

Triple Bottom Line Reporting in Cambodia

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ABSTRACT

The primary aim of this study is to gain a better understanding of Cambodian public interest enterprises' awareness of and commitment to triple bottom line (TBL) reporting. Public interest enterprises (PIEs) in Cambodia include publicly listed companies, banks, microfinance institutions, and insurance companies. Numerous managers of Cambodian PIEs believe that balancing profit, planet, and people is crucial to the organization's success now and in the future. While they may be unfamiliar with the specific TBL name, they understand the concept of sustainability in general. Furthermore, the research reveals that Cambodian PIEs are not particularly committed to TBL reporting. While many PIE managers in Cambodia are aware of the numerous benefits of TBL implementation, they lack the commitment necessary to develop a TBL strategy and track their TBL efforts. This low level of commitment to TBL reporting demonstrates the critical need for further education and awareness of the TBL concept. Finally, education is necessary to establish a link between financial performance and sustainability.

Keywords: Sustainability, triple bottom line

INTRODUCTION

The traditional method of evaluating a business's success is to examine the income statement's bottom line, which reflects the company's net profit and maximizes shareholder value. However, recent economic developments have emphasized the importance of evaluating a company's performance in terms of the triple bottom line — profit, planet, and people. This holistic business perspective necessitates the implementation of sustainable operations and management practices that account for social, environmental, and economic responsibilities (Longoni & Cagliano, 2018). According to the TBL concept, social and environmental stewardship and behavior can contribute to a business's sustainability through positive financial performance (Geminez et al., 2012).

Today's businesses have recognized that they cannot survive or thrive if they are unconcerned about the social and environmental challenges they face (Suttipun & Setyadi, 2017). The growing demand for sustainable operations has emphasized the importance of entities' annual reports, including TBL reporting. This need has been fueled by environmental and social concerns, as well as the changing global economic landscape. Numerous sustainability issues

have garnered significant attention in recent years from both the public and private sectors, including climate change, environmental degradation, and unfair labor practices. These concerns have prompted businesses to incorporate sustainability into multiple facets of their operations, from policy design to supply chain collaboration.

Businesses implementing the TBL report that it benefits them by lowering operating costs, improving risk identification and management, creating value through enhanced reputation and positive customer response, increasing ability to attract and retain employees, and increasing learning and innovation (SBN & MfE, 2003). A responsible business may leverage these benefits to contribute to the development of a framework that recognizes and rewards leadership actions and decisions that advance sustainability and the TBL.

Currently, no study has been conducted on Cambodian companies' use of TBL reporting. However, given the numerous benefits that such a commitment can bring to a business, it is reasonable to assume that a business committed to social concerns and sustainable development communicates and makes this visible in some way (Miethlich, 2019). The purpose of this study is to evaluate the level of awareness and commitment of Cambodian public interest enterprises (PIEs) to TBL reporting. PIEs in Cambodia include publicly listed companies, banks,

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microfinance institutions, and insurance companies. The researcher hopes to gain a better understanding of Cambodian PIEs' awareness of and commitment to TBL, the outcomes and benefits associated with TBL efforts, the integration of TBL efforts into day-to-day operations, and the ways in which organizational culture and systems support or obstruct TBL efforts.

LITERATURE REVIEW

Sustainability

Sustainability is widely regarded as the business paradigm of the 21st century, as well as the barrier to entry for businesses seeking long-term success. As defined by WCED (1987), sustainability is "the ability of current generations to meet their own needs without jeopardizing future generations' ability to meet their own." According to Quinn and Baltes (2007), sustainability encompasses all aspects of an organization, including research and development of non-toxic products; innovation and creativity, in which organizations discover novel ways to reuse or minimize waste; marketing and advertising that addresses or supports local issues and social causes; and increased scalability. Sustainability is rapidly establishing itself as a fundamental market force, fueled by the customer, shareholder, and stakeholder demand.

Beck et al. (2019) define sustainable development in terms of three pillars: environmental, social, and economic dimensions. Environmental sustainability entails making responsible choices and taking action to preserve the natural world, with a particular emphasis on preserving the environment's capacity to support human life. The ability of a system to function at a reasonable level of social well-being is referred to as social sustainability. Economic sustainability refers to an organization's impact on its stakeholders' financial conditions and economic systems at the local, national, and global levels.

The United Nations (UN) established a set of seventeen (17) Sustainable Development Goals (SDGs) as a framework for addressing global issues such as poverty, inequality, climate change, environmental degradation, peace, and justice, and ensuring that everyone has a better and more sustainable future (UN, n.d.). Numerous businesses have since incorporated the UN SDGs into their sustainability programs. According to KPMG's Survey of Sustainability Reporting 2020, the impact of the UN SDGs on reporting increased significantly between

2017 and 2020. This reporting shift may have been prompted by increased pressure on businesses from stakeholders such as investors and peers to be more transparent about supply chain impacts, labor standards, and diversity (Threlfall et al., 2020).

Cambodia bases its development policy on the UN SDGs. It encourages all stakeholders, including the private sector, academia, and civil society, to contribute to the country's priority sustainable development goals of attaining upper-middle-income status by 2030 and high-income status by 2050 (RGC, 2019).

Sustainability reporting has gained prominence as a means for businesses to monitor and manage their environmental impacts. A sustainability report is a document published by an organization that details the economic, environmental, and social impacts of its daily operations (GRI, n.d.). Additionally, a sustainability report must include information about the company's values and governance model, as well as connections between the company's business strategy and its commitment to a sustainable global economy. Sustainability reporting enables organizations to improve their economic, environmental, social, and governance performance, to build and maintain trust, to address sustainability-related risks and opportunities, and to make long-term decisions (GRI, 2020). Additionally, it assists businesses in developing successful plans for addressing critical concerns for sustainable development, such as poverty, climate change, and other critical issues addressed by the UN SDGs, which have grown in importance as a resource for businesses.

Large multinational corporations are frequently pioneers in sustainability reporting, and their activities frequently anticipate trends that are later widely adopted (Threlfall et al., 2020). According to KPMG's 2020 Survey of Sustainability Reporting, 80% of the global N100 report on sustainability. Since the last KPMG survey in 2017, the worldwide underlying rate of N100 companies reporting on sustainability has increased by 5 percent, from 75% to 80%. According to KPMG, the rate of N100 reporting will continue to increase steadily in the coming years. The N100 is made up of 5,200 businesses from around the world. It comprises the top 100 revenue-generating businesses in each of the 52 countries and jurisdictions examined by KPMG. These N100 statistics provide a global snapshot of large and mid-cap companies' sustainability reporting.

Cambodia has experienced tremendous growth over the last few decades. Cambodia's government prioritizes socioeconomic inclusion and environmental sustainability in its national development plan in order to secure and accelerate growth. While other countries have debated sustainability and TBL reporting for decades, these concepts are new to Cambodia (Miethlich, 2019). As a result, the majority of businesses and their stakeholders are unaware of the strategic importance of sustainability reporting in achieving a competitive edge. According to Miethlich's (2019) research, Cambodia ranks fourth last among Southeast Asian countries in terms of sustainability reporting, ahead of Brunei Darussalam, Lao PDR, and Myanmar.

Triple Bottom Line Reporting

Historically, businesses have measured their performance against a single bottom line – the financial one. They are, however, increasingly being asked to consider their impact on the environment and their communities. TBL is a method for evaluating a company's performance in terms of three bottom lines: economic, environmental, and social. Elkington (1997) defines TBL reporting as a set of sustainable business principles that account for both profit maximization and a business's impact on society and the environment. TBL is distinct from traditional reporting frameworks in that it incorporates environmental and social metrics for which appropriate measurement methods can be difficult to determine (Slaper & Hall, 2011). TBL is frequently referred to as the integration of three Ps – profit, planet, and people.

Profit is synonymous with traditional net income, which is a widely used financial performance indicator in all businesses. Profit, when viewed through a triple bottom line lens, is more than income statement figures. While financial health is necessary to sustain operations, the business must also consider community integration (Supayakit, 2018).

Planet is a term that refers to resource utilization and the footprints that businesses leave behind as a result of their operations, which frequently include waste and pollution reduction, energy efficiency, and emission reductions (Supayakit, 2018). TBL makes an effort to avoid operations or activities that have a negative impact on the environment or degrade their ecosystem. Going green, reducing waste, limiting energy consumption, and minimizing carbon emissions are all fundamental concepts. Numerous

TBL businesses go above and beyond in their pursuit of sustainable development goals, such as the use of renewable energy sources or the development of safe and healthy products for people and the environment.

Supayakit (2018) explains that people – the social bottom line emphasizes equitable opportunities, the promotion of diversity, the promotion of connectedness within and beyond the community, the assurance of a high standard of living, and the establishment of democratic processes and accountable governance structures. Therefore, a TBL company should pay fair wages and salaries, provide adequate working conditions, maintain a safe and attractive work environment, provide health care, maintain reasonable work hours, and refrain from exploitation or human trafficking.

TBL reporting is an emerging accounting trend that aims to quantify and improve a company's sustainability performance (Udeh & Akporien, 2016). It expands the scope of traditional reporting, which is primarily concerned with financial performance, to include a company's environmental and social sustainability efforts. As a result, it prioritizes stakeholders other than shareholders. Typically, a business's objective is to maximize profits. However, as a result of the current global concern toward environmental and social sustainability, businesses are beginning to prioritize their environmental and social responsibilities.

The TBL framework proposes that a company's ultimate success or health should be determined by its financial bottom line and its social and environmental performance (Alhaddi, 2015). TBL is a consistent framework in that it always refers to the economic, social, and environmental lines (Elkington, 1997). Because the concept is based on integrating the three lines, consistency is built into the structure of TBL. Additionally, TBL emphasizes each of the three lines equally, resulting in a structure that is more balanced and coherent (Elkington, 1997).

One issue with the TBL is that the three Ps do not have a standard unit of measurement, making it difficult to add them up (Supayakit, 2018). It is tough to measure the planet and people accounts in the same terms as financial profits. Most companies report TBL components according to the guidelines of the following renowned organizations, which have evolved as the dominant framework for sustainability reporting.

Global Reporting Initiative (GRI): The GRI is a global, multi-stakeholder initiative that aims to establish a consistent but credible framework for voluntary economic, environmental, and social impact reporting on organizational activity (GRI, n.d.). The GRI was founded in 1997 with the goal of developing a globally recognized framework for reporting on sustainability in order to improve the quality of sustainability reporting. It recognizes that sustainability reporting is a component of integrated reporting and is aligned with TBL. The current GRI standards became effective on July 1, 2018, following years of research and consultation with numerous experts and stakeholders. They serve as the global standard for reporting on economic, environmental, and social impacts.

According to the KPMG Survey of Sustainability Reporting 2020, the GRI provides the world's most widely used sustainability reporting standards, with adoption spanning national boundaries and sectors. The GRI framework is used by a sizable majority of reporting companies in both the N100 (67 percent) and G250 (73 percent) categories (Threlfall et al., 2020). The G250 is defined in the 2019 Fortune 500 as the world's 250 largest companies by revenue.

Sustainability Accounting Standards Board (SASB): The SASB Foundation is a not-for-profit organization headquartered in the United States with the mission of developing industry-specific environmental, social, and governance disclosure standards to assist companies and investors in communicating financial material, decision-useful information (SASB Foundation, n.d.). The SASB develops sustainability disclosure standards for issues that are likely to have a material impact on an organization's financial situation or performance. It emphasizes financially measurable issues as a distinguishing feature among various frameworks for reporting on sustainability. Each SASB standard contains accounting measures specific to the industry, data collection techniques, and activity metrics for data normalization. According to the SASB Foundation, adhering to its standards enables businesses to achieve greater transparency, improved stakeholder communication, enhanced risk management, improved performance, and increased brand value.

The United Nations Global Compact (UNGC): The UNGC is a principle-based framework for companies. It is the world's largest corporate social responsibility initiative. It is a voluntary initiative that assists the private sector in managing risks and opportunities

related to the environment, social issues, and governance. The UNGC provides recommendations and tools, called the Ten Principles, for businesses to follow in order to achieve each of the UN's 17 SDGs and long-term success (UNGC, n.d.). The UNGC is a well-known global platform for companies from all around the world.

ISO 26000 Social Responsibilities: ISO 26000 is a global standard that was developed to assist organizations in assessing and responding to social responsibilities that are relevant and significant to their mission and vision, operations and processes, customers, employees, communities, and other stakeholders, as well as their environmental impact (ISO 26000, n.d.). ISO 26000 is not a certification standard; however, it makes recommendations regarding how businesses and organizations should conduct themselves responsibly. According to ISO 26000, social responsibility comprises seven critical elements: accountability, transparency, ethical behavior, stakeholder interests, the rule of law, international standards of conduct, and human rights. As a result, businesses prefer to implement ISO 26000 on their own initiative because it enables them to achieve sustainable development. Additionally, implementing ISO 26000 enhances a business's reputation and instills confidence in its social responsibility performance.

Dow Jones Sustainability Indices (DJSI): The DJSI was established in 1999 as an international standard for sustainability, tracking the stock performance of the world's most successful companies using a sustainability score calculated using a variety of economic, environmental, and social factors (DJSI, n.d.) The DJSI has established itself as a critical point of reference for investors as the gold standard of business sustainability.

Profit, planet, and people are all interconnected, and any decision made about one affects the others (Smith, 2016). Numerous academic researchers who have attempted to unravel the connections between profit, planet, and people have discovered that any action taken in support of the TBL has a significant impact on others. As a result of implementing the TBL concept, the business will become more sustainable, competitive, and relevant.

According to SBN & MfE (2003), businesses that implement the TBL attest the following benefits:

- *Cost savings in operations:* Cost savings can be realized by reducing energy consumption,

increasing manufacturing efficiency, and recycling and reusing waste.

- *Increased capability for identifying and managing risks:* Assessing environmental and social impacts, as well as listening to the concerns and perceptions of employees, suppliers, regulators, and customers, can assist organizations in anticipating risk and ensuring legal compliance.
- *Improved reputation and positive customer response:* When an organization's environmental and social performance is positive, it can help build reputation, whereas when it is negative, it can erode brand value.
- *Enhanced capacity for recruiting and retaining talent:* Companies that demonstrate a strong commitment to corporate social responsibility find it easier to recruit employees. Additionally, retention rates may be higher, resulting in reduced recruitment and training expenses.
- *Increased capacity for learning and innovation:* Addressing environmental and social impacts can result in innovation, resulting in the creation of new markets and value.

Further, the research conducted by Gimenez et al. (2012) states that internal environmental programs have a favorable effect on all three TBL components; however, internal social programs have a favorable effect on only two: social and environmental performance. Social activities improve employees' working conditions and safety, which results in cost savings from fewer workplace accidents and tardiness (Gimenez et al., 2012).

Cambodian corporate regulators do not require businesses to prepare a TBL report. However, Article 43 of the Prakas on Corporate Governance for Listed Companies requires listed companies in Cambodia to submit a report on corporate governance (including CSR initiatives) to the Securities and Exchange Commission of Cambodia as an appendix to the annual report (SECC, 2019).

METHODOLOGY

Sample selection

The study employs a non-random sampling technique called purposeful sampling. The researcher focuses on PIEs in Cambodia, including banks, microfinance institutions, insurance companies, and publicly listed companies, due to their stricter financial reporting requirements (e.g., PIEs in Cambodia should comply

with Cambodia International Financial Reporting Standards). Using Slovin's formula, the sample size is 56 PIEs with a 95 percent confidence level and a 5 percent margin of error.

DATA COLLECTION

The researcher conducted an online survey of all 56 respondents with the assistance of CamEd's CSSA Department. Two weeks were allotted for the online survey.

After a series of follow-up emails and SMS, the researcher received eight responses, a response rate of 14 percent. The low response rate is mainly due to Cambodian PIE managers being unaware of or oblivious to TBL reporting. Many of them prioritize financial matters above all else.

FINDINGS

AWARENESS OF TBL REPORTING

37.5 percent of PIEs responding to the survey indicated that TBL companies should prioritize environmental, social, and financial factors, 25 percent indicated that environmental and social factors should be prioritized, and 37.5 percent indicated that they do not have a TBL report. The responses suggest that while Cambodian PIEs may be unfamiliar with the specific TBL name, they are familiar with the concept of sustainability in its broadest sense. Surprisingly, the leaders most familiar with the TBL concept appear to be at lower management levels, most likely because they are members of Cambodia's new generation of business leaders.

Table 1: How does your company define the triple bottom line?

TBL Definition	Response Rate
Priority should be given to environmental, social, and financial factors.	37.5%
Priority should be given to environmental and social factors.	25.0%
There is no TBL report for this organization.	37.5%

When asked if their organizations incorporate TBL activities into their strategies and operations, four out of eight PIEs responding to the survey indicated that they do. Of the four PIEs that incorporate TBL activities into their strategies and operations, 50 percent are 100–999 employee PIEs, 25 percent are 1,000–4,999 employee PIEs, and 25 percent are less than 99 employee PIEs. According to this set of responses, the size of the organization had no bearing on whether or not it engaged in TBL activities.

Table 2: Do you incorporate triple bottom line initiatives into the strategies and operations of your company?

Overall	Yes	No
Total	4	4
Organizational level	yes	No
Middle Management	1	3
Lower Management	3	1
Number of employees	yes	No
1,000 to 4,999	1	2
100 to 999	2	2
99 and below	1	0

Cambodian PIE managers were asked to provide a list of the TBL activities in which their organizations participate regularly. According to Table 3, most Cambodian PIEs who responded to the survey are involved in community-oriented activities. Half of them are involved in waste reduction initiatives, and more than a third have conducted public education and recycling programs. Several of them are committed to environmental stewardship, energy conservation, and fair trade practices.

Table 3: TBL initiatives of Cambodian PIEs

TBL Initiatives	Response Rate
Support for the community	75.0%
Waste reduction	50.0%
Education programs for the general public	37.5%
Recycling	37.5%
Pollution reduction	25.0%
Energy conservation	12.5%
Fair trade practices	12.5%

Note: The sum of the percentages exceeds 100 percent because there are multiple TBL initiatives in each response.

Table 4 shows the benefits of implementing a TBL strategy, according to the respondents. Increased community support was cited as the primary benefit of Cambodian PIEs implementing TBL initiatives. Beyond the organization's walls, organizations that support the community have an impact on their surroundings through educational development, charitable events, and public awareness of issues. Additionally, they believe that by engaging the community in discussions about the company's environmental and social impacts and its role in resolving community issues, the company establishes itself as a responsible corporate citizen and partner, facilitating dialogue and positive stakeholder relationships.

Increased revenue and market share indicate that Cambodian PIE managers believe their organizations can benefit significantly from TBL efforts. The market share advantage also demonstrates managers' confidence in customers' positive responses and other stakeholders to TBL efforts. It is clear that these managers see economic value in the TBL; it can result in cost savings as well as revenue from new market opportunities and innovations.

Furthermore, increased employee retention and ease of recruitment were cited as benefits of implementing the TBL. Numerous Cambodian PIEs realize the value of a robust sustainability program in terms of talent recruitment and retention.

Table 4: Positive impacts of TBL initiatives

Advantages	Response Rate
Increased community support	75.0%
Increased revenue/market share	37.5%
Positive public relations	37.5%
Reduced costs	25.0%
Ease of recruitment	12.5%
Increased employee retention	12.5%

Note: The sum of the percentages exceeds 100% because there are multiple TBL advantages in each response.

As shown in Table 5, the primary challenges in implementing a TBL strategy for Cambodian PIE managers are a lack of understanding or awareness of the TBL concept within the organization and financial considerations taking priority over anything else. These challenges indicate a need for further understanding and education on the TBL concept. Additionally, education is required to demonstrate the connection between positive financial performance and sustainability.

Table 5: Obstacles to implementing a TBL strategy

Obstacles	Response Rate
Not understanding/Not aware of triple bottom line concept	25.0%
Priority is given to financial matters	25.0%
No requirement	12.5%

Note: The sum of the percentages is less than 100 percent because some respondents did not respond to the related question.

COMMITMENT TO TBL REPORTING

When asked if the organization has a formal or informal structure in place to oversee the development and implementation of TBL initiatives, 75 percent of PIE

managers who responded to the survey said “no.” This demonstrates the Cambodian PIEs’ low level of commitment to TBL reporting, which is not surprising, given that SECC does not require PIEs in Cambodia to prepare a TBL report. What is surprising is that those who responded “yes” are Cambodia’s smaller PIEs. This corroborates the previous findings that the organization’s size had no bearing on whether or not it engaged in TBL activities. While many of the Cambodian PIE managers are aware of the numerous benefits of TBL reporting, they lack the commitment to implement a TBL strategy and report on their TBL initiatives.

CONCLUSION

Numerous managers of Cambodian PIEs believe that balancing profit, planet, and people is critical to the organization’s success now and in the future. While they may not be familiar with the specific TBL name, they are familiar with the concept of sustainability in general. When asked if their organizations incorporate TBL activities into their strategies and operations, more than half of PIE respondents indicated that they do. These TBL initiatives include community support, waste reduction, public education, recycling, pollution reduction, energy conservation, and fair trade practices. Furthermore, Cambodian PIE managers believe that TBL efforts can benefit their organizations. According to our surveyed PIEs, the primary benefits of a TBL strategy are increased community support, increased revenue/market share, and positive public relations.

TBL implementation entails confronting new obstacles and challenges. The findings indicate that the primary barriers to implementing a TBL strategy for Cambodian PIE managers are a lack of understanding or awareness of the TBL concept within the organization and financial considerations taking priority over anything else. These difficulties highlight the importance of further understanding and knowledge about the TBL concept. Additionally, education is necessary to establish a link between financial performance and sustainability.

Finally, the research findings demonstrate a low level of commitment of Cambodian PIEs to TBL reporting. While numerous Cambodian PIE managers are aware of the numerous benefits of TBL implementation, they lack the commitment to develop a TBL strategy and report on their TBL efforts.

RECOMMENDATIONS

Given the numerous benefits of TBL reporting, the researcher recommends that Cambodian PIEs consider building a “leadership capacity” to address TBL challenges and opportunities, emphasizing systemic/integrative thinking, a long-term perspective balanced with immediate results, and stakeholder engagement. The process of creating a TBL report will undoubtedly bring to light critical aspects of their business that they may have overlooked using traditional reporting framework. Moreover, producing a TBL report enables them to recognize their accomplishments and serves as a helpful management tool for refining their range of sustainability initiatives.

Furthermore, SBN & MfE (2003) suggested the following key questions to consider when determining which TBL initiatives are most effective for a particular business:

- Are there any specific goals or objectives that we believe our business should pursue?
- What is the value proposition of our product or service? Product or service that is low-cost, innovative, boutique, environmentally friendly, and friendly to the environment?
- What impact do we want our business to have on society?
- What impact does our business currently have on the environment and society (and how do we know)?
- Are our competitors taking social and environmental issues into account?
- How is the quality of our relationships with employees (including, if applicable, those with a union)?
- Are our customers conscientious of social and environmental stewardship?
- What events would have a detrimental effect on our economic / social / environmental performance if they occurred?
- What are we not doing that we could have done to avoid negative consequences or capitalize on opportunities?

By asking themselves these types of questions, they are reassessing their business’s primary purpose. This is essentially what some businesses do when they conduct a review of their mission, vision, and core values. Certain businesses take the time to formalize their responses in the form of a brief

written statement. This is typically expressed in one or more sentences that encapsulate the business's overarching purpose – a response to the question “Why are we in business?”

Finally, the researcher would like to present the 2020 Integrated Sustainability Report of PTT Global Chemical Public Company Limited (PTTGC) as an example of the TBL report in order to provide a realistic view of TBL reporting (see Table 6). PTTGC is involved in a variety of petrochemical operations, including the manufacturing and distribution of petrochemical products at the upstream, intermediate, and downstream levels. PTTGC has incorporated sustainability into every aspect of its operations and supply chain, establishing itself as a leader in sustainable growth and operational excellence by adhering to the principles of good governance, transparency, and fairness with all stakeholders, as well as continuous technological improvement and the development of environmentally friendly products. As a result, PTTGC was ranked first globally in the 2020 DJSI chemicals sector for sustainability (PTTGC 2020).

Table 6: TBL Reporting of PTTGC in 2020

Profit	Planet	People
Net profit amounting to 200 million Baht	Energy reduction of 1.16 million GJ per year	86.14% community satisfaction
EBITDA amounting to 20,291 million Baht	Greenhouse gas emissions of 8.43 million tons CO _{2e}	Total Case Incident Rate of 0.22 cases/1 million man-hours
Sales revenue amounting to 326,270 million Baht	Greenhouse gas intensity of 328 kg CO _{2e} per ton production	75% employee engagement
93% customer satisfaction	Reused 1.2 million m ³ of wastewater	136 million Baht investment in employee training
R&D investment amounting to 1,097 million Baht	Zero industrial waste to landfill	Zero cybersecurity incidents
Launched 30 new products in the market	21 products passed the eco-design criteria assessment	Zero information insecurity complaints

Source: PTTGC Integrated Sustainability Report 2020.
<https://sustainability.pttgcgroup.com/en/flipbook/320/integrated-sustainability-report-2020>

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