

Human Resources Factsheet 2020

	Unit	2017	2018	2019	2020	Target 2020
Total employees¹	Person	719	782	854	1,106	-
Breakdown by gender						
Male	Person	508	541	600	773	-
Female	Person	211	241	254	333	-
Breakdown by age						
<30 years old	% FTEs ²	28	23	23	17	-
30-50 years old	% FTEs	66	70	70	73	-
>50 years old	% FTEs	6	7	7	10	-
Breakdown by nationality						
Thai	% FTEs	-	-	-	87.7	-
Vietnamese	% FTEs	-	-	-	7.0	-
Lao	% FTEs	-	-	-	4.9	-
Cambodian	% FTEs	-	-	-	0.2	-
Filipino	% FTEs	-	-	-	0.1	-
Indian	% FTEs	-	-	-	0.1	-
German	% FTEs	-	-	-	0.1	-
Breakdown by race						
Asian	% FTEs	-	-	-	99.7	-
Asian Indian	% FTEs	-	-	-	0.1	-
White	% FTEs	-	-	-	0.2	-
Management breakdown by nationality						
Thai	% Management positions	-	-	-	96.1	-
Vietnamese	% Management positions	-	-	-	3.0	-
Lao	% Management positions	-	-	-	0.0	-
Cambodian	% Management positions	-	-	-	0.0	-
Filipino	% Management positions	-	-	-	0.3	-
Indian	% Management positions	-	-	-	0.3	-
German	% Management positions	-	-	-	0.3	-
Management breakdown by race						
Asian	% Management positions	-	-	-	99.2	-
Indian	% Management positions	-	-	-	0.3	-
White	% Management positions	-	-	-	0.5	-
Employees with disability	% FTEs	0	0	0	0	-
Gender diversity						
Female in total workforce	% FTEs	29	31	30	30	30
Female in all management positions	% Management positions	-	-	-	30	30
Female in junior management positions ³	% Junior management positions	-	-	-	34	-
Female in middle management positions ³	% Middle management positions	-	-	-	21	-
Female in top management positions ³	% Top management positions	-	-	-	28	-
Female in management positions in revenue-generating functions	% Positions in revenue-generating functions	-	-	-	14	-
Female in STEM-related positions ⁴	% STEM positions	-	-	-	8.9	-
Equal remuneration						
Average female to male salary						
Executive level						
Base salary	Times	-	-	-	1.01	-
Base salary and other cash incentives	Times	-	-	-	1.02	-
Management level						
Base salary	Times	-	-	-	0.98	-
Base salary and other cash incentives	Times	-	-	-	0.97	-
Non-management level						
Base salary	Times	-	-	-	0.99	-
Base salary and other cash incentives	Times	-	-	-	0.99	-
Freedom of association						
Employees covered by welfare committees	% FTEs	-	-	-	34	-

	Unit	2017	2018	2019	2020	Target 2020
Talent Attraction & Retention						
Employee engagement						
Employee engagement	%	-	65	65	77	75
Breakdown by gender						
Male	%	-	67	67	79	-
Female	%	-	64	64	71	-
Breakdown by age (generation)						
below 21 years old (Generation Z)	%	-	100	100	100	-
21 - 40 years old (Generation Y)	%	-	64	64	77	-
41 - 56 years old (Generation X)	%	-	66	66	76	-
57 - 75 years old (Baby Boom)	%	-	60	60	91	-
Coverage	% FTEs	-	92	92	94	-
Employee turnover						
Voluntary turnover	%	5.42	4.09	4.37	3.07	-
Total employee turnover	%	5.42	4.09	4.37	3.25	-
Breakdown by gender						
Male	%	77	57	54	61	-
Female	%	23	43	46	39	-
Breakdown by age (generation)						
Below 21 years (Generation Z)	%	-	-	-	8	-
21 - 40 years (Generation Y)	%	-	-	-	64	-
41 - 56 years (Generation X)	%	-	-	-	20	-
57 - 75 years (Baby Boom)	%	-	-	-	8	-
Breakdown by management level						
Non-management positions	%	-	-	-	53	-
Junior management positions	%	-	-	-	22	-
Middle management positions	%	-	-	-	22	-
Top management positions	%	-	-	-	3	-
New hires						
New employee hires	Person	126	90	62	88	-
Breakdown by gender						
Male	Person	86	56	34	48	-
Female	Person	40	34	28	40	-
Breakdown by country						
Thai	Person	126	90	62	75	-
Vietnamese	Person	-	-	-	8	-
Laos	Person	-	-	-	4	-
Others	Person	-	-	-	1	-
Open positions filled by internal candidates	% Open positions	40	60	72	52	-
Human Capital Development						
Trainings and development						
Average amount spent on training	Baht/FTE	38,820	40,871	38,239	15,293	-
Average hours of training	Hours/FTE	73	72	51	30	-
Breakdown by gender						
Male	Hours/FTE	73	72	51	30	-
Female	Hours/FTE	72	72	52	29	-
Breakdown by management level						
Non-management positions	Hours/FTE	-	-	-	28	-
Junior management positions	Hours/FTE	-	-	-	22	-
Middle management positions	Hours/FTE	-	-	-	11	-
Top management positions	Hours/FTE	-	-	-	17	-
Others						
Discrimination	Case	0	0	0	0	-
Harassment	Case	0	0	0	0	-

¹The data from 2017 to 2019 cover only the full-time employees (FTEs) in Thailand, representing more than 80% of FTEs. For 2020, the data covers all operations both in Thailand and overseas, representing 100% of FTEs.

²FTE stands for Full-Time Employee

³Junior management position refers to first-line manager to First Assistant Vice President, Middle management position refers to Vice President to First Senior Vice President, and Top management position refers to Executive Vice President to CEO

⁴STEM refers to Science, Technology, Engineering, and Mathematics