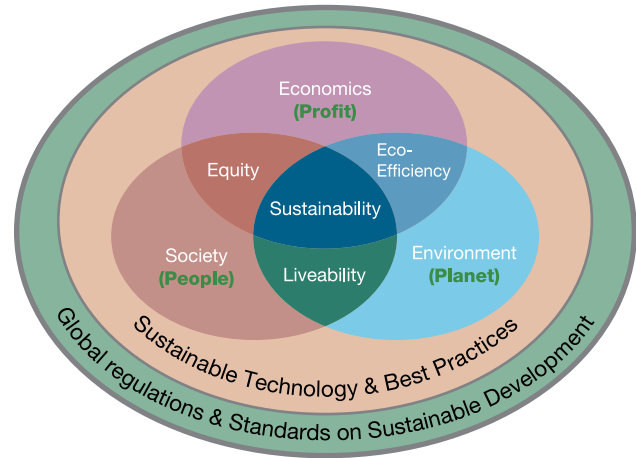
## INTRODUCTION - CI : SUSTAINABILITY & CSR

www.carpetsinter.com

### Principle & Framework

Our "Sustainability & CSR principle" features

1. Triple Bottom Line - 3P Principle for Sustainable Development (John Elkington's)
  - > **Profit** - Economic optimization
  - > **People** - Social responsibility
  - > **Planet** - Environmental development
2. PPP (Prevention Participation Programs) based on CI : 5S activities.



### Mission & Objective

Drive sustainable growths by delivering key values to customers while preventing all kind of wastages & losses by participation & involvement of all stakeholders across our whole supply chain with responsible care which results in no detrimental effects to the environment and the society

### Programs:

1. Compliance with all relevant regulatory & industry standards. namely Local & International laws & regulations, International standards on Q/S/E & En/L management system - ISO9001, ISO45001, ISO14001, ISO 50001, TLS8001 including ISO26000 on Social Responsibility, as well as "Green" Product & Raw material certification.
2. CI : 5S/PPP (Prevention Participation Programs)
  - Waste & Inventory Minimization Program
  - Energy & Water Conservation Program
  - OKJ Program (Observation, KYT - Kizen - Yoshi - Training/Methodology on Identifying & Minimizing Personal Hazards, JSA-Job Safety Analysis)
  - PM/TPM (Preventive/Total Productive Maintenance) Program - Skill & Competency / Knowledge Management Program
  - Networking & Benchmarking / Cross Functional Teams & Small Group Activities (CFTs & SGAs) Improvement Project (IP's)



## **2. STANDARD COMPLIANCE**



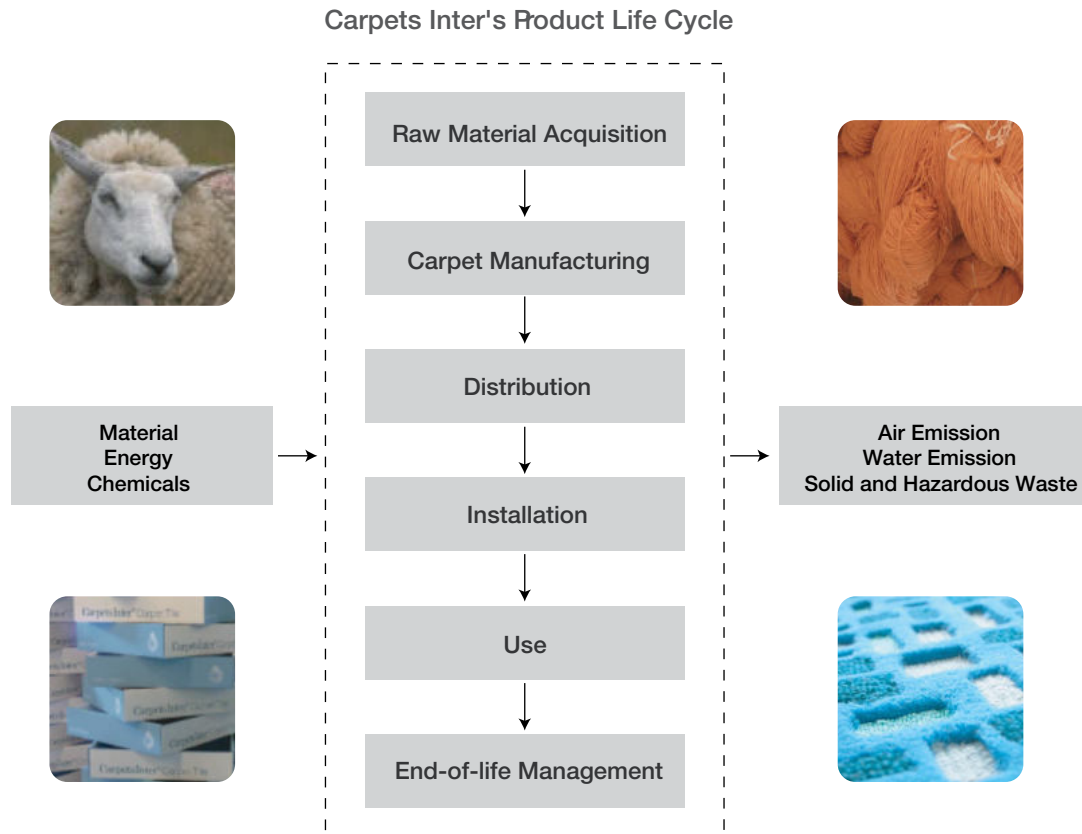


## STANDARD COMPLIANCE - PRODUCT LIFE CYCLE ASSESSMENT (LCA)

www.carpetsinter.com

### Product Life Cycle Assessment (LCA)

The goals of this study are to investigate the environmental loads and identify the key life cycle stages and environmental issues for the entire life cycle of the carpet.



**The Life Cycle Assessment (LCA) for four categories of carpet has been completed.**









- > Broadloom Axminster Carpet
- > Broadloom MachineTufted Carpet
- > Axminster EcoSoftTile
- > Machine Tufted EcoSoftTile

From LCA (Life Cycle Assessment) data, our company can design products following Eco-design Principles and DfE (Design for Environment) and use of the data can help us to reduce the environmental impact of carpet manufacturing.

# STANDARD COMPLIANCE - PRODUCT CERTIFICATION

www.carpetsinter.com

## Product Certification

Product Standard			Machine Tufted			Axminster		Hand Tufted		EcoSquare Tile		EcoSoft Tile			ZeroFlow
			Wool	WN	Nylon	WN	Nylon	Wool	Nylon	Nylon	PP BCF	Wool	WN	Nylon	Nylon
Niche Market Requirement	Maritime (IMO)	 DNV	◆			◆									
	EU	 CE-MARK	◆	◆	◆	◆	◆	◆				◆	◆	◆	
S&E & Sustainability	USA	 Green Label Plus (GLP)	◆	◆	◆	◆	◆	◆	◆			◆	◆	◆	◆
		 NSF 140				◆ Gold	◆ Silver						◆ Platinum	◆ Gold	
	Thailand	 Carbon Footprint			◆	◆				◆				◆	
	Australia	 ECS	◆ Level 3		◆ Level 3	◆ Level 3	◆ Level 3			◆ Level 4		◆ Level 4	◆ Level 4	◆ Level 4	
	Singapore	 Singapore Green Label				◆		◆		◆				◆	
		 Singapore Green Building Product								◆				◆	

Remark ◆ Has been certified

Carpets Inter is continuously developing and improving our products to be Environment and Health & Safety Friendly through eco-design concepts. Carpets Inter continuously achieved these product certifications.

### 1. Green Label Plus

This label is awarded for products releasing the lowest levels of VOCs, i.e. Indoor air quality. We now have six product groups that meet criterion.



#### Green Label Plus certified products:

- > Broadloom Axminster Carpet (Wool/Nylon, Nylon)
- > Broadloom Machine Tufted Carpet (Wool, Wool/Nylon, Nylon)
- > Hand Tufted Carpet (Wool, Nylon)
- > EcoSoft Tile Carpet (Wool, Wool/Nylon, Nylon)
- > EcoSquare Tile (Nylon)

## STANDARD COMPLIANCE - PRODUCT CERTIFICATION

www.carpetsinter.com

### 2. ACCS : Australian Carpet Classification Scheme

The Environmental Certification Scheme (ECS) is an environmental labeling system for Textile floor coverings. It is an extension of the internationally recognized Australian Carpet Classification Scheme (ACCS). Certified products must comply with a range of performance criteria and have a current ACCS grading.

**ECS certification levels and associated performance criteria are**



#### Raw Material

To restrict or ban the use in certified carpet of toxic substances, heavy metals and hazardous substance.

#### Manufacturing

To promote good environmental practice at the plant-level.

#### Fitness for Purpose

To ensure that an ECS certified textile floor covering has a positive effect on indoor environmental quality and is fit for its intended use.

#### Product Emissions

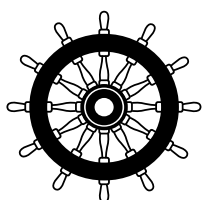
To ensure that emissions of volatile organic compounds (VOCs) from environmentally certified carpet do not exceed prescribed target levels for total emissions and 13 chemicals of concern.

In 2019, Carpets inter achieved ECS level 3 for 4 products and level 4 for 48 products divided into 8 groups:

Nylon EcoSoft Tile, Wool EcoSoft Tile, Wool/Nylon EcoSoft Tile, Nylon EcoSquare Tile, Wool/Nylon Axminster Broadloom, Nylon Axminster Broadloom, Wool Machine Tufted, Nylon Machine Tufted

### 3. Product Certificate

IMO FTFC Certification (International Maritime Organization) – Fitest Procedures Code



0575/10

IMO (International Maritime Organization) is the United Nations specialized agency with responsibility for the safety and security of shipping and the prevention of marine pollution from ships. Member Governments use IMO to draw up internationally agreed upon standards that can be applied to all ships.

Carpets Inter's products are Wheel Mark certified for low flammability, low smoke, toxic gas generation to be used on ships. The following 2 products from Carpets Inter comply with IMO FTFC

1. 80% Wool 20% Nylon Broadloom Axminster Carpet
2. 100% Wool Broadloom Machine Tufted Carpet

## STANDARD COMPLIANCE - PRODUCT CERTIFICATION

www.carpetsinter.com

### 4. Singapore Green Label

The Singapore Green Labelling Scheme (SGLS) was launched in May 1982 to endorse consumer products and service with minimum undesirable effects on the environment.

This is administered by the Singapore Environment Council.



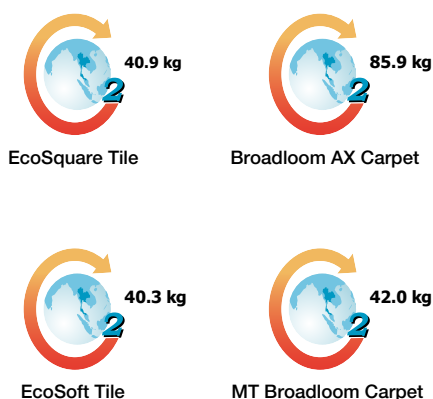
Under the products category, Singapore Environment Council has certified more than thousand industrial and consumer products with the Green Label as a seal of endorsement on its environmentally-friendly claims to fight against the abuse of green-washing

#### Carpets Inter's product groups were certified:

- > Nylon EcoSoft Backing Carpet
- > Nylon EcoSquare CarpetTile
- > Hand Tuft Carpets (Wool)
- > Axminster Carpets (WN)

### 5. Carbon Footprint

The Carbon Footprint of Products (CFP) takes into account the quantity of GHG emissions from each production unit throughout the whole life cycle (cradle –to-grave) of a product. The Carbon Footprint calculates the carbon dioxide equivalent (CO<sub>2</sub>e) of the GHG emitting from the raw material acquisition, manufacture, use, waste management and final disposal, including related transport in all stages.



#### Following Carpets Intels products were assessed & certified:

- > Broadloom Axminster Carpet
- > Machine Tufted Broadloom Carpet
- > Machine Tufted EcoSoftTile
- > Machine Tufted EcoSquareTile

## STANDARD COMPLIANCE - PRODUCT CERTIFICATION

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

### 6. CE-Mark

It is a declaration by the manufacturer that the product meets all the essential requirements of the relevant European health & safety and environmental protection legislation as well as certain European Directives. CE marking give easier access into the European market without adaption or rechecking.



#### Following Carpets Intels products passed CE Marking:

1. Machine tuft – wall-to-wall
2. Machine tuft – PVC tile
3. Machine tuft – EcoSoft tile
4. Axminster – wall-to-wall
5. Axminster – PVC tile
6. Axminster – EcoSoft tile
7. Hand tufted

### 7. NSF 140

#### NSF/ANSI 140 – Sustainable Carpet Assessment

The first American national Standard Institute (ANSI) approved, multi-attribute sustainable carpet assessment Standard which identifies that the certified carpets have reduced environment impact. NSF 140 was designed to establish a system with varying levels of certification to define sustainable carpet include Silver, Gold, Platinum. The sustainable carpet standard NSF 140 is recognized within the LEED scheme



#### 5 key areas are evaluated in NSF 140 assessment:

- > Public Health and Environment
- > Energy and Energy efficiency
- > Bio – Based Content, Recycled Content Materials or Environmentally Preferable Materials
- > Manufacturing Management
- > Reclamation and End of Life Management

#### Following Carpets Inter's products were assessed and certified

- > Wool Cushion Back CarpetTile, Platinum level
- > Wool Broadloom Carpet, Gold Level
- > Nylon Broadloom Carpet, Silver level
- > Nylon Machine Tufted Cushion BackTile, Gold level

## STANDARD COMPLIANCE - PRODUCT CERTIFICATION

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

### 8. Singapore Green Building Product

The SGBP scheme is regarded as one of the key standards and benchmarks for green building products in the building and construction industry. As such, the SGBP is well recognized under the Green Mark Scheme, Singapore's national green building rating tool administered by the Building and Construction Authority (BCA). Building products are assessed on their environmental properties and performance through a comprehensive list of assessment criteria covering the five key areas of Energy Efficiency, Water Efficiency, Resource Efficiency, Health & Environmental Protection and Other Green Features.



#### Following Carpets Intels products were verified:

- > EcoSquare
- > EcoSoft

# INTRODUCTION - MANAGEMENT SYSTEM

www.carpetsinter.com

## Management System



**Quality Management System (ISO 9001)**  
British Standard Institution (BSI)



**Environmental Management System (ISO 14001)**  
British Standard Institution (BSI)



**Occupational Health and Safety Management System (OHSAS 18001)**  
British Standard Institution (BSI)



**Energy Management System (ISO 50001)**  
British Standard Institution (BSI)



**Thai Labour Management System (TLS 8001)**  
Department of Labour Protection and Welfare, The Ministry of Labour



**Green Industry Level 3**  
Ministry Of Industry



**The Recognition of being AEO Importer/Exporter**  
Thai Customs Department

# INTRODUCTION - PRODUCT CERTIFICATE

www.carpetsinter.com

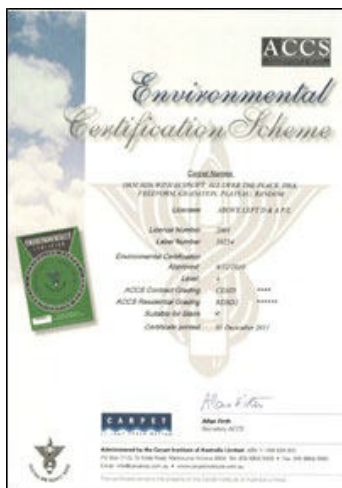
## Product Certificate



Green Label Plus



NSF 140



ACCS : Australian Carpet Classification Scheme



Singapore Green Building Product Classification Scheme



DNV IMO



Singapore Green Label



Carbon Footprint



# INTRODUCTION - AWARDS

www.carpetsinter.com

## Awards



2007 Awarded "CSR-DIW"



2010 Awarded "Logistic Development"



2011 Awarded "CSR-DIW Network"



2011 Awarded "Social & Employee Responsibility for Flood Situation"



2013 Awarded "CSR-DIW Level 4"



2014 Awarded "Enables to maintain Thai Labor Standard For 5 consecutive years and over"



2016 Awarded "Groundwater Management"



2010-2017 Awarded "CSR-DIW Continuous"



2017 Awarded "Environmental Good Governance"



2012 Awarded "Environmental Good Governance"



2017 Awarded "Enables to maintain Thai Labor Standard For 10 consecutive years"



2018 Awarded "Sustainable Growth, Responsible Leadership and Operational Excellence"

## INTRODUCTION - AWARDS

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

### Awards



# Sustainability Awards

## 2019 Winner

Over 150 projects, people and products were nominated for this year's 'Sustainability Awards' organized by Architecture & Design and In Design Media Asia Pacific Magazine. After careful and deliberate consideration, Carpets Inter's EcoSoft® back modular Carpet tile manufactured from recycled Plastic Bottles was selected as the unanimous winner of the 'Waste Elimination' category.

<https://carpetsinter.com/2019-winners>





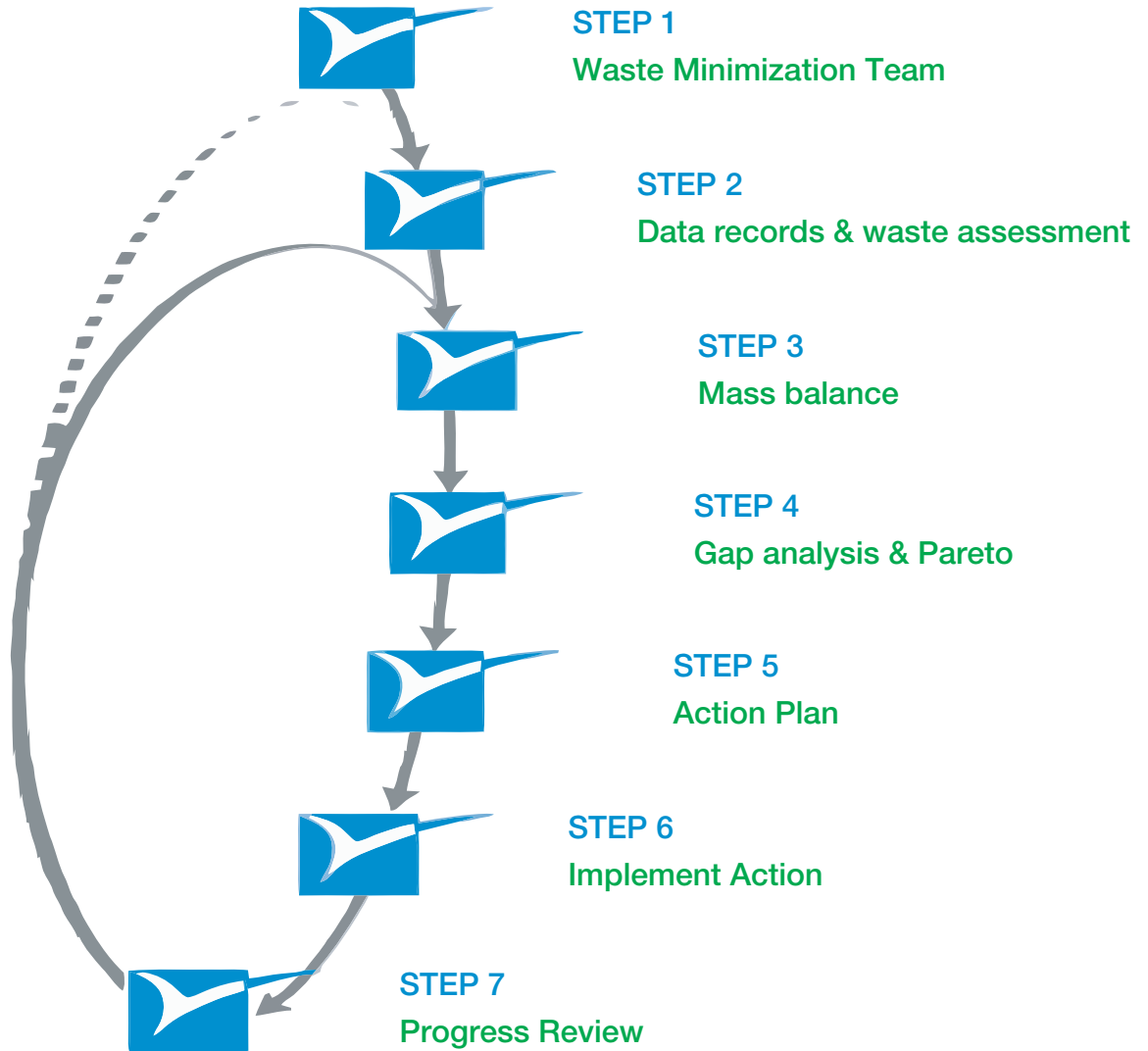
## **3. RESOURCE & ENERGY CONSERVATION**



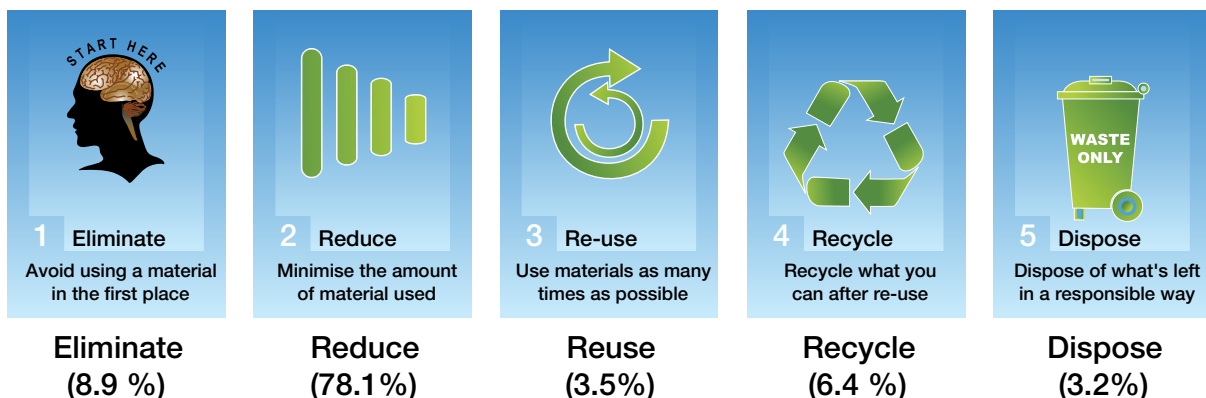
# RESOURCE & ENERGY CONSERVATION - WASTE MINIMIZATION

www.carpetsinter.com

## Waste Minimization



### The Hierarchy of Waste Minimization & Cost Saving 2007-2019



The value of waste minimization from 2007 - 2019 = 99.15 million baht.

## RESOURCE & ENERGY CONSERVATION - WATER CONSERVATION

www.carpetsinter.com

### Water Conservation

#### Water Conservation Development Project

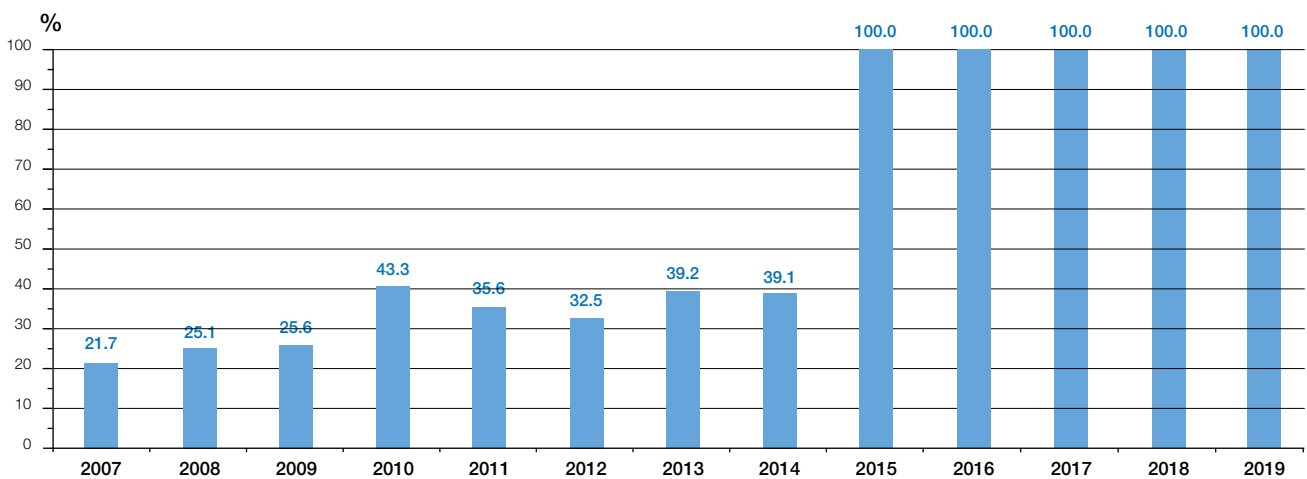
- 2004 > Water Recycle System Phase I (for dyehouse)
- 2005 > Water Recycle System Phase II
- 2006 > Water Conservation Participation Program
- 2007 > Process Water Metering
- 2008 > Improve Water Supply System & Equipment in Toilet
- 2009 > Small Group Activity for Water Conservation
- 2010 > Recycled Water used in Toilet
- 2011 > Water Injection Controlled by Computer
- 2012 > Waste Water Discharge Control
- 2013 > Dyehouse Water, Recycled Water, and Waste Water Control
- 2014-15 > Zero discharge project
- 2016 > Auto Softener System
- 2017 > Ultrasonic for Algae Control
- 2018 > Recycled Water used for Green area
- 2019 > Eco Friendly Dyeing Technology

#### Water Efficiency & Conservation Reduction Implementation

- > Water Recycle system Phase I & II



#### Recycled Water



Average Recycled Water

## RESOURCE & ENERGY CONSERVATION - WATER CONSERVATION

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

> Installation of Softener System in Recycled Wastewater Treatment Plant and Boiler



> Installation of Dissolved Oxygen meter in Wastewater Treatment Plant and Recycled Wastewater Treatment Plant



> Installation of process water meters



> Water Conservation Participation Program



# RESOURCE & ENERGY CONSERVATION - WATER CONSERVATION

www.carpetsinter.com

> Improve water supply system & equipment in toilet



> Small Group Activity for Water conservation participation program



> Recycled Water used in toilet



> Installation of Ultrasonic Control System

> Waste Water Leakage Control



> Installation of Reverse Osmosis System



> Auto softener system for boiler to reduce water usage in backwash process

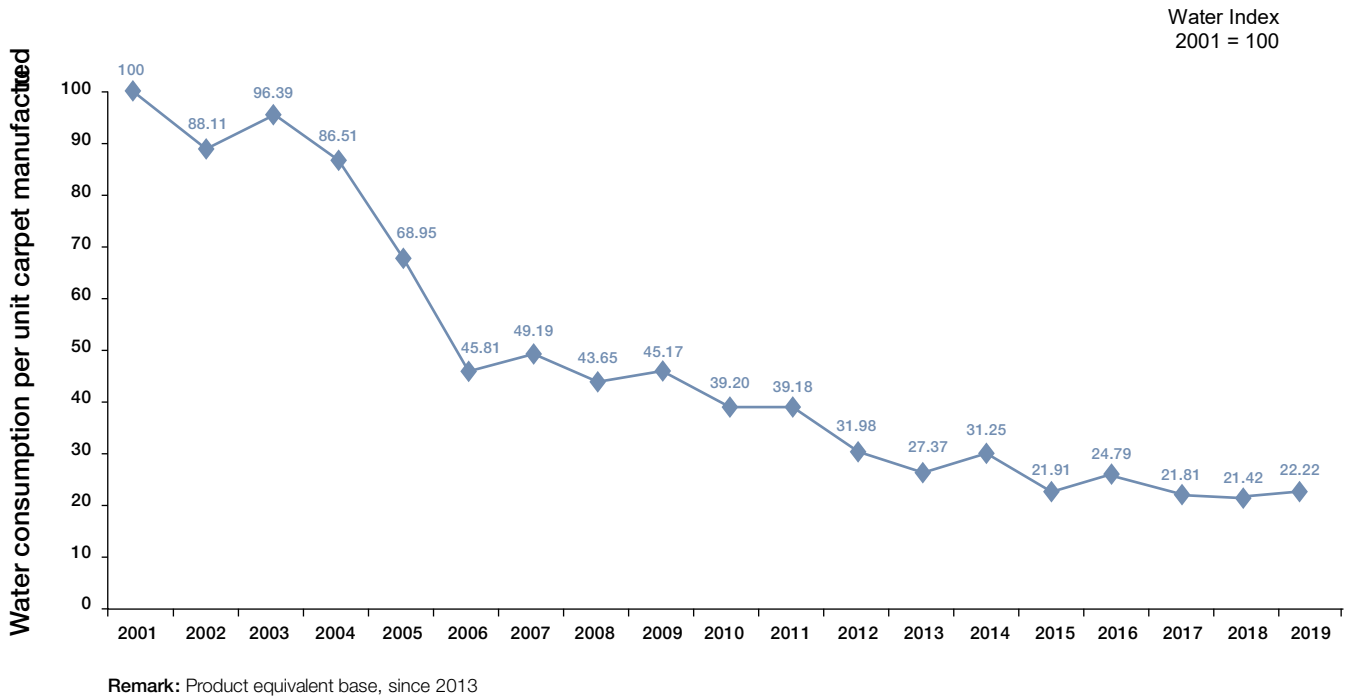


## RESOURCE & ENERGY CONSERVATION - WATER CONSERVATION

www.carpetsinter.com

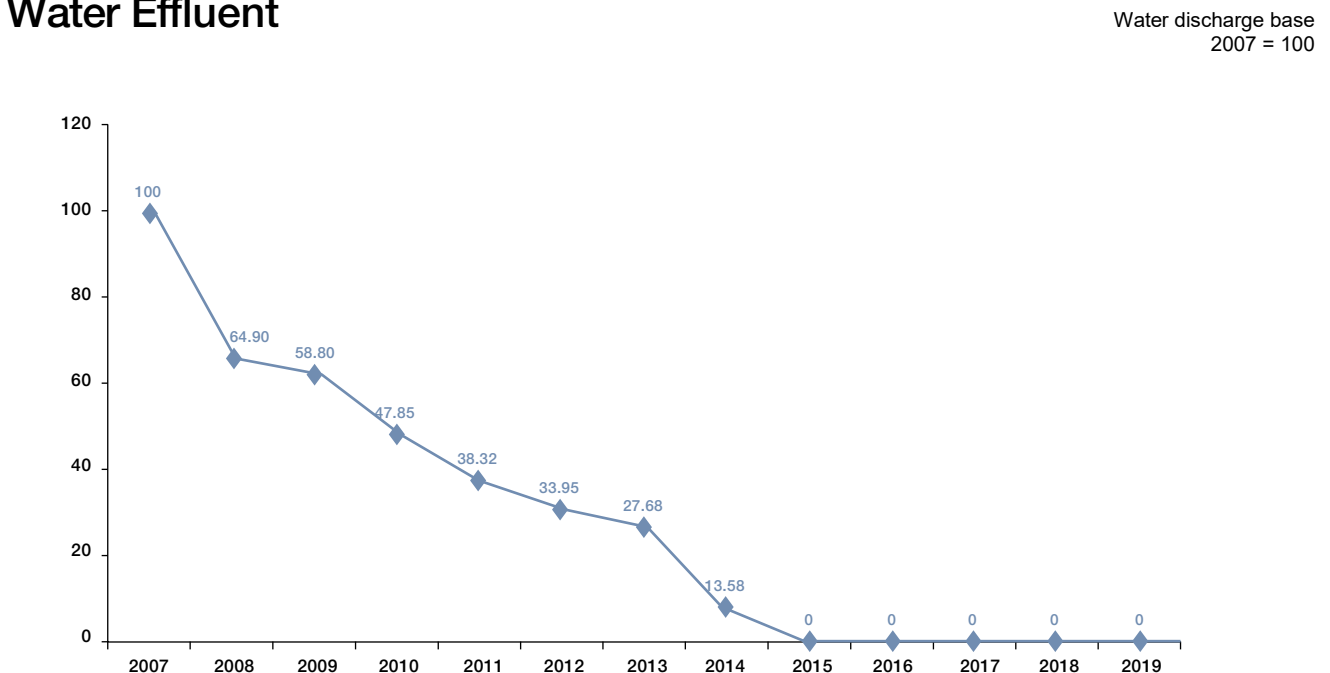
Nowadays, we still continuous in the process of water conservation. It shown as the Graph below, that is steadily decrease from 2001 to 2018.

### Water Conservation



Zero Water Discharge : The recycling of dyeing water was first introduced in 2004 and the zero water discharge goal has been achieved since 2015.

### Water Effluent

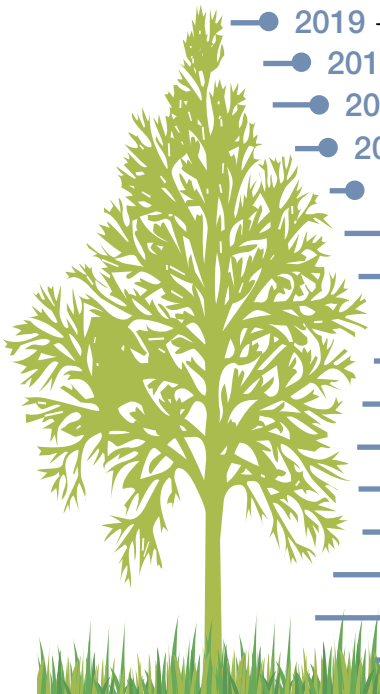




# RESOURCE & ENERGY CONSERVATION - ENERGY CONSERVATION

www.carpetsinter.com

## Energy Efficiency & Conservation

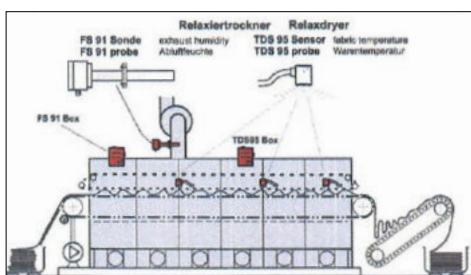
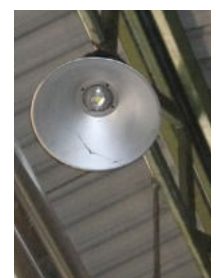


- 2019 - Energy Used Control System
- 2018 - LED Lighting Lamp
- 2017 - Air Compressors Control
- 2016 - Exhaust Humidity Control on Dryer
- 2015 - High Efficiency Tufting Tool (Hand Tufting Gun)
- 2014 - Energy Management System Certify (ISO 50001 : 2011)
- 2013 - Implement ISO 50001
- 2012 - High Efficiency Boiler (Duel Fuel)
- 2011 - Alternative & Renewable Energy (Wind & Solar Energy)
- 2010 - Integrated Small Group Activity for Energy Conservation Program
- 2009 - Small Group Activity for Energy Conservation Program
- 2008 - Energy Management System (EMS) Standard
- 2007 - Total Energy Management (TEM)
- 2006 - Energy Conservation Participation Program
- 2003 - Installation of variable speed drive on air compressor
- 2002 - Installation 115/22 kilovolt substation

## Energy Efficiency & Conservation Reduction Implementation program

### > Electrical Equipment in all services & process:

- Installation 115/22 kV Substation
- DO meter in Waste Water Treatment Plant
- Higher efficiency in fluorescent lamps
- Radio Frequency Dryer
- Solar powered light systems
- Hybrid renewable energy (Wind Turbine and Solar energy)
- Replaced Lamp to LED at Certificate Board and Corporate Signage
- Exhaust humidity control on dryer
- Replaced Lamp with LED



## RESOURCE & ENERGY CONSERVATION - ENERGY CONSERVATION

www.carpetsinter.com

### > Air compressors:

- Leakages monitoring
- Reduction in working pressures
- Reduction in number
- VSD control for efficiency improvement
- Of all compressors
- Higher efficiency compressors
- Air Compressor replacement to High efficiency
- Select the first use high efficiency air compressor



### > Air conditioning & chillers:

- Reduction of energy loss in Air conditioning system
- Eliminate chiller use in the hand tufted area.
- Higher efficiency air conditioners
- Use the air conditioner does not impact on the environment



### > Steam boilers:

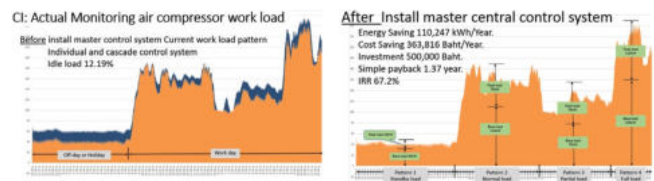
- Boiler replacement for increase efficiency by Combustion control economizer blow down heat Recovery water injection and EMS.
- Maintenance improvement
- Reduced steam working pressures
- Insulation improvement of steam pipes & equipment
- Steam & condensate recovery
- Combustion efficiency control
- Higher efficiency boilers
- Water injection for increase combustion efficiency



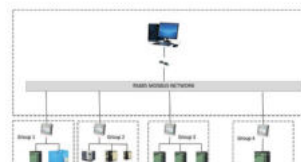
### > Exhaust humidity control on dryer:



### > Energy conservation controller for air compressors:



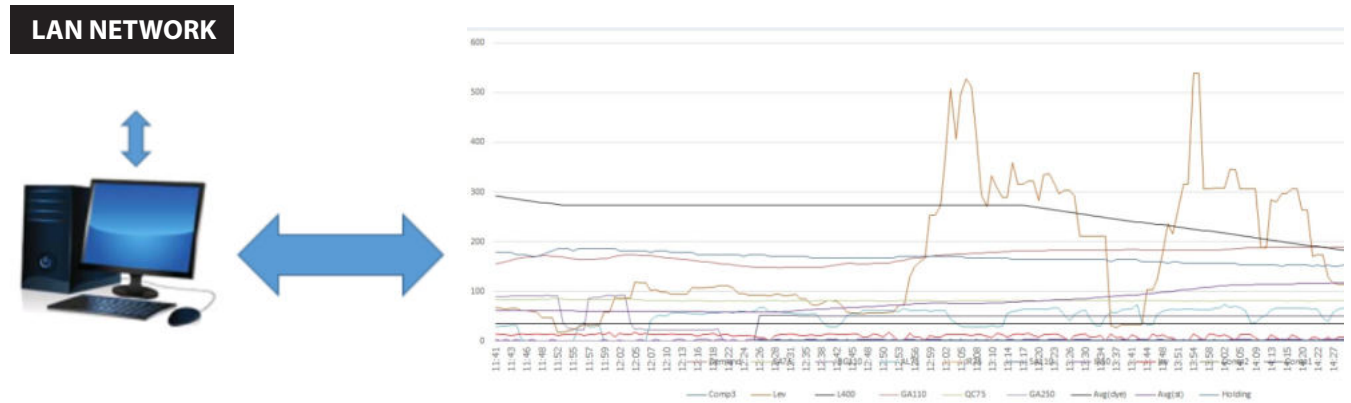
#### Master central control & Network



# RESOURCE & ENERGY CONSERVATION - ENERGY CONSERVATION

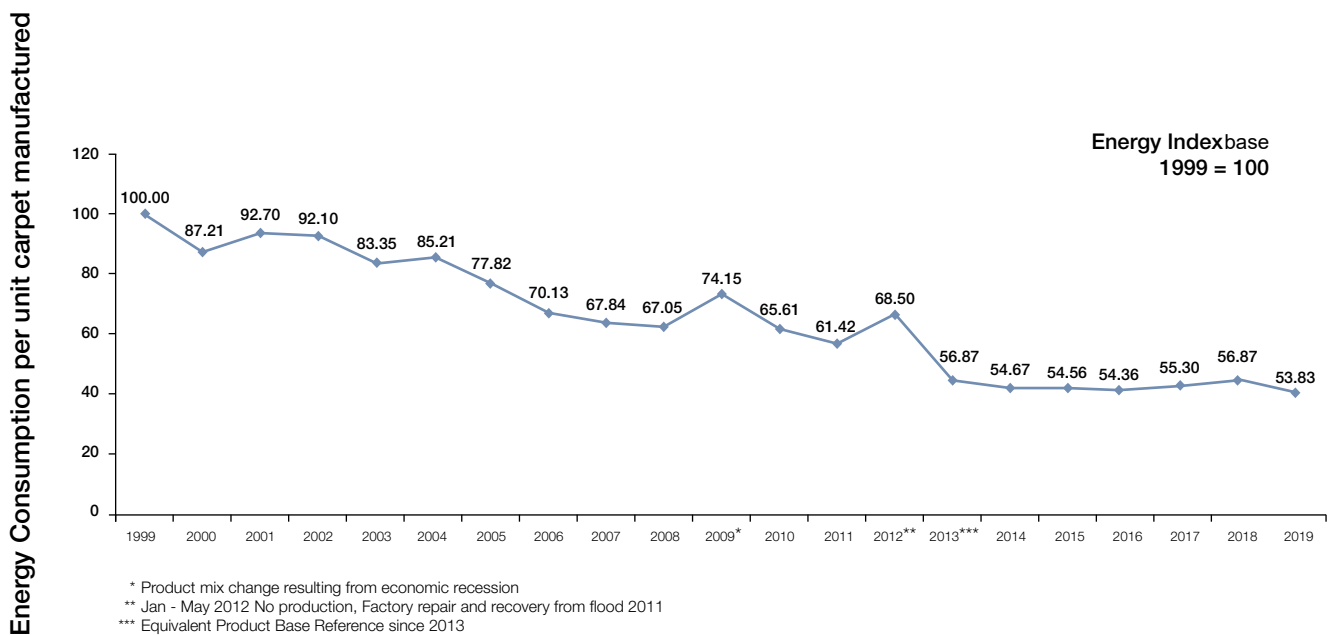
www.carpetsinter.com

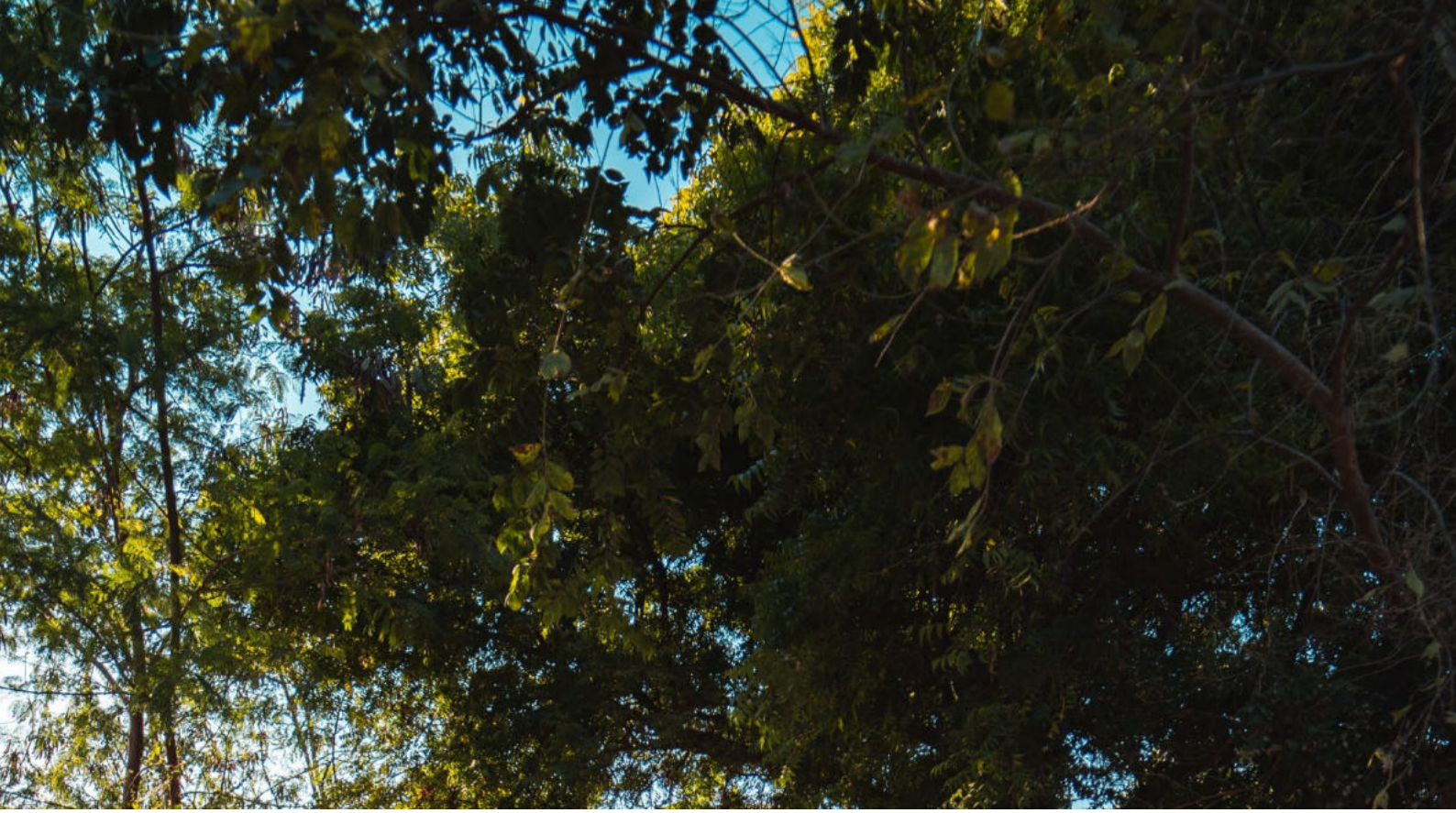
## > Energy used control system:



From all project that is related with improvement energy efficiency and energy conservation, it make the energy consumption decreases when calculate per unit of carpet manufactured. The result of it is shown in the graph below.

## Energy Conservation





## 4. ENVIRONMENTAL IMPACTS



## ENVIRONMENTAL IMPACTS - RECLAMATION

www.carpetsinter.com

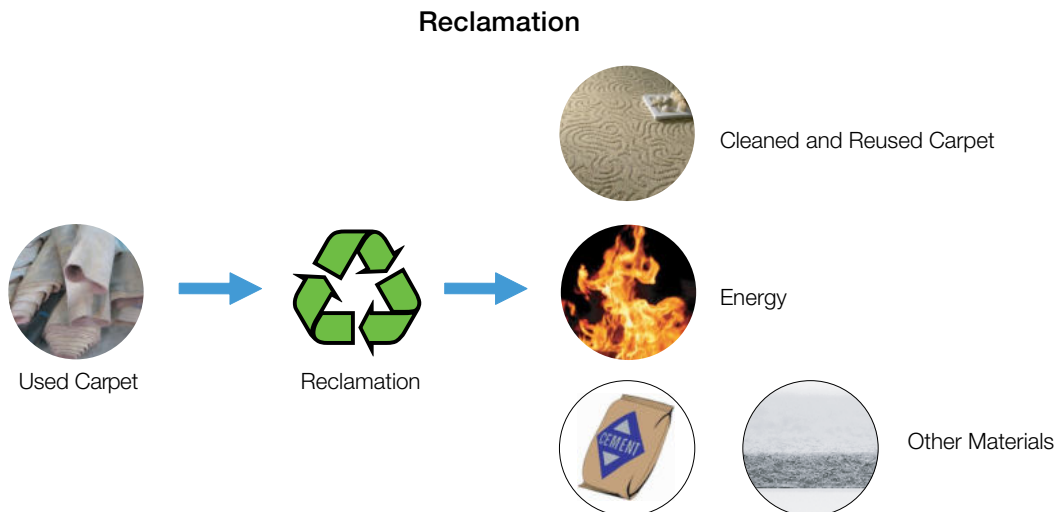
### Reclamation Program

The main objective of the Reclamation Program is to ensure that we minimize the impact of end of life cycle carpet on the environment and human health and safety.

We continuously strive to develop better-performing and longer-lasting products to extend the life of our carpets however when a carpet reaches the end of its useful life, we encourage our customers and the waste contractors or recyclers to dispose of the used carpets in an environmental friendly way such that landfill is avoided or minimized.

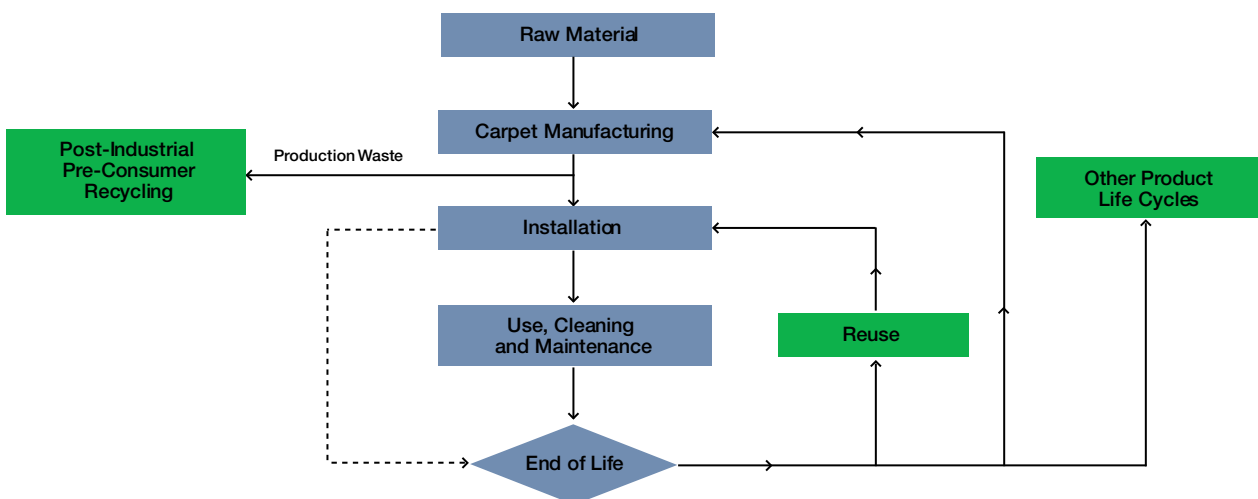
For our domestic market, the carpet that has reached the end of its useful life and returned to us will be properly processed according to our reclamation programs which include:

- Reconditioning for reuse e.g. charitable reuse
- Recycling into energy and cement at the cement kiln



For further detail, please contact us at [info@carpetsinter.com](mailto:info@carpetsinter.com)

### Carpet Reclamation Program



**ENVIRONMENTAL IMPACTS - LANDFILL & AIR EMISSION**

www.carpetsinter.com

**RECYCLING END OF LIFE CARPET ('TAKE BACK') / OFF-CUT WASTE INTO CEMENT PRODUCTION**



**Carpet Reclamation Program**



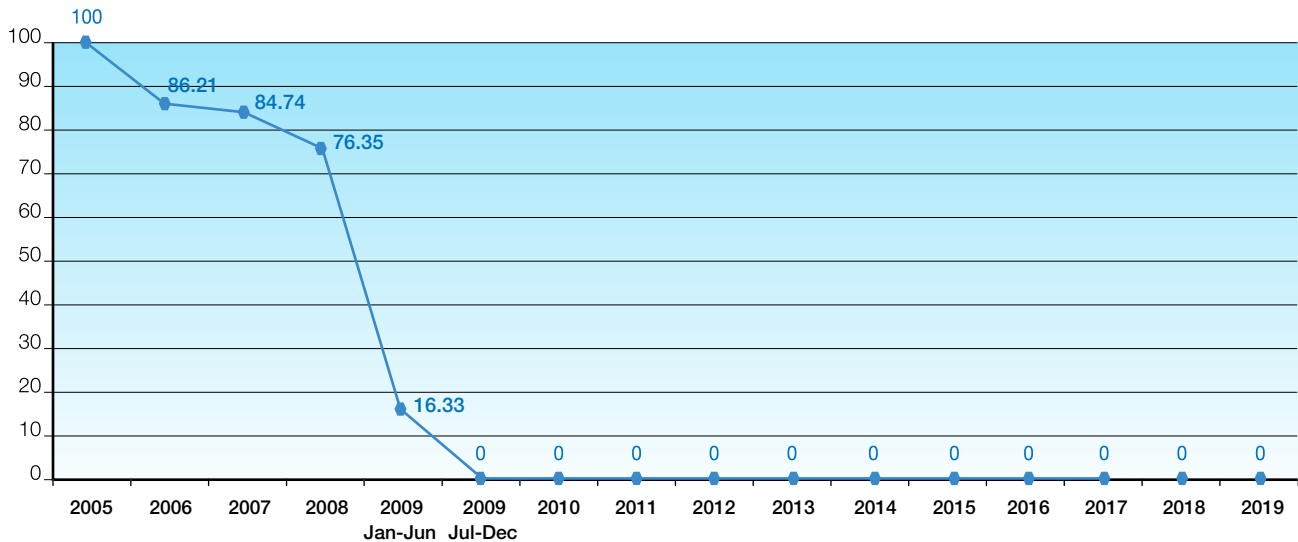
Zero Waste to Landfill since 2014

# ENVIRONMENTAL IMPACTS - LANDFILL & AIR EMISSION

www.carpetsinter.com

## Landfill Reduction

2005 = 100

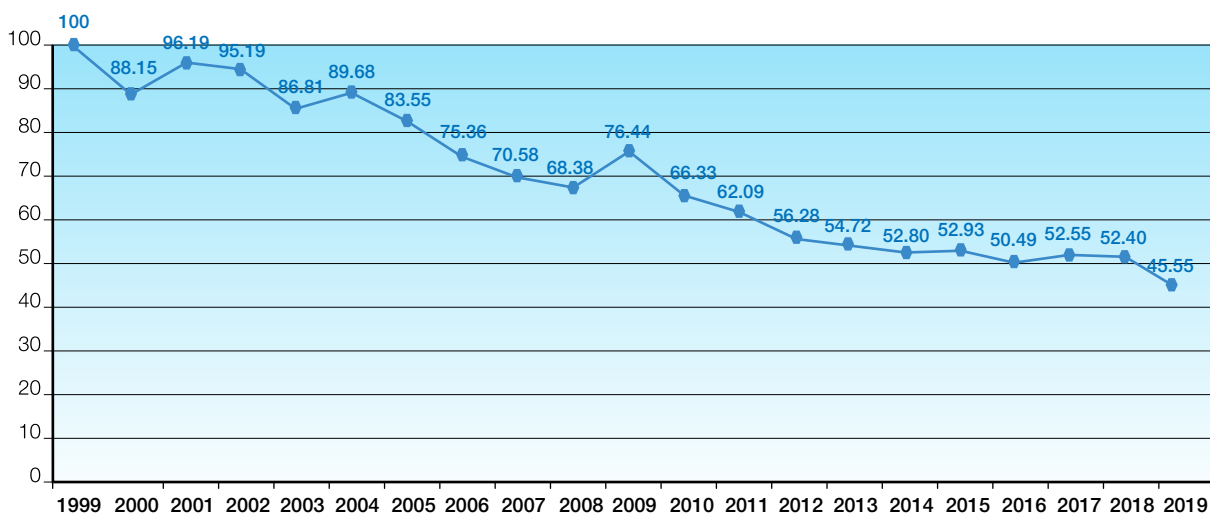


**Remark:** Zero process waste to landfill since July 2009

## Air Emissions

CO<sub>2</sub> Greenhouse Gas

base 1999 = 100



**Remark:** CO<sub>2</sub> GHG index was converted from Electricity, Fuel Oil and LPG Gas  
2013-2014 Equivalent Product Base Reference

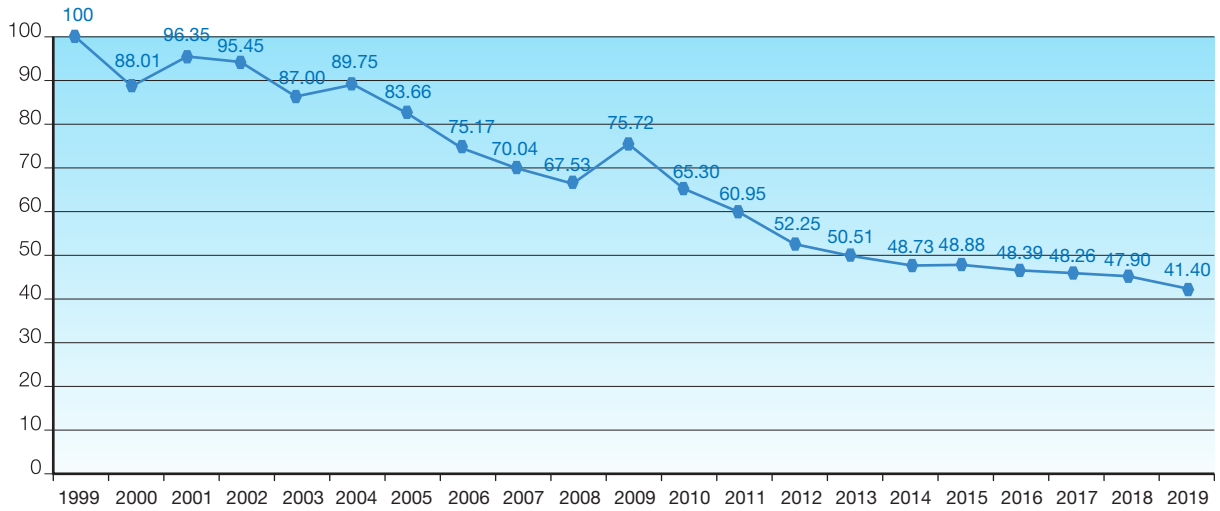
# ENVIRONMENTAL IMPACTS - LANDFILL & AIR EMISSION

www.carpetsinter.com

## Air Emissions

SO<sub>x</sub> Emission Index

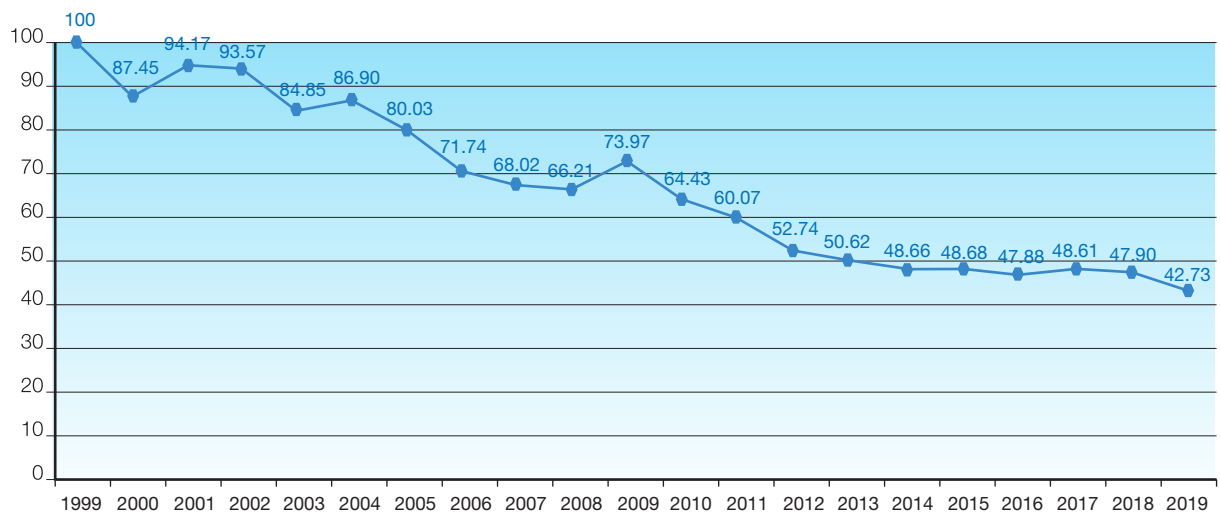
base 1999 = 100



**Remark:** SO<sub>x</sub> emission index was converted from Electricity, Fuel Oil and LPG Gas 2013-2014 Equivalent Product Base Reference

NO<sub>x</sub> Emission Index

base 1999 = 100



**Remark:** NO<sub>x</sub> emission index was converted from Electricity, Fuel Oil and LPG Gas 2013-2014 Equivalent Product Base Reference



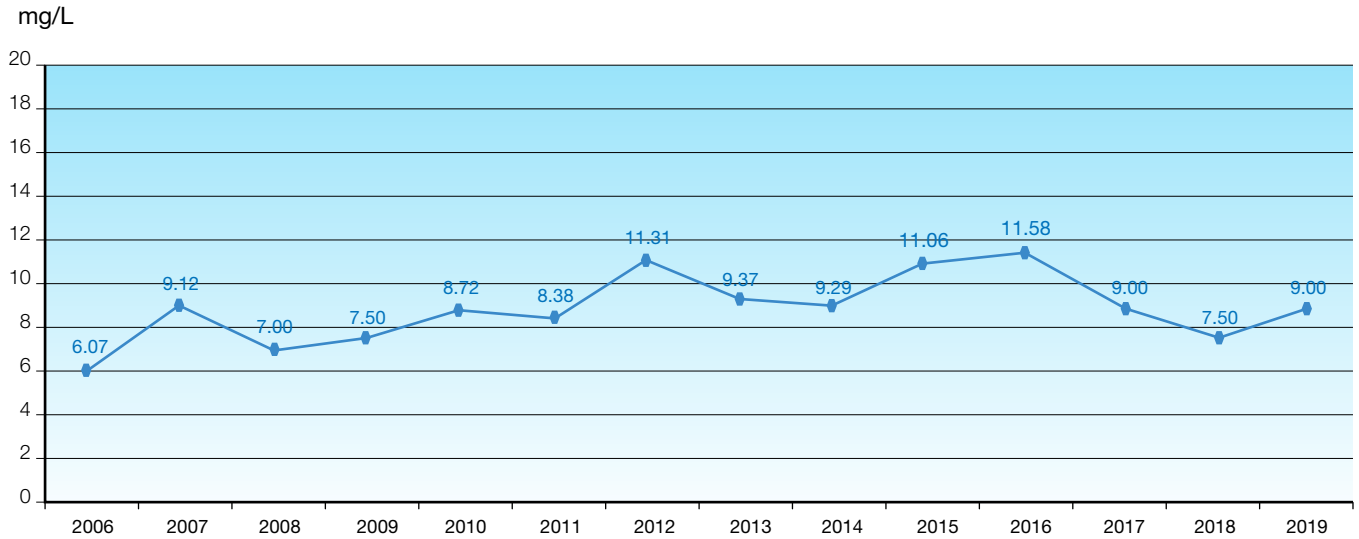
# ENVIRONMENTAL IMPACTS - WATER EFFLUENTS

www.carpetsinter.com

## Water Effluents

Biochemical Oxygen Demand (BOD)

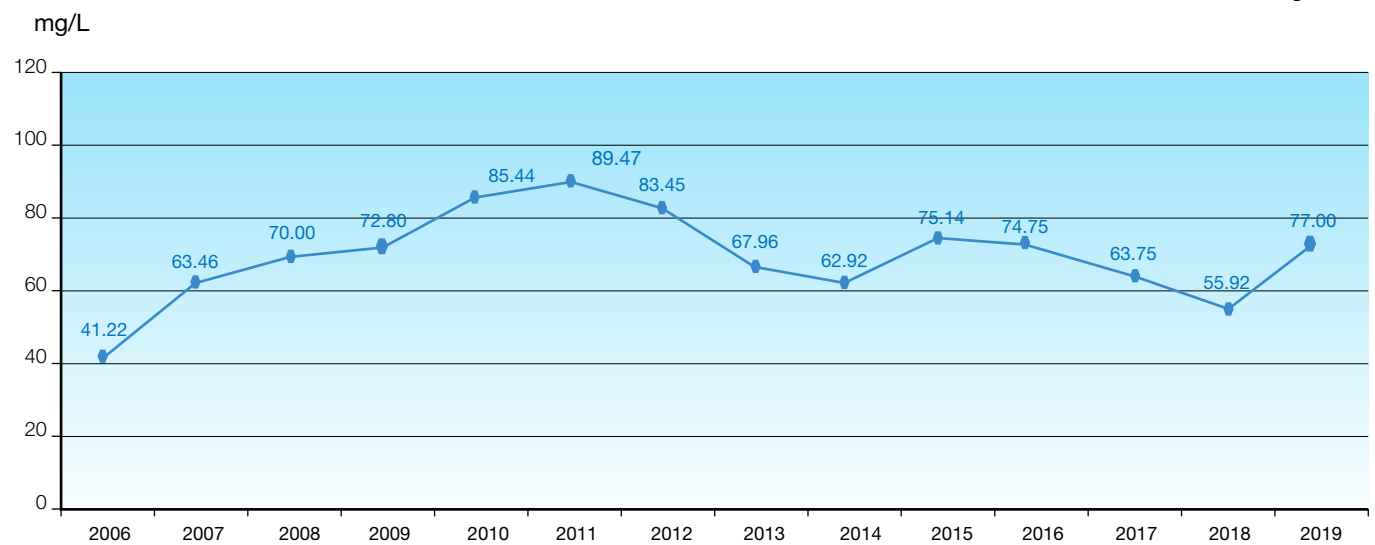
Standard  $\leq 20$  mg/L



**Remark:** BOD is the amount of dissolved oxygen needed by biological organisms in water to break down organic material present.

Chemical Oxygen Demand (COD)

Standard  $\leq 120$  mg/L



**Remark:** COD is used to indirectly measure the amount of organic compounds in water.

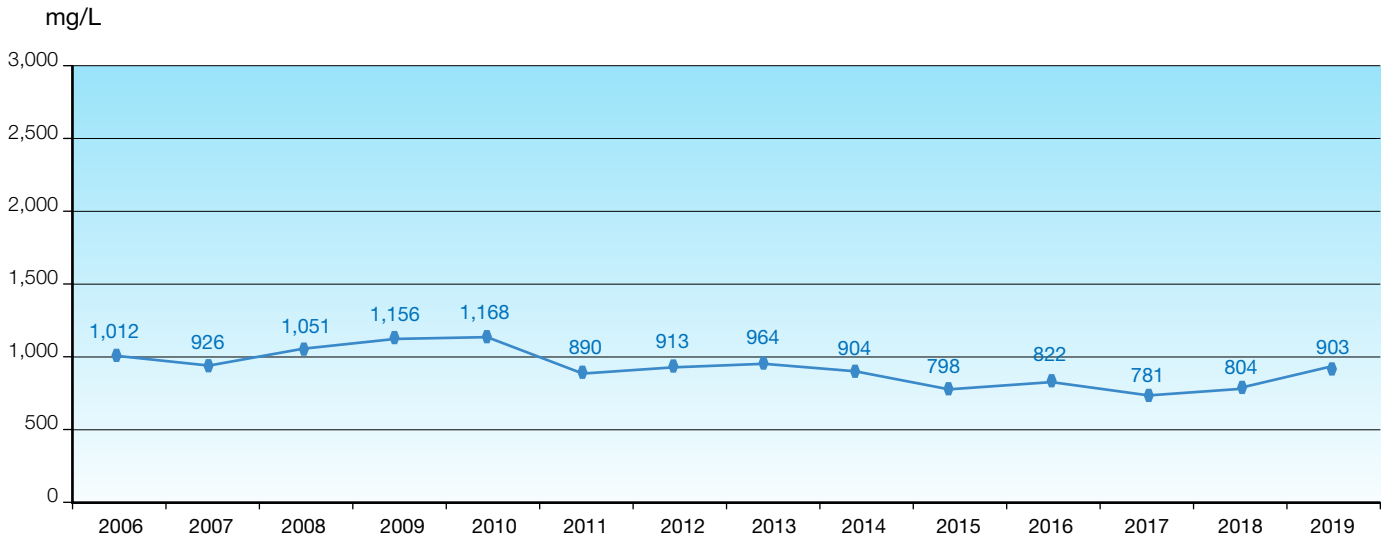
# ENVIRONMENTAL IMPACTS - WATER EFFLUENTS

www.carpetsinter.com

## Water Effluents

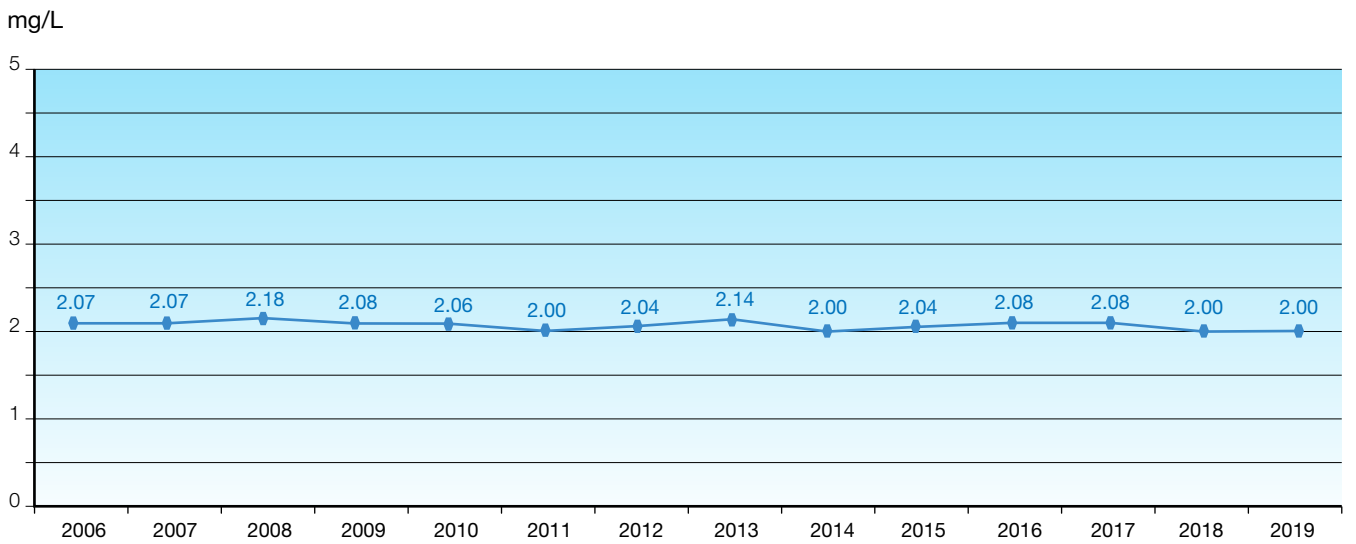
Total Dissolved Solid (TDS)

Standard  $\leq 3,000$  mg/L



## Greases & Oil

Standard  $\leq 5$  mg/L





## **5. SOCIAL RESPONSIBILITY**



## SOCIAL RESPONSIBILITY - CUSTOMERS & END USERS

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

At Carpets Inter, we make high-quality carpet products to enhance people's lives. This commitment goes beyond providing a product that is safe, comfortable, and well designed. It extends to fostering humane, safe, and ethical workplace conditions in every facet of our multinational business, while promoting those same values – and a greater commitment to social awareness – wherever our brand is present. We base this promise on the underlying principle that the truest value of a company should be judged not only by its product or its profit, but ultimately, by its social benefit to people.

We aim higher. We work to be a better company. This endeavor has its foundation in the manufacturing of carpet products that are well designed, durable, and comfortable underfoot; and is sustained through shared values of environmental responsibility, social accountability, and economic fairness that make a positive impact wherever our products are sold or used throughout the world. We are, above all, a multinational company with a multicultural commitment to good global citizenship.



## SOCIAL RESPONSIBILITY - CUSTOMERS & END USERS

www.carpetsinter.com

### Product & Service Performance

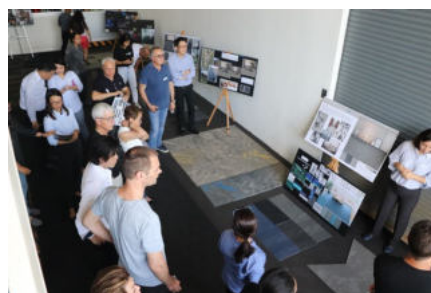
To improve our product and service performance, we define and subdivide the market into identifiable segments which similar needs or demand characteristics hence enable us to design products and services that match the expectations of customers in the targeted segments.

End Users - Market Segments								
Hospitality	Residential	Corporate	Leisure & Sports	Education	Government	Aviation & Cruise	Auto Industry	Places of Worship
<ul style="list-style-type: none"> <li>- Hotels/Resorts (Corridor/Walkway Guest Room Public Area)</li> <li>- Convention &amp; Exhibition Centers</li> <li>- Airports</li> </ul>	<ul style="list-style-type: none"> <li>- Palaces</li> <li>- Premium Houses</li> <li>- Condominiums</li> <li>- Serviced Apartments</li> </ul>	<ul style="list-style-type: none"> <li>- Commercial Buildings Offices</li> <li>- Industrial offices</li> <li>- Financial Companies &amp; Banks</li> </ul>	<ul style="list-style-type: none"> <li>- Entertainment Clubs</li> <li>- Music Halls</li> <li>- Cinemas/Theatres</li> <li>- Golf &amp; Sport Clubs</li> <li>- Health/Fitness centers</li> <li>- Department Stores &amp; Shopping Malls</li> <li>- Casino &amp; Gaming Places</li> <li>- Restaurants</li> <li>- Museums</li> </ul>	<ul style="list-style-type: none"> <li>- Schools (Government, Private, International)</li> <li>- Universities</li> <li>- Libraries</li> <li>- Tutorials &amp; Training</li> </ul>	<ul style="list-style-type: none"> <li>- Government projects including municipalities, ministries, parliaments and embassies</li> </ul>	<ul style="list-style-type: none"> <li>- Private aircrafts</li> <li>- Yachts</li> <li>- Cruise Liners</li> </ul>	<ul style="list-style-type: none"> <li>- Toyota</li> <li>- Honda</li> <li>- Isuzu</li> <li>- Mazda</li> <li>- GM</li> <li>- Mitsubishi</li> </ul>	<ul style="list-style-type: none"> <li>- Mosques</li> <li>- Monasteries</li> <li>- Churches</li> </ul>

> Our pre-sale activities including design, floor planning & estimation, quality sample, marketing collateral can be prepared to serve our customer's request in a short notice.



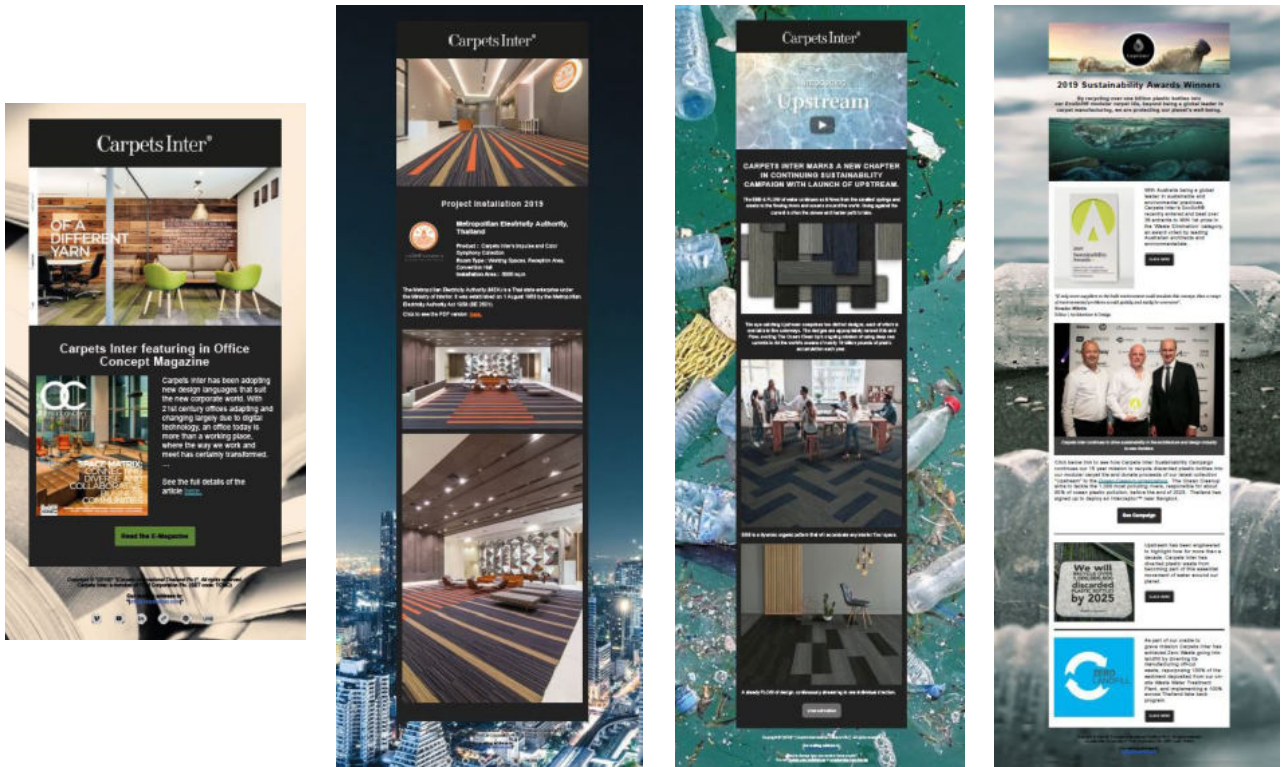
> The Annual Dealer Conference here in Thailand is to showcase and share our progress with modular carpet product development, marketing collaterals and strategic plans for growth.



# SOCIAL RESPONSIBILITY - CUSTOMERS & END USERS

www.carpetsinter.com

- > The electronic newsletters are created and released regularly in order to communicate the company activities to customers such as new product launch, event & exhibition, promotion news, CSR activities etc.



- > At Carpets Inter, we continually search for ways to increase the efficiency of the carpet tile design process. For that reason we developed the Carpets Inter 3D Virtual Simulator. With the 3D Virtual Simulator for the iPad and iPhone you can visually experience our comprehensive carpet tile catalogue. Automatically updated by our inhouse design team, this app ensures that you are up-to-date on our latest offerings.



## SOCIAL RESPONSIBILITY - CUSTOMERS & END USERS

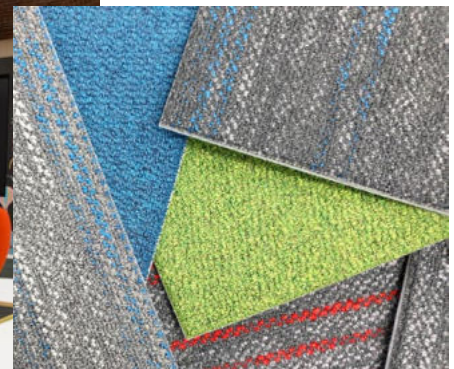
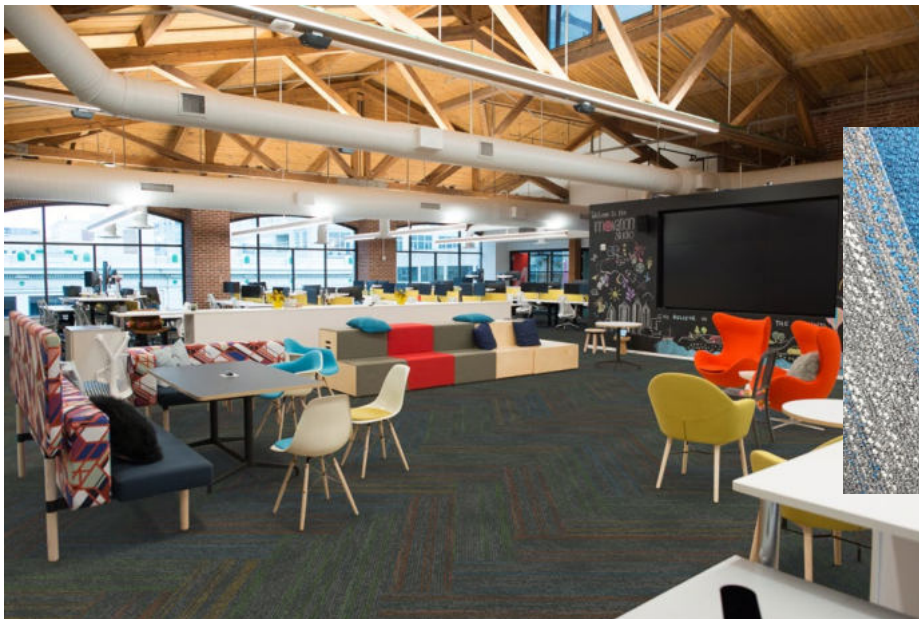
[www.carpetsinter.com](http://www.carpetsinter.com)

- > We are conserving energy and natural resources as well as protecting the environment by using only recycled carton for the product package. We realize that the demand for recycled paper from cartons decreases the strain on natural resources.



- > The new collection "Upstream" has been engineered to highlight how for more than twelve years Carpets Inter has assisted to divert plastic waste from landfill sites or entering into our oceans, causing irreparable damage to our Eco-System.

Carpets Inter are committed to help support good causes that clean up our planet..



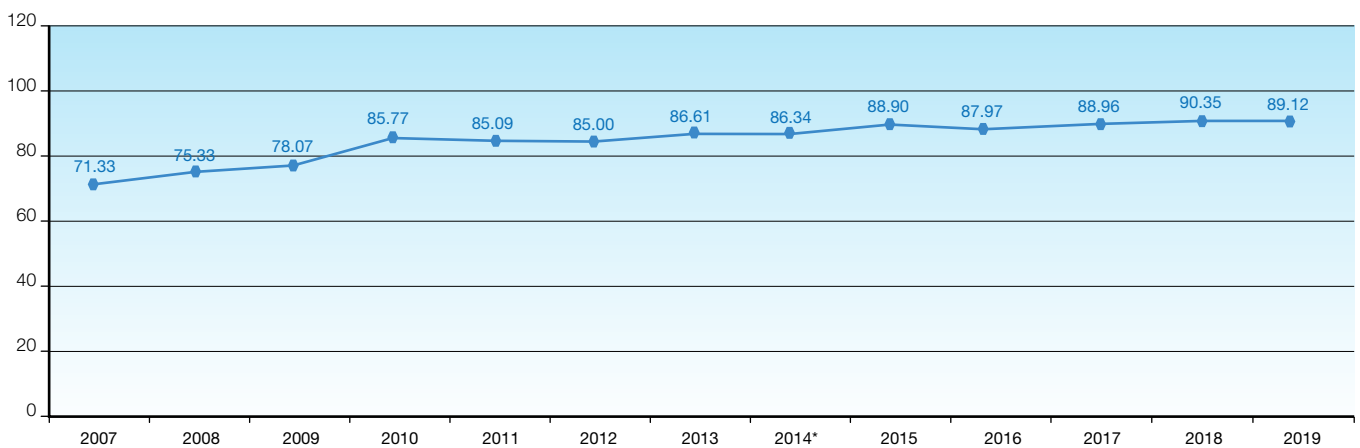
## SOCIAL RESPONSIBILITY - CUSTOMERS & END USERS

www.carpetsinter.com

### Customer Satisfaction Evaluation

Customer satisfaction surveys allow us to improve products strategically, optimize customer's experience, and deliver exactly what the market demands. The customers' opinions and feedback are one of the most essential components for the sustainability and growth of our business and are considered important throughout the customer lifecycle.

Process of measuring customer satisfaction has been conducted monthly to evaluate our product and service performance. The satisfaction scores are continually measured in terms of product, service, and installation performance.



Remark: since 2014, include score of major customer group

### Market Survey & Product Research

> Market survey and product research are conducted to encode the insight customer preference. This information is used during the product development & design process.



Ranking survey results	After the Rain collection survey score											
	After the Rain No.	Colorways	Star Teck	AL Sauced Inter	NCC	ATD	Above Left	Floorspa ce	Mr. Jinesh	Linh Cam	Heasa	Total Selected
7	A		1	1	10	2						14
9	B		1	1	6	3				1		12
8	C		1		10	1	1					13
**1	D		4	1	15	5	1			1		27
**5	E		2	1	7	4	1			1		16
10	F		3	1	3	1	1				1	10
11	G		3	1	2	3						9
15	H											0
9	I		4		7	1						12
**3	J		2	1	9	5				1		18
13	K						1				1	2



# SOCIAL RESPONSIBILITY - CUSTOMERS & END USERS

www.carpetsinter.com

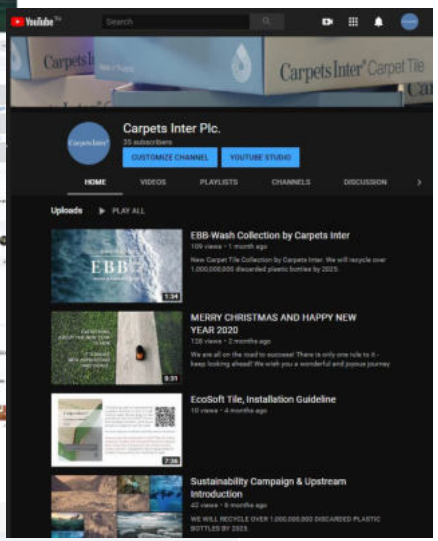
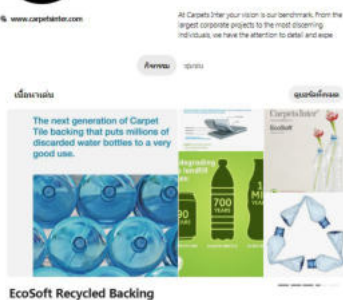
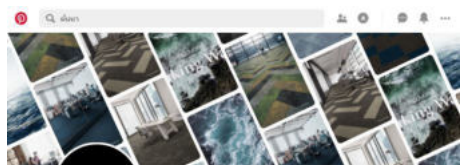
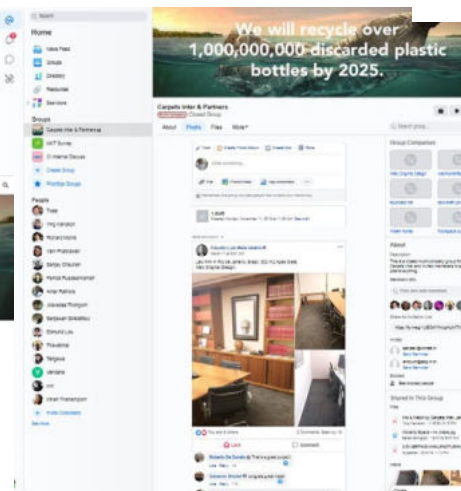
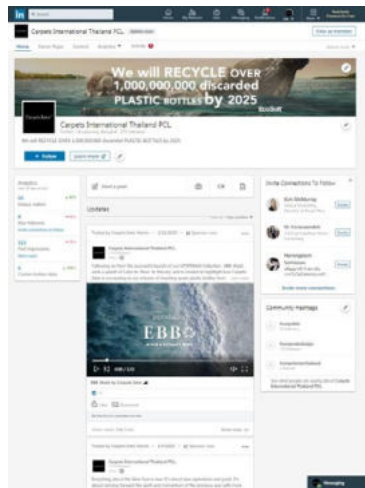
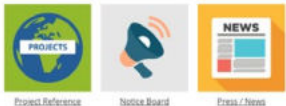
## Social Media Channels

Our social medias are set up in many platforms to facilitate the creation and sharing of information, ideas, career interests and other forms of expression via virtual communities and networks.



Welcome to CI Intranet. This Intranet computer network is private and may be accessed only by Carpets Inter Sales and Sales Representative for purposes of our business and operations. Such authorized users shall use the Intranet computer network in accordance with these purposes and in a legal and professional manner.

Unauthorized use is strictly prohibited and Carpets Inter reserves the right to pursue all available administrative and legal remedies against unauthorized users. All data, information, material and programs in this network are proprietary to Carpets Inter and may be freely distributed, reproduced or otherwise disseminated without prior authorization/permission.



**Carpets Inter**

Supachai

Home Dashboard Users Certificate

**Certificate List**

Filters: Search Country Create C... Create C... + Add + Remove

Certificate Number	Name	Project Name	Project Size	Certificate Date	Country	Actions
2020 / 02065	Australia	VCA Film & Television by Matt Architects	170	18/02/2020	Australia	🔍 🗑️
2020 / 020402	Dubboch, nsw	Bunurind Christian Centre	440	14/02/2020	New Zealand	🔍 🗑️
2020 / 020403	Dubboch, nsw	Hotel Carlton Hill	75	14/02/2020	New Zealand	🔍 🗑️
2020 / 020302	Dubboch, nsw	John Hibbard Carpet Court Residential	40	18/02/2020	New Zealand	🔍 🗑️
2020 / 020303	Dubboch, nsw	Donner News Shopfit Christchurch News Press	400	18/02/2020	New Zealand	🔍 🗑️
2020 / 02062	Australia	Salecans Oakton	440	18/02/2020	Australia	🔍 🗑️
2020 / 02063	Australia	VCA Film & Television by Matt Architects	170	18/02/2020	Australia	🔍 🗑️
2020 / 020601	Australia	Boisdale Primary School	88	08/02/2020	Australia	🔍 🗑️

## SOCIAL RESPONSIBILITY - BUSINESS ALLIANCE

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

### Customer & Alliance Relationship Program

Customer and Alliance relationship activities have been regularly organized for customers, end users, distributors, agents, designers, architects, students, and non-profit organization. The programs include Product launch events, factory visits, Designer office presentations, Seminars, Architect & Designer Fairs, Etc. The activities create good relationship for all people involved, communicating various educational & good will messages.



## SOCIAL RESPONSIBILITY - SUPPLIERS

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

### Procurement of Green Materials

In the present Global Business Environment, success relies on Sustainable Development based on the emphasis of Resource Conservation & Environment Protection whereby responsible manufacturers must give importance to when supplying products & services to their customers and end users.

Carpets Inter is committed to systematically operate with responsible care in Resource Conservation & Environmental Protection adhering to Environmental rules & regulations throughout our supply chain.

To minimize the environmental burden caused throughout our product life cycle, Carpets Inter gives importance to Material Procurement which are environmentally friendly hence we would ask our suppliers & contractors to follow the same policies & practices.

### Purchasing Policy

Carpets International Thailand Public Company Limited procures materials, equipment and parts, and services in many scales and scopes from all over the world. These are items namely various fibers and yarns, chemical products such as plastic chips, latexes and auxiliary chemicals as well as other raw materials, packaging and installation services. We also buy textile machineries, items for manufacturing, and parts as well as material handling equipment.

#### Our purchasing policy is as follows:

1. Comply with laws & regulations as well as industry standards governing our products and operations.
2. Maintain highest level of ethics in purchasing, dealing with our suppliers on a transparent and uniform basis.
3. Require our suppliers to provide consistent quality products at the best prices, in a timely manner.
4. Give importance in procurement which results in low environment impacts from our suppliers. This is to minimize the environmental burdens caused throughout our product life cycle such that the principles of 3R practices (Reduce, Reuse, and Recycle) are promoted in all processes.
5. Promote social responsibility and comply with health and safety standards across our whole supply chain

## SOCIAL RESPONSIBILITY - SUPPLIERS

www.carpetsinter.com

No.	List	Human and Environmental Impact
1	Polyamide 6 Chips	> Do not intentionally contain any of the 15 chemical substances or Substance of Very High Concern [SVHC] that are listed in Registry of Intentions being harmful to human being and environment.
2	Wool Fiber / Natural Fiber	<p>&gt; Terrestrial Animal Health Code. Chapter 8.5 'Foot and Mouth Disease (FMD). Sub-article 8.5.35' Procedure for the inactivation of the FMD virus in wool and hair.</p> <p>&gt; Has been inspected and satisfies the requirements of the Global Organic Textile Standards (GOTS).</p> <p>&gt; Oeko - Tex Standard 100 certified.</p> <p>** Oeko-Tex Standard 100 is a globally uniform testing and certification system for textile raw materials, intermediate and end products at all stages of production. The tests for harmful substances comprise substances which are prohibited or regulated by law, chemical which are included as precautionary measure to safeguard health.</p>
3	Polyamide Fiber	> Oeko - Tex Standard 100 certified.
4	Polyester Fiber	<p>&gt; 100% from post-industrial content of which (1) source reducing (2) waste disposal from production.</p> <p>&gt; Oeko - Tex Standard 100 certified</p>
5	Non-woven Polyester Fabric	<p>&gt; 85% recycle materials</p> <p>&gt; No hazardous chemical substances; that is, Mercury, Lead, Chromium, Cadmium</p> <p>&gt; No PBT - Persistent, Bio-accumulative, and toxic chemical</p>
6	PVC	> Comply with The Best Practice Guidelines for PVC in the Built Environment for the manufacture of PVC (Green Star).
7	Synthetic Yarn	<p>&gt; Comply with REACH</p> <p>** REACH is a regulation of the European Union, adopted to improve the protection of human health and the environment from the risks that can be posed by chemicals, while enhancing the competitiveness of the EU chemicals industry. It also promotes alternative methods for the hazard assessment of substances in order to reduce the number of tests on animals.</p>
8	Synthetic Fiber	> Oeko - Tex Standard 100 certified.

## SOCIAL RESPONSIBILITY - SUPPLIERS















www.carpetsinter.com

No.	List	Human and Environmental Impact
9	Electronic & Factory Equipment	<p>&gt; The refrigerant for AC systems are "Zero" ODP (Ozone Depletion Potential).</p> <p>&gt; The insulation meets requirement of Environmental Health Service in Western Australia.</p>
10	General Supplies	<p>&gt; Thai Green Label certified.            ** Thai Green Label is an environmental certification awarded to specific products that are shown to have minimum detrimental impact on the environment, in comparison with other products serving the same function. The Thai Green Label Scheme was initiated by the Thailand Business Council for Sustainable Development (TBCSD).</p> <p>&gt; Green Industrial Level 4 certified.            ** Green Industrial Level 4 is strategic government policy by Ministry of Industry that attempts to accelerate the development and growth of green industries to transition towards a low-carbon economy such as renewable energy and low-carbon public transportation infrastructure are faced with high costs and many risks in terms of market economy.</p>

# SOCIAL RESPONSIBILITY - SUPPLIERS

www.carpetsinter.com

## International Material Certifications

	 European Union Regulation	 RoHS	 Oeko-Tex Standard 100	 NFPA	 EU Directive	 Blue Sign	 Green Label Plus	 Thai Green Label	 Textile Standard	 Green Industry	 Green Star	 US Standard	 Singapore Green Building Council	 Australian Standard	
Polymer chips			✓		✓										
Backing	✓														
Latex	✓										✓				
PVC											✓				
Natural Yarn			✓							✓					
Natural Fiber			✓						✓						
Synthetic Yarn	✓		✓												
Synthetic Fiber	✓		✓												
Master batch					✓										
Dyestuff	✓		✓		✓	✓									
Auxiliary Chemicals	✓		✓			✓									
Antistatic Chemical	✓														
Soil Protection Chemical	✓														
Spinning Oil	✓		✓												
Thickener	✓														
Synthetic Underlay				✓											
Adhesive for Installation							✓								
Packaging								✓							
Electrical-Electronic Equipment	✓	✓										✓			✓
General Supplies								✓		✓					

## SOCIAL RESPONSIBILITY - EMPLOYEES

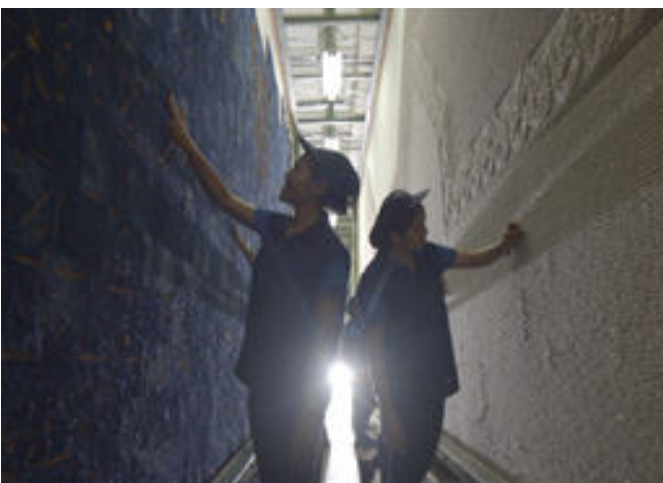
[www.carpetsinter.com](http://www.carpetsinter.com)

### HR Good Governance



Carpets Inter is committed to good corporate governance operating with transparency and moral responsibility to all stakeholders including shareholders, customers, suppliers, employees, community, and the environment. We aim to grow and sustain our status in supplying products & services to customers with key value results for customers, business partners, and stakeholders.

In addition to legal compliance, employees follow a handbook of ethics & good governance. This is designed to keep the working environment fair, ethical, honest, safe and free from undesirable behaviours.



#### Pays & Benefits Survey and Management

Our human resources management system is designed to ensure all employees realize "job satisfaction" and "a spirit of challenge" to achieve self-fulfillment through their tasks, as well as allocating proper pay, by linking individual achievements with organizational achievements. Carpets Inter consistently engages in fair practices by providing appropriate salaries or wages, bonuses and other benefits based on market surveys of local industries and businesses.

The company also offers incentives and rewards to employees who participate in the Productivity Projects, Small Group Activities, and Discipline & Punctuality Standards.

## SOCIAL RESPONSIBILITY - EMPLOYEES

www.carpetsinter.com

### People Development & Knowledge Management

Carpets Inter aims to provide skill training and a learning environment in which motivated personnel can bring their capabilities into full bloom. The education and training system consists of several programs to enable employees to acquire compliance education and sophisticated job expertise in conjunction with their own goals and aspirations. Continuing education is provided according to the job position throughout corporate career. A variety of training courses are provided in response to individual employees and job needs.

#### > Training Course for Legal Compliance



Basic Fire



Basic First Aid



Safety Officer at Executive Level



Basic Fire Fighting and Evacuation Fire Drill Training



Safety on Electric Works



Occupational Safety, Health and Environment



Training or review of crane work



## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### > Training Course of Productivity Improvement



Continuous work improvement  
"Kaizen Sharing"



How to use E-Smart: Meeting Management

### > Training Course of Health & Well being



Prevention of Tuberculosis in  
People Living with AIDS



Social Security and Just say  
NO to drugs



Team power, team spirit, new generation 4.0



CI Healthy & Firm 2019

## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### > Training Course of Development Program



Knowledge of LVT and installation

### > Culture Development Program

The objectives are to set up a good relationships, create a collaborative working atmosphere and achieve the same goal of the TCM Flooring group under the concept "Together We Win with Triple T".

T- TCM means TCM Family

T- Team means Professional Team

T- Trust means Trust our professional Team & TCM Family

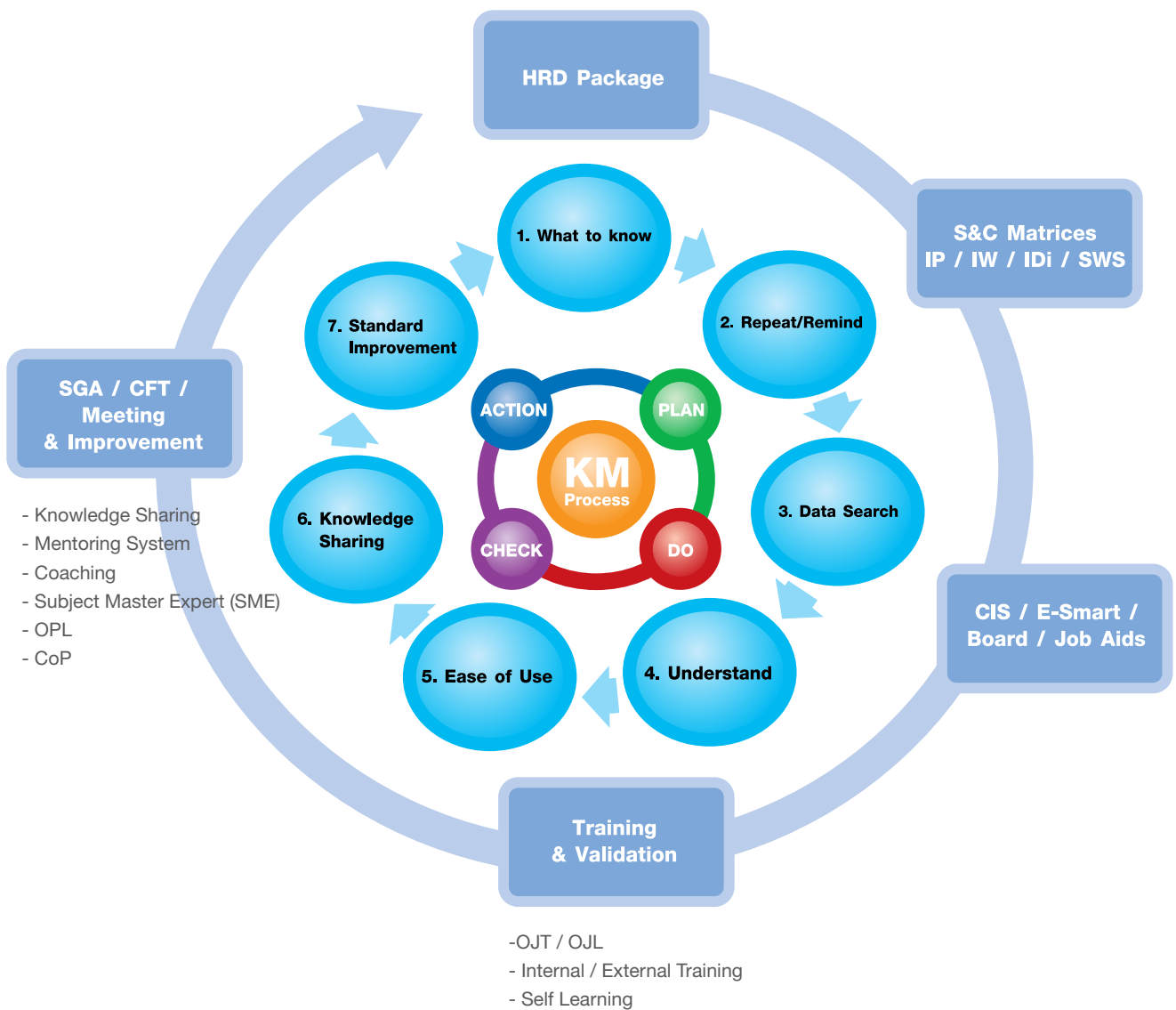


## SOCIAL RESPONSIBILITY - EMPLOYEES

www.carpetsinter.com

### Knowledge Management

At Carpets Inter, one of our missions is to be a Learning Organization. We have gathered core skills & knowledge from individual employee and individual worksheet from each work area, then developed and consolidated into our E-Smart System. This system gives everyone easy access to acquire knowledge for self-development and improve work efficiency.



## SOCIAL RESPONSIBILITY - EMPLOYEES

www.carpetsinter.com

### Related Activities Include:

- > Establishing Job Standards, Roles & Responsibilities, Knowledge, Skills & Competencies for employees.
- > Having specialists in specific tasks to transfer their knowledge into the E-Smart system (work procedures, instructions, and related documents).
- > Preparation of Skill Matrices for employees.
- > On the Job Training & Learning (OJT/OJL)
- > Knowledge Transfer
- > Small Group Activities, Kaizen Sharing and Work Process Improvement Activities
- > Community of Practices.



### Career Development & Succession Plan

Individual Performance Management is applied to the Carpets Inter Performance Evaluation System. It is a tool for each individual employee to set Tasks Planning, Objectives & Goals, and KPIs & Targets as well as to review their performance periodically. This tool is also used in career path development for employees in order to retain high performance individuals and to help them advance their career.

### Rewards from External Institution;

- > In 2014, Carpets Inter has participated in Knowledge Sharing on KM for Sustaining the Organizational Productivity Movement program. The program was organized by Thailand Productivity Institute
- > In 2017, Carpets Inter has been awarded the "Establishment that maintains the Thai labor standards system continuously for 10 years" The program was organized by the Department of Labor Protection and Welfare

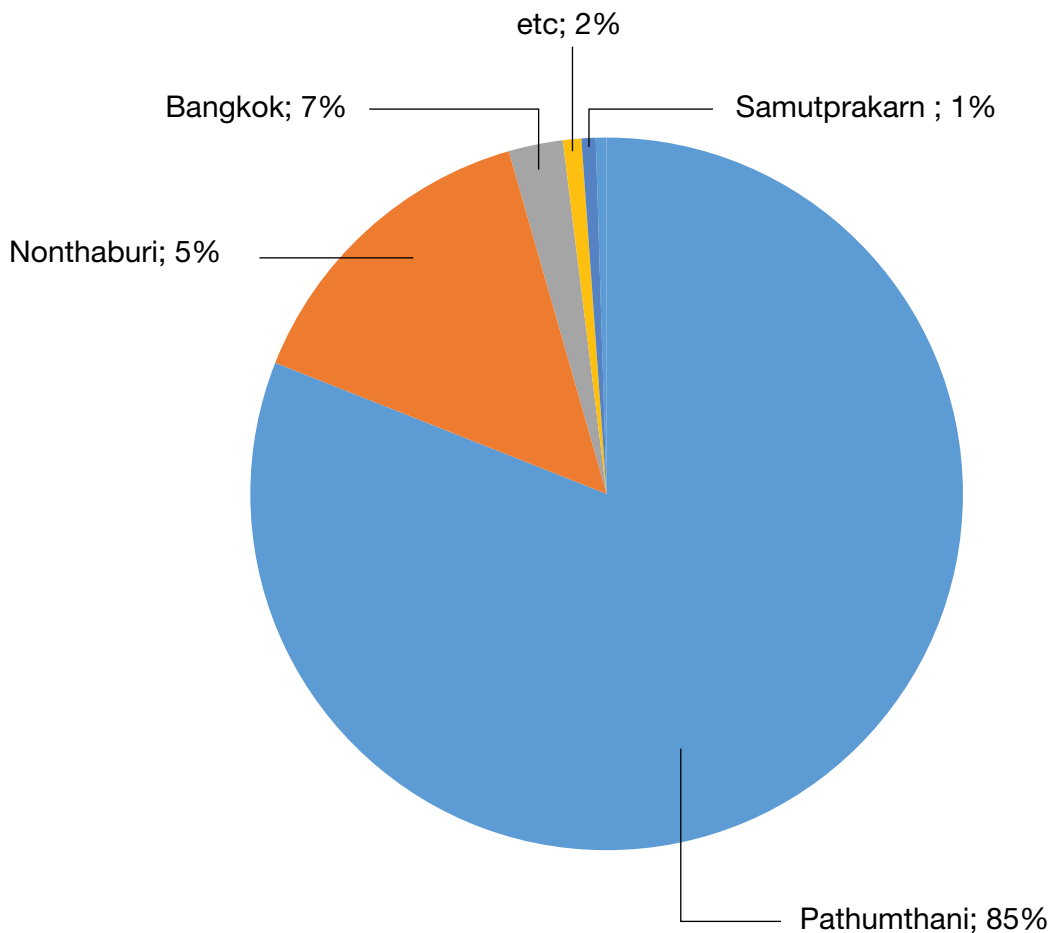
## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### Recruitment & Retention Management

Our recruitment policy is to seek qualified candidates from local communities. We determine a set of selection criteria to get the right people to join our company by using attitude and aptitude tests, professional skill tests as well as an interviewing process.

We also provide job opportunities for existing employees as a first priority before recruiting from outside.



### Employees Grievance

Carpets Inter has explicit policies on transparency and personal rights it provides channels for employees at all levels to voice complaints and address matters of fairness. The received complaints are properly and duly handled according to an established company process and in a timely manner. The result is communicated to the employee/appellant directly. If he or she still feels he or she hasn't been treated fairly then he or she has the right to take the issue to senior management.

Additionally, there are many programs which help to build relationship and understanding among the employees. Under these policies, labor and management merge their energies to improve productivity, while openly discussing issues and reviewing directions to deepen mutual understanding.

## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### Emergency Preparedness

Emergencies can create a variety of hazards for employees in the impacted area. Preparing before an emergency incident plays a vital role in ensuring that employees have the necessary equipment, know where to go, and know how to keep themselves safe when an emergency occurs. Conducting simulations and drills is the most effective way to evaluate and test disaster preparedness plans.

#### 1. Chemical Spill Control Drill



To educate about chemical leakage & control and how to prevent any chemical release into the environment.

#### 2. Fire Fighting & Evacuation Drill



To make employees aware of fire protection & control and to prepare the readiness of the fire-fighting team.

#### 3. Flood Drill



Preparation and rehearsing to prevent flooding.

## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### 4. Gas Leakage Drill



To educate employees on gas leakage protection & control and to prepare the readiness of the emergency team.

### 4. Emergency & Evacuation Drill



In order to emphasize the importance of emergency preparedness, Carpets Inter organized an emergency drill annually fire prevention plan with specific individuals trained and assigned to cope with possible emergencies.

The company has an annual full blown drill to effectively prepare for the readiness of the emergency team and practice of the evacuation plan.

## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### Employee Activities

#### New Year's Party

Intends to provide happiness and fun for the staff, including enhancing relationships to foster the unity by allowing employees to participate in singing, playing, and dancing contests. Additionally, there are also many lucky draws for employees.



#### Happy Valentine's Day

The company places a photo booth for the festival of love to allow employees to have fun with photography and to promote love to colleagues in order to build strong working relationships..



#### Hot Temperature relief

An annual project that the company gives away cold snowflake juices to employees during April – May, which is the hottest season. This activity aims to mitigate the effects of hot weather and provide refreshment along with moral support for employees.





## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### Songkran Festival

The company recognizes the importance of Thai Traditions. So Songkran Festival celebration is also held in house in order to maintain this very important Thai tradition. Activities included a Parade Ceremony, pouring water on a Buddha Statue.



### Morning Shift Talks

Shift talks allow knowledge exchange and communication among employees in various fields, such as social security news, welfare news, or relations activities. This activity aims to enable employees to be informed of various news, including both corporate news and news from government agencies.



## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### Mother's Day

The company organizes "Mother's Day" ceremony at the cafeteria and launches a campaign about love between mothers and children along with the royal duties of H.M. Queen Sirikit the Queen Mother. This activity aims to raise awareness and cultivate family love among employees. In addition, beautiful music is played in order to raise donations for AIDS patients at Phra Bat Namphu Temple.



## SOCIAL RESPONSIBILITY - EMPLOYEES

www.carpetsinter.com

### Health Surveillance & Promotion

Regarding occupational health & safety management and the health promotion program, Carpets Inter provides many activities for the employees as follows:-

#### 1. Annual Physical Health Check-up Program

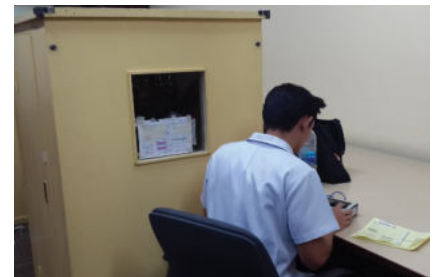
The company holds an annual physical health check-up program for employees in order to check on general health, investigate health risk factors and follow-up with effective health monitoring.



General



Chest X-Ray



Audiometry



Occupational Optic Examination



Spirometry



Blood Test

#### 2. AIDS & Tuberculosis Management Program

We support a culture of health in which employees and the company mutually invest in programs that support long-term wellness and disease prevention of HIV/AIDS and Tuberculosis. We have also been active in promoting programs that are designed to reduce discrimination among employees and those who are infected by the diseases.



## SOCIAL RESPONSIBILITY - EMPLOYEES

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

### 3. "No-Drink" Driving Program

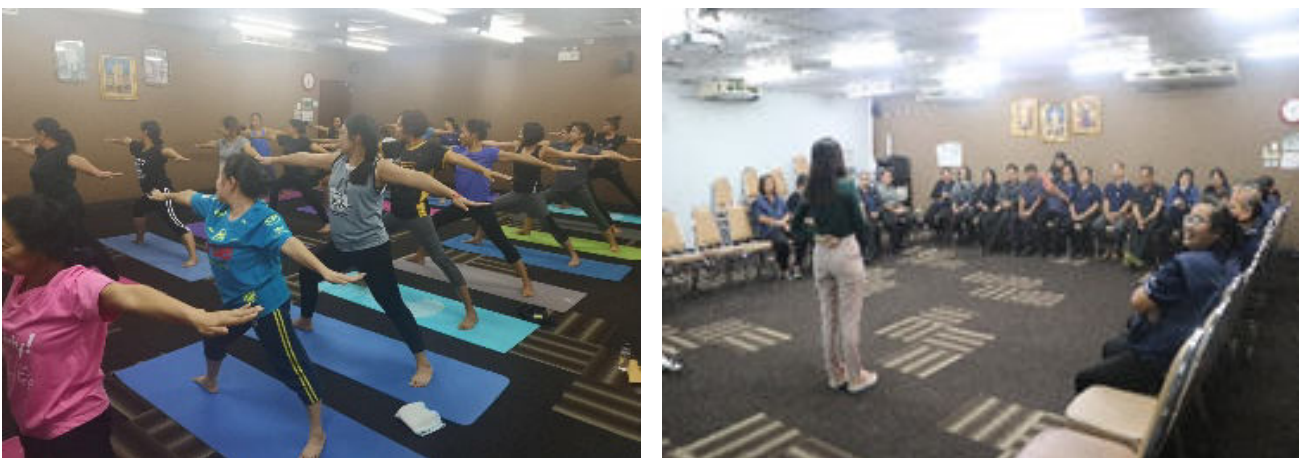
The activities of this program are intended to promote the employee's safety outside the workplace. The activities are generally arranged before New Year and Songkran Holidays so that the employees will be aware of the risks and consequences of drinking and driving



### 4. CI Healthy & Firm Program

The activity "Healthy and Firm" - >> is an activity that encourages employees to turn their attention to their health. There are various activities within the project, such as training for healthcare (in terms of dietary options and exercise), and continuous health monitoring of project participants.

The activity "Yoga for Health" - >> Every Monday and Wednesday, external teachers are invited to teach yoga to employees in order for them to have the opportunity to exercise, practice meditation, or solve their health problems. Particularly, employees working in the office who mostly suffer from Office Syndrome or employees who are quite overweight can be treated by yoga. The primary objective of this activity is to provide employees with good health and happiness at work.



## SOCIAL RESPONSIBILITY - EMPLOYEES

www.carpetsinter.com

### 5. Safe Drive, Safe Life Program

The activities of this program are intended to promote the employee's safety drive campaign. To support employee be aware of safe drive and support to have more driver license.



## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

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

### “CSR Activities”

The activities are further reviewed and operated by our employees.

We are proud to be local leaders in the Reuse, Recycle and Reduce movement and are the first in the region to obtain and comply with both quality and environmental ISO certifications. Our economic success is linked with the strength of the communities where we operate. That's why we participate in cultural, economic, educational, environmental and social projects in the communities for example donations and cultural activities, recycle bank, community products promotion, Volunteer Teachers, Carpet Maintenance and Cleaning in Temples etc.

### Children & Education Development & Support

#### Children's Scholarship

The company granted scholarships to students at Wat Prai Fa School to give the opportunity to poor children to have continuing education and ease the financial burden on their parents..



## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

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

### Garbage Bank

The campaign aims to promote waste classification in schools and companies by classifying waste used in everyday life and selling it to raise funds for expenses for lunches for students at Ban Khlong Chao Muang School. In addition, the project has also continually raised awareness of environmental protection since 2008.



### Computer Donation

The company donates unused computers to the Association of Persons with Physical Disability International in order to transform them into donations for organizing activities for the disabled.



## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

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

### Carpet Donation

The company donates carpets to 40 schools in Pathum Thani Province for the use in educational support, accounted for 7,942,452.62 baht



### Rice Donation

"Ban Nonthaphum", Pak Kret District Nonthaburi and bring 300 kilograms of rice, 123 blankets, and 168 food trays to give to disadvantaged people.





## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

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

### Sponsoring Handicapped

#### The Third Page Paper for the Blind

A campaign that encourages staff to collect used paper that were printed on both sides with good condition and give them to the Foundation for the Blind in Thailand under the Royal Patronage of H.M. the Queen. These papers can be recycled to make the third page paper and teaching media (Braille) for the visually impaired. This activity has been ongoing for more than ten years.



### Donate blood to help patients

#### Blood Donation

Encourage employees to donate blood to help patients in hospitals. The company invites staff from Siriraj Hospital to organize blood donation camps at our workplace twice a year. These activities have been carried out for more than 30 years, and the company has received a plaque of honor from Siriraj Hospital.



## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

www.carpetsinter.com

### Communities “Revenue Distribution Activities”

#### Drawing a Dream

The project is initialized to educate students of Wat Prai Fa School in making inventions from waste materials, such as dolls, bags, and clothes to fight global warming, all of which can be further used for earning additional income from the invention.



#### OTOP Community Products Promotion

We supported local products by organizing "the sale of OTOP products of Pathumthani and neighboring provinces" once a month at the factory. The monthly OTOP activities helped to generate income for these local OTOP vendors.



## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

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

### Thai Culture Inheritance Activities

#### Buddhist Lent Festival

The company organizes a ritual ceremony to make merit and give alms to the monks by offering rice and dry food on every Buddhist Holy Day throughout the Buddhist Lent season. In addition, there is also a candle procession for the Buddhist Lent Day, cooperated with the Bang Khu Wat Municipality and other nearby document companies. The candle procession is held to offer candles to Bang Khu Wat Nai Temple to promote and support the preservation of Thai cultural traditions that have been passed down for a long time and to promote Buddhism.



#### Buddhist Monk

The company organizes merit making ceremony and invites nine monks to the company. The executives and employees make merit and give alms to the monks by offering rice and dry food. This activity aims to promote Buddhism on the important Buddhist day



## SOCIAL RESPONSIBILITY - OTHER STAKEHOLDERS

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

### Environment and Community Promotion Activities

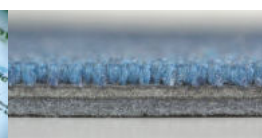
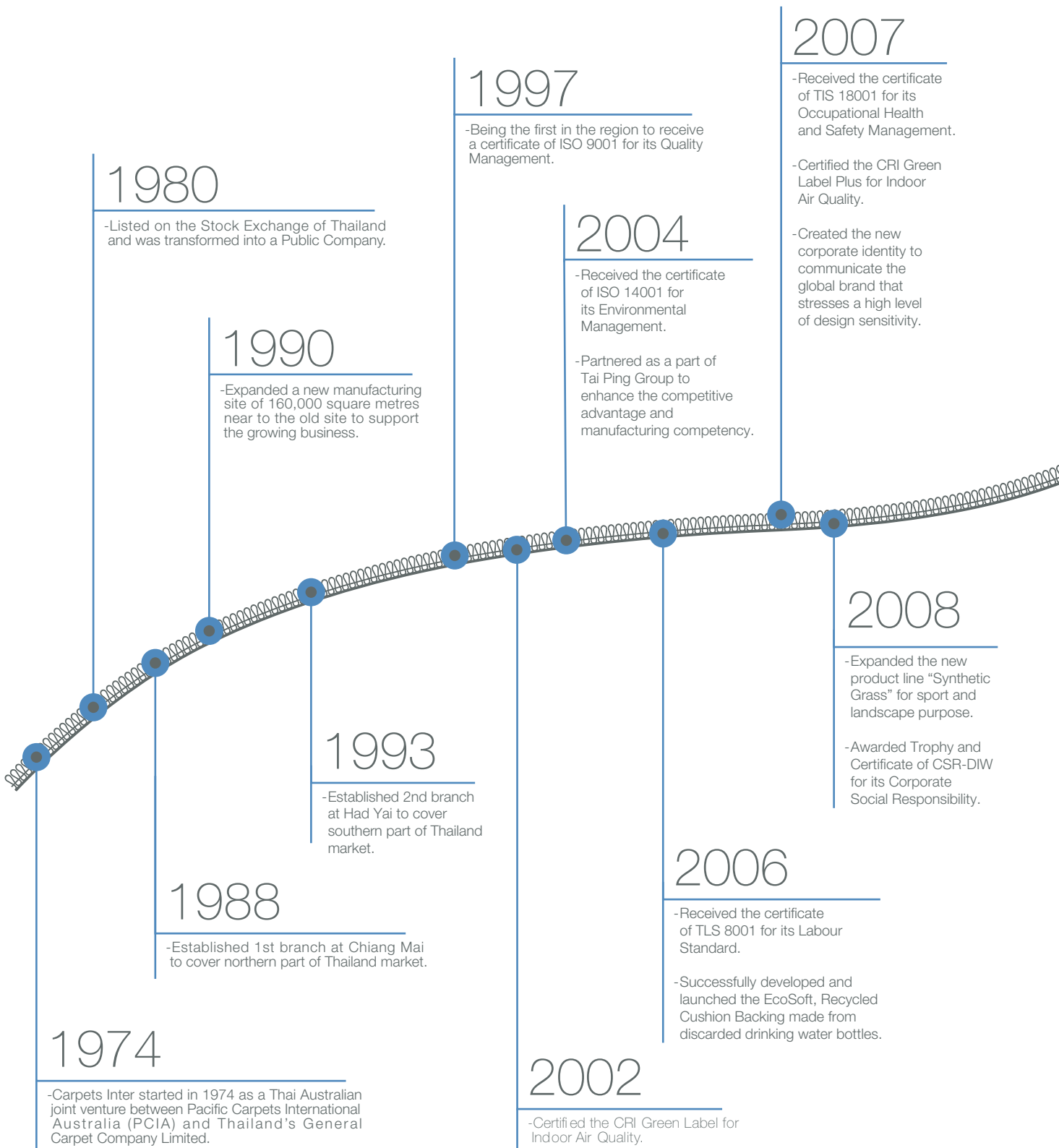
#### Planting to offset carbon emissions

As trees grow, they absorb and store the carbon dioxide emissions that are driving global heating. On October 24, TCM Flooring went to the Bandkuwat temple for the plantations. All necessary planting tools are provided to the teams in order to plant the target 200 trees.



# SOCIAL RESPONSIBILITY - CORPORATE TIMELINE

www.carpetsinter.com



## 2009

-Certified the three Eco Labels for the green product performance include NSF 140, Carbon Reduction, and Carbon Footprint.

-Joined as a member of Thailand Business Council for Sustainable Development to further foster the company role in environmental development.

## 2013

-Occupational Health and Safety Management System  
TIS 18001 : 2011

-Environmental Management System ISO 14001 : 2004

## 2012

-Awarded Trophy and Certificate of CSR-DIW 2011 for its Corporate Social Responsibility Continuous Awards.

-Thai Labour Standard TLS 8001-2010 Certificate Department of Labour Protection and Welfare, The Ministry of Labour

## 2011

-Awarded the Excellence in Labor and Social Responsibility Management during and after Thailand Flood Crisis from Ministry of Labor.

-Certified the ECS Australian Carpet Classification for the continuous improvement of the environmental aspects of carpet through its life cycle.

-Achieved the Singapore Green Label standard for the products that have less undesirable effects on the environment.

## 2014

-Energy Management System ISO 50001 : 2011

-Awarded "Standard for Corporate Social Responsibility : CSR -DIW : 2012" CSR Continuous Awards" Trophy and Certificate

-Awarded "The Recognition of being AEO (Authorize Economic Operator) Importer/Exporter " Certificate

## 2018

-2018 Awarded "Sustainable Growth, Responsible Leadership and Operational Excellence"

## 2017

-Certified as a Leader rating class in Singapore Green Building Product.

-Voted and awarded "The Most Powerful Brand 2017" for the Floor Covering category.

-Achieved the Green Industry from the Ministry of Industry.

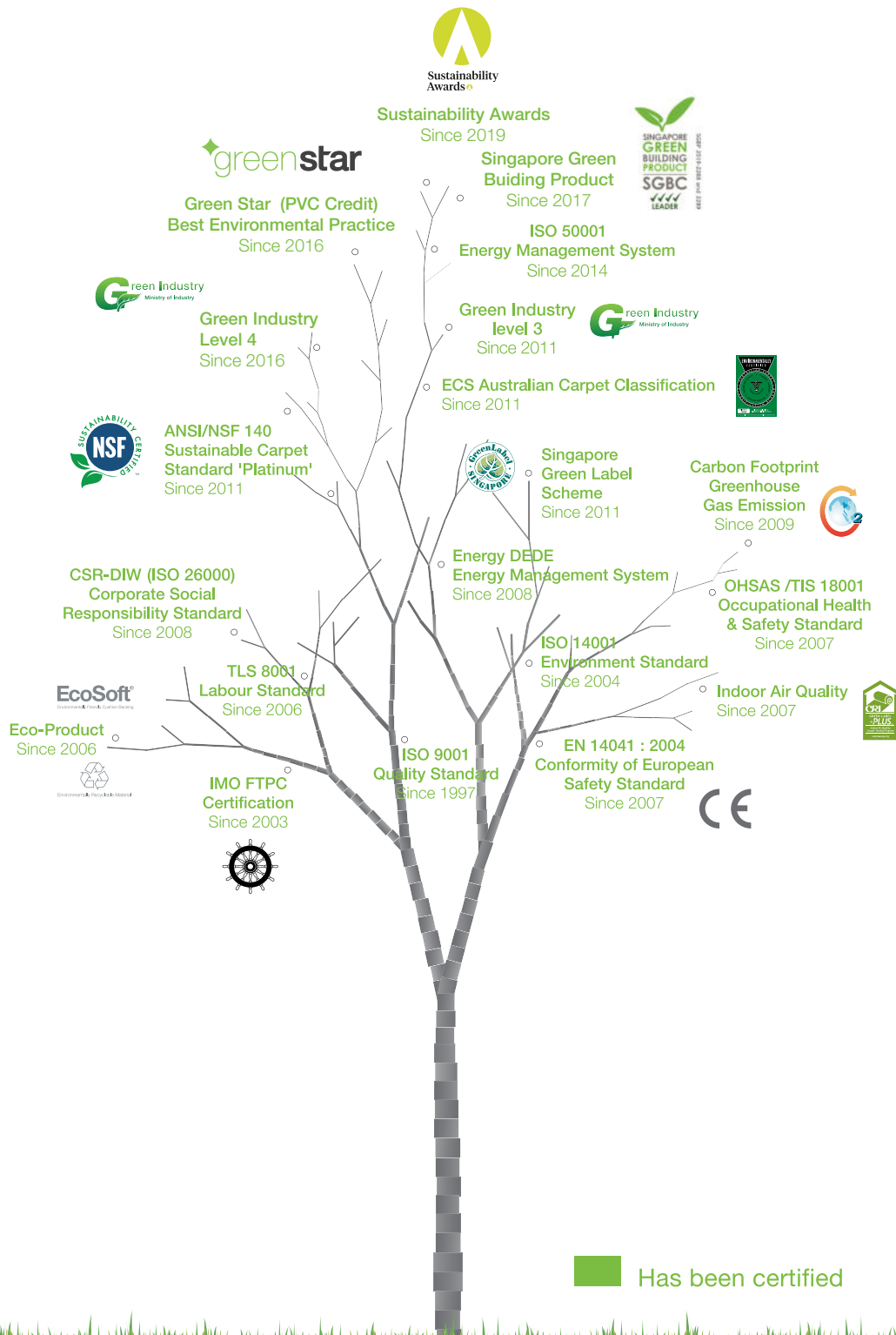
## 2015

-Successfully developed ZeroFlow moisture resistant backing.

## 2019

- WIN Sustainability Awards in the 'Waste Elimination' category, voted by leading Australian architects.





## Achievement Tree on System & Product Standards Compliance

Carpets Inter is committed to responsible environment practices and understand the importance of making business decisions that are sensitive to environmental imperatives. We take a proactive approach in addressing the key issue associated with flooring products.





A photograph of a tree-lined road at sunset. The road is paved and curves to the right. The trees are large and mature, with their branches arching over the road. The leaves are a mix of green and yellow, indicating autumn. The sky is a soft, hazy orange and yellow. The text 'Carpets Inter' is overlaid in the center of the image.

Carpets Inter<sup>®</sup>

Sustainability Report 2019

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