

Thai Yamaha Motor Co., Ltd.

SUSTAINABLE REPORT 2019-2020





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Yamaha Brand

It consists of three basic structures.



Corporate Mission

KANDO Creating Company



Slogan

Revs Your Heart



Unique style of Yamaha

Innovation Excitement Confidence
Emotion and Ties



CEO STATEMENT

“Thai Yamaha Motor Co., Ltd. is committed to conducting business with transparency, trustworthiness, honesty, and sustainable social and environmental responsibility”

Mr. Tatsuya Nozaki
Chief Executive Officer

For over 56 years, Yamaha has created innovative products in response to the needs of Thai customers. We distinguish ourselves from other brands by adopting Yamaha’s five unique identities: Innovation, Excitement, Confidence, Emotion, and Ties.

Yamaha strives to initiate products and services that go beyond expectations towards the future, following a long-term vision for development in all areas to be strong, transparent, and reliable in business operations, with social and environmental responsibilities, and the highest level of customer satisfaction.

As the leader of Thai Yamaha Motor, I will lead the organization to overcome challenges with a clear direction and strategy, while communicating to all executives and managers towards the same operational goals. I will also lead the business of Thai Yamaha Motor for a potential competition in the market and happiness to all parties.



COO STATEMENT

“We will build the potential and credibility of our products. In order to create the highest satisfaction for customers, because happiness will revs your heart.”

Mr. Phongstorn Ermongkonchai
Chief Operating Officer



Yamaha believes that building a strong brand will foster a sustainable business. We therefore emphasize and cultivate branding within the organization for employees continuously. In order to find a way to create happiness and utmost satisfaction for users of our products, as the slogan “Revs Your Heart”

Including as an organization that builds Kando’s innovation, excitement, confidence, emotion and ties. I will do my best to build Kando for us and those around us and to modernize the management system of Thai Yamaha Motor with digital technology and new ways of working to increase work efficiency.



Thai Yamaha Motor's strength is the diversity of our organization. We establish Yamaha's management systems and increase efficiency in a modern way to communicate and pass on the happiness from our work up to the international level through a strong branding and the efficient operations of every Yamaha employee.



Mr. Shingo Owaki
Chief Financial Officer



Quality is our priority. Yamaha continues to strengthen its quality assurance system and produce quality products for the assurance, confidence, and smile of our customers. This is one way to deliver happiness to all people and create our products with sustainable quality.

Mr. Hidehito Ito
Chief of Operation

We commit to making our company become a "Smart Factory" to reduce non-valuable work, wasteful movement, and unsafe conditions among our employees, thus facilitating them to work easily and quickly towards a happier and more enjoyable workplace. All of these add a higher quality to our motorcycles and lower manufacturing costs, for the happiness of everyone who consumes our products.



Mr. Chatchai Bumrungpornpisan
Director of Operations



Our organization focuses on the employee's engagement, with clear goals and suitable resource allocation at work towards our achievement of specified goals. We have new technologies and methods, including the use of alternative energy and the least pollution emitted from our factory, for sustainable happiness of the whole community and society.

Mr. Somkiat Poonkwan
Director of Operations

As a representative of the Environment and Energy Management System, I focus on creating a sustainable performance and efficiency in accordance with the national and international requirements and laws, to create our credibility and recognition that Thai Yamaha Motor is an organization with sustainable social responsibilities.



Mr. Surachai Petpong
General Manager &
Representative of Environment and Energy
Management System



THAI YAMAHA MOTOR



Parent Company

Yamaha Motor Co., Ltd. (Japan)

Business

Manufacturing and sales of motorcycles, spare parts, outboard motors and golf cars. Import and sales of products from Yamaha Global network, such as Completely Built Unit of motorcycles, water vehicles, outboard motors and others. Export of locally assembled motorcycles, parts, outboard motors and golf cars

Registered Capital

1,820 Millions Baht. Owned by Yamaha Motor Japan 91.69%, Bangkok Bank 8.31% and Yamaha Motor Biz Partner 0.00%.

Address

No. 64, Mu 1, Debaratana Road, Sisa Chorakhe Yai Sub-district, Bang Sao Thong District, Samut Prakan Province 10570



PRODUCTS



Automatic



Sport



Family



Big Bike



Wave Runner



Outboard Motor



Golf Car 2 Pass



Golf Car 4 Pass



Golf Car 6 Pass

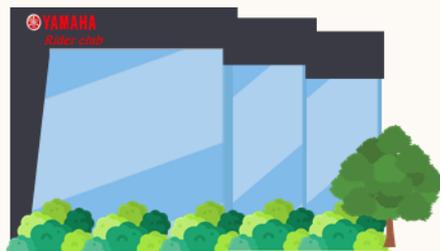
SERVICE AND DEALER



Yamaha Premium Service



Yamaha Square

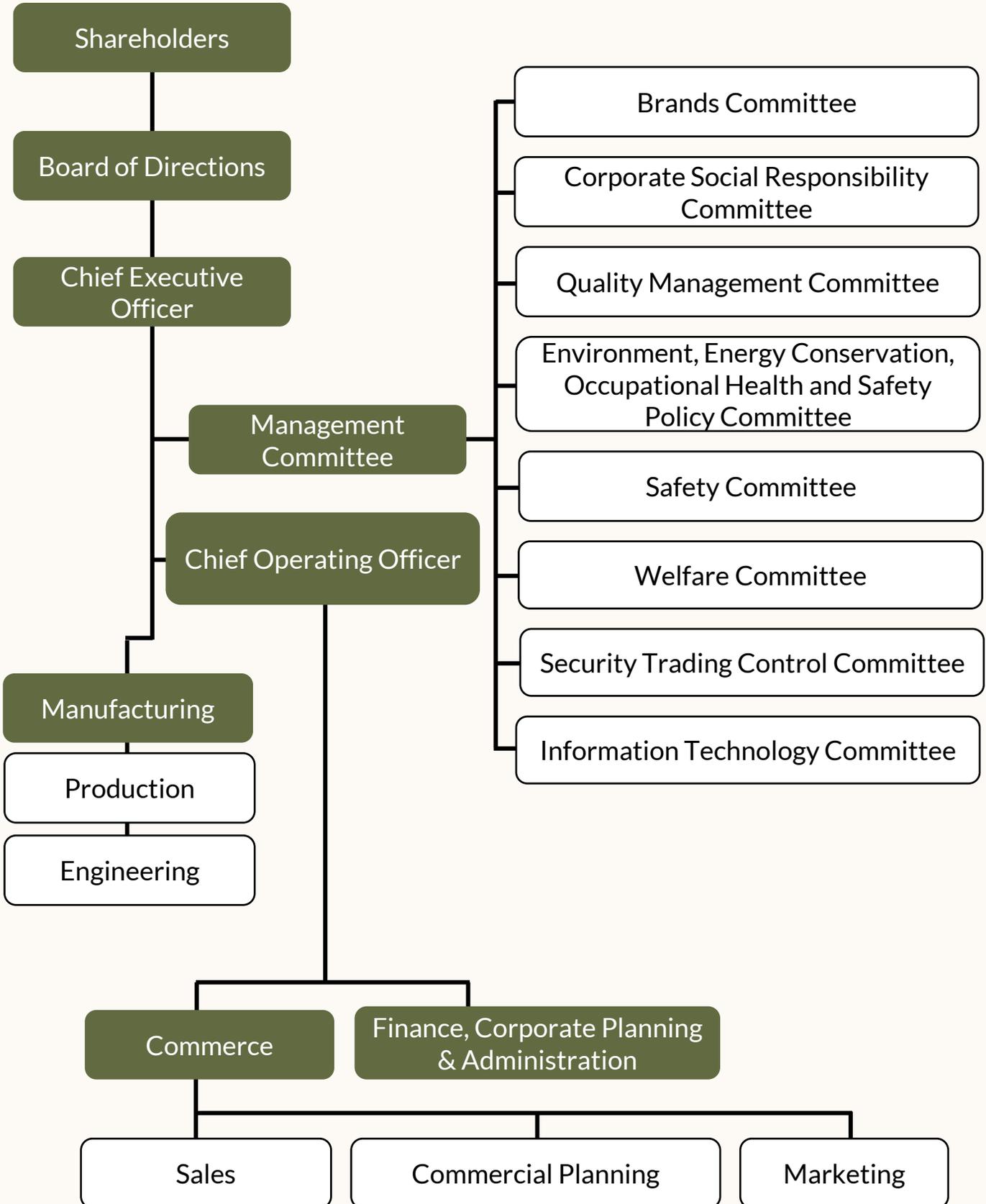


Yamaha Riders' Club





ORGANIZATION STRUCTURE





RESPONSIBILITIES OF THE BOARD OF COMMITTEE

Board of Committee	Roles, Duties and Responsibilities
Brand Committee	Oversee the organization's image and products, while driving overall activities and operations to strengthen the brand.
Corporate Social Responsibility Committee	Supervise on employees' compliance to the requirements for sustainability and support overall activities and operations towards social responsibility.
Quality Management Committee	Manage the quality operations and develop management systems in accordance with the requirements and laws.
Environment, Energy Conservation, Occupational Health and Safety Policy Committee	Support for sustainable environment, energy, occupational health and safety management systems. Promoting compliance with the laws and regulations with continuous and sustainable efficiency.
Safety Committee	Set up safety plans and policies, with the promotion of safe and healthy working environment.
Welfare Committee	Consult to the management of welfare allocation and promote the equal access to resources for employees of all levels.
Security Trading Control Committee	Control for the approval of transactions related to external businesses or entities, as well as categorize and screen on overall transactions.
Information Technology Committee	Establish the strategic direction of business for IT system development of the organization
Energy Task Force Team	Review of energy conservation policies and encourage the compliance to all types of laws and regulations, announcing for the control of energy management.



CORPORATE GOVERNANCE



Thai Yamaha Motor Co., Ltd. enhances the efficacy in business corporate governance, and excellent management, with an emphasis on good benefits of all people through ethics, transparency, and verifiable business transactions. For this reason, a policy on good corporate governance has been established as a guideline for the management and employees at work.

The company has set visions, strategies, policies, and work plans, with consideration on factors and appropriate risk management approaches.

Also, the company emphasizes morals and ethics within the organization in a bid to operate according to the framework of good corporate governance, such as fair trading, no illegal benefits, workplace safety, confidentiality of the company and personal information, and respect for human rights.



ABOUT THIS REPORT

This annual report 2019–2020 aims to present the development and management guidelines of Thai Yamaha Motor Co., Ltd. towards its efficiency and sustainability according to the GRI: Global Reporting Initiative, which covers economic, social, and environmental dimensions, linking to the global framework of Sustainable Development Goals.

Principles for defining key issues in reporting

The scope of this report comprises only the information and operating results of Thai Yamaha Motor Co., Ltd., not related to other affiliated companies, during the period from 1 January 2019 to 31 December 2020. The company has no policy to be certified the report by the external agency.

Principles and key issues

The topics and key issues are identified from the Sustainable Development Report 2017–2018 and analyzed for adjustment according to GRI standards, such as impacts on society, environment, and stakeholders of the company's products.

Download of Information

Website: Thai Yamaha Motor Company Limited
(www.yamaha-motor.co.th)

Contact

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E-mail : environment@yamaha-motor.co.th



Key issues and scope

Sustainability issues	Scope of impacts				
	Internal	External			
	Employees	Customers and service users	Communities and society	Government/private agencies	Suppliers/contractors
Economic					
Business performance	✓				
Operations under good governance	✓	✓			✓
Environment					
Energy and low-carbon society	✓	✓	✓		✓
Waste management	✓	✓	✓		
Water consumption efficiency	✓		✓		
Social					
Occupational Health and Safety	✓				
Safety on the road	✓	✓		✓	
Personnel development	✓		✓		
Welfare and compensation	✓				
Part of the community	✓		✓	✓	
Customer's satisfaction	✓	✓			



SUSTAINABLE DEVELOPMENT

SUSTAINABLE DEVELOPMENT GUIDELINES

We have business operational guidelines for sustainability under three principles of management: creating a value that exceeds customer expectations, building an organizational environment that promotes self-esteem, and complying with worldwide social responsibilities.

The company has set goals and action plans that take into account social, economic and environmental changes towards a great achievement and commitments at national and international levels, emphasizes the unity with local community, society, and environment, as well as promotes activities that lead to a sustainable society and gain trust from stakeholders.

Customers	Shareholders and investors	Employees	Partners and dealers	Community	Environment
<p>We will provide high quality and services that can be used safely and working on educate people on the proper ways, spreading this knowledge to create good environment for their use.</p>	<p>We will aim to enhance corporate value through long-term stable growth based on mutual dialogue</p>	<p>Health and safety of employees is a foundation of the company's growth. We will be improving working environments, respect and diversity and inclusion. We will also respect the freedom of association and the right of collective bargaining.</p>	<p>We will have our doors wide open to all partners, regardless of nationality or size, and with long-term perspective we will be engaged in achievement of mutual prosperity.</p>	<p>We will respect the cultures and customs of each country and region, and work to achieve harmony with communities.</p>	<p>We will develop technologies in a way to prevent global warming, and work to minimize environmental loads. Furthermore, we will undertake the conservation of biodiversity and sustainable use of natural resources.</p>
		  		   	   



RISK MANAGEMENT

Thai Yamaha Motor Co., Ltd. conducts the risk assessment and analysis in order to develop a control over potential risks, with inspection to ensure its efficiency according to the standards.

- Risk Control Guidelines -



Occupational Health and safety Management System



Quality management system



Energy management system



Environmental management system

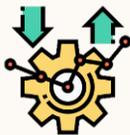
- Control Issues -

- Accidents or diseases at work
- Investigation of accidents
- Appropriateness of working environment
- Acceptable quality of working pieces and fast delivery
- Raw materials of parts containing prohibited substances
- Future changes of the motorcycle market
- Changes of climate and weather conditions
- Future changes in fuel consumption patterns
- Low-carbon society
- Hazardous chemicals
- Wastes from work
- Sustainable use of resources

- Steps for identifying and managing risks -



Analyze overall operations.



Identify risks that impact on objectives and goals.



Evaluate the level of risks.



Identify guidelines or measures to eliminate risks and increase opportunities.



Continue for improvement



RISK MANAGEMENT

Issues from stakeholders	Operations
Social	
<ul style="list-style-type: none">- Changes in social lifestyles according to technological development and global situations- Aging society which may cause a labor shortage in the future	<ul style="list-style-type: none">- Development of models and operational skills in each step to meet current situations and promote modern technologies- Promotion of effective operational skills with job rotation development
Economy	
<ul style="list-style-type: none">- Trend of changes in the future direction of automotive business- Changes in higher costs of resources which affect the adjustment of product prices- Uncertain domestic automotive market due to various related factors- Higher competition in business and innovation	<ul style="list-style-type: none">- Follow-up on changes and business assessment to meet the current market- Measures to sustainably reduce the use of resources- Analysis of the procurement of resources as appropriate
Environment	
<ul style="list-style-type: none">- Changes of climate and weather conditions, as well as operations, laws, and regulations in the global community- Leakage of pollution into the environment, such as neighboring communities- Development of Circular Economy to meet the sustainable supply chain	<ul style="list-style-type: none">- Measures or innovations to promote efficient use of resources- Implementation according to objectives and goals to reduce carbon dioxide emissions as in the direction of the Yamaha Motor (Japan)- Installation of treatment systems and protection of pollution emission



IMPORTANCE OF STAKEHOLDERS IN VARIOUS ISSUES

As part of society, we focus on building partnerships and analyzing the demands and expectations of stakeholders in various issues to increase efficiency and develop the organization towards sustainability, as follows:



Employees



Shareholders and investors



Customers



Partners and dealers



Government/ private sector



Community and society

Internal issues

- Guidelines, requirements, and laws from the government or related units
- Limitations, stability, and reliability of resources
- Cost of services, goods, and resources
- Impacts on the society, economy and environment

External issues

- Direction, business strategy of the organization, and asset management planning
- Welfare and facilities
- Operational culture and organizational standards
- Emergency plans for risks and credibility



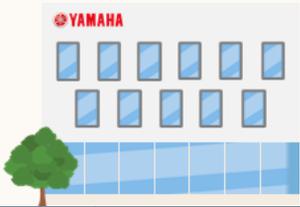
NEED, EXPECTATION, AND ACTIONS IN RESPONSE

Stakeholders	Need and Expectation	Actions in response
Employees	<ul style="list-style-type: none"> - Welfare and benefits, such as medical expenses, allowances - Fair and reasonable compensation - Opportunity to act on duties with the most ability - Development to increase the potentiality of all employees 	<ul style="list-style-type: none"> - Openness to hear problems, complaints, and needs of personnel for development - Development of the potentiality of all employees to increase the efficiency in their job responsibilities and personal skills
Shareholders	<ul style="list-style-type: none"> - Good operating results and risk management in the organization, while increasing business opportunities 	<ul style="list-style-type: none"> - Disclosure of business Information and environment to shareholders, with reports of operating results during the specified periods
Customers	<ul style="list-style-type: none"> - Quality products and highest satisfaction - Timely and helpful responses when needed 	<ul style="list-style-type: none"> - Communication and promotion of the products - Activities with customers to build friendly relationships through the products - Survey of satisfaction for improvements in a better direction
Partners (dealers)	<ul style="list-style-type: none"> - Compliance with the requirements of procurement, product quality, delivery, and efficient services 	<ul style="list-style-type: none"> - Establishment of procedures and regulations for compliance - Inspection of product quality from related units
Government agencies and private sectors	<ul style="list-style-type: none"> - Operations in accordance with policies, laws, and other requirements, as well as helpful and correct measures 	<ul style="list-style-type: none"> - Review of legal issues to identify and analyze the compliance and registration as an internal control document
Communities and society	<ul style="list-style-type: none"> - Disclosure of performance information to social - Reducing environmental emissions - Promoting activities that help build knowledge and distribute income to the community 	<ul style="list-style-type: none"> - Comply with the law to ensure transparency of information - Promoting technologies and innovations that reduce pollution - Promoting activities that help meet the needs of the local community and the environment



VALUE CHAIN OF THAI YAMAHA MOTOR

Yamaha Motor Asian Center



Yamaha Motor Parts Manufacturing (Thailand) Co., Ltd.



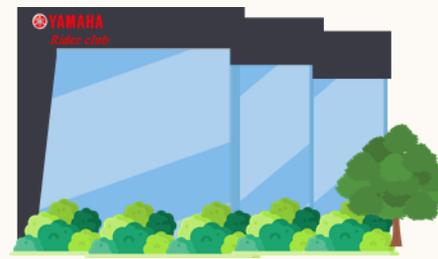
Yamaha Motor Electronics (Thailand) Co., Ltd.



THAI YAMAHA MOTOR CO., LTD.



Yamaha Square



Yamaha Riders' Club



Yamaha Premium Service

Yamaha Riding Academy





POLICY

CORPORATE SOCIAL RESPONSIBILITY POLICY

Thai Yamaha Motor Co., Ltd. aims to conduct business with responsibility for society, environment, and communities in which we conduct our business. We focus on collaboration towards sustainable development to accomplish the aforementioned goals and concepts. Therefore, we have imposed a business policy involving the following:

01 It is our ambition to sustainably thrive, along with focusing on environmental conservation by taking effects on communities and society as a whole into account.

02 We would make use of our knowledge, experience, and expertise in engineering and energy to benefit society by making the best use of natural resources under the concept of sufficiency economy, in order to be sustainably independent.

03 We would create projects on social responsibilities by encouraging collaboration in communities and with the regional governmental sector.

04 We would encourage collaboration among employees in the company as well as cultivate values about social responsibilities.



INTEGRATED MANAGEMENT SYSTEM POLICY

Thai Yamaha Motor Company is committed to continuously manage the Quality, Environment, Energy, Occupational Health and Safety System to enhance management system performance for sustainable growth. The company considers Quality, Environment, Energy, Occupational Health and Safety management system as important part of its operation, regarding to the interested parties needs and expectation inside and outside the company, where the management and employees at all levels will cooperate to comply with the Policy by the following;

- ▶ Commit to satisfy customers with high quality products, prompt delivery and services that meet customer needs;
- ▶ Commit to protect environment from harm and degradation arising from TYM's activities, products and services;
- ▶ Fulfil with YMC directives, all compliance obligations relevant to quality, environment, energy, occupational Health and Safety. Take actions to manage possible risks;
- ▶ Establish objectives, targets and plan to achieve the intended outcomes and achieve continual improvement for the management systems of the Quality, Environment, Energy, Occupational Health and Safety;
- ▶ Create employee consciousness and awareness at all working process as follows;

- 1) Control the process effectiveness to ensure that comply with international standard and company standard;
- 2) Promote effective usage of resources and energy, recycling of limited resources and reduce greenhouse gases emission;
- 3) Eliminate and reduce all possible hazards and all risks. Continuously improve and commit to prevent work-related injury and ill health;
- 4) Cooperate for continuous improvement on programs in order to improve healthy work condition, and to promote safety at work site.



INTEGRATED MANAGEMENT SYSTEM POLICY

- ▶ Provide appropriate budget, product, services, organization knowledge and resources allocation needed to perform the operation for development of the management systems of the Quality, Environment, Energy, Occupational Health and Safety for the benefits of employee and organization. Support procurement, process design activities and renewable energy resources of efficient products and services that consider energy performance improvement.
.....
- ▶ Communicate to worker, work's representative and interested parties for effective understanding including consultation and participation to improve relationship with by organizing activities, and
.....
- ▶ Review the Quality, Environment, Energy, Occupational Health and Safety Policy on annual basis to ensure compliance and to adaptation the changes that may arise.

For implementation, it is requested that all management members and employees cooperate and comply with this policy accordingly.



SUSTAINABLE PERFORMANCE

ECONOMIC OPERATIONS

Business revenue 2019	Business revenue 2020	
24,636 million baht	22,377 million baht	
Sales of motorcycle		
 537,072 unit [2019]	455,855 unit [2020]	
Sales of outboard motor		
 23,573 unit [2019]	18,860 unit [2020]	
Sales of golf car		
 2,044 unit [2019]	1,380 unit [2020]	

CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS





DETAILS OF OPERATING RESULTS

List of operating results	Year 2019 (million baht)	Year 2020 (million baht)
Income from sales and services	24,636	22,377
Profits	1,636	1,644
Dividends paid to shareholders	1,562	1,561
Wages and compensation for employees	1,340	1,573
Interest and financial expenses to borrowers	17	15
Taxes paid to the government and local government agencies	365	395
Expenses for community development	1.1	1.1
Expenses for the Social Security Fund, provident fund, and retired employees	92	113

According to the operating results of Thai Yamaha Motor Co., Ltd. in 2019, the company's market share remained steady at 15% from the previous year. However, the COVID-19 pandemic in 2020 caused overall changes in the motorcycle industry and resulted in a 7.6% decrease of motorcycle sales in the previous year, whereas, the market share rose to 15.8%.





IMPLEMENTATION

Thai Yamaha Motor Co., Ltd. continues focusing on its operations in order to create business standards towards customer satisfaction and business development. Meanwhile, the company keeps up with technology and global needs, based on the operating model of “Kando creating company”. This model aims to deliver happiness impression, satisfaction, fulfillment, and enjoyment to People all over the world.





SUSTAINABLE PERFORMANCE

OPERATIONS UNDER GOOD GOVERNANCE

Strengthen the knowledge by providing training on the code of ethics for 100% employees



Commit to the Yamaha Motor Group's Anti-Bribery Regulations

Sign by the Chairman of Executive Committee

Adhere to the principles.
Compliance Come First,
Never Tolerate
Wrongdoing



Have an online channel for reporting inconsistencies and complaints.

Communicate the Code of Ethics to be in compliance with requirements and laws.

- Fair and honest business operations
- Rules for conducting business operation
- Regulations of social media communication



CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS



Thai Yamaha Motor Co., Ltd. adheres to the operations that are not in contrast to good governance in order to create transparency and fair business practices. There are clear regulations for activities related to the presentation, contract or agreement to provide things or any kinds of benefits in a bid to help prevent malpractice.



IMPLEMENTATION

Thai Yamaha Motor Co., Ltd. has adopted the policy announced by the parent company to express its intention to operate under the ethical principle "Yamaha Motor Group Anti-Bribery Policy" and applies it in accordance with our operating context.

Anti-Bribery Policy

→ Prohibition of Bribery



- Yamaha Motor Group will not, whether directly or indirectly through third parties, engage in any bribery nor any that may be seen as bribery with any public official.
- Yamaha Motor Group rejects to obtain profit from improper conducts.
- Accordance with the "Compliance comes first".

→ Compliance with Anti-Bribery Laws



- Will strive at all times to comply with any and all national and local anti-bribery laws and regulations.

→ Anti-Bribery Management System



- Requires officers and employees to consult with a division-in-charge before providing benefits to third parties.
- Requires to use of anti-bribery clause in designated contracts.
- Continuously improve the Anti-Bribery Management System by evaluation of corrupt behaviors through the risk assessment.

→ Compliance System



- The Sustainability Committee deliberates the compliance measure and monitors the implementation
- The risk compliance officer appointed by the chairman of the Sustainability Committee



IMPLEMENTATION

Anti-Bribery Policy

→ Ensuring Effectiveness



- Conduct risk assessment and compliance awareness surveys for group companies each year to confirm the effectiveness.
- Ensure anti-bribery in group companies through distribution of the Code of Ethics Guidebook and the Anti-Bribery Guidebook.

→ Whistle-Blowing System and Consultations



- Maintain and operates hotlines addressing conducts of the officers and employees as well as the directors and executive managements.
- The Legal Division is responsible for anti-bribery consultations and establishes the anti-bribery officer.

→ Measures Against Bribery



- Promptly conduct necessary investigations, enforce disciplinary actions and other strict measures.
- Reporting to the relevant authorities

→ Business Partners



- Yamaha Motor Group asks our business partners to join efforts in preventing bribery.
- Asks to assess of their understanding under the CSR Guidelines for suppliers and adoption of anti-bribery clause in designated contracts.



Control of operations under good governance

The company provides a code of ethics for employees to guide their decision-making and promote good behaviors among themselves. It is also good for both the organization and a working environment towards the sustainable growth and reputation of Yamaha

Principles of the company's code of ethics can be summarized as follows:



Awards or gifts to third parties or government officers

Giving any personal awards, gifts, or benefits, if necessary, must be notified to the manager. However, the value or prices should not exceed 3,000 baht.



No disclosure of personal information

Do not use personal information of other people for own benefits. Do not disclose personal information of third parties without permission.



Confidentiality of the company's information

Organize the level of confidentiality and strictly follow the regulations for management of the company's information.



Respect for human rights

Do not support the discrimination against appearance, nationality, race, or physical characteristics, including not using the power of any positions to oppress or harass other humans.



AWARDS AND ACHIEVEMENTS FOR THE VALUE OF BUSINESS

Presenting a golf cart to welcome Pope Francis (2019)



Thai Yamaha Motor Co., Ltd. presented a golf cart of 6-seat Yamaha YDR Transportation to Cardinal Francis Xavier Kriengsak Kovithavanij, Head of the Archdiocese of Bangkok, as a royal welcome for the official visit to Thailand of Pope Francis, Head of the Roman Catholic Church No. 266.

New “Yamaha Revs Venue” for bikers at Central Festival Eastville (2019)

Thai Yamaha Motor Co., Ltd. opened “Yamaha Revs Venue,” or the first “pop up store” for bikers, located in the heart of Central Festival Eastville shopping center for sales of Yamaha’s motorcycles in a sporty style. This store would become a center for bikers’ relaxation, following the unique style of Yamaha’s Sports Luxury.





AWARDS AND ACHIEVEMENTS FOR THE VALUE OF BUSINESS



Donating 65 motorcycles in the “Motorcycles for Education” project worth more than 6 million baht (2019)



Thai Yamaha Motor Co., Ltd. donated 65 Yamaha motorcycles to 36 vocational institutions in the “Motorcycles for Education” project, worth 6,044,000 baht, as teaching aids for the study of modern technology of Yamaha’s motorcycles.

Yamaha awarded No. 1 powerful brand in the online (2019)

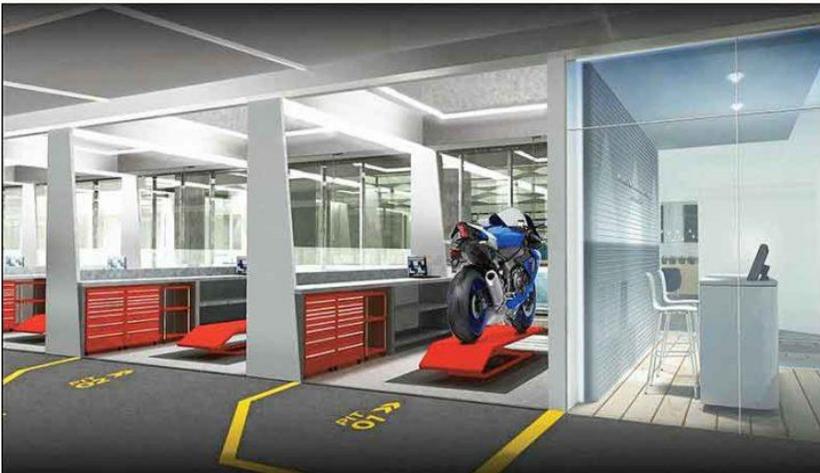


Yamaha’s motorcycles were ranked the No. 1 from Thailand’s Most Social Power Brand 2019 in the category of “Motorcycle.” The ranking was based on the interactions of consumers for the brands or brand engagement.



AWARDS AND ACHIEVEMENTS FOR THE VALUE OF BUSINESS

Thai Yamaha Motor’s first premium service center in Thailand and the world (2019)



Thai Yamaha Motor Co., Ltd. announced its novel leadership in the motorcycle market with a higher level of after sales services by opening “Yamaha Premium Service,” the first premium standard and stand-alone service center in Thailand and the world, located at Srinakarin Road, Phatthanakan Subdistrict, Suan Luang District, Bangkok. It is to meet the needs of customers for Yamaha’s superior standard of services and products that could satisfy and exceed their expectations.





AWARDS AND ACHIEVEMENTS FOR THE VALUE OF BUSINESS

The Best Design and Exhibition Award for 14 consecutive years (2019)

Thai Yamaha Motor Co., Ltd. was awarded at the motor show, including the Best Design Award for excellent design and display. The company won this award for 14 consecutive years under the concept of creating endless automotive innovation.



Yamaha's 4 Grand Prizes in Digital Marketing for all platforms (2019)



Thai Yamaha Motor Co., Ltd. won four major awards for its website and social network from the international and domestic arenas. The Yamaha website: www.yamaha-motor.co.th received the best award in the automotive industry from two leading institutions in the United States, with international credibility.

-  Best Automobile Website Award
-  Award of Distinction in Websites General Automotive
-  Award of Distinction in Online Advertising – Microsite
-  Thailand's Most Social Power Brand



SUSTAINABLE PERFORMANCE

ENVIRONMENT AND ENERGY OPERATIONS



Carbon Dioxide Emission

The company aims to reduce the CO2 emissions by 50% by 2050 compared to 2010, or equivalent to 1% per year. From the operations, it has a reduction of 56% or an average of 7% per year (from the base year).

Carbon Dioxide Emission

11,608
Ton.eCO₂ (2019)

10,201
Ton.eCO₂ (2020)

Efficiency of energy consumption



Set a target to reduce energy consumption of 1% per year compared to the previous year by assessing the production

From the last year's operations, the energy consumption was reduced by 13%.

Efficiency of energy consumption

82,959,604
MJ (2019)

72,199,334
MJ (2020)

Efficiency of water consumption

Requires no more than 40% of tap water usage and at least 60% of water reuse per month.

From the last year's operations, an average of 66% of water was recycled.



Efficiency of water consumption

56,201
M³ (2019)

56,067
M³ (2020)

Efficiency of waste reduction

The company has at least 10% annual reduction of wastes in process.



From the last year's operations, it was able to reduce waste by 29%.

Efficiency of waste reduction

3,906
Ton (2019)

2,786
Ton (2020)



CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS





DETAILS OF OPERATING RESULTS

List of operating results	2019	2020	Unit
Use of raw materials			
Metal	11,735	9,763	Ton/Year
Non-metal	2,666	3,110	Ton/Year
Energy use			
Electricity	60,346,800	53,665,236	MJ/Year
LPG	18,863,475	15,395,997	MJ/Year
Diesel	2,510,467	2,148,205	MJ/Year
Gasoline	1,238,863	989,896	MJ/Year
Solar cell	358,945	462,913	MJ/Year
Water resource management			
Tap water	98,858	85,580	m ³ /Year
Recycled water	56,201	56,067	m ³ /Year
Total waste			
General waste	167	159	Ton/Year
Hazardous waste	468	280	Ton/Year
Recycled waste	3,271	2,348	Ton/Year



IMPLEMENTATION

Environmental operations direction

Low Carbon
Society



Target

- Reduction of CO₂ emissions from use of products by users by 50% within 2050 as compared to 2010

Priority Action

- Improve the fuel efficiency
- Promoting the development of products that respond to new energy

Recycling
Society



Target

- Reduction of resource by 50% within 2050 as compared to 2010

Priority Action

- promotion of product recycling
- Reduction of waste generated at the manufacturing stage
- Reduce packaging
Promotion of the reduction of water consumption

Harmony with
Nature



Target

- Strengthening of environmental conservation and biodiversity

Priority Action

- Carrying out activities and promoting activities that protect the environment
- Engage employees to participate in activities

Management



Target

- Strengthening of compliance with laws and regulations of the control of chemicals in products
- Contribution to the improvement of the air pollution
- Reduction of VOC emission
- Promotion of environmental activities in collaboration with suppliers
- Building awareness

Priority Action

- Sustainable practices require knowledge of various issues to be able to lead to sustainable practices.



IMPLEMENTATION



Low Carbon Society

Following the current climate change and weather changes together with various performances from the international level, Yamaha Motor Co., Ltd. in Japan has announced an “Environment Plan” to support the situations and be part of reducing greenhouse gases emissions. The company also has extended plans, objectives, and goals throughout Yamaha’s networks around the world to jointly implement its intentions. In terms of the environment, the world is moving towards the reduction of carbon emissions which are the main causes of global warming by emphasizing the use of renewable energy or fuel modification

Thai Yamaha Motor Co., Ltd. commits to the implementation according to its action plans, with the potentiality and ability to reduce greenhouse gases emission and energy consumption in the same direction towards the goal of sustainable development for a truly low-carbon society.



1. Use of renewable energy

The company promotes and supports the use of renewable energy by installing a solar power system at the roof of the cafeteria, and intending to expand to other parts of the factory In the future.

Solar Cell System

116 kWp

Reduce CO₂ emission

67,936 kg.eCO₂/year



IMPLEMENTATION

Compliance with laws and regulations (2019-2020)

100%



2. Compliance with energy regulations and laws

Thai Yamaha Motor Co., Ltd. is the first to certified energy management system standards or ISO 50001, currently certified at version 2018, as a reliable guideline of international standards. This includes a review of the laws twice a year to ensure its comprehensive legal compliance and implementation according to the Energy Conservation Promotion Act, 1992.



3. Projects or measures to reduce energy consumption

The company has set a budget to support projects or measures to reduce energy consumption each year, including the allocation of personnel in the field of energy under the name “Energy Task Force Team” to be the front line for promoting and raising awareness of technology or concepts for energy conservation and reduction of carbon dioxide emissions.

Number of energy project in 2019-2020

12 Projects

Project examples

- Installation of VSD to control the hood motor
- Installation of the CO2 Controller at the exhaust fan
- Installation of the solar cell panel
- Installation of equipment to reduce the temperature of air conditioner

Reduce CO2 emission

382,470 kg.eCO₂





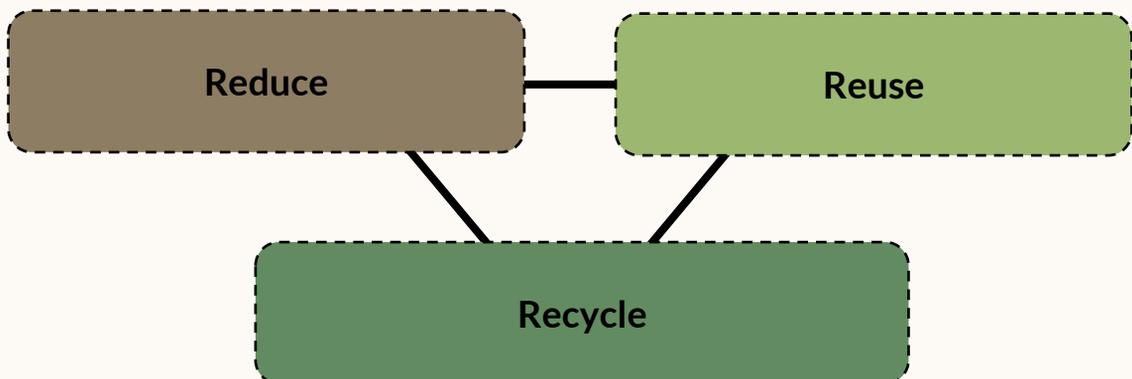
IMPLEMENTATION



Recycling Society

Social and economic changes as well as higher and diversified consumption behaviors result in an increasing of environmental pollution problems, along with the constraints on natural resources and budgets related to the environmental management. Thus, it is important to put an emphasis on new pollution management approaches that focus on the promotion and conservation of natural resources in order to prevent degradation or extinction. Also, it is necessary to support resource recycling through the participation from all sectors, including the public and private sectors. We need to create a balance and a foundation for sustainable development in the social, economic and environmental aspects of our country.

In a bid to promote policies from the government sector and guidelines from the head company, the company has realized the importance to minimizing waste, with focus on the cost-effective and efficient use of raw materials or production resources by applying the 3R principles, as follows:



The 3R principles have been applied in every process of the organization, considering on the potential utilization of all types of waste and related laws to minimize the amount of waste that must be treated or disposed towards a zero waste to landfill organization (no landfill waste).



IMPLEMENTATION

1. Circular economy guidelines

Thai Yamaha Motor has implemented the concept of “Circular Economy” as an integral part of every phase in the product lifecycles, starting from development, import, production, usage, and disposal.



2. Implementation of waste regulations and laws

Thai Yamaha Motor a system of environmental management or ISO 14001 continuously for a long time with a procedure of legal transactions. We commit to working according to international standards of a concrete, transparent, and verifiable manner in every step of legal processes, including the review and registration of related laws



Compliance with laws and regulations (2019-2020)

100%

Two Thai government forms are shown. The right form is a 'Statement of Compliance with Laws and Regulations' (ใบรับรองการปฏิบัติตามกฎหมาย) with a red stamp that reads 'ปฏิบัติตามกฎหมายอย่างครบถ้วน' (Compliance with laws and regulations is complete). The left form is another official document with a similar red stamp.



IMPLEMENTATION

3. Projects or measures for waste reduction

Thai Yamaha Motor has driven towards an efficient waste management system by giving importance to follow 3Rs principles and zero waste to landfill policy

Number of project in 2019-2020

8 Projects

Project examples

- Reused carton box.
- Reused steel case



YAMAHA
THAI YAMAHA MOTOR CO., LTD.

ขอเชิญร่วมประกวดรางวัลผู้รับรางวัลสีเขียวหรือผู้ที่มีชื่อเสียง
(จากเชียงใหม่และจางเชียงใหม่)

บริษัท ไทยยามาฮ่ามอเตอร์ จำกัด
ตั้งอยู่เลขที่ 64 หมู่ 1 ถนนบางนา-ตราด กม.21 ตำบลติวานะครเชียงใหม่
จังหวัดน่าน โทร 053-469100

สมัครประกวดตั้งแต่วันที่ 1 ตุลาคม ถึง 31 ตุลาคม 2563
วันที่ 1 ตุลาคม 2563 เวลา 08:00 - 12:00 น.
สถานที่ บริษัท ไทยยามาฮ่ามอเตอร์ จำกัด ตำบลติวานะครเชียงใหม่

ผู้ประสานงานประกวด:
คุณณิชา ศรีจันทร์ โทร: 053-469000 ต่อ 4001, 4002, 4003, 4004-4005, 4006, 4007, 4008, 4009, 4010, 4011, 4012, 4013, 4014, 4015, 4016, 4017, 4018, 4019, 4020, 4021, 4022, 4023, 4024, 4025, 4026, 4027, 4028, 4029, 4030, 4031, 4032, 4033, 4034, 4035, 4036, 4037, 4038, 4039, 4040, 4041, 4042, 4043, 4044, 4045, 4046, 4047, 4048, 4049, 4050, 4051, 4052, 4053, 4054, 4055, 4056, 4057, 4058, 4059, 4060, 4061, 4062, 4063, 4064, 4065, 4066, 4067, 4068, 4069, 4070, 4071, 4072, 4073, 4074, 4075, 4076, 4077, 4078, 4079, 4080, 4081, 4082, 4083, 4084, 4085, 4086, 4087, 4088, 4089, 4090, 4091, 4092, 4093, 4094, 4095, 4096, 4097, 4098, 4099, 4100, 4101, 4102, 4103, 4104, 4105, 4106, 4107, 4108, 4109, 4110, 4111, 4112, 4113, 4114, 4115, 4116, 4117, 4118, 4119, 4120, 4121, 4122, 4123, 4124, 4125, 4126, 4127, 4128, 4129, 4130, 4131, 4132, 4133, 4134, 4135, 4136, 4137, 4138, 4139, 4140, 4141, 4142, 4143, 4144, 4145, 4146, 4147, 4148, 4149, 4150, 4151, 4152, 4153, 4154, 4155, 4156, 4157, 4158, 4159, 4160, 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IMPLEMENTATION



Harmony with Nature

A harmony with nature is one of the objectives and goals of the company, especially in the area of preserving and protecting local biodiversity, together with a social responsibility for the environment and the surrounding communities. Thai Yamaha Motor Co., Ltd. and Yamaha Motor Co., Ltd. in Japan have intentionally coordinated all corporate activities with the environment through various initiatives, including the innovations that are friendly to the environment in accordance with the guidelines as follows:



Activities to protect the natural where our products are used

The company continues various activities to protect mountains, oceans, and other natural environments from its products.



Activities that use our products

The company encourages to use its products to help protect nature or access to the hard-to-reach areas.



Activities in collaboration with Yamaha users

The company joins with customers who use its products to promote activities for environmental protection.



Activities that contribute to solving regional environmental issues

With business operations in different regions around the world, the company understands that its activities are based on these environments.



IMPLEMENTATION

Thai Yamaha Motor Co., Ltd. has set up activities to preserve biodiversity in various important areas by focusing on the participation of employees and their families.



Construction of a check dam



Up to present, the Yamaha family has organized various activities through employees and their families to continuously construct more than 15 check dams in different areas to maintain moistures of the forests and protect biodiversity.



Cleanliness

The Yamaha family works together to keep the environment and the community clean by organizing activities to help collect garbage in the surrounding areas, mangrove forests, and beaches.





IMPLEMENTATION



Body of knowledge on the environment



The company attaches great importance to knowledge creation and environmental education. There are activities to take children from the surrounding communities to learn about nature.



Campaign for green areas

The company has organized activities to support trees to all employees for planting at home as part of the CO₂ absorption and more green areas.



Environment conservation through product use



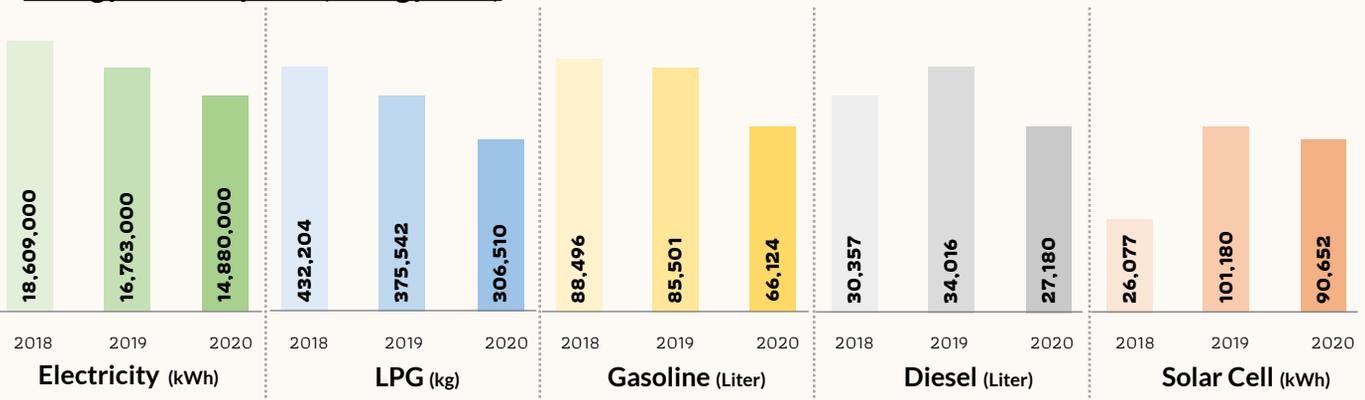
The company joins with Watchara Marine Co., Ltd. to organize an activity to promote ecotourism under the name "Coastal ecosystem restoration project," as part of the environmental conservation in mangrove planting by driving a Yamaha WaveRunner from Pattaya to Rayong provinces.



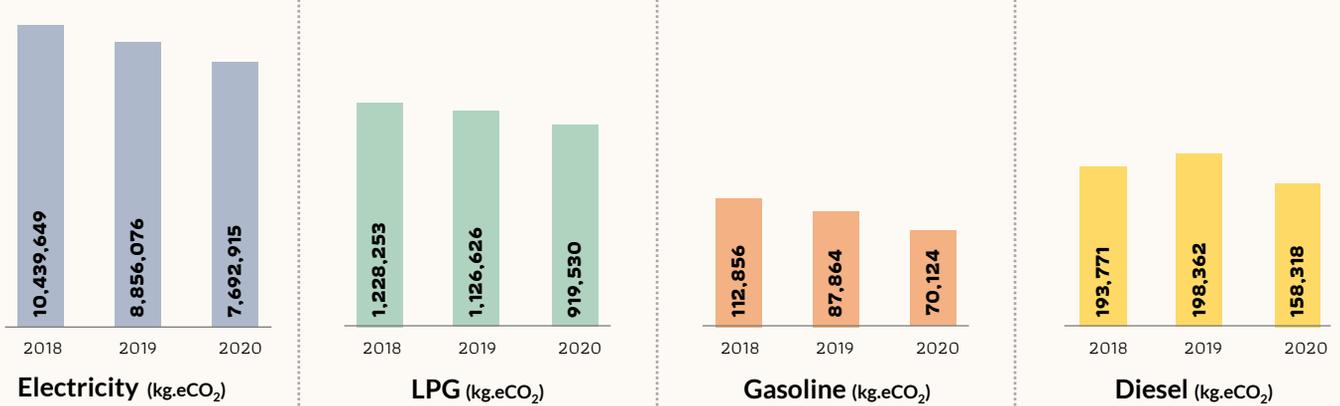
DETAILS OF OPERATING PERFORMANCE

Thai Yamaha Motor Co., Ltd. uses energy such as electric and fuel power. The fuel power includes diesel, LPG, and gasoline. This also comprises the solar power generation and the calculation of energy consumption into amount of carbon dioxide emissions.

Energy consumption (energy unit)



Carbon Dioxide emission (kg.eCO₂)



Summary



CO₂ emissions decrease **56%** From 2010 (base year)

Decrease electric consumption in average

11%



Less fuel consumption

18%

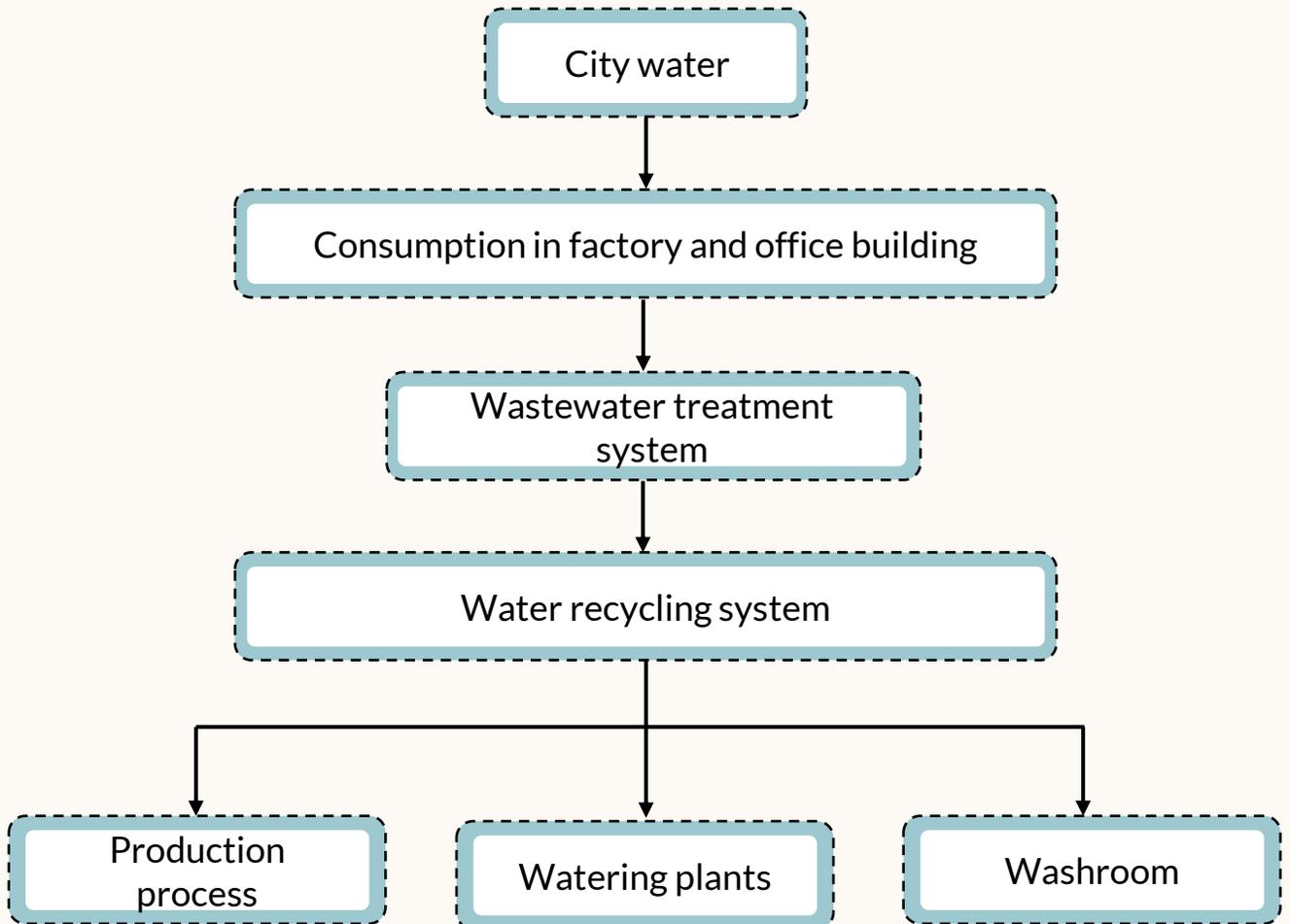




DETAILS OF OPERATING PERFORMANCE



The Company uses resources both in the consumption-consumption and in the production process, and the Company has given importance to the maintenance of water resources for the most effective utilization in order to achieve efficient water management. The patterns of water resource use are as follows:





DETAILS OF OPERATING PERFORMANCE

Water and wastewater consumption (m³)



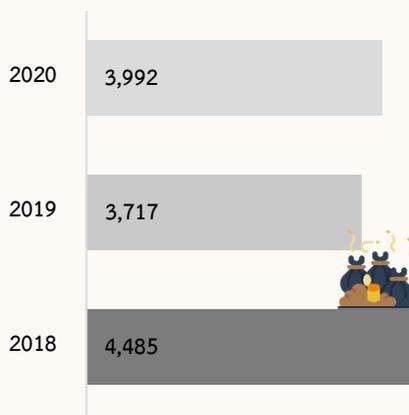
Average decrease of tap water use
7%

Lower amount of wastewater
12%

Average increase of recycled water
7%

Thai Yamaha Motor Co., Ltd. has waste management according to the 3R principles: reduce, reuse, and recycle with a body of knowledge and awareness among personnel in the organization for an efficient use of resources. All personnel must help sort the waste and dispose it according to the classification of five types: general waste, recycling waste, contaminated waste, hazardous waste, and infectious waste to reduce the amount of waste and lower the cost of waste treatment or disposal outside the factory. Meanwhile, the recycled waste can be reused and processed to be recycled again for circulating within the organization to reduce production costs.

Waste consumption (Ton)



Average decrease of waste
5%

Zero waste landfill **100%**



AWARDS AND ACHIEVEMENTS FOR THE VALUE OF ENVIRONMENT AND ENERGY

The Prime Minister's Industry Award in Energy management (2020)



Thai Yamaha Motor was selected by the Ministry of Industry to receive the Prime Minister's Industry Award for Energy Management in the year 2020. The selection demonstrated that the company potentially maintained its efficiency in energy management.

CRS-DIW Award (2020)



Thai Yamaha Motor has shown to society the responsibility of an industrial operator through the CSR-DIW Award for more than 10 years, with its transparency and operations that take into account the environment, community, and society.





SUSTAINABLE PERFORMANCE

OCCUPATIONAL HEALTH AND SAFETY OPERATIONS



- 4,500,000 hours of safe, accident-free operations
- No accidents that cause personal injury, disability, or death
- No occupational disease
- Complaints resolved for all occupational health and safety

Average safe working hours during 2019-2020



2,998,500

Hours

Accidents that cause disability or death during 2019-2020

0

people



Employees suffering from work-related diseases during 2019-2020

0

people



Occupational health and safety complaints during 2019-2020



3

List

Resolve



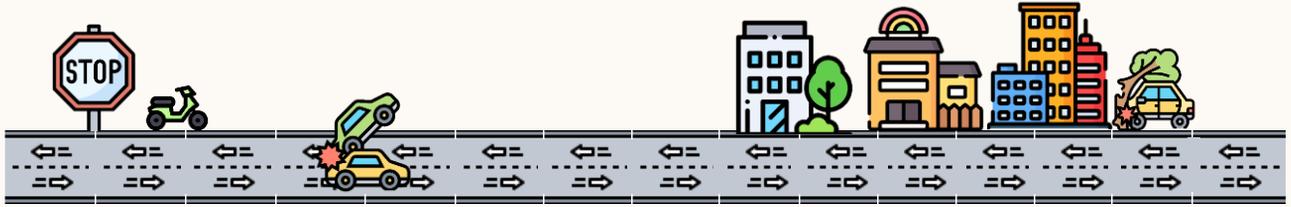
100%

CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS

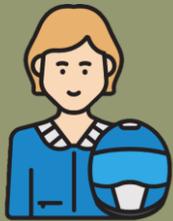




IMPLEMENTATION



As a manufacturer of motorcycles, Thai Yamaha Motor Co., Ltd. emphasizes a safety on the road according to the road safety regulations for employees, customers, and general public.



Promotion of safe driving course



Thai Yamaha Motor Co., Ltd. has organized a project on “Safety training” and “Motorcycle license” for educational institutions across the country, average 40–50 times a year under the project name “Yamaha Riding Technique project” or YRT, in cooperation with the government.

Since the year 2007, the company has established “Yamaha Riding Academy” or YRA to be a motorcycle riding academy for the general public, students, as well as public and private agencies, certified by “Department of Land Transport,” Ministry of Transport, with objectives as follows:

To enhance correct and safe riding skills for motorcyclists, with confidence in all conditions, less injuries, lower loss of personnel and assets.

To raise awareness and strengthen traffic disciplines for motorcyclists with safe riding on the roads according to the laws and regulations.

To join the road safety campaign and be part of reducing motorcycle accidents.



IMPLEMENTATION



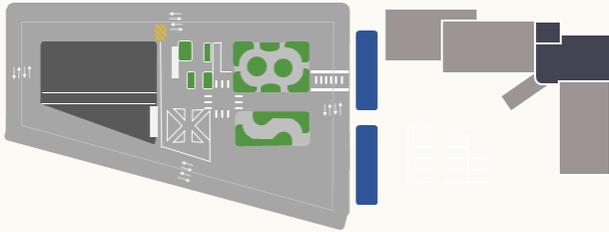
Riding Course

Course	Training hours	Details
1. Examination course for motorcycle license	15	- It is for people who wish to obtain a motorcycle license. The course provides basic knowledge, laws and regulations, consciousness, safety, and riding positions.
2. Motorcycle riding course for beginners	6	- It is for people who have the basic motorcycle riding skills but are not yet confident. The course teaches how to control while riding motorcycles.
3. Safe motorcycle riding course	7	- It is for people who can drive motorcycles. The course teaches how to ride the motorcycles more efficiently





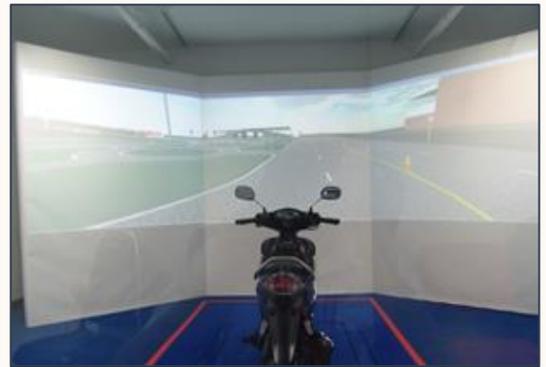
IMPLEMENTATION



Thai Yamaha Motor has constructed a training academy on an area of over 18,843 square meters, divided into 8,966 square meters of the office and training buildings, while 10,907 square meters of the testing ground, as follows:

1. Training Building

It consists of a training room which is fully equipped for training in accordance with international standards. There is a simulator room of the same standards as the one of leading airlines.



2. Large Auditorium

The capacity is 265 seats with complete lights and sound systems of high technology for perfect meetings and seminars.

3. Testing field

The area size is 10,907 square meters according to the standards of Department of Land Transport and the same standards as a testing field in Japan, with an effective testing tracks for high-speed riding of a distance more than 300 meters.



24,643

people trained by the YRA (2018–2020)



Attended by students from vocational colleges (2018–2020)

>7,000 people



IMPLEMENTATION



Occupational Health and Safety Awareness



Throughout 2019–2020, the company has created projects, measure and activities to help raise awareness on the safety for employees or even customers in a bid to reduce the rate of loss in all aspects related to operations, which can also be apply in daily life.

Examples activities

- New Generation of Student Rider’s License Project
- Active Hero Project for a good health of employees
- Sending Back Home Project: Safe Trip, New Year Day
- Calorie labeling in the cafeteria
- Smoking Cessation Project by eliminating smoking areas



Health services and treatment for employees



The company pays attention to the health of its employees as its first priority. Therefore, the Yamaha Health Care Center was established under the management of Ramathibodi Health Center, Faculty of Medicine, Ramathibodi Hospital, Mahidol University, with a team of health specialists and nurses available Monday–Friday, 08.30–17.30.



AWARDS AND CONTRIBUTIONS FOR OCCUPATIONAL HEALTH AND SAFETY

Excellent establishment on occupational Health and Safety award (2020)



Thai Yamaha Motor received an honorary award for the excellent establishment model for safety, occupational health, and working environment in the national level (Diamond level) for 9 consecutive years in 2020.

Agreement for a smoke-free organization (2019)

Improved the smoking areas to be consistent and appropriate as required by law, with training on dangers of smoking. Thai Yamaha Motor was able to reduce the smoking areas to 18 out of 27 throughout the factory.



Active Hero 90-challenge Project (2019)



Emphasizes on employees' health by organizing a project to modify eating behaviors and promote exercising towards a good health within 90 days. So, employees have a better rate of good health.



SUSTAINABLE PERFORMANCE

SUSTAINABLE HUMAN RESOURCE MANAGEMENT AND PERSONNEL DEVELOPMENT

-  Recruitment of the qualified and the right number of personnel
-  Development of personnel for the operational potentiality from training courses that are suitable for their job positions
-  Appropriate and fair welfare
-  Safety committee to oversee occupational health of personnel at work
-  Student internships to enhance their experience in a practical environment
-  Compliance with 100% comprehensive labor law guidelines
-  Welfare committee to supervise and allocate welfare to employees



Training courses for employees according to their roles and responsibilities at work



Complaints during the year 2019-2020

2
List

Resolve

100%

60 student internships from various institutions during the year 2019-2020



Meeting of the Welfare Committee to discuss issues related to employee welfare once a month



More than 19 items of appropriate welfare and compensation for employees

CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS





IMPLEMENTATION

For more than 57 years, Yamaha has been in business to serve the needs for vehicles in the society. One of Yamaha's priorities and the driving force of the organization to move forward effectively is Yamaha's personnel at all levels. We respect the individuality of our employees based on fairness to provide equal and appropriate knowledge, development, and compensation, along with the trust, readiness to help, and strong team building to lead the organization in a better direction. So, the guidelines are as follows:



Development of personnel at each level according to the suitability of job responsibilities, including the opportunity for job rotation to learn at work



Yamaha's unique way of personnel development for innovation, confidence, and emotion towards the ties of brand loyalty



Equal respect for human rights of personnel, with full assistance in various fields to feel comfortable and cheerful



Higher incentives, such as activities, trips, or welfare for the security of employees



Rights for negotiation and complaints on various issues, with the setup of the welfare committee and assessment of satisfaction with the organization



No employment of illegal workers or youths under the legal age

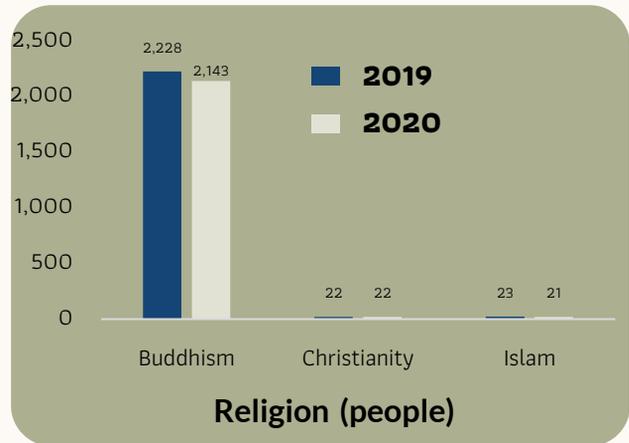
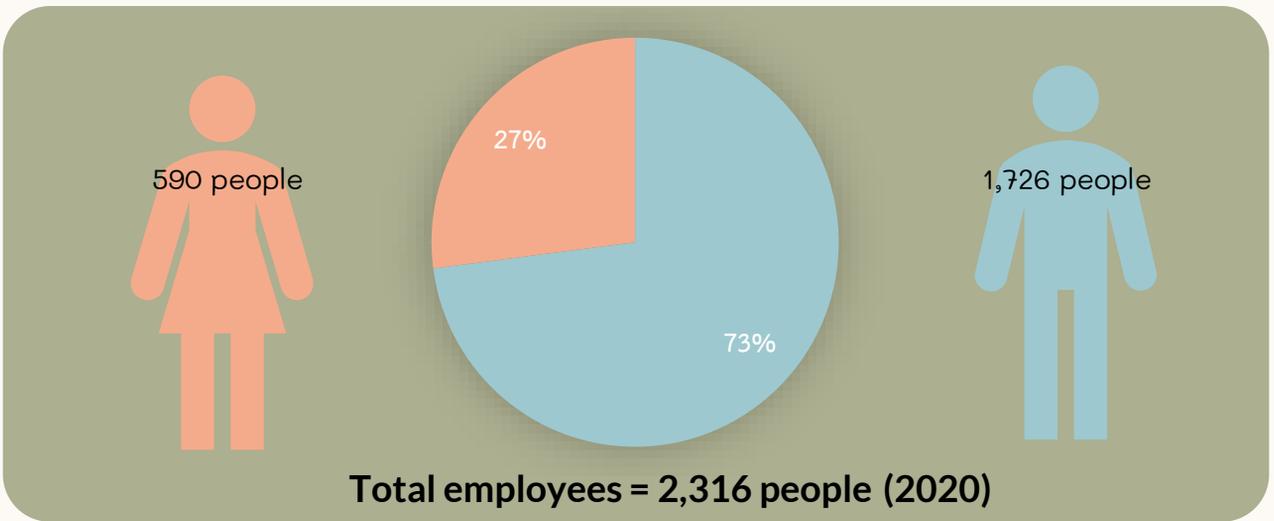


DETAILS OF OPERATING RESULTS

1. Personal management

The company regards human resources as the most valuable resource. The company focuses on the development of their potentiality in term of knowledge and ability to suit responsibilities, including a good working environment, fair welfare, promotion of physical and mental health, with engagement and effective communication

Number of employees





DETAILS OF OPERATING RESULTS

Additional details

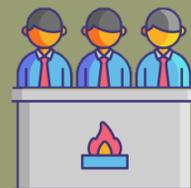
Details	2019	2020
Number of local employees	281	279
Number of temporary employees	89	109
Turnover rate (percent)	1.82	1.61
Rate of returning to work after maternity leave (percent)	100	100
Rate of childcare leave (percent)	0	0
Percentage of employees receiving performance appraisals and career growth planning	100	100



Structure of Safety Committee, Occupational Health, and Work Environment

According to the ministerial regulations, there are a set of standards in the Administration and Management of Safety, Occupational Health and Work Environment B.E. 2549 (2006), which requires more than 50 employees as the safety committee, occupational health, and work environment. The company has therefore appointed the Safety Committee to ensure the compliance with the laws for benefits of the organization, with the roles and duties as follows:

- Consider consistent and appropriate policies.
- Reporting and suggest guidelines for improvement.
- Promote and support safety activities.
- Consider projects or training plans on occupational safety.
- Evaluate the performance of safety at work.



17 people

Employer representatives

8 people

Employee representatives

8 people

safety officer in professional level

1 people



DETAILS OF OPERATING RESULTS

Safety statistics

Details	2019	2020
Occupational Injury Rate (IR) (hrs/work)	0.52	0.96
Occupational rate of disease (ORD) (hrs/work)	0	0
Lost Days from accident rate (LDR) (hrs/work)	0	0
Absence Rate due to work-related illness (AR) (hrs/work)	0	0
Number of deaths from work (person)	0	0

Courses and Training Hours



Courses for general manager up

- Management abilities and skills and cost management
- Development of English skills for Presentation
- Others as appropriate for job responsibilities



Courses for manager up

- Internal Management System Auditor
- Management abilities and skills
- Development of English skills
- Others as appropriate for job responsibilities



Courses for officer

- ISO Management
- Code of Ethics
- Development of English skills
- Introduction to firefighting
- Others as appropriate for job responsibilities



DETAILS OF OPERATING RESULTS

2.Welfare and Compensation

The company has set up benefits and compensation for employees, which are fair and appropriate to the contexts and job responsibilities according to the laws on labor protection, so employees have good incentives/welfare to work and drive productivity to be more efficient.

Details	Full time staff	Temporary staff
Living costs	/	/
Diligence Incentive	/	/
Morning shift	/	/
Lunch	/	/
Provident fund	/	
Funeral/Cremation Aid	/	
Wedding	/	
Ordination	/	
Funeral/Cremation	/	/
Newborn	/	/
Child education	/	
Life insurance and Accident insurance	/	
Shuttle bus	/	/
Emergency loans	/	
Employee uniform	/	/
Premium goods and Motorcycles	/	
Retirement	/	



SUSTAINABLE PERFORMANCE

COMMUNITY AND ENVIRONMENT RESPONSIBILITY

Organize activities that meet the needs of the community at least one activity/year, including:

- ♥ Protection and increasing biodiversity
- ♥ Maintenance and restoration of natural resources Body of environmental knowledge from activities
- ♥ Support of helpful necessities
- ♥ Careers for surrounding communities
- ♥ Opportunities to distribute income for the community
- ♥ Driving safety skills



Tripartite committee
With surrounding communities, temples, and schools



Complaints during the year 2019-2020

0 List



No environmental complaints at least for the past 3 years from Samut Prakan Provincial Industrial Office and Sisa Chorakhe Yai Subdistrict Administrative Organization

Participation and discussions with surrounding communities twice a year to present environmental performance



Participation in public/private projects for operational efficiency and social responsibility, such as CSR-DIW Continuous



CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS





IMPLEMENTATION

According to the effective operating results of Yamaha's business, the company does not forget to take responsibility for the impact of its operations and gives importance to the surrounding communities.

To create communities that are safe and be part of its engagement with the community. The company will emphasize the priority benefits of the community along with its awareness of the surrounding communities' values. Therefore, the operating guidelines are as follows:

Theme	Details
Developing future leaders	<ul style="list-style-type: none">- Promoting possible career development for income distribution- Supporting professional skills through the company's products
Environmental conservation	<ul style="list-style-type: none">- Environmental education to the youths- Emphasis on biodiversity and rehabilitation of the environment- Strict compliance with environmental regulations and laws
Improving traffic safety	<ul style="list-style-type: none">- Promoting safe riding in various ways- Raising awareness on road safety
Resolving local community issues	<ul style="list-style-type: none">- Supporting issues of needs and expectations that belong to the community- Promoting Yamaha's products to enhance the benefits within the- Creating income distribution for the community



DETAILS OF OPERATING RESULTS



Examples of implemented activities/projects

- Training 423 vocational students on motorcycle technology and maintenance
- Participating in the development of labor skills by training on motorcycle maintenance
- Mangrove planting and garbage collection at Bang Pu Recreation Centre
- Taking students of Wat Chorakhe Yai School to learn how to make an EM Ball and a fish house
- Moving the seedlings to prepare them for more green areas
- Organizing a motorcycle license training program for the community
- Organizing a project for new generation of students to have a driver's license and enhance the motorcycle safety
- Opening the OTOP market for the community to sell products in the company
- Cleaning and collecting garbage along the roads within the community



SUSTAINABLE PERFORMANCE

CUSTOMER'S SATISFACTION

Monthly customer's satisfaction survey,



99.45% satisfied with their return

More than 10 events and campaigns to enhance relationships and standards of service in all aspects with

customers

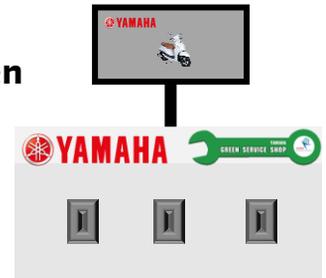


Yamaha Pro Care for six steps of standards at Yamaha service centers



Distribute outlets to meet the needs of Green Service certified customer

210 Shops



The first Yamaha Revs Venue pop up store For big bike riders

YAMAHA REVS VENUE



The first Yamaha Premium Service



The world's first 5-year warranty program for Yamaha fan clubs

- ☀ For Yamaha's motorcycles all models under 500 cc
- ☀ All parts guaranteed except for wear parts
- ☀ Check-in period according to the manual

CONSISTENCY WITH SUSTAINABLE DEVELOPMENT GOALS





IMPLEMENTATION

Since the initiation of the company, Thai Yamaha Motor Co., Ltd. has committed to creating new products with maximum satisfaction for customers through modern innovations that always exceed expectations. The slogan “Revs Your Heart” conveys the power of commitment to offer exceptional value towards an ultimate experience that fulfills the happiness of every Yamaha customer’s life. For customer satisfaction, the company has adhered to the operating guidelines as follows:

Basic Brand Structure

Corporate Mission

Kando Creating Company

感動創造企業

Brand Slogan

Revs Your Heart

The Unique Style of Yamaha

Innovations

Excitement

Confidence

Emotion

Ties

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Individual Business, Corporate Functions and Cross-Business Activities

Manufacturing

Marketing



Technology

Developing Personal (*Hitozukuri*)
Principles for All Employees





IMPLEMENTATION

Since the initiation of the company, Thai Yamaha Motor Co., Ltd. has committed to creating new products with maximum satisfaction for customers through modern innovations that always exceed expectations. The slogan “Revs Your Heart” conveys the power of commitment to offer exceptional value towards an ultimate experience that fulfills the happiness of every Yamaha customer’s life. For customer satisfaction, the company has adhered to the operating guidelines as follows:

KANDO CREATING COMPANY



INNOVATION

Challenges to innovate and create a purchasing demand for customers, such as the first automatic super sports in the motorcycle industry

EXCITEMENT

One of the Yamaha’s culture, along with the question “What kind of products are the customers looking for?” and “What kind of products can lead to the highest satisfaction?”

CONFIDENCE

Reassurance to Yamaha’s customers with the testing of its durability in products towards a strong confidence and a great responsibility of the organization

EMOTION

Being one of the best products with the greatest experience of Yamaha’s customers

TIES

Striving to win the hearts all over the world with a “Yamaha’s value” that exceeds “expectations” as a foundation of engagement in both production and marketing





DETAILS OF OPERATING RESULTS

With long business operations, the customer’s satisfaction is an important aspect of Yamaha. Yamaha’s unique approach is to create the most value for its customers with diversified operations to win the hearts of all customers through its excellent products and services of the highest demands.



Service standard 6 steps



Check-up the condition of a new vehicle with a computer before delivery.



Recommend information and periodic maintenance.



Call customers to make appointments for periodic service.



Check and maintain the vehicle with a computer system.



Explain the details of repaired work and clean the vehicle before delivery.



Inquire about customer’s satisfaction through online services.

Fundamental services with importance to the company

- Excellent service quality with the use of modern and quality tools
- Main focus on customers with follow-up to receive service cycles and the best quality of products
- Reasonable prices with punctual time and impressive services

99.45%

satisfied with their return



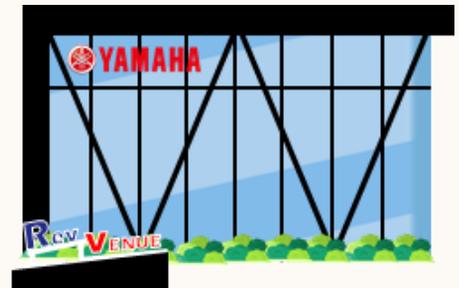
DETAILS OF OPERATING RESULTS

Special benefits to Yamaha’s customers with a warranty for the quality of the whole vehicle throughout a period of 5 years or 50,000 km



- Warranty terms
- All Yamaha motorcycle under 500 cc
- All parts guaranteed except outworn parts
- Check-up as specified in the manual

YAMAHA REVS VENUE



Appease the bikers by opening the Yamaha Revs Venue, a product center for big bike riders. There are many distribution services.



GRI Content Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission/Remark
GRI 101: Foundation 2016				
General Disclosure				
GRI 102: General Disclosure 2016	102-1	Name of the organization	6	-
	102-2	Activities, brands, products, and services	1, 6-7	-
	102-3	Location of headquarters	6	-
	102-4	Location of operations	6	-
	102-5	Ownership and legal form	6	-
	102-6	Markets served	7	-
	102-7	Scale of the organization	22-23, 57	-
	102-8	Information on employees and other workers	57-58	-
	102-9	Supply chain	18	-
	102-10	Significant changes to the organization and its supply chain	-	There is no significant to the organization
	102-11	Precautionary Principle or approach	10, 14-15	-
	102-12	External initiatives	-	-
	102-13	Membership of associations	50	-
	102-14	Statement from senior decision-maker	2-5	-
	102-15	Key impacts, risks, and opportunities	14-15	-
	102-16	Values, principles, standards, and norms of behavior	1, 10, 26-27, 59	-
	102-17	Mechanisms for advice and concerns about ethics	26-28	-
	102-18	Governance structure	8	-
	102-19	Delegating authority	9	-
	102-20	Executive-level responsibility for economic, environmental, and social topics	9	-
	102-21	Consulting stakeholders on economic, environmental, and social topics	-	-
	102-22	Composition of the highest governance body and its committees	8-9	-
	102-23	Chair of the highest governance body	8-9	-



GRI Standard	Disclosure		Page Number(s) and/or URL	Omission/Remark
General Disclosure				
GRI 102: General Disclosure 2016	102-24	Nominating and selecting the highest governance body	-	-
	102-25	Conflicts of interest	10, 26-28	-
	102-26	Role of highest governance body in setting purpose, values, and strategy	8-9	-
	102-27	Collective knowledge of highest governance body	-	-
	102-28	Evaluating the highest governance body's performance	-	-
	102-29	Identifying and managing economic, environmental, and social impacts	15-16	-
	102-30	Effectiveness of risk management processes	14-15	-
	102-31	Review of economic, environmental, and social topics	12	-
	102-32	Highest governance body's role in sustainability reporting	8, 11	-
	102-33	Communicating critical concerns	-	-
	102-34	Nature and total number of critical concerns	-	-
	102-35	Remuneration policies	-	-
	102-36	Process for determining remuneration	-	-
	102-37	Stakeholders' involvement in remuneration	-	-
	102-38	Annual total compensation ratio	-	-
	102-39	Percentage increase in annual total compensation ratio	-	-
	102-40	List of stakeholder groups	16-17	-
	102-41	Collective bargaining agreements	-	-
	102-42	Identifying and selecting stakeholders	16-17	-
	102-43	Approach to stakeholder engagement	16-17	-
102-44	Key topics and concerns raised	16-17	-	
102-45	Entities included in the consolidated financial statements	11	-	
102-46	Defining report content and topic Boundaries	11-12	-	



GRI Standard		Disclosure	Page Number(s) and/or URL	Omission/Remark
General Disclosure				
GRI 102: General Disclosure 2016	102-47	List of material topics	11-12	-
	102-48	Restatements of information	11-12	-
	102-49	Changes in reporting	11-12	-
	102-50	Reporting period	11-12	-
	102-51	Date of most recent report	11-12	-
	102-52	Reporting cycle	11-12	-
	102-53	Contact point for questions regarding the report	11-12	-
	102-54	Claims of reporting in accordance with the GRI Standards	11-12	-
	102-55	GRI content index	68-73	-
	102-56	External assurance	11	-
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GRI 200 Economic Standard Series				
Economic Performance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	22	-
	103-2	The management approach and its components	22-24	-
	103-3	Evaluation of the management approach	22-24	-
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	22-24	-
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	-	-
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	-	-
GRI 300 Environmental Standards Series				
Energy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	33	-
	103-2	The management approach and its components	33-48	-
	103-3	Evaluation of the management approach	33-48	-



GRI Standard	Disclosure		Page Number(s) and/or URL	Omission/Remark
GRI 302: Energy 2016	302-1	Energy consumption within the organization	45	-
	302-3	Energy intensity	45	-
	302-4	Reduction of energy consumption	36-38	-
Water				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	33	-
	103-2	The management approach and its components	33-48	-
	103-3	Evaluation of the management approach	33-48	-
GRI 303: Water 2016	303-1	Water withdrawal by source	46-47	-
Emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	33	-
	103-2	The management approach and its components	32-48	-
	103-3	Evaluation of the management approach	32-48	-
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	44	-
	305-2	Energy indirect (Scope 2) GHG emissions	44	-
Effluents and Waste				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	32	-
	103-2	The management approach and its components	32-48	-
	103-3	Evaluation of the management approach	32-48	-
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	46	-
	306-2	Waste by type and disposal method	47	-
Environmental Compliance- Regulatory Requirements				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	33	-
	103-2	The management approach and its components	33-48	-
	103-3	Evaluation of the management approach	33-48	-
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	36-41	-



GRI Standard	Disclosure		Page Number(s) and/or URL	Omission/Remark
GRI 400 Social Standards Series				
Employee Engagement				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	55	-
	103-2	The management approach and its components	55-60	-
	103-3	Evaluation of the management approach	55-60	-
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	57-58	-
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	60	-
	401-3	Parental leave	58	-
Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	49	-
	103-2	The management approach and its components	49-54	-
	103-3	Evaluation of the management approach	49-54	-
GRI 403: Occupational Health and Safety 2016	403-1	Workers representation in formal joint management-worker health and safety committees	58	-
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	59	-
	403-3	Workers with high incidence or high risk of diseases related to their occupation	59	-
Diversity and Equal Opportunity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	55	-
	103-2	The management approach and its components	55-60	-
	103-3	Evaluation of the management approach	55-60	-
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	57	-



GRI Standard	Disclosure		Page Number(s) and/or URL	Omission/Remark
GRI 400 Social Standards Series				
Human Rights				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	55	-
	103-2	The management approach and its components	55-60	-
	103-3	Evaluation of the management approach	55-60	-
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	56	-
GRI 412: Human Rights Assessment 2016	412-2	Employee training on human rights policies or procedures	59	-
Local Communities				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	61	-
	103-2	The management approach and its components	61-63	-
	103-3	Evaluation of the management approach	61-63	-
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	17	-



Opinion Survey on the Sustainability Report of Thai Yamaha Motor Co., Ltd.
- Your opinions are a part in helping to improve the company's report -

Please mark X in the box or write your comment in the blank.

1. Which group are you a participants in?

- Employee of Thai Yamaha Motor CO., Ltd.
- Dealer shops
- Product users
- Government/Shareholders
- Community/Society
- Financial Institutions
- Business partners/contractors/suppliers
- Others please specify.....

2. How do you know about the Sustainability Report of Thai Yamaha Motor Co., Ltd.?

- Website of the company
- Social media online, such as Facebook, Twitter.
- Academic conferences/seminars/lectures/exhibitions
- Shareholder meeting
- Others, please specify.....

3. Your satisfaction with the sustainability report:

Completeness of the report	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied
Sustainability issues of the report	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied
Interesting contents	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied
Easy-to-understand contents	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied
Completeness of contents	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied
Distribution channel of the report Overall	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied
satisfaction	<input type="checkbox"/> Very much	<input type="checkbox"/> Moderate	<input type="checkbox"/> Little	<input type="checkbox"/> Dissatisfied

4. Additional suggestions for improvement

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Please fill out the survey through the form in the QR Code.
 Thai Yamaha Motor Co., Ltd. Thank you for your cooperation
 Need more information, please contact on
 e-mail : boontarika@yamaha-motor.co.th



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