

InnoFresh

InnoFresh Co., Ltd.

SELF - INTRODUCTION



NAME – SURNAME : KRITSANAPORN SUKASEAM

NICK NAME : KRIS

POSITION : HUMAN RESOURCES MANAGER

COMPANY : INNOFRESH (FOOD INDUSTRIAL)

COUNTRY THAILAND



InnoFresh

InnoFresh Co., Ltd.

PROFILES



InnoFresh

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Thailand

“The Land of Smile”

Border of Thailand

North : Myanmar & Laos

East : Laos & Cambodia

West : Myanmar

South : Malaysia



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Our Company

- ◆ **Started Business : October 2003.**
- ◆ **Registered Capital : 10 MB**
- ◆ **Location ; 48 Moo 2 Tambol Pakha, Amphur Banna , Nakorn-Nayok Thailand.**
- ◆ **Total Area ; 12 Rais (4.7 Acers)**
- ◆ **Total number of Employee (Oct.2020) ; 545**
- ◆ **4 Major Production Buildings :**

Hot Sauce , Cold sauce , Dry Blended and Curry Paste



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- **Customized Products**
- **Customer House Brand**
- **Unbranded OEM**
- **Focus in Food Services**
- **Our Own Brand (Fresh O)**

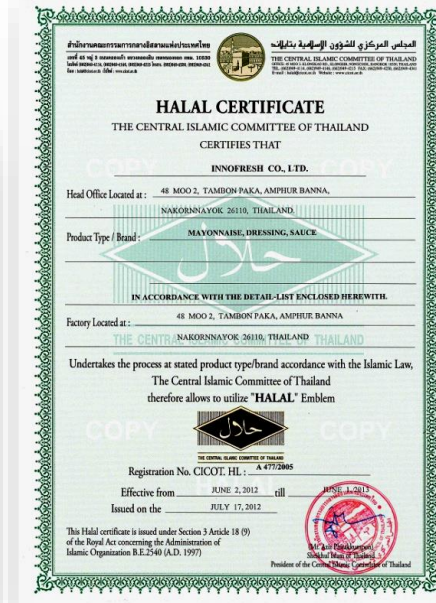
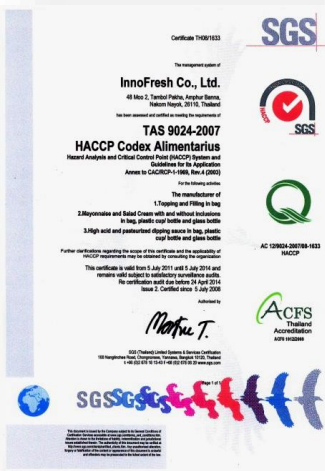
Our Business



Our Standards and Certifications

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- **GMP/HACCP Certified** : since 2005
- **HALAL Certified** : since 2005
- **BRC Certified** : Since June 2008
- **BRC issue 7** : Since June 2016
- **ISO 14001:2015** : Since January 2018
- **SEDEX ; SMETA**



ZERTIFIKAT ♦ CERTIFICATE ♦ 證書 ♦ CERTIFICADO ♦ CERTIFICADO ♦ CERTIFICADO



CERTIFICATE

The Certification Body of TÜV SÜD Asia Pacific TÜV SÜD Group certifies that

InnoFresh

Innofresh Co., Ltd.
48 Moo 2, Suwannasorn Rd., Tambol Pakha, Amphur Banna Nakornnayok 26110, Thailand

has established and applies an Environmental Management System for

Manufacture of mayonnaise, salad cream, pasteurized high acid sweet and savoury sauce, pasteurized low acid sauce, fruit squash, dry mixed product (seasoning, marinade, coating), curry pastes

An audit was performed, Report No. 20044208.
Proof has been furnished that the requirements according to

ISO 14001:2015

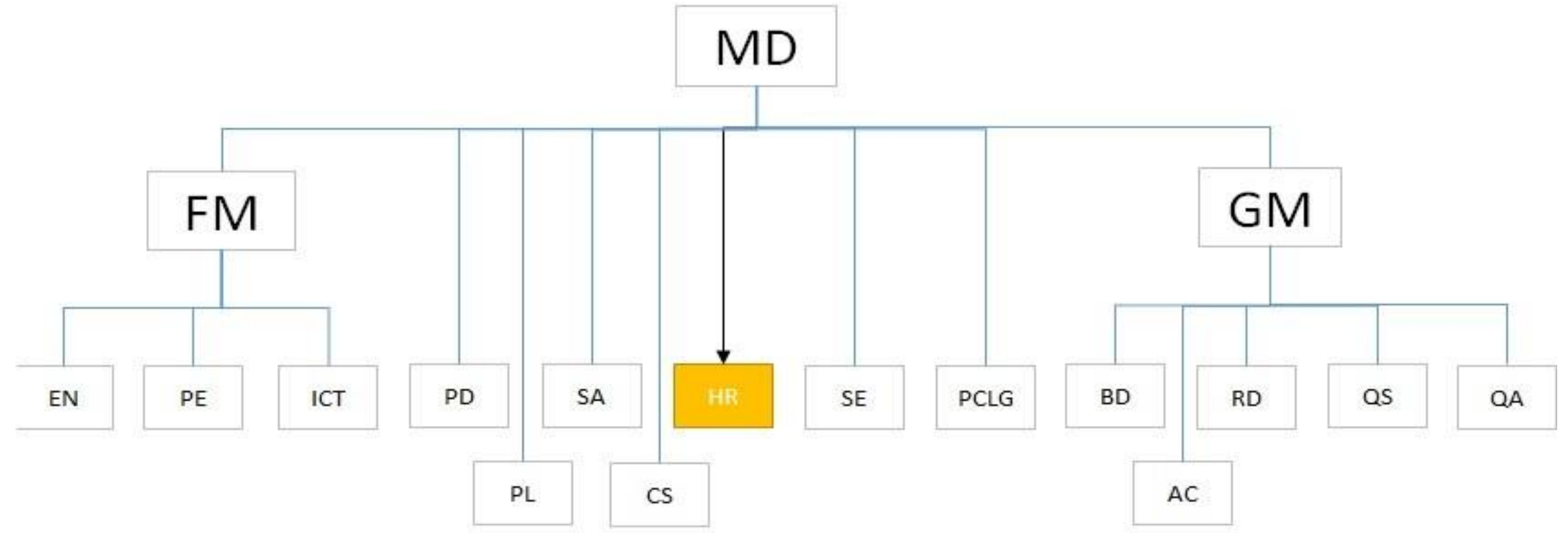
are fulfilled. The certificate is valid from 2018-03-06 until 2021-03-05.
Date of Initial Certification: 2017-12-19
Certificate Registration No.: TUV104 11 3900
2018-03-06



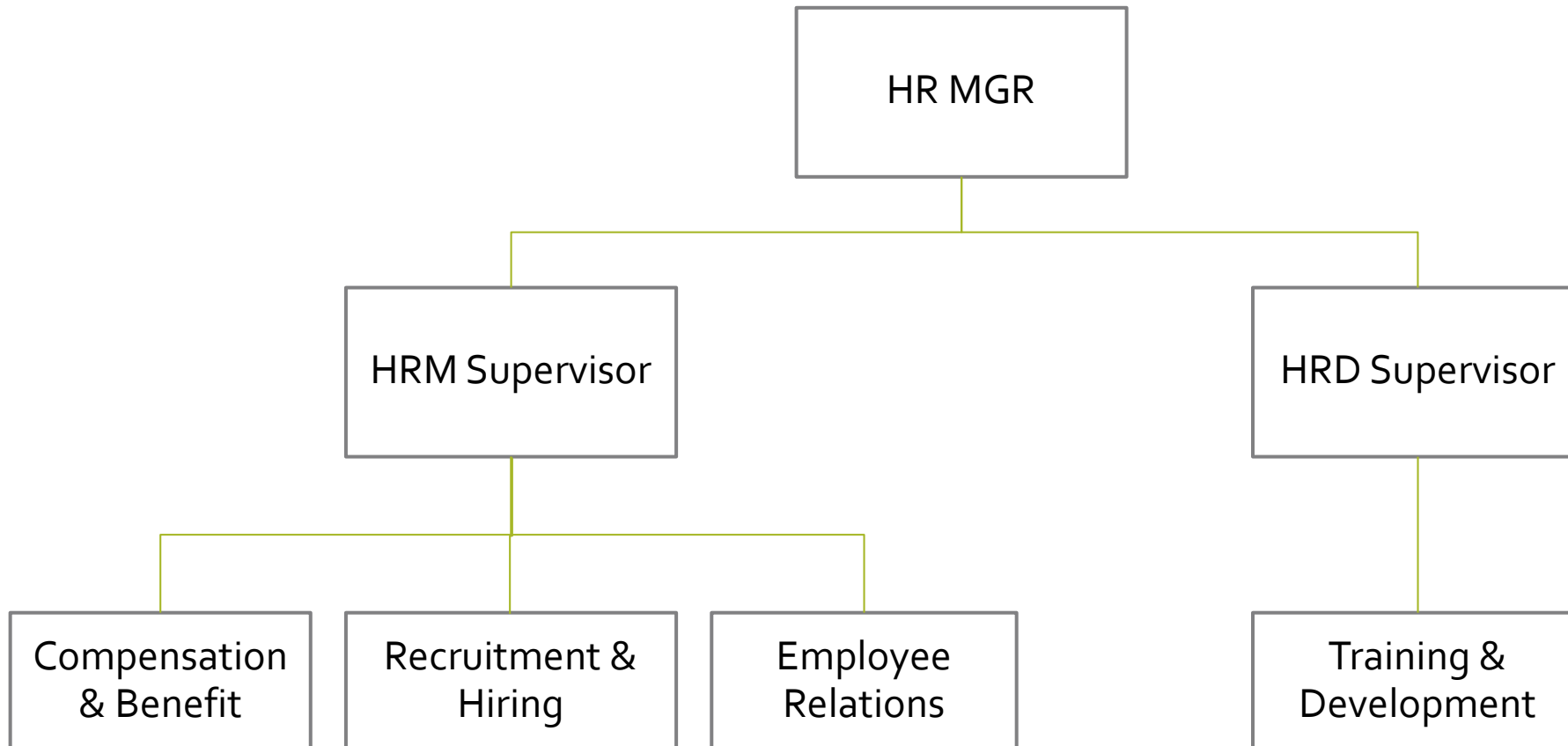

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TUV

Organization of Innofresh



Human Resources Organization



Job Duties

1. Create HRM Strategy in Organization
2. HR Planning
3. Recruitment, Selection and Placement methodology
4. Human Resource Training and Development
5. Performance Appraisal
6. Compensation , Benefit and Service
7. Discipline and Penalty
8. Safety and Health
9. Labour Relation

Action Plan after the class or EREM :FY2015

I started work with Innofresh after I came back from Japan. That time. Company had some problems about employees. For example, high turn-over rate, un-skill staff and employee engagement score were lower than 60%. I got assignment to solve all these problems.

I had a chance to brought ideas from members in EREM program to apply for those situation. Such as, bargaining technique, counselling, motivation and try to solve all problems by listened and shared ideas. Worked together between management and employees and chose the best solution for them.

Now a day, turn-over rate score = 0.002%, employee engagement score = 89.50% and all staff have their own career path.

FACCP

Feeling Analysis of Critical Control Points

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Yes , We Care



2020

Yes , We Can



2017-2019

Yes , I Can

2016



alamy stock photo

Who We Care ?	What we Care ?	What We Will Do ?	Our KPIs
1. Our Family (Employee , Inter-department and Management)	Safety + Happy Work Place Work life balance Employee livelihood Our reputation	Improve Working Environment Increase Capacity Improve Productivity / Efficiency Labor-saving machines / devices	No. of accidents ; reduce by <u>50%</u> No. of working on Holidays ; Internal satisfaction survey ; <u>75%</u> Employee turnover ; <u>0.002 %</u>
2. Our Business Partners (Customer , Suppliers and Contractors)	Long Term Relationship Product Quality & Service quality Proactive and speed of response	Sharing information Internal monitoring & audit Review our internal process Fairness treatment	Biz. growing together <u>≥10%</u> Reduction of complain by <u>25%</u> Improve service level by <u>20%</u>
3. Our Products & Services	Product Safety Product Quality Customer Requirements	Thoughtful / Meticulous mindset Strengthen GMP and HACCP Right first time program	No. of Complaints Repeated CARs ; <u>Zero</u> Destroy reduction by <u>50%</u>
4. Our Consumer	Food Safety Standard Right information of our product Healthy & Convenience trends	Food Safety Standard Compliance FDA & Regulation Compliance Strengthen our own Brands	BRC <u>A</u> Grade <u>Zero</u> legal non-compliance New products/technology platform
5. Our Community (Villager , Temples , Schools and Government)	Living together with harmony Sharing	Listen to all noises / comments Sharing program with community	<u>Zero</u> Community Complaint No. of CSR Events ; <u>6</u>
6. Our Environmental	Resource management Law and Regulatory Sustainable	Energy Saving Program 3 Rs program Turn waste to money	Energy reduction by <u>25%</u> <u>Zero cars</u> on ISO14001 Reduce waste by <u>50%</u>

Confrontation with the COVID-19 epidemic situation

Preventive Action in Innofresh

1. Setting COVID – 19 Crisis Management Team
 - Monitoring and update situation of Covid-19 to all employee
 - Setting policies
 - Physical Distancing
 - New better Normal in organization
2. Setting small Group with Separate area
 - Working Area
 - Working Hour
 - Canteen
 - Rest Room
3. Do not allow any visitor come in factory area.
4. Set guidelines for employees when leaving the province or need to stay in the crowd.

Fortunately for our organization that doesn't have employees infected with COVID 19

Confrontation with the COVID-19 epidemic situation

Effective from COVID-19 Situation in HR Management

1. From COVID-19 epidemic, it's effected to our business. Some customer postponed or cancelled their orders. **Company had policy to decrease number of employees in the relevance production lines.** By choose from the Probation's employee. HR need to made their understanding about our situations. Fortunately, all probation staff understood us and we paid legal compensation.
2. **Working Hour.** Company decrease working hour on Saturday and no overtime.
3. **Training ,** we used online training instead of take the class.

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THANK YOU



COVID 19 Situation in Thailand

A widespread coronavirus outbreak 2019–2020 is ongoing in Thailand since 13th January 2020 as the country with the first confirmed cases outside of China. And the largest group was born at Thai boxing at Lumpinee Boxing Stadium on March 6, the patients confirmed more than 100 people per day a week later.

The government's response to the outbreak began with

- Screening and exposure tracking.
- There is a screening for COVID at international airports.
- Designed a hospital for patients with travel or exposure history. There is an investigation of the disease in the case of an outbreak group.
- Ministry of Education focuses on self-surveillance Keeping it clean, especially hand washing And avoiding the crowds (Or wear a surgical mask instead).
- Persons arriving from high-risk countries are advised to quarantine themselves.
- In March, Public places and retail businesses were ordered to close in Bangkok and many other provinces.
- The Prime Minister declared a state of emergency effective March 26 and issued a ban on leaving the dwelling at night from the night of April 3, 2020, the Emergency Decree has ordered a temporary suspension of liquor sales and encourages people to delay their travel across the province. The latest confirmed cases were confirmed in the country in May, however the government has not lifted the emergency. And just came to relax in school in August 2020.

Countermeasures

Measures for travelers entering the country

- 1) The screening of arrivals from China in 6 airports began on January 3, namely Suvarnabhumi Airport, Don Mueang Airport, Phuket Airport, Chiang Mai Airport, Krabi Airport, and Chiang Rai Airport (starting January 24).
- 2) Screening for COVID-19 expanded to include inbound travelers from Japan and Singapore. The health ministry has also increased measures against COVID-19 to level 3 in preparation for increased transmission. Every province must have at least one hospital capable of testing COVID-19.
- 3) On February 21, the Ministry of Public Health announced new screening criteria. By adding additional tests for immigration from Hong Kong, Macao, South Korea and Taiwan
- 4) Patients with idiopathic pneumonia and live in 8 provinces popular with Chinese tourists: Bangkok, Chiang Mai, Chiang Rai, Chonburi, Krabi, Phuket, Prachuap Khiri Khan and Samut Prakan, it is automatically considered a suspected patient of COVID-19.
- 5) On April 6, the Civil Aviation Authority of Thailand issued an announcement to extend the ban on inbound flights until April 18.

Measures to limit outbreak in the country

1) The government declared a state of emergency nationwide to stem the spread of COVID-19. With a period from March 26 to April 30, with the focus on the establishment of the Coronavirus Disease Situation Management Center 2019, prohibiting persons from entering the area prohibited by the provincial governor. Including banning gatherings and spreading fake news.

2) The government announced that people would be banned from leaving housing from 10:00 PM - 4:00 AM the next day. Except for some occupations as a countermeasure against COVID-19

3) The Cabinet orders to postpone the opening date for semester 1/2020

4) The Ministry of Culture has banned Songkran events at all levels.

Economic measures

1) The Prime Minister made a statement on television in the Government Gazette, publishing an Emergency Decree on Loans for Economic Recovery Affected by COVID-19.

2) The Social Security Office revealed that more than 1.2 million insurers have applied for compensation. Does not affect the stability of the office.

3) The Ministry of Finance announces the policy of "5,000 baht remedial money".

4) But on the other side Thailand has been quite successful in controlling the epidemic. With supporting factors including a robust public health infrastructure.

Labor impact

1) The epidemic has seriously affected the country's economy. Especially the tourism sector is important.

2) Order closure of a store business in Bangkok Causing tens of thousands of workers to lose their jobs and have to go back to the homeland. This increases the risk of infection transmission.

Organization impact

1) The customer cancelled the production order.

2) Employees lay off in related production lines.

3) Suspension of employment.