

ENERGY  
EFFICIENT  
HOME

SUPALAI PUBLIC COMPANY LIMITED

**SUSTAINABILITY  
REPORT  
2015**



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A handwritten signature in black ink, consisting of several overlapping loops and lines, positioned above the printed name.

Dr. Prateep Tangmatitham  
President  
SUPALAI PCL.



# Chief Executive Officer's Statement

From the beginning, the objective is to establish “Supalai” to be the leading real estate development company in Thailand by focusing on being an organization with sustainable business practices through corporate governance. The Company recognizes the satisfaction of all concerned stakeholders according to vision called **S P L**, which stands for **SUPALAI** meaning to recognize and emphasize importance of all relevant parties.

**S Superiority** means Excellence in terms of products, service and good management.

**P Profitability** means Emphasis on profits for all concerned parties, there are customers, shareholders, employees, contractor for trading partners and society.

**L Longevity** means Operation of business continually based on secure foundation.

By adhering to **S P L** vision since its inception, “Supalai” determines its Corporate Social Responsibility policy together with the Company’s operations for over the past 25 years which is the source of the slogan “**SUPALAI.....WE CARE FOR THAI SOCIETY**”

The Company has strived to create a good home with an emphasis on Green Design concept by applying energy-saving innovations, which are environmental friendly in order to provide residents a comfortable, peaceful living and energy saving homes, of which the quality has been guaranteed by relating winning award received from the Ministry of Energy. In addition, Supalai has also received the Award for Listed Company with Excellent Operational Results, Rassadapipat Award, Award for Excellent Property Development Company of Thailand and Award for Excellent Property Development Project, etc.

Furthermore, “Supalai” has also organized seminars on diverse topics including mindfulness meditation, development of landscapes in religious premises, activities to strengthen family relationship, investment, etc. in order to impart knowledge to the public, customers, employees and society at no cost, while looking after the employees within the organization with good welfare so as to be truly happy in working.

For over 25 years, SUPALAI has adhered to principles of business by focusing on creating innovative housing while carrying out social development to make Supalai a warm and quality society. It will continue to strive for quality supervision to ensure that the Company adhere to principles of good faith, good governance, ethics, coupled with legal righteousness in order to drive SUPALAI towards sustainable growth.

Finally, I would like to thank all parties involved with Supalai, namely, customers, trading partners, shareholders and employees, etc. for all efforts with the intention to achieve social responsibility mission. This is an important driving force towards prosperity and sustainability of the organization.



# Direction, Policy and Participation of the Board of Directors and Corporate Leaders

## Getting to know Supalai: An organization with state-of-the-art innovation and management in advancing towards sustainability

Many people ask how “Supalai” manages its organization towards sustainable growth and development.

“Supalai” uses a streamlined, flexible management approach without attaching to traditional management pattern and is always open to a wider perspective. We combine scientific and artistic creativity that always evolves into something better on the basis of legitimacy, good professional standards, ISO 9001: 2008 International Standard and our commitment to our customers altogether with morality, ethics and good manners.

The Company’s work processes incorporate together the ISO 9001:2008 standard as a management tool and the Plan-Do-Check-Act system for planning, operating, and monitoring. It has always improved the outcome or obstacles so that all employees work on the same standard in order to generate faster and more accurate deliveries for the customers. Most importantly is the traceability of all processes. Additional care on the clients’ documents are put into the process and the quality control of the contractors, consultants, and suppliers are made more intense. Appropriate training for each job title is also provided. Before the ISO era, Supalai is the pioneer in putting on the QC stickers with guarantee certificate on each important part of the house before delivering to the clients.



Some showcases of Supalai’s management innovation.

### 1. Naming “Supalai”

“Supalai” is an innovative naming. The name which has never been used by anyone before is a compound word formed of “Supa + Alai”,

“Supa” means good, prosperous, propitious.

“Alai” means dwellings.

When combined as “Supalai”, the word means propitious dwellings.

Before the name “Supalai” was created, a variety of names of existing property development companies had been searched through. Many companies are found to use foreign names while some use figures as their names. Some names are even five-syllable long. Finally we got the idea by determining the “naming rules” first: what kind of name did we want and what kind most people like, ensuring that we will get the name other people like and we will be also satisfied with.





As a Thai company we are, we set rules that our name must be a **Thai name** with **no more than three syllables** to make them easily recognized. The name **must refer to land - buildings**. People should know what business we do by our name. Moreover, the name should be **easy for foreigners to pronounce and also sounds beautiful when pronounced**. And absolutely, it must be **unique**.

The **Pali-Sanskrit** words were chosen since terms of reverence or royal words usually use Pali or Sanskrit words which sounds better and more elegant.



The English abbreviations **S P L** from **SUPALAI** also have good meanings, that is, **S is Superiority**, which means excellence in products, services and management, **P is referred to Profitability** for all parties involved: customers, employees, contractors, society and shareholders, **L refers to Longevity** or sustainability.

In addition, as a PR strategy the word **“Supalai”** always comes first in the names of our projects such as Supalai Lake, Supalai Park, Supalai Place, Supalai Ville, Supalai Premier, so that the name ‘Supalai’ will be wider recognized and easy to remember.

## 2. Risk Management

Realizing that the habitually changing of the environment can impact our sustainable growth and development targets, we apply the risk management system as a tool to ensure the systematic operation and that the risk is at acceptable level.

## 3. Supply Chain Management

Supalai focuses on the supply chain management and incorporate it into its upstream, midstream, and downstream processes to ensure the effective cooperation between the Company and all our stakeholders in the same supply chain. This will finally result in a mutual development towards sustainable growth of the clients, the society, and, finally, the environment.

## 4. Project feasibility analysis

**“Supalai”** is a real estate developer, we work on the development of land and property in response to the requirements of clients. Scattered in Bangkok and vicinities, as well as in provincial areas, our projects encompass all types of resident from single houses, townhomes, to detached houses, and condominiums; as well as office buildings. From such advantage, we have gained accumulative and precise information which can shorten project feasibility analysis time. The concise and comprehensive ‘Supalai Model’ of investment analysis enables the project feasibility study that is fast, accurate, and have less risk.





## 5. Marketing

By using the principles of financing in its marketing scheme, ‘Supalai’ invented its price strategies in which payment terms are varied according to the client’s requirement and capacity. With such techniques, the clients enjoy more choices and we achieve great success from the increasing sales.

After the 1997 economic crisis popped a trend of ready-made homes where clients are ensured that they get a home once they paid their money. ‘Supalai’ decided to sell both the ready-made and the custom-made homes. However, the Company mostly sells the ‘near-finished’ homes as the clients can witness the construction of their homes. As the construction is almost finished, the clients are ensured that their houses will be completed on time. With this strategy, both the budget and time can be controlled so that the contract terms will not be missed. It can also lessen the goods in stock as well as the expenses on interest.

The Company’s ready-made homes are available for clients who are ready to move in, and for those who wish to shop around for their most-loved location before moving in the following year, they may select our custom-made home services.

Our **marketing communication scheme, both advertising and PR, is done in a lucid manner. We also provide useful information, such as the knowledge** on energy-saving homes, to clients as a way to promote confidence and trust among them.



## 6. Design

“Supalai” wins most of **“energy-saving house design awards”** from the Ministry of Energy, and it is the only listed company on the Stock Exchange of Thailand that receives an energy-saving label, ensuring that the houses are cool and comfortable while saving 26-30% in electricity costs. With an emphasis on **Green Design** since before the year 2005, the Company’s condominiums and houses are spacy and airy, with insulation and sun roof installed and trees planted to block sunlight. The open kitchen is well ventilated. The use of lightweight bricks and green reflective glass helps make the home cooler. The Company chooses only **Green Products** which is environmental-friendly and cause no pollution.

The houses and condominium are designed to be comfortable, incorporated with durable beauty and functionality. Bathrooms are divided into two functional areas; wet and dry. In the master bedroom, walk-in closet is provided, thus reducing air-conditioned area, saving electricity cost. In addition, the Company also **takes into account the design of the house to promote family relationship**. The staircase is in the middle of the house which is convenient for everyone to use and see each other. There is also a common area for family members to do activities together.

Several of “Supalai” condominiums have separated the odorous zone and the sunny zone for sanitizing like kitchen and bathroom to the side of building, using natural ventilation without any need to depend on exhaust fan; or to partition off part of a room as air space between outside and air-conditioned space to act as insulation for energy efficiency.





The Company focuses on the energy-saving concept for the layout plan and interior design where environmentally -friendly and energy-saving materials are used. As for the landscape design, trees and plants can help absorb heat in the house.

**Supalai Grand Tower Building** is another example of an outstanding innovative design which no one has ever done before. The building is oval-shape, which is aerodynamic. It has less wall areas around the building compared with the typical rectangular buildings. As a consequence, the construction cost is lower while the building receives less heat from outside, which helps save the energy. Furthermore, “Supalai” has also created plenty of design portfolios that are valuable work of art, unique, adding value to architecture and bringing pride to its owner.



## 7. Value Engineering

“Supalai” applies value engineering or VE in **order to obtain a suitable building patterns that are effective and efficient for all parties involved i.e. customers, residents, designers, building contractors, material and equipment suppliers, and the Company as an developer as well as social community around the building.**

“Supalai” is one among the first group of operators who enable collaboration among designers, manufacturers and distributors of concrete and building contractors, resulting in a use of high strength concrete at the market price (formerly, high strength concrete was only used in high rise or special buildings at very expensive prices). Using high strength concrete makes the building stronger and customers also benefit from improved living thanks to smaller structure poles needed. Moreover, construction is faster and more economical.

“Supalai” design has been developed to reduce machinery dependence. Rooftop water tanks were designed to locate in proper place and height to cut the need of water pump in the top tier. Temperature in the elevator machine room is not high, no need to have insulation or air-conditioner installed, while water pressure is more stable. Apart from huge sum of investment cost, machines are always come with electricity cost, maintenance throughout service life, but an independent system like Supalai’s machine-less design provides a lifelong durability at no cost at all.

**An application of Value Engineering (VE) makes the buildings of Supali perfect in the overall picture. All systems are balanced, the buildings are beautiful, durable and economical while residents feel comfortable in their buildings. These qualifications become new and exclusive standards of Supalai.**

The Company still collects new information to constantly continue development and remove obsolete data. As time changes, taste and demand of customers change too. The Company, therefore, has to keep abreast of the customers’ ever changing tastes and demand



## 8. Construction

Instead of using only large-sized construction contractors, “Supalai” employs “large”, “medium” and “small” ones because each of them has different advantages - disadvantages. Large contractors definitely have more investment budget and machinery and equipment availability but are less flexible. Meanwhile, though medium and small contractors have less budget and machinery and equipment available, they are more flexible. Therefore, the Company considers and assigns work to them as appropriate. Some supportive measures are also given to medium and small contractors e.g. financial support, fast payment, and provision of some construction materials.

All contractors are required to work according to ISO 9001:2008 and QC system requirements.

“Supalai” focuses on every detail of the construction. The electrical and water systems are installed according to the shop drawings so that the same high standard of construction can be guaranteed in every single unit.

In addition, there is also a set of standards for construction contractors and supervisors to follow, ensuring every house passes standards and supervision of Supalai. All details of construction and quality control of each house are also compiled in a book and kept in the same place for easy review.

“Supalai” has been developing construction system and system for selection of materials, roof structure for instance, was formerly made from painted steel shapes before changing to TRUSS structures which are better in qualifications e.g. anti-rust better, consume less volume of steel. The Company is among the first property developers to



use such material in its housing projects. The Company has also applied G4 lightweight bricks with standard prevention of noise, fire and heat in the housing projects. G4 brick is one core component of the Company’s award-winning energy-saving house. The award was given by the Department of Alternative Energy Development and Efficiency.

The Company also provides **residents with a home instruction manual**. This manual advises them how to take care of their new home. Besides, this is another innovative thing provided for the benefits of Supalai customers.

## 9. Procurement

“Supalai” uses different approaches to buy plots of land, depending on objectives and need of the sellers. For sellers who prefer higher prices and do not mind to receive late payment, an aval may be issued, but for some sellers who prefer prompt payment whereas price is negotiable, appointment to transfer land ownership would be expedited and payment would be made in cash. These approaches help to make the Company’s land acquisition easier.

## 10. Account Receivable Management

After the economic crisis in 1997, some customers of “Supalai” were unable to receive ownership of land as agreed in the contract, **the Company had, therefore, offered a flexible way out that has least effect on customers as follows.**

1. Customers whose family member died or were seriously ill were reimbursed with the entire down payment without penalty or any charge.
2. Customers whose some family members were unemployed and thus could not apply for a loan from the bank were recommended to terminate existing contracts and maintain the down payment with the Company, wait and come back to buy a new house later when the situation improves.
- 3 .Customers whose monthly income had been reduced and felt uncertain about their capability to pay for home loans were recommended to shift to another house where price is lower



## 11. Meetings

Many companies usually arrange meetings to brainstorm solutions to their problems, make decisions etc. Sometimes there are too many people at the meeting, too many meetings have been held, or too small issues have been discussed at the meetings. As such, the meeting is not worth arranging as considerable amount of time would be lost. The meeting of the 30 people for 3 hours becomes 90 hours in total, which is equal to one person does his job for over 11 days, for instance.

Sometimes the resolution of the meeting that came from one person one vote principle gives a deviated result from what it should be, because people have unequal knowledge and experience.

One of the world leading companies in Bangkok have as many as 14 meeting rooms for approximately 300 employees. The meeting rooms are located separately on different floors. On the contrary, some companies terminate meeting rooms on different floors and gather them in one place to reduce the cost of space rental and equipment required. Flexible design may be applied to this concept by arranging the meeting rooms to be able to merged and extend as a large one when needed.



## 12. Financial Management

“Supalai” has been rated as premium customer by commercial banks, most of which provide both short-term and long-term loans to the Company at relatively low interest rates. The Company can, therefore, manage the interest burden.

Although the Company has been so well trusted by banks, it has been also prepared to look for other financing sources in which investment cost is lower than the borrowing rates of financial institutions. At good timing and opportunity, the Company has raised capital through issuance of debt instruments or equity instruments e.g. short-term bills of exchange, of which the cost is lower than seeking loans from financial institutions. To prevent liquidity problems that may occur when the bills of exchange are redeemable, the Company has set criteria that, short-term bills of exchange would be issued only when the Company has a long-term credit line backed up

## 13. After-sales service

“After sales service” is important. **This definition covers services and maintenance of home, utility system, and community services.** Supalai has forwarded this concept and policy to all parties who have contacted with the residents. All of our employees are trained to have service minded and be “thoughtful” in the after-sales service. When a customer complains about something, all possible approaches must be used until the problem gets resolved and the customers are satisfied.

“Supalai” reiterates to its employees to have good manners, courtesy, humility, and also be “attentive”, patient, punctual; give customers advice or promptly take action for them.





Apart from instilling attitude to the employees, the management must be their role model. Every Supalai executive needs to go out and check the project site at least once a month to see what's going on and take information back for further improvement and development.

In addition, “Supalai” has set up Supalai’s Smart Center to give general information of the Company and also receive customers complaints. All complaints and maintenance requests of the projects would be recorded here and forwarded online to the responsible projects. These information are statistics, and there is also a system to follow up if the request has been responded or not. This system makes our customers more satisfied.

#### 14. Customer Service

“Supalai” has continued to develop an innovative customer service system to facilitate prospective buyers, for example, an online reservation system has been introduced in its new housing project where the prospective buyers can browse a unit layout to see available units and reserved units in real time. This online reservation system has facilitated and expedited the services of the Company.

In respect of home loan payment, Supalai provides various innovative payment systems. In the past, house or condominium buyers had to go to the project site or sales office

to pay their downpayments, which was rather inconvenient. Now the Company has simplified payment system where the customers can pay their downpayment via any bank counter and Automatic Teller Machine (ATM). The customers can use Supalai VIP Card that has barcode and magnetic strips on the back. ATM laser will read the data automatically, no need for customers to key anything but the sum of money they want to pay. Supalai also negotiated with the banks to reduce service charge for payment by direct debit to credit card account or bank account and the Company is also responsible for all charges for customers. These innovative payment systems have been initiated by Supalai before the banks extended to other property developers.

From the above examples, it is apparently seen that the management on the basis of codes of ethics and good conducts, incorporated with ultra-modern management innovation, does not result in lower profits as many people think. It can be seen that management can always be **developed into something better. If we have dynamic and adaptable properties, not stick** to traditional theory, or something we are already familiar with, we will surely be able to create an unlimited innovative new management like a boundless sky. Beyond the sustainability of the organization, these innovations bring about benefits and satisfaction to stakeholders in all sectors, which are altogether an important driving force for Supalai to be a sustainable organization forever.





# SPL Philosophy is Sustainable Development Vision of Supalai

## Supalai Business Strategy Reflects Principles and Practices According to Sustainable Development Principles

**SPL** stands for **Supalai** is the business philosophy of the Company that focuses on the excellence of the products, services, management, creation of satisfaction to the all stakeholders and continual business operations with stability. It is also expressed the vision of the Company that visions and lays down strategic management foundation for sustainable development together with social and environment responsibility of the organization as detailed below.

### Philosophy of Supalai:

**S Superiority** : Excellence in terms of products, service and good management.

Superiority in creating quality products, services and management for maximum satisfaction of customers, which is an important factor contributing to Supalai's being a leading company in real estate development with continual growth.

**P Profitability** : Emphasis on profits for all concerned parties that is the Supalai has the policy to create the benefit satisfactorily and happiness for all stakeholders. as follows:

Customers : to gain profit in the form of money or life reward.

Employees : to receive salary, bonus, good welfare and stability.

Contractors / trading partners : to get fair prices.

Society : to gain benefits from the Company's development projects.

Shareholders : to receive appropriate dividends from shareholding.

**L Longevity** : Operation of business continually based on secure foundation, and joining the Stock Exchange of Thailand.

For better understanding and clarification on how Longevity Philosophy is related and connecting to sustainable development vision, for the clearly understanding, it is necessary to refer to one part of the ISO 26000 international standard for corporate social responsibility as follows:

“CSR is the matter regarding how organization responds to economic, social and environmental issues with the aim to contribute to the public, community and society. In addition, it is also involved with the roles of business organizations in the society and the society's expectation of such organizations. These activities must be made voluntarily and the management must be involved as well. Also, such activities must be evaluable in three dimensions, that is, in terms of economic, social and environmental aspects, which will eventually lead to sustainable development”.

SPL philosophy of Supalai has been an approach for organizational management since its inception in June 1989, which means that, it has been more than 25 years that Supalai Public Co., Ltd. has vision and conducted sustainable development as the business entity that care for the society and the environment, which is the source of its slogan “SUPALAI...WE CARE FOR THAI SOCIETY”. Evidently, it has been recognized by the society in general that the Company has been growing steadily and continually, while maintaining the status of a leading real estate development company in Thailand at present.



## Policy on Responsibility toward Community, Society and Environment

Supalai Public Company Limited is committed and attaches importance to business operations with the responsibility towards communities, society and the environment in order to achieve sustainable development in terms of economic, social and environmental aspects by taking into account interest of related stakeholders in the project area as well as the society in general. This is to return benefits to the community, the society and the environment on a sustainable basis. Such policy also covers the operations of the subsidiaries and associated companies as approved by the resolution of the Board of Directors' meeting No. 12/2555 held on 18 December 2012, of which practical guidelines are as follows :



Supalai Public Company Limited

1. The Company shall raise awareness among the Board of Directors, executives and employees regarding responsibility towards communities, society and environment.
2. The Company should take advantage of natural resources only as needed by causing least impact and damage to the communities, the society and the environment as well as the quality of life of the people. It also encourages the reduction of energy and resource consumption.
3. The Company shall cooperate in the implementation of standards or agreements on issues intended to help protect or reduce impact on the environment.
4. The Company prepares projects and activities for community development in the areas of its projects and the society in general with the emphasis on improving the quality of life, conservation of nature, environment, culture including the development of community economy.
5. The Company communicates and creates understanding of its operation in the communities in which it has set up the projects and ready to listen to opinions or feedback in order to ensure successful operations and provide benefits to the communities.





6. The Company creates understanding for the stakeholders by providing information on the operations and the responsibilities as an organization for the community, society and the environment.
7. The Company aims to create understanding and communicate with the society on the status and facts regarding the operations of the Company as well as the responsibility for the community, society and environment without concealing the fact that can be disclosed and cooperate in providing information to investors, shareholders, and other interested parties in a timely manner.
8. The Company provides supports to projects and activities of government sectors and the society in relation to the business of the Company by significantly taking into consideration the public interests as well as the provision of assistance in times of natural disasters.
9. The Company encourages and supports the directors, executives and employees to participate in corporate social responsibility activities.
10. The Company provides supports for public activities beneficial to the community, the development or improvement of the environment, charitable organizations as well as local events.
11. The Company is engaged in social activities by providing support in cash and kind to activities to maintain the traditions and culture. It has also been a good follower of religion and provides supports to religious activities on a regular basis.
12. The Company provides support to educational activities, development of professional knowledge, and ability in sports as well as providing assistance to the less fortunate.
13. The Company provides support and assistance to the society and communities as well as the victims of disasters on a regular basis.
14. The Company promotes and supports the design, research and development of products for the conservation of energy and environment.
15. The Company has launched a campaign to raise awareness regarding the environment and natural resources through activities with continuous employee involvement.
16. The Company provides support to the society and organizations for the conservation of the environment including the support for dissemination of environmental information to create good image and understanding of the Company's environmental management.
17. The Company has cultivated the concept of environmental responsibility among its employees in order to understand the importance of caring for the environment by providing trainings on environment on a continually basis.





# Supalai's Awards & Accolades

## Awards & Accolades

1989



26 June 1989, Supalai Company Limited was established.



"Supalai Lake 1" project launched.

1990



Supalai's first condominium, "Supalai Place" project launched at Sukhumvit 39.

1991



Supalai's first resort, "Supalai Pasak Resort Hotel" project launched.

1992



Donation of land for 15 Rai in Supalai Buri project for Suankularb Wittayalai School of Rangsit.



Registered as Supalai Public Company Limited.



1993



- Supalai Public Company Limited listed its shares in the Stock Exchange of Thailand.
- Moved the Company's headquarters from Munkong Building on Bantad Thong Road to Supalai Place on Sukhumvit 39.

1994



Launched a mega project, "Supalai Park Phaholyothin", 3 high-rise buildings on Phaholyothin road.

1995



Composed the Company's Song "Supalai Music", sung by Maneenuch Samerasut.

1996



Groundbreaking Ceremony of "Supalai Grand Tower" project.

1997



The government announced a devaluation of the Baht The Company recorded loss from foreign exchange over Baht 800 million.



1999



Corporate Debt Restructuring through CDRAC.

2001



Implemented standard quality policy for ISO certification.

2002



Certified ISO 9001:1994.

2003



- Certified ISO 9001:2000.
- The Company received the Award for “Developer who Preserves Consumers’ Advertisement Rights : Fair Advertisement of Products and Services for Consumers” from the Consumer Protection Board of the Prime Minister’s Office.

2004



- Company Rating by TRIS “BBB”.
- Launched a large-scale Project of 4 high-rise buildings on a magnificent curve of the Chao Phraya River, “Supalai Casa Riva”.



## 2005



- Launched 2 condominiums in the heart of the city; “City Home Ratchada” and “City Home Sukhumvit”. Those 2 projects have been a new phenomenon in sales history with a quick sold out in the grand-opening day.
- The first and the only Company that received 2 outstanding awards for the “Sub division houses with outstanding Energy Conservation” awards from the Ministry of Energy

## 2006



- Company Rating by TRIS “BBB+”
- Launched the Company’s 27th project, Supalai Suvarnabhumi, the most luxury housing project of Supalai and the outstanding luxury project in that area.
- Moved the Company’s headquarters to “Supalai Grand Tower” on Rama 3 road.
- Improved the quality standard policy in response to the ISO 9001:2000 in order to make a consistency in quality improvement.

## 2007



- Launched “Supalai’s Smart Center” to give the general information of the Company and receive customer’s complaints.
- Certified ISO 9001: 2000 for High-Rise Building.
- Received a Good Award for “Excellent Energy Conservation House” for Supavat (new) design and for Supatarin design from the department of Alternative Energy Development and Efficiency, Ministry of Energy.

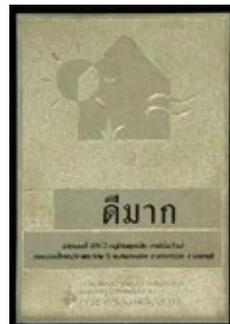


## 2008



- Launched “Supalai Services Excellence” project.
- Received the Award for “Good Property Developer Award of 2007-2008” from the Office of the Consumer Protection Board of the Prime Minister’s Office in the project to select good property developers.
- Received a Good Award for “Excellent Energy Conservation House” for Supanuch (special design and Supadarul (new) design from the Department of Alternative Energy Development and Efficiency, Ministry of Energy.

## 2009



- Collaborated with Bangkok Bank Public Company Limited and Siam City Bank Public Company Limited in the innovation of “Total Solution for Payment Services”.
- Received the Living in Thailand Award of Excellence 2008 in the category of special Reader’s Choice Award for Best Designed Property from Living in Thailand Magazine.
- Received a Good Award for “Excellent Energy Conservation House” for Supapat (New) design, Suapadarul (New) design, Supawanna design, Supawiwat design and Supanuch design from the Department of Alternative Energy Development and Efficiency, Ministry of Energy.
- Khun Varunee Lapitananuvat, Assistant Managing Director of Finance and Accounting of Supalai Public Company Limited received the “Analysts’ Popular CFO Award of 2009 in the Category of Real Estate and Construction Material Business” from the Securities Analysts Association.
- Haadyai Nakarin Co., Ltd. received the Thai Chamber of Commerce Business Ethics Standard Test Award 2009” from the Thai Chamber of Commerce



# 2010



- Company Rating by TRIS "A-stable".
- Certified ISO 9001: 2008 by Bureau Veritas Certification (Thailand) Ltd. (BVC).
- Received the "Best Performance Awards for 2010" from the Stock Exchange of Thailand of which Supalai is the only Company that received such awards in the group of market capitalization higher than Baht 10,000 million.
- Received the "Best Under A Billion Award" from Forbes Asia Magazine. Supalai is one of 200 companies to receive such distinguished award considered and selected among 13,000 companies in the Asian region, and 1 out of 9 Thai listed companies to receive this award as measured by the profits, growth rate, liability and future business opportunities.
- Received the "Good Property Developer Award of 2009 - 2010" from the Office of the Consumer Protection Board, Office of the Prime Minister in the Real Estate Star Project.
- Received the "Urban Design Award 2009" for professional and organization levels, in category of Cluster Master Planning for Supalai Casa Riva Project from the Association of Thai Urban Designers / Association.



## 2011



- Received the Thailand Property Awards 2011 in the category of Best Affordable Condo Development (Bangkok) for Supalai Park @ Tiwanon Intersection and Supalai Premier Ratchada-Narathivas-Sathorn from Property Report Magazine.



- Received the plaque of honor for the Excellent Property Development Project 2011 for Supalai Park Ratchaphruek- Phetkasem Project from the Thai Real Estate Research and Assessment Center of Agency For Real Estate Affairs Co., Ltd.



- Received the "Top 10 Developers Awards 2011" from BCI Asia.

- Received the "Certified Energy Conservation Building Label 2011" from the Department of Alternative Energy Development and Efficiency, Ministry of Energy.

## 2012



- Supalai (Public) Company Limited and subsidiaries has reached the sales amount for more than Baht 20,000 million.

- Received the "Ratsadakorn-Pipat" award or the "Excellent Taxpayer 2011" award presented by the Revenue Department, Ministry of Finance.



- The Company as the owner of Supalai Grand Tower Building received the award for "Safe Building, Feeling Good All Over the City" from the Bangkok Metropolitan Administration.



## 2012



- Received a plaque in honor of the “Ruam Raeng Thai, Raksa Nam Sai Thuk Khu Khlong” project from the Prime Minister.
- Won accolades for the Outstanding Real Estate Project 2012: for the Supalai Parkville RomklaoSuvarnabhumi project in the category of “de tached house” and the Supalai Park @ Tiwanon Junction project for “condominium”, which were presented by the Research and Evaluation Center for Thailand’s Real Estate, Agency for Real Estate Affairs Co., Ltd. (AREA).
- Won the BCI Asia Top 10 Developers Awards 2012 organized by the BCI Asia Construction Information Co., Ltd. and Futur Arc Journal. The four projects which earned the Company this award comprised Supalai Premier Asok, Supalai Park Khae Rai-Ngamwongwan, Supalai Park Ekkamai-Thong Lor and City Resort Ratchada-Huai Kwang.

## 2013



- Supalai (Public) Company Limited and subsidiaries has exceeded its maximum Baht 2,000 million net profit.
- Supalai (Public) Company Limited and subsidiaries has exceeded Baht 30,000 million for the total value of assets.
- Received the Award for “Good Real Estate Developer of 2011-2013” from the Office of the Consumer Protection Board (CPB), the Prime Minister’s Office in the Starred Real Estate Projects CPB, whereby, 4 projects of Supalai had received such award, namely, Supalai Suvarnabhumi Project, Supalai Park Srinakarin Project, Supalai Park Yaek Tiwanon and Supalai River Place projects. This is the third time that Supalai had won such award consecutively.



## 2013



- Received the award for “BV Symbol of Confidence in International Standard” of Bureau Veritas Certification (Thailand) Ltd. (BVC).
- Received BCI Asia Top 10 Developers Awards 2013 in the form of plaque and certificate from BCI Asia Construction Information Co., Ltd. and Future Arc Journal.
- Mr. Prateep Tangmatitham Chairman of the Board and Chief Executive Officer has received an honorary Ph.D.degree in Innovation Real Estate Development from Thammasat University.
- Mr. Prateep Tangmatitham Chairman of the Board and Chief Executive Officer was awarded a plaque of honor as “Outstanding Person of the Year 2012 in the Field of Arts and Culture” from King Prajadhipok Institute’s Society.
- The Company is one in 87 companies which received the evaluation scores of good corporate governance of Thai Listed Companies 2013 in the excellent level from the Thai Institute of Directors.

## 2014



- The Company’s Market Capitalization has exceeded Baht 45,000 million.
- Company Rating by TRIS “A”.
- Awarded with “BCI Asia Top 10 Developers Awards 2014” from BCI Asia Construction Information Co.,Ltd. and Future Arc Journal from which the Company received four time consecutively.
- Received a certification of the “Consumer Protection Thailand Call Center Award 2014” from the Office of the Consumer Protection Board.



## 2014



- Mrs. Ajchara Tangmatitham who is the Executive Vice- President of the Company has received the Order of the Direkgunabhorn 4th class (Thailand) in front of the picture of the king.
- The Company has been received the evaluation scores of good cooperate governance of Thai Listed Companies 2015 in the excellent level from the Thai Institute of Directors.
- The Company has been ranked in ASEAN Corporate Governance Scorecard in year 2013/2014 be 1 in 17 of Thai Listed Companies. The scores are excess the criteria or equal to 90 scores with the average of 95.48 scores.
- The Company was one of the 10 corporates who were awarded the Top Corporate Governance Report Award for 2014 in the “SET AWARDS 2014” by the Stock Exchange of Thailand.

## 2015



- Receive the honorary award and certificate of BCI Asia Top 10 Developers Awards 2015 from BCI Asia Construction Information company limited and Future Arc Journal which Supalai has received this award for 5 years by being selected from outstanding construction work and environmentally friendly.
- Receiving the award “Save Energy Housing Award 2014” from Department of Alternative Energy Development and Efficiency, the Ministry of Energy for 4 awards, that are Suparakhana house, Supanat house, Supadamrong house and Supawattana house.



# 2015



- The Company has been selected in the list of Thailand Sustainability Investment 2015 or TSI list from Stock Exchange of Thailand.
- The Company has been received the evaluation scores of good corporate governance of Thai Listed Companies 2015 in the excellent level from the Thai Institute of Directors.
- The Company has been received the Best Under A Billion Award from Forbes Asia at Sunway Resort Hotel and Spa, Malaysia considering from listed company list in Asia region by measuring from the profit, rate of continuity growth and business opportunity in the future.
- Received honorary award for the center of the complaint and problem solving for customers in 2015 from Office of the Consumer Protection Board and Management System Certification Institute (Thailand). The Company has been received the award for 2 years consecutively.
- The Company has been received Outstanding Company Performance Awards and Outstanding CEO Awards 2015 in SET Awards 2015.



# Business and Social Innovation

Through creative planning of quality housing, constructing houses that are “Cool and Happy” to live, and being fully aware of environmental protection, Supalai Public Company Limited is one of the business operators which initiated the design of energy-saving houses well accepted by the consumers. The details of the process, concept and creation are as follows:

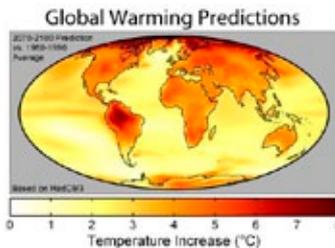
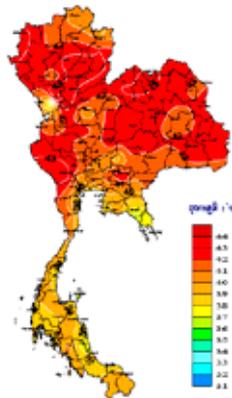
**Concept:** Environmental Conservation and Energy Saving (Save our World, Save your Money)

## Reasons for Energy-Saving Concept of Supalai

- Rising cost of electricity every year.
- Global warming and natural disasters



The highest temperature of Thailand during 1978-2007

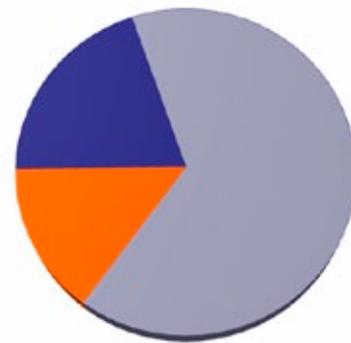


**Remark:** Highest temperature at 44.0 degree celcius in Muang Tak district Tak Province on 25 April 2007

## Proportion of Energy Use in Houses

Heavy use of air-conditioning system due to

1. behavior of residents
2. environment conducting heat into the building
3. not observing principles of design for tropical region
4. inappropriate choice of materials



■ Air conditioning system ■ Electricity Appliances ■ Lighting

The architectural work itself can reduce the amount of heat into the building.





### (Supalai Green Design Concept)

The concept of environmental conservation and energy-saving design has been used by Supalai in its housing and condominium projects started back in 1989 when the company was established. The concept was “Save Our World, Save Your Money”, thus our design focuses on natural passive cooling houses. Overtime, this concept has been developed to become our main theme, while at the same time, the “active cooling” technology has been applied in be in accordance with the modern way of life as an integration for energy-saving of air conditioners. At the same time electricity cost can also be reduced by reducing lighting system and use less of other appliances. In doing so, the Company can still maintain the construction price at the level as that in the general market. As a result, the price of the house is cost-effective for suitable use with reduced cost of electricity, which is a good reason for selecting Supalai project.

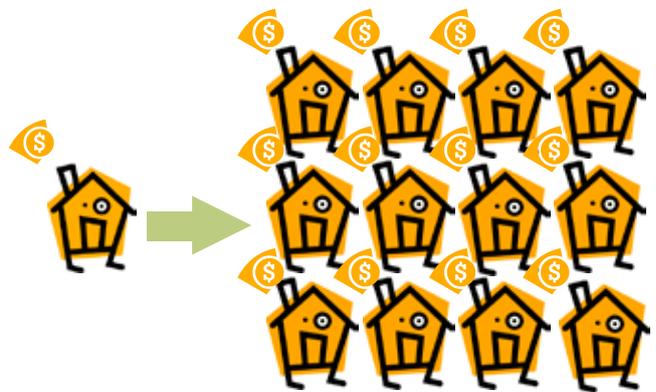
This energy-saving concept becomes clear at the project level. Each of Supalai’s project is like an Eco Land that helps the world reduce global warming and helps the nation save the money by using less energy.

### Designing Concept and Principles

There are various designing concepts and principles of energy-saving houses. Supalai divides them as follows:

1. Project Leve
2. Building envelope Level
3. Interior area Level
4. Choice of material Level

The energy-saving methods through these 4 design concepts will lead to architectural design in a more concrete manner.



### Project Level

- Land selection for development project, the land chosen must have high potential with convenient transportation, fully equipped with infrastructures and facilities to reduce commuting time in order to save energy.
- Project layout, the direction of airflow is taken in to consideration to ventilate the air, and waste disposal point must be downwind.
- Water retention area (Monkey Cheek), must be initiated to create a monkey cheek within the project to prevent flood water from reaching the house.



Supalai projects





- Furniture placement must not block the airflow in the house.
- Natural lighting must be allowed in sufficient amount.
- Areas that need to be disinfected by sunlight are placed at the outer most part of the house.

Simulation of natural light value of the new “Supaphat” design house for analysis of suitability of doors and window



### Choice of Material and Equipment

- Use low heat conduction materials
- Use heat reflecting materials
- Use energy-saving electrical appliances
- Use insulation material to prevent loss of cool air from air conditioning



### Outstanding Point of Supalai Houses

#### Design

1. Focus on usable areas, both inside and outside the house.
2. The space in the house must be open, airy with good air ventilation, and the heat from heat-generating equipment must be controllable in order not to be distributed to other parts of the house and must be released from the house rapidly through good ventilation positioning doors and windows. Natural light must be allowed into appropriate areas as much as can be done such as the bathrooms.
3. The design of “Modern Classic Style” has lasting beauty that will remain up to date.
4. Layout of the house is consistent with geographical condition, climate and Feng Shui.
5. Emphasis on comfortable living and energy-saving.
6. The bathrooms contain separate wet and dry areas with lighting system so it is not humid.
7. Promote family relations with open space design and stairway in the middle of the house to provide continuity, as well as open area for family activities.



Lower Floor Area



Upper Floor Area



## Materials

8. Hazardous materials having effect on health are not allowed to use such as materials made of asbestos, optic fiber, lead paints, etc. Exterior paint must be heat-reflecting type made of acrylic, which can stick well on the wall surface with high flexibility to prevent the peeling off. The paint film comprises network molecular that does not absorb water, and dirt cannot seep into the paint film. It also prevents fungi, moss, and it is self-cleaning.

9. Use durable materials: stainless rail, the walls are reinforced with tie columns and reinforced concrete lintel beam to prevent cracks.

10. The first storey floor is made of ceramic, which is scratch-resistant and easy to clean. The higher floors are laid with 12-mm laminated wood on foam to prevent humidity from cement structures.

11. UPVC Doors & Windows are chosen to provide soundproofing, preventing air leaks at the connection between door and lintel, which help save expenses for cooling by air-conditioner. They are durable and non-flammable, using low energy to produce. There is also the set of fiber screens to prevent mosquitoes and insects to enter and cause nuisance to residents in the house.

12. 5 mm. heat absorbing green-tinted glass is installed as they have low SHGC but very high VT (energy-saving glass No. 5).

13. Door frames of bedrooms, bathrooms and exits to washing areas are WPC lintel (wood + plastic). They are simulated wood to prevent bloating with water, breaking and being eaten by termite. This also helps reduce the use of natural wood.

14. Bricks used in construction are 7.5 cm foamed concrete blocks which are more porous than regular bricks, very light in weight and will retain less heat (lower OTTV)

15. Insulation, 3 inches thick insulation will be installed behind the ceiling board, 6 inches in some cases.

16. Reducing the volume of humidity in the house by lining the wall of every room with wallpaper as the wallpaper is



made of vinyl, which can prevent water from running through and can reduce humidity from accumulating in the wall. It can also block the humidity in and out of the wall.

17. Detailed attention is paid to the material used: such as 2" x 5" door frames are used in the bathrooms to ensure smooth level with bathroom tiling. Doorframes, eaves and wooden parts of the ceiling are painted with "Timber Shield", to provide longer lasting protection than regular paint.

18. High-efficiency, compact fluorescent light bulbs are used both inside and outside the house with automatic switch system, the light bulbs of the lamps on the gate posts are controlled by the photo switch to reduce unnecessary usage of electricity. In the future, the compact fluorescent bulbs will be replaced by LED bulbs because they use lower electricity value but longer useful life, so it can help save the cost of electricity and maintenance of the light bulbs in the long run.

19. Air conditioned with the #5 label, signifying maximum savings on electricity as they have EER higher than 11 Btu/hr/w.





## Assessment Criteria

Assessment Criteria for Energy-Saving and Environmental Friendly Building

Criteria	Energy-Saving	Responsibility to the Environment
1. <b>Location</b> (distance from public transport)	4	2
2. <b>Layout plan and architectural landscape</b> (open space, plants, ratio of east-west wall areas, shade under hard surfaces, architectural landscape.)	8	8
3. <b>Building envelope</b> (roof skylight area, OTTV RTTV values, ratio of windows to wall, use of glass, air leakage etc.)	40	0
4. <b>Air-conditioning system</b> (air conditioned area, use of air-con #5)	10	2
5. <b>Lighting and electricity</b> (low energy consumption, energy saving light bulbs)	12	1
6. <b>Natural system and alternative energy</b> (natural air flow, main space receive)	12	5
7. <b>Sanitation system</b> (waste water treatment, trash-grease trap, water-saving toilet bowl/shower head/tap)	4	5
8. <b>Material and construction</b> (pollution prevention plan, use of paint, insulation, reuse-recycle materials)	0	5
9. <b>Design technique and energy saving strategy/environmental conservation</b>	10	5
<b>Total score</b>	<b>100</b>	<b>33</b>



≥70

≥55

≥40

- Supalakana
- Supanach
- Supadamrong
- Supawattana

- Supaphat (New)

- Supadaral (New)
- Supanuch (special)
- Supiwat
- Supawanna



## Supaphat (New)

(Small detached house with 3 bedrooms, 3 bathrooms and useable area of 161 sq.m.)

### Designing Principles for Energy-Saving Home

The designing principle for energy-saving home in the tropical environment such as Thailand are:

1. Reduce and prevent outside heat from coming into the house.
2. Control heat generated from all appliances inside the house so that it does not spread to other parts and ventilated out of the house as soon as possible.
3. Prevent and reduce heat from sunlight through direct doors and windows, and allow natural light into areas needed.
4. Easy-to-care house and equipment provide convenience and help save cost and energy.



Lower Floor Area



Upper Floor Area

## Supanuch (special)

(Small detached house with 3 bedrooms, 2 bathrooms and useable area of 143 sq.m.)

### Arrangement of useable area

**Area of Group 1** Living and dining rooms (open and connected area), focus is on reducing temperature by natural means using the speed of wind.

**Area of Group 2** Bedrooms, focus is on reducing temperature by natural means and some air-conditioning in the summer. Large bedroom has walk-in closet to separate the bathroom from relaxing area, preventing humidity from entering the relaxing area.

**Area of Group 3** Bathroom, as this is wet area that requires sunlight and good airflow, it must be designed to be next to the outer wall of the house with window for sunlight and wind. Wet and dry areas are separated for convenient use and easy cleaning.

**Area of Group 4** Kitchen, this is located to the south with open window for air and heat flow and natural light to reduce humidity.

**Area of Group 5** Storeroom and foyer of stairway, these areas require natural light for convenient use and saving energy during the day.



Lower Floor Area



Upper Floor Area



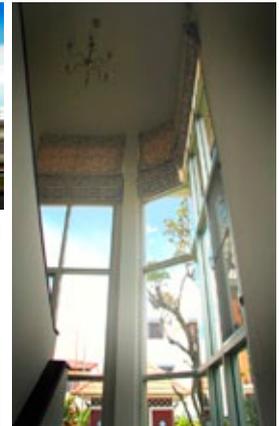
## Supadara (New)

(Small detached house with 3 bedrooms, 3 bathrooms and useable area of 175 sq.m.)

### Shape of Building

1. Use of natural lighting where necessary such as stairs by designing environment for indirect light, such as light reflected from the lawn and light filtered through trees. In some cases where the opening parts receive direct sunlight, the customers are offered green non-glared glass or heat reduction film as option.

2. Design of the building incorporates shading appropriate for useable area such as awning.



Lower Floor Area



Upper Floor Area

## Supiwat

(Small single house with 3 bedrooms, 3 bathrooms and useable area of 171 sq.m.)

### Construction Material

1. Construction materials used have heat-reduction quality such as concrete roof tiles with 3 inches insulation against heat above ceiling board on 2nd floor. Part of the soffit maybe trellis-type to release heat trapped under the roof.

2. Walls are constructed with 7.5 inch foamed concrete blocks to reduce heat that may come in through the walls.

3. Openings are fitted with quality material that can bring natural light into the house such as 5 mm. green tinted non-glare glass.



Lower Floor Area



Upper Floor Area



## Supawanna

(Small detached house with 4 bedrooms, 3 bathrooms and useable area of 82 sq.m.)

### Construction Material

Building materials are easy for maintenance and energy-efficient such as

- large finished-edge tiles are used for ground flooring as they are durable and easy to clean;
- earth leak circuit breaker is installed to ensure safety of the residents and can help check electrical leaks;
- high-efficient energy saving light bulbs are used such as compact fluorescent and fluorescent light bulbs;
- air-conditioning unit are # 5 energy - saving type;
- lighting for fence will provide light inside and outside the area with auto light sensor control to save energy;
- sanitary system is designed with separate top/lower floor valves for easy maintenance. A standard water tank is installed, as well as a grease tap and waste water treatment tank to reduce impact on the environment;
- water-saving taps are used and dual flush (3/6 litre) toilets are installed.

Good air-flow and constant heat release outside the house means that the house will be comfortable to live in. Energy use inside the house and building will be reduced, cutting cost of maintenance for the owner. The use of earth's precious resources will be lessened, helping reduce global warming. From the calculations, Supalai houses can save approximately 26-30% of electricity cost.

Design of the energy-saving building has always been part of Supalai' concept and will be continually developed to make Supalai houses and condominiums better living places for the customers.



In 2015, the Company received 4 awards from “**2014 DEDE Housing Contest**” from Department of Alternative Energy Development and Efficiency, Ministry of Energy, namely;

- Award for Outstanding Energy Efficient Housing, Supalakana Design
- Award for Outstanding Energy Efficient Housing in Architecture, Supanach Design
- Award for Outstanding Energy Efficient Housing in Architecture, Supadamrong Design
- Award for Outstanding Energy Efficient Housing in Architecture, Supawattana Design



## Supalakana

(Small detached house, 3 bedrooms, 3 bathrooms, usable area of 150 square meters)

### Building Materials

1. Energy efficiency is taken into main consideration for the design, ranging from proper design of ventilators, room positioning, and choosing of energy efficient materials.

2. The dining room is designed with side door opening, making it possible for outdoor activities with garden view from the dining room.

3. The kitchen can be renovated into closed kitchen with ventilation to several directions, helping to remove odor and smoke.

4. Upstairs bathrooms are separated into 2 zones, with bathroom No.1 in bedroom No.1 for privacy, and bathroom No.2 in the stair hall of the upper floor.

5. There is concrete canopy (over the dining room) on some of the outer side for 2 purposes which are being as a protection against sunlight and rain, a prevention hot air from entering the house, reducing air-conditioning use and being used as a place to put air conditioner for every bedroom.

6. The building is modern style design, answering the lifestyle and taste of the new generation as well as people of every generation.

7. In the master bedroom, there is a big window to bring in natural light in order to reduce energy use.



Lower Floor Area



Upper Floor Area

## Supanach

(Small detached house, 3 bedrooms, 2 bathrooms, usable area of 140 square meters)

### Building Materials

1. House of proper size for new generation family.

2. Downstairs usable area is designed by joining living room, dining room, making it light and airy

3. There is walk in closet in the master bedroom.





4. The design focuses on energy conservation by having big windows to let in light and for natural ventilation.

5. The building is modern style design, answering the lifestyle and taste of the new generation.

6. There is a bay window in the living room to bring in natural light for energy saving.



### Supadamrong

(Small detached house, 3 bedrooms, 3 bathrooms, usable area of 171 square meters)

#### Building Materials

1. A house on an area of 50 square wah with usable area equivalent to a middle-sized house with full utility (3 bedrooms, 3 bathrooms, maid room, relaxing area)

2. The living room gives a special, spacious and comfortable atmosphere, with floor to ceiling mirror.

3. More convenient with Thai kitchen separated from preparation area as a closed kitchen to prevent odor, but still having full utility.

4. The downstairs storeroom is big. It can be converted into bedroom.

5. The staircase is unique with skylight glass, providing a nice view from both outside and inside, and it can be as lighting to the stairs.

6. There is family living area upstairs.

7. Spacious master bedroom of 20 square meters with a big en-suite bathroom

8. Splendid design, modern style.

9. The design focuses on energy conservation, in terms of room positioning and choosing of materials.





## Supawattana

(Small detached house, 3 bedrooms, 3 bathrooms, usable area of 171 square meters)

### Building Materials

1. A middle-sized house that is carefully designed, with additional area downstairs for working or relaxing. It can be partitioned off to make another room.

2. There is a garage separated from the house.

3. The kitchen is separated from the preparation area with sliding door.

4. In the master bedroom, there is built-in closet before the bathroom with separate shower area.

5. There is a bay window in bedroom No.2, designed for bringing in natural light to minimize energy use.

6. Additional canopy upstairs is added to protect against sunlight and it can be as a place to put air conditioners for every bedroom.

7. Splendid design of the house, modern style, the master bedroom has a gable with a shape like the halo of the sun to get light from outside, using more natural light to minimize energy use.



Lower Floor Area



Upper Floor Area



Garage

## Example of innovation development with benefit to stakeholders is

### Hub Concrete Innovation Development Project in cooperation with trading partners for benefit to the economy and environment

#### Principle and Rational

For every construction project of the Company, plenty of productive resources have been used. The Company needs to conduct the management of cost and construction time, while maintaining the required standards.

In the past, concrete had been used in construction and it was found that the construction, production and transportation of concrete were not efficient enough. In addition, concrete price also increases, therefore, it is considered that a measure for construction concrete management with greater efficiency should be applied.

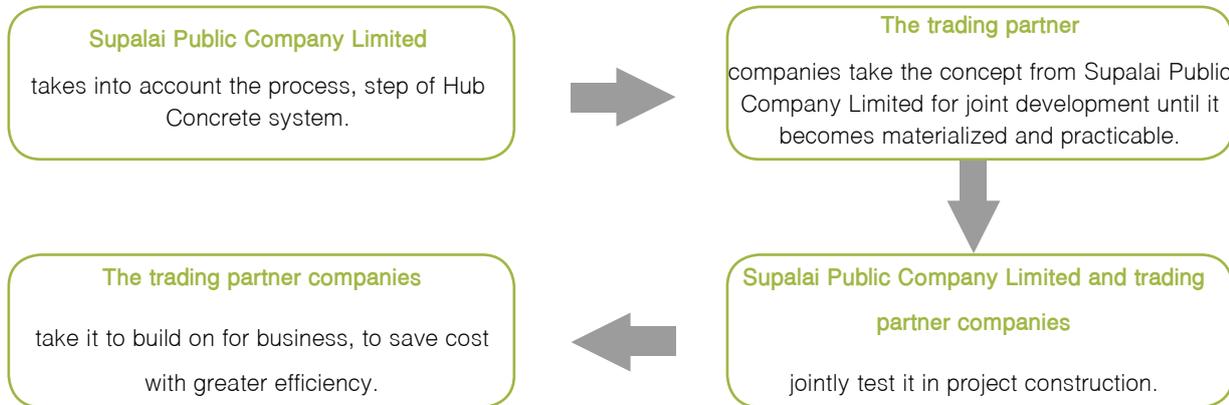
#### Objectives

1. Reduction of construction time
2. Management of concrete cost price
3. Enhance construction efficiency



## Development Process

Supalai Public Company Limited has made joint development with its trading partner companies with the process as follows.



Benefits received from the development are as follows :

Supalai Public Company Limited	The trading partner companies	The Environment	The Economy
- Reduce lead time.	- Reduce number of drivers, resulting in cost reduction.		
- Enhance construction efficiency.	- Reduce number of vehicles to be procured.	- Reduce traffic volumes, resulting in a decrease in the burning of fuels from transportation, and as such, a decrease of carbon monoxide released into the air.	- Reduce the import of concrete trucks.
- Reduce storage area of documents. - Reduce costs of document storage.	- Reduce account entry process. - Reduce the preparation process for a lot of invoices, only few documents left. - Reduce storage area of documents. - Reduce costs of document storage. - Reduce employee working time.	- A decrease in the process of using, storing and document destroying results in a decrease of carbon monoxide from document destroying.	

Picture of Hub Concrete





# Preparation of Report on Corporate Social Responsibility

## About this Report

Supalai Public Company Limited is committed to conducting its business with social and environmental responsibility. It, therefore, intends to report on the implementation of such responsibility, whereby the presentation in this report comprises results of operations and significant changes in the economic, social and environmental aspects during the period from 1 January - 31 December 2015. This report constitutes the third consecutive year report.

## Reporting Guidelines

The Company has prepared this report based on the guidelines for preparing report on the sustainability of the Global Reporting Initiative Version 4.0 (GRI G4) and social responsible practices of listed companies on the Stock Exchange of Thailand: Property Business Group for appropriate, complete and business specific disclosures of information.

## Important Matters

The Company has prepared this report by including assessment process according to important matters of sustainability reporting guidelines of the Global Reporting Initiative Version 4.0 (GRI G4) to reflect the factors that affect the sustainable business operation of the organization in terms of economic, social and environmental aspects including the responsibility

towards all groups of stakeholders of the Company. In addition, there has been a review of the changes every year.

The preparation of this report has been done by adhering to the principle of materiality by taking into consideration: 1) Relevance, which affects the ability of the Company in creating value both in the short and long terms; 2) Significance of the size of the impact occurred, or expected to occur, which can result in organizational changes and 3) Prioritization under the governance of the Company and the opinions of concerned stakeholders that contribute to the content of the report on social responsibility.

The collection of information through the monitoring process is carried out by those who are responsible from various departments directly involved according to the operation indicators being selected and collected. The information would be given to the social responsibility report preparing team to be compiled and publicized to the public, that is, the data would be processed, and the results would be used for controlling, reviewing and making decision. The operation of the Company in all aspects has attached importance to the rights of all stakeholders both inside and outside the Company in order to create understanding and foster cooperation between the Company and all groups of stakeholders, which are shareholders, employees, customers, suppliers, competitors, communities and the economy of the country.

The Company has been operating on the basis of fairness and balance on mutually beneficial basis in addition to the supervision and protection of fundamental rights. This will lead to a stable and sustainable development in the future. However, in order to define the report on social responsibility to be complete in the economic, environmental and social dimensions, the Company has set out framework for disclosure of information and policy on the implementation of social responsibility according to the actual operation of the Company.





## Important Evaluation Process

### 1. Identify the points

The Company has considered the points of sustainable development with the relating agencies by consideration of internal factors (strategy, policy, objectives, risks) and external factors (stakeholders) focusing on the importance of expectation and needs which may impacts to the sustainability of the Company in economic, social and environment.

### 2. Define the scope of the report

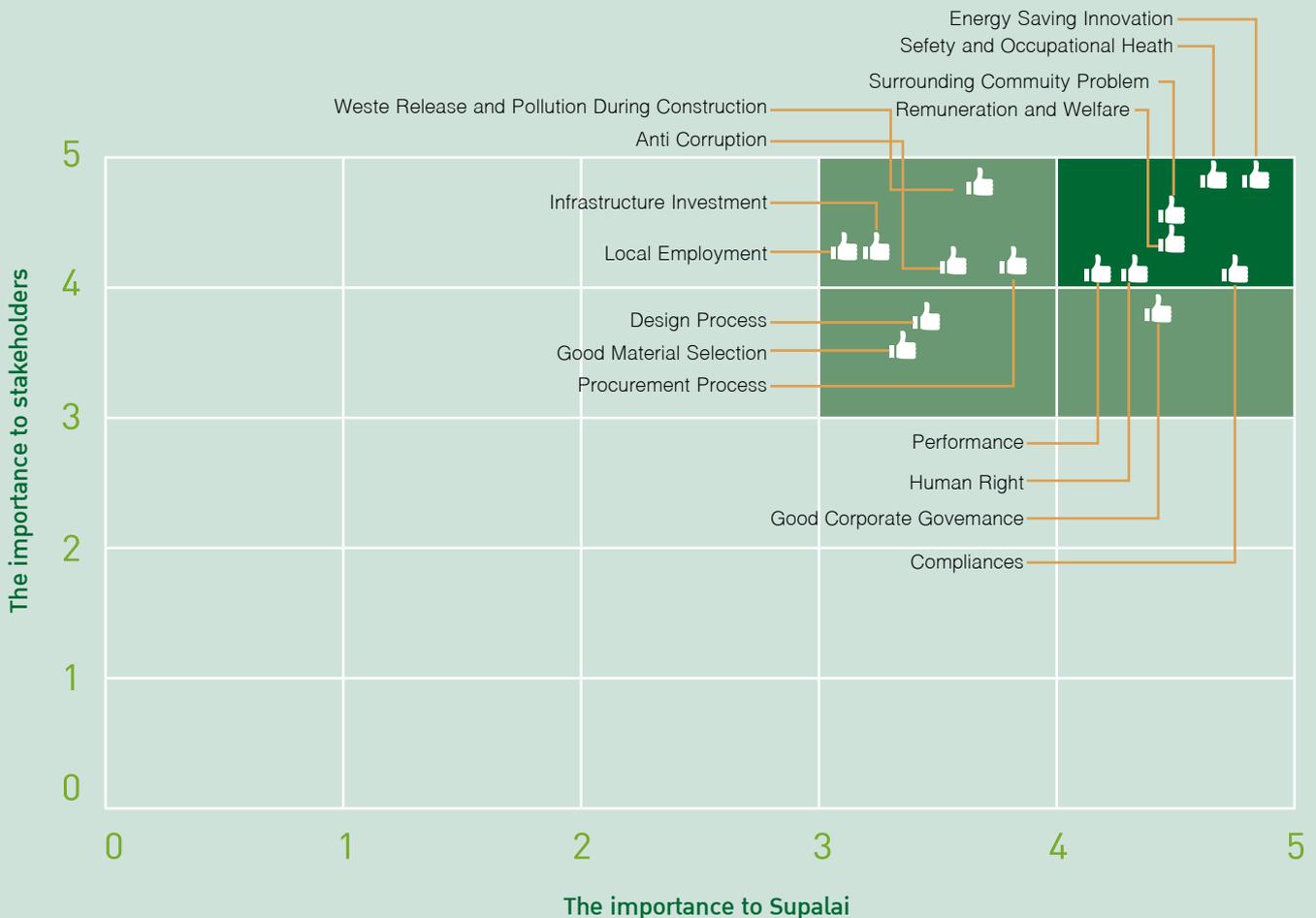
The definition of each sustainable points is considered from the impacts of procedures from the upstream to the downstream (supply chain) in the whole system.

### 3. Set the Priority

The significantly sustainable points to the Company and the stakeholders would be prioritized by 2 criteria which are the following.

1. X axis: The importance to Supalai
2. Y axis: The importance to stakeholders

## Important evaluation result





## Important sustainable points and contents in the report

Important sustainable points	Internal effects		Stakeholders affected	Content
	Supalai	Subsidiaries		
<b>Economic</b>				
Performance	✓	✓	Country, Shareholders	- Refer to Annual Report
Procurement process	✓		Suppliers, Community, Society	- Operation of Business with Fairness - Management and Development of Supply Chain
Local employment	✓	✓	Community, Society	- Management and Development of Supply Chain
Infrastructure investment	✓	✓	Country, Community, Society	- Cooperation with Society and Community
<b>Social</b>				
Compliances	✓	✓	Country, Community, Society, Suppliers, Customers, Shareholders	- Environmental Management
Good Corporate governance	✓	✓	Country, Community, Society, Shareholders	- Corporate Governance
Anti corruption	✓	✓	Country, Community, Society	- Anti-Corruption
Remuneration and welfare	✓	✓	Community, Society	- Human Rights - Operation of Business with Fairness
Human right	✓	✓	Community, Society, Suppliers, Customers	- Human Rights - Operation of Business with Fairness
Energy saving innovation	✓	✓	Country, Community, Society, Suppliers, Customers, Shareholders	- Business and Social Innovation
<b>Environment</b>				
Safety and occupational health	✓	✓	Community, Society, Suppliers	- Human Rights - Operation of Business with Fairness
Surrounding community problem	✓	✓	Community, Society	- Management and Development of The Supply Chain - Environmental Management
Good material selection	✓	✓	Community, Society, Suppliers, Customers	- Business and Social Innovation
Design process	✓	✓	Community, Society, Suppliers, Customers	- Business and Social Innovation
Waste release and pollution during construction	✓	✓	Community, Society, Suppliers, Customers	- Environmental Management



#### 4. The confident to the report

This report has been considered from the board of directors by reviewing the important evaluation result, context including recommendations for completely report, and approval of information to disclosure.

#### 5. Develop Continuously

This report has been developed from the former report by adding the participation of all agencies in the Company. For improving the report, the Company has taken part in the sustainable contest provided by the Thai Listed Companies Association, The Securities and Exchange Commission and Thaipat Institute as well.

#### 6. Dissemination Channels

This report has been prepared in two languages, Thai and English, so as to facilitate interested foreign investors. The report also presents the indicators based on guidelines for sustainability reporting in the appendix, it has also been prepared in the form of CDs and publicized on the Company's website for variety and convenient access. Besides, the report can certainly be downloaded from the website: [www.supalai.com](http://www.supalai.com).

#### For more information

#### Please contact Sustainability Reporting Section

Supalai Public Company Limited

1011 Supalai Grand Tower Building,

Rama 3 Road, Chongnonsee District, Yannawa,

Bangkok 10120

Telephone : 02 725 8888 ext. 450





# CORPORATE GOVERNANCE

The Board of Directors of Supalai Public Company Limited is well aware of the importance of corporate governance and responsibilities to the society in the belief that good corporate governance will be a key element in enabling its business to achieve success. It will also create confidence that there is efficient management system with transparency and accountability to ensure confidence of shareholders, investors, stakeholders and all parties concerned, which will bring about sustainable growth with quality and add value to the business. The Board of Directors understands its roles, duties, and responsibilities to the shareholders, as well as various parties concerned, and is determined to conduct business under good corporate governance principles in accordance with good practices or regulations of the Stock Exchange of Thailand and the Securities and Exchange Commission as well as other concerned regulations.

## Corporate Governance Policy, Code of Conduct

In 2015, the Board of Directors set out the “Corporate Governance Policy Handbook” approved in writing by the Board of Directors. The handbook encompasses details on the implementation of good corporate governance guidelines, authorities of the Board of Directors, as well as the practice guideline for the management and internal control system. Furthermore, the Board has arranged for the review on the part of the “Code of Conduct of directors, executives and employees” to be conducted on an annual basis. In this year, the Board added topics of oversight, monitoring for compliance with the Code of Conduct, examples of practical guidelines, cautions, and best practices in various situations while also clearly specifying personnel at different levels that need to comply with the Code of Conduct set forth in each policy. In this regard, the Company has disseminated the “Corporate Governance Policy Handbook” and the “Code of Conduct” on the Company’s website to inform third parties. The Company also established a communication channel through its intranet system for the directors, executives and employees to understand and implement as operational guidelines when dealing with all groups of stakeholders. These guidelines are used as a standard in compliance with the Good Corporate Governance Policy to 5 chapters of corporate governance, which consist of the following :

1. Shareholders’ Rights
2. Equitable Treatment of Shareholders
3. Roles of Stakeholders
4. Information Disclosure and Transparency
5. Board Responsibilities

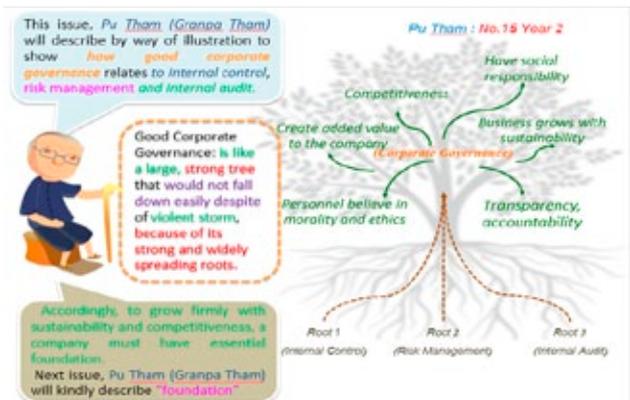
The Company has implemented a guideline for encouraging, supervising and follow up the directors, executives and employees to comply with Code of Conduct.

### Promoting compliance with the Code of Conduct

- Prepare the Business Code of Conduct and disseminate to directors, executives and employees via its Intranet system, company website for their information, as well as to hand out CD to new employees.
- Provide knowledge regarding compliance with the Code of Conduct in the orientation of new employees.



- Organize CG Day event to put in knowledge and raise awareness for compliance with the Code of Conduct.





- Prepare E-News to disseminate information in respect of business code of conduct and good corporate governance, using Pu-Tham as the character.

**Preventing incident and behavior that might be unethical**

- Directors, executives and employees of Supalai Public Company Limited and its subsidiaries have to study and understand the Handbook on Code of Conduct and sign their names as a commitment.
- The Board of Directors has appointed the Corporate Governance Committee, with the scope of responsibilities and duties clearly defined.
- Organize the meeting of the Corporate Governance Committee at least once a year in order to report the result of compliance with the Code of Conduct.

**Listening to the opinions, both positive and negative**

- Arrange channels for opinion listening, two-way communication via Email : Pu-tham@supalai.com
- Analyze initially the suggestions received for submitting to the Corporate Governance Committee and the Board of Directors for instruction.

**Monitoring and Evaluation**

- Arrange a test through E-Learning Program once a year to measure knowledge and understanding of employees regarding compliance with the Code of Conduct and report results to the Corporate Governance Committee and the Board of Directors for information and consideration.
- Take the topic under the testing result of which most employees gave wrong answer for communicating through E-news and CG Day.

The Code of Conduct for directors, executives and employees are regarded as disciplines that all personnel must strictly adhere to. Any persons violating or not following the principles of the Code of Conduct will be subject to disciplinary actions.

Directors, executives and employees of the subsidiary companies are obliged to follow and encourage others to follow the Code of Conduct. The following actions shall be regarded as violation of the Code of Conduct:

1. Do not comply with the Code of Conduct.
2. Advise, encourage or support others against the compliance with the Code of Conduct.
3. Be negligent and inactive when exposed to a violation or non-compliance with the Code of Conduct in case that they know or should know as such a violation or non-compliance is related to the work under their responsibilities.
4. Do not cooperate or impede the investigation and fact-finding into the claim of a violation or non-compliance with the Code of Conduct.
5. Perform unfair actions towards others due to lack of reports in case of non-compliance with the Code of Conduct.

With regard to the above-mentioned actions against the Code of Conduct, those committing such actions are subject to disciplinary penalties as set out by the Human Resources Department. In addition, any employees taking any action which is an offence according to laws may be punished by law.

Therefore, executives on behalf of supervisors, must pay close attention to the matter and advise their sub-ordinates to strictly comply with the Code of Conduct and may provide development support as deemed appropriate. Importantly, directors, executives and employees must also strictly adhere to the Code of Conduct.



The Company has attached great importance to and focused on the development of Good Corporate Governance through promoting the continuous compliance with Corporate Governance principles. This has been achieved by implementing a transparent and accountable management system while respecting the rights of both shareholders and stakeholders, and gaining their confidence. As a result, the Company received a number of awards and scores in Good Corporate Governance assessment from external regulatory organizations in 2015 as follows.

- Supalai Public Company Limited received “Thailand Sustainability Investment award 2015” from SET Thailand at the ceremony entitled “SET Sustainability Awards 2015”. The award was given to listed companies with outstanding performance in sustainability development and enhancing the development of social enterprise.
- The Company was 1 of 55 companies that received the score “Excellence” (surveyed from a total of 588 listed companies). The Company achieved the score “Excellence” from the year 2013 to 2015 consecutively.
- The Company was 1 of 128 companies that received the score 100% full marks or the “Excellence” level from the AGM Quality Assessment from 2013-2015 consecutively.

The Company established a Compliance Unit (For details, please refer to: Corporate Governance for the operation of the Company) to supervise, monitor and ensure that the Company’s directors, executives and employees comply with the requirements of external regulatory organizations, In 2015, directors, executives and employees of the Company, as well as, employees of the subsidiaries and associated companies followed the guidelines on Corporate Governance along with the Code of Conduct as well as other policies concerned. The details are as follows.





## Working with Stakeholders

The Company has prioritized its 9 groups of major stakeholder, i.e. employees, customers, Suppliers, shareholders, communities and society, environment, economy, governmental agencies, and competitors. In this connection, the Company has provided communication channels, laid down policy concerning practice in various aspects, such as employees, customers, shareholders, etc. In addition, a responsible person will be assigned to ensure that there is a system covering and responding to every group of stakeholders as follows.

Order	Communication /Approach	Needs/Expectations of Stakeholders	Company Responses	Outcome
1. Employees	<ul style="list-style-type: none"> <li>Assess employee satisfaction.</li> <li>Set up Supalai Club.</li> <li>Safety, Occupational Health and Working Environment Committee.</li> <li>Suggestion box.</li> <li>Welfare Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Job security.</li> <li>Proper compensation.</li> <li>Career advancement.</li> <li>Workplace safety.</li> <li>Great welfare system.</li> </ul>	<ul style="list-style-type: none"> <li>Develop career advancement plan.</li> <li>Scholarship.</li> <li>Develop compensation and welfare benefits.</li> <li>Outstanding Employee Award.</li> <li>Organize training courses for employees of every level.</li> <li>Policy on treatment of employees.</li> <li>Policy on safety, occupational health and working environment.</li> </ul>	<ul style="list-style-type: none"> <li>Employees have higher satisfaction.</li> <li>Decrease in turnover rate.</li> </ul>
2. Customers	<ul style="list-style-type: none"> <li>Customer Service Center.</li> <li>Communication channel, 1772.</li> <li>Activities for relationship building for customers of Supalai Project.</li> <li>Supalai Fanclub.</li> </ul>	<ul style="list-style-type: none"> <li>Quality, energy-efficient home/condominium.</li> <li>Good service.</li> </ul>	<ul style="list-style-type: none"> <li>Develop home/condominium that responds to the need and with emphasis on energy efficiency.</li> <li>After-sales service.</li> <li>Policy on treatment of customers.</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable growth in the Company's operating results.</li> </ul>



Order	Communication /Approach	Needs/Expectations of Stakeholders	Company Responses	Outcome
3. Suppliers	<ul style="list-style-type: none"> <li>Organize meeting/ seminar.</li> <li>Communication channel for accepting of new trading partners and complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Employment on regular basis.</li> <li>Support for credit line.</li> <li>Growing together.</li> </ul>	<ul style="list-style-type: none"> <li>Organize seminar for contractors.</li> <li>Organize thank you activities for contractors and present award to exemplary contractor.</li> <li>Contract compliance.</li> <li>On-time payments.</li> <li>Give special privilege in buying housing.</li> <li>Evaluate the efficiency of trading partners.</li> <li>Policy on treatment of trading partners.</li> </ul>	<ul style="list-style-type: none"> <li>The Company has specialized and quality contractors.</li> <li>Jointly develop construction process for greater.</li> </ul>
4. Shareholders	<ul style="list-style-type: none"> <li>Ordinary general meeting of shareholders under AGM Checklist standard.</li> <li>Meeting of securities analysts.</li> <li>Road show , both at home and abroad.</li> </ul>	<ul style="list-style-type: none"> <li>Higher value of stock price.</li> <li>Satisfactory payment of dividend and on regular basis.</li> <li>Continuous and stable growth of the Company.</li> </ul>	<ul style="list-style-type: none"> <li>Emphasize on equality between majority and minority shareholders.</li> <li>Organize meeting under AGM Checklist standard.</li> <li>Risk management.</li> <li>Policy on treatment of shareholders.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders have confidence in making investment.</li> <li>The Company is considered excellent under AGM Checklist assessment.</li> </ul>
5. Community and Social	<ul style="list-style-type: none"> <li>Communication channel.</li> <li>Jointly organize activities with neighboring communities.</li> </ul>	<ul style="list-style-type: none"> <li>Follow safe construction practices and with minimum impact to the communities.</li> <li>Fast solution of problems.</li> </ul>	<ul style="list-style-type: none"> <li>Public relations.</li> <li>Construction made in accordance with the standards.</li> <li>Problem solving.</li> <li>Help for development of public utility system.</li> <li>Free training and seminar.</li> <li>Policy on treatment of communities, society and environment.</li> </ul>	<ul style="list-style-type: none"> <li>Fewer complaints.</li> <li>Relations with neighboring communities tend to improve.</li> <li>Fast proceeding of construction.</li> </ul>



Order	Communication /Approach	Needs/Expectations of Stakeholders	Company Responses	Outcome
6. Environment	<ul style="list-style-type: none"> <li>Conduct site survey before buying land.</li> <li>Control of pollution of noise, dust and wastewater during construction.</li> </ul>	<ul style="list-style-type: none"> <li>Worthwhile use of resources.</li> <li>Non-health hazard impact on neighboring communities.</li> </ul>	<ul style="list-style-type: none"> <li>Energy-efficient home design.</li> <li>Use energy-efficient materials.</li> <li>Conserve and reduce tree cutting in the area of estate development.</li> <li>Raise employee awareness of environmental conservation.</li> <li>Follow the guidance approved by the Office of National Environment Board.</li> <li>Policy on treatment of communities, society and environment.</li> </ul>	<ul style="list-style-type: none"> <li>The Company received 4 awards for energy-efficient home.</li> </ul>
7. Economics	<ul style="list-style-type: none"> <li>News.</li> <li>Public policy.</li> </ul>	<ul style="list-style-type: none"> <li>Economic stability.</li> </ul>	<ul style="list-style-type: none"> <li>Take a firm stand on being a good entrepreneur.</li> <li>No tax avoidance.</li> </ul>	<ul style="list-style-type: none"> <li>Being a good entrepreneur, earning the trust of shareholders, customers, trading partners and public sector.</li> </ul>
8. Government Agency	<ul style="list-style-type: none"> <li>Meet with, clarify and present reports to governmental agencies concerned.</li> </ul>	<ul style="list-style-type: none"> <li>Follow rules and regulations as prescribed or better than those prescribed.</li> <li>Corporate social responsibility.</li> <li>Sustainable living with communities.</li> </ul>	<ul style="list-style-type: none"> <li>Follow rules and regulations related to operation.</li> <li>Prompt clarification for regulatory authority.</li> </ul>	<ul style="list-style-type: none"> <li>Receive confidence from governmental agencies in business operation.</li> <li>Being a good entrepreneur.</li> </ul>
9. Competitors	<ul style="list-style-type: none"> <li>News.</li> <li>Marketing activities.</li> </ul>	<ul style="list-style-type: none"> <li>Free competition.</li> <li>Fair business practices.</li> </ul>	<ul style="list-style-type: none"> <li>Fair business practices.</li> <li>Policy on treatment of competitors.</li> </ul>	<ul style="list-style-type: none"> <li>Freely conduct business under market mechanism.</li> </ul>



# Risk and Crisis Management

## Risk Management

The Company has realized the importance of the risk management that the risk management is the important tool to bring the organization to the success efficiency, and it helps to enhance the competition potential. It therefore provides the risk management, and is developed continuously. And the risk management process as the international standard or COSO Enterprise Risk Management has been used as the tool for risk management in the Company. It covers strategic risk, operational risk, reporting risk and compliance risk. This is for being the confident to the Company accomplishing the targets and being ready for the environmental change presently.

The Board of Directors has nominated the Risk Management Committee responsible for formulating the risk management policy and oversight organizational risk management.

The risk management policy of the Company is in practice as the following.

1. The risk management process is compatible defined throughout the organization.
2. The integrated risk management of the Company is managed and implemented systematically and continuously harmonization to the KPI (KPI : Key Performance Indicators) and strategic plan. The notices and recommendation are included in the risk management.
3. Encourage and develop the executives and the employees at all levels to have knowledge and understanding of risk management while participating in the Company's risk management processes with a training in this regard being provided annually.

4. Focus on proactive risk management.
5. The internal control is provided in all areas that are financial and accounting, practice, legal, anti-corruption and compliance by review, monitoring and reporting. This is for the Company having internal control appropriately and effectively.
6. All sections are responsible to specify the objectives and provide the risk management plan, risk assessment matrix, risk indicators and reporting the result of the implementation of each section as the risk management process of the Company practice.
7. The risks which may impact to the plan, direction and strategies of the Company, are identified and managed systematically for acceptable risk level.
8. Acceptable risk level must be approved by the Risk Management Committee before implementation.
9. When the staffs meet or being informed the risks which may impact to the Company, they must report those risks to the administrative section of the Company and risk management committee at once in order to manage the risks.
10. There shall be monitoring, assessing and conducting risk management reports which will be submitted to the Board of Directors. The risk management must also be reviewed and updated on a regular basis.

The Company has communicated the policy on risk management to the executives and the employees via emails, intranet and website of the Company. The new employees shall learn about such policy as soon as they begin to work and attend the orientation. This is for awareness and understanding in risk management.



In 2015, the Company has undertaken the risk management that could be concluded as the following.

- Provide the risk evaluation in the organization level and fraud risk management in all levels and subsidiary companies, including the identification of risk management which may be occurred effectively.
- Provide the training course on “A Framework on Enterprise Risk Management” to supervisors and practitioners for strengthening the knowledge and understanding in risk management to all staffs.
- Review the risk management manual and provide the risk management manual cartoon version, for dissemination to all staffs.
- Review and improve the risk management policy coherent to the strategies and vision in business.
- Disseminate the advertising the slogan for risk to all informed staffs.

Slogan “SPALI” that is.

1. **“Search”** Finds the risk and risk factors impacting to the organization.
2. **“Participation”** All level of staffs take part in the risk evaluation.
3. **“Analyze”** Summary, Analysis, Risk evaluation, Risk factors and Mitigation for risk management with the organizational risk management plan.
4. **“Launch”** Initiates the implementation of mitigation defined in the risk management plan.
5. **“Intelligence”** Aims to be the excellent organization.

### **Risk management in 2015**

In 2015, the Company has undertaken the risk management these objectives.

#### **Risk from the delay and quality of construction problems.**

At present, the Company hires the outside contractors to construct the horizontal houses and condominium, which the Company faces the risk from the contractors for the delay to handing the work as in the due date or the work is not in the quality. If the contractors have not enough experienced or having the personnel problem, and financial problem. For reduce such risk, the Company has managed as the following.

- 1) Selecting the experienced and qualified contractors and materials producers.
- 2) Contact with the bank for providing the currency loan project for the contractors, and Coordinate the major material suppliers for the contractors creditable.
- 3) Improve construction work by creating the network between the contractors and material producers.
- 4) Revise construction hire price coherent to the market situation.
- 5) The Company uses the prefabrication construction technology in 2 storey townhome construction in some projects, and this would be continued for solving the labor lacking.





### **Risk from the capacity building for business competition support**

From the CEO vision, to be the leader in creation of innovation and adding value with the emphasis of sustainable development. The Company has the continuity real estate project including the expansion of the investment abroad. For the effective business of the Company, the Company gives the importance to the capacity building of the personnel by providing the plan and training all important curriculum and relating to the business. Having the selective high potential personnel is for high quality of staffs and executives, and sufficient to the expansion of the business. Moreover, the Company has managed the performance result by using the key performance index or KPI from the high level through the practitioner level. This is for harmonized work and the same direction to the objectives of the Company.

### **Compliance risk or real estate related laws**

The real estate business concerns with many related laws. And each law would define the complexity and has the opportunity to change all the time. And it must be careful to implement as the law defined completely. If the practice is not done thoroughly, it may cause the risk to the Company. Furthermore, many construction projects of the Company must be conducted the environmental impact assessment or EIA for being approved from the Office of the Environmental Impact Assessment, the Ministry of Natural Resources and Environment.



The Company has such the mitigation to reduce those risks by creating the responsible agency for monitoring and measuring the implementation in time of the change. Moreover, before the initiatives of any real estate projects, it must be checked the limitation of the laws and regulations of relating agencies in land use. Of which there are any regulations impacting to development guidelines of the Company defined. The Company realizes the importance to perform in regard to all conditions defined in the environmental impact assessment report for reduce the risks which impact to the environment.

### **Business continuity management**

The Company as the real estate development Company has conducted in many areas in the country. It has the opportunity to have many threats such as natural disaster, fire, accidents and political violence, including terrorism and other hazards. It is difficult to predict the situation, which may damage to the Company significantly.

Therefore, the Company has provided the business continuity management or BCM which covers the analysis, evaluation and risk management to the variation of the situation effected to the Company objectives and the continuity of the Company. The appropriate mitigation for adding value and opportunity to do business of the Company.

The Company, therefore, provide the business continuity management for creating the confident to stakeholders, staffs and relevant persons safety, and the protection of the any damage to the treasures. In 2015, the Company has revised and improved the business continuity management plan for harmonizing to the structure of the Company increasingly, and covers the important incidents for the confident that such plan and process could serve the emergency effectively.



## Operation of Business with Fairness

With its commitment on good governance, Supalai Public Company Limited. concentrates on the honest, transparent, and accountable operations with fairness to all stakeholders, and anti-corruption.

Accordingly, the Company's Board of Directors has set out practical principles of "Code of Conduct" which indicates its business responsibility and ethical conduct of the management and employees, whereby the Company wishes that its personnel follow appropriate practices as well as treating all groups of stakeholders with integrity, honesty, transparency and fairness, while strictly complying with business code of conduct.

In addition, policy has been adopted that the executives adhere to code of conduct by being good samples and creating working atmosphere favorable to the compliance of and preventing violation of such code of conduct.

The Company has therefore set out code of conduct to be practical guidelines for the directors executives and employees in order to establish the organizational culture with good corporate governance by disclosing the details of ethical business practices on the Company's website. [www.supalai.com](http://www.supalai.com), and encouraged the practices of the code of conduct among all employees at all levels. The ethics handbook of business operation is in the booklets distributed to all employees, more details can be found on the Company Intranet system. <http://intranet.supalai.com> In addition, the Company also focuses on creating awareness of such ethical conduct for employees from the beginning of their career with Supalai. The Code of Business Conduct topics contained in the new employee orientation program which consists of details of different areas as follows:

- Management of conflict of interests
- Treatment of information and asset
- Safety, environment, and resources
- Treatment of stakeholders





## Management and Development of Supply Chain



Supalai Public Company Limited has adopted management process of the supply chain as its important business strategy so as to build up business sustainability and to increase efficiency in every process of work. This will also increase the efficiency of the supply chain, while maximum benefits of all groups of stakeholders has been taken into consideration.

The Company's management guidelines on such matter are as follows:

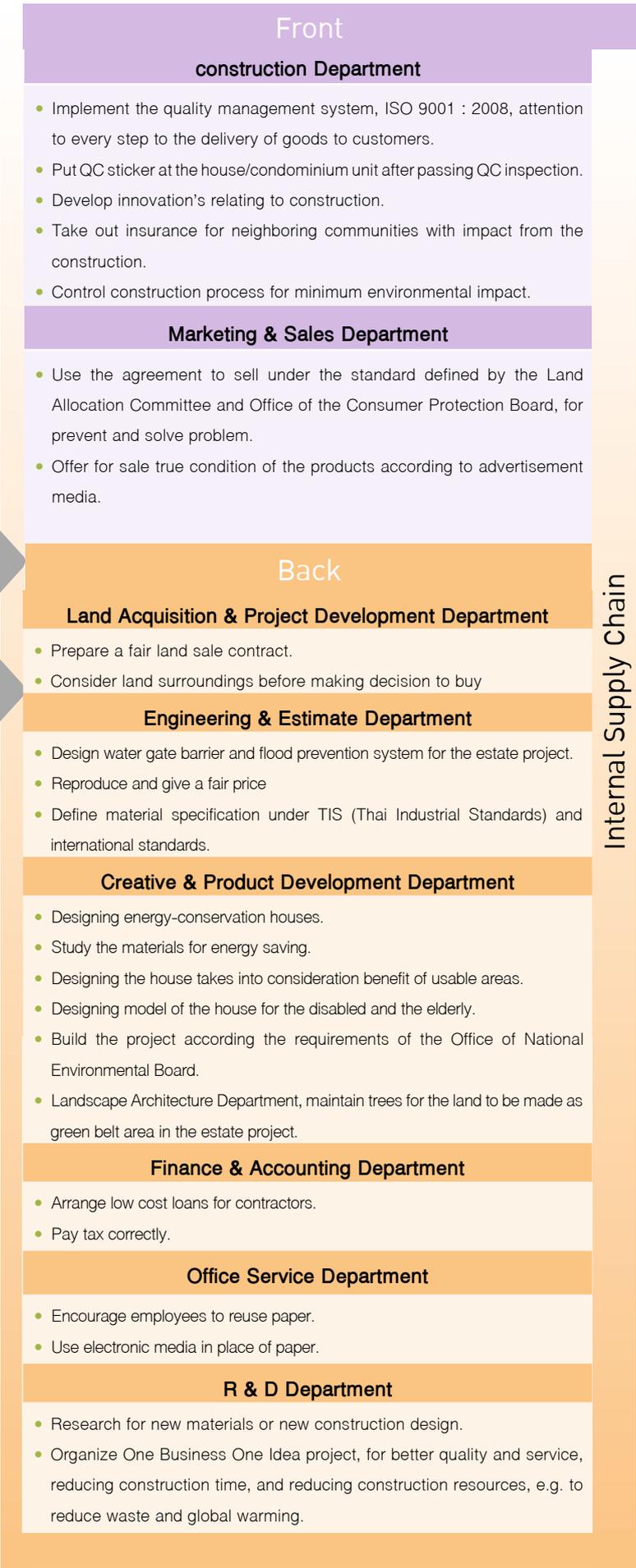
- Managing risk in the supply chain in order to prevent business interruption and impact on confidence of the stakeholders.
- Placing emphasis on creating relationship with all groups of stakeholders so as to jointly develop business potential on a long-term basis by increasing efficiency of the supply chain.

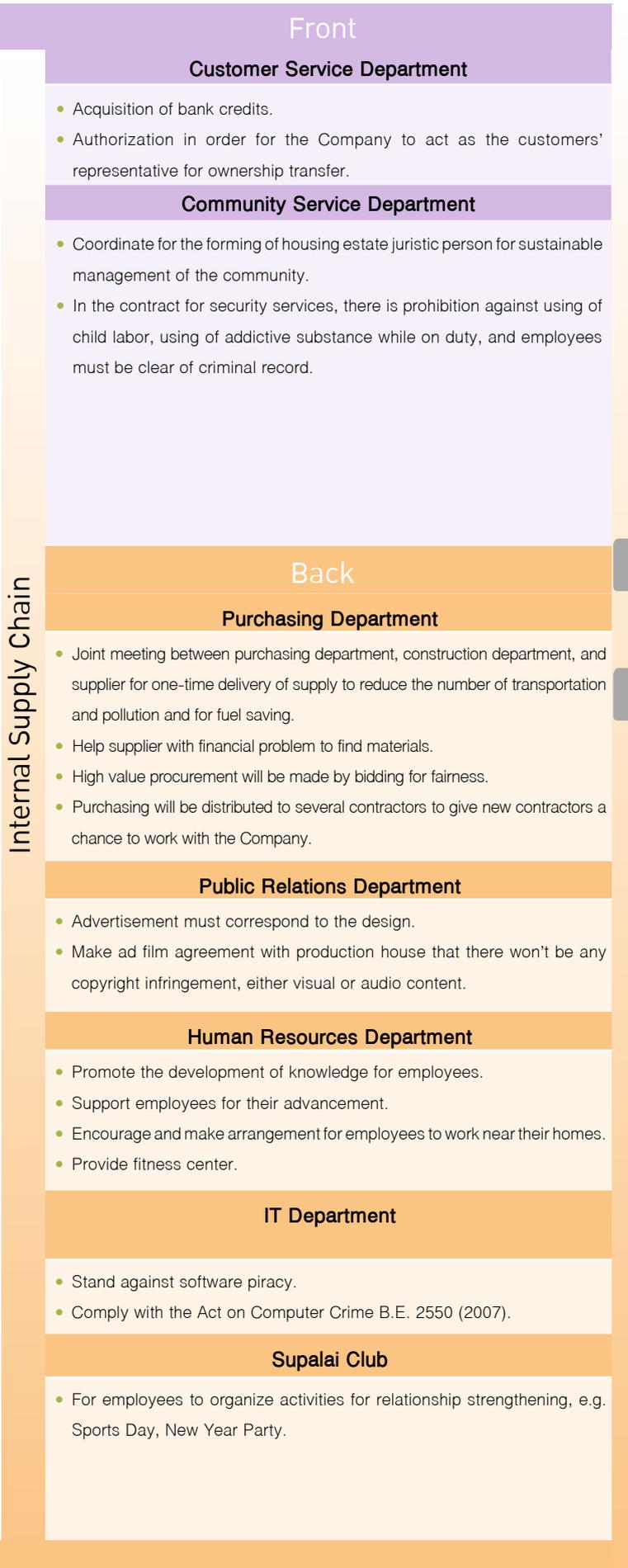




# Internal Supply Chain

External Supply Chain	<b>Supplier</b>
	<ul style="list-style-type: none"> <li>• Strictly complies with various agreements and conditions.</li> <li>• Selection and evaluation on fair and transparent.</li> <li>• Payment upon due date as agreed.</li> <li>• Jointly laying out product distribution plan with suppliers.</li> </ul>
	<b>Contractors</b>
	<ul style="list-style-type: none"> <li>• Carry out selection and evaluation on fair and transparent basis.</li> <li>• Allocate budget according to each contractor's capability.</li> <li>• Coordinate with banks to provide support of credit lines to the contractors.</li> <li>• Support the contractors to have an opportunity to expand or change the residence by providing privilege to contractors building in the Company's projects.</li> <li>• Treat the contractors as business partners.</li> <li>• In case of shortage of materials, the Company assists the contractors to procure material supplies.</li> <li>• Payment upon due date as agreed.</li> <li>• Organize events to express its gratitude to the contractors and presented the award to the role model contractors in order to strengthen mutual relationship.</li> <li>• Organize training for petty contractors to give them skill in construction work that is up to standard.</li> <li>• Enter into agreement with contractors for using of materials that are up to the standard specified.</li> </ul>





**External Supply Chain**



# Anti-Corruption

The President is the leader of the organization to bring the anti-corruption policy implemented seriously. Not only the Company has cooperated with Thai private sector in collective action coalition, but also the Company has joined the contest “Sustainable Assessment Project of Thai Listed Company” in 2015 of the Thaipat Institute. The Company is in the third level of the evaluation result of sustainable development level in anti-corruption in 2014, while the Company was in the second level in 2014, since the success in the protection of related corruption.

The Company has the anti-corruption policy by providing written guidelines in integrity and ethics or code of conduct with the approval of the Board of Directors’ Meeting no.2/2014 dated 25 February 2014. And Board of Directors of the Company has defined the related policy and the mitigation for 6 policies which are the following.

- 1) Policy on Anti-Corruption
- 2) Policy on Political Contributions
- 3) Policy on Gift and Hospitality
- 4) Policy on Whistleblowing and Complaints
- 5) Policy on Provision of Financial Support
- 6) Policy on Charity Donation

In 2015, the Company has the mitigation for implementation transparency and anti-corruption as the following.



## Leaders as a model

- The President brings the Company joining the partnership with the private sector of Thailand in collective action coalition.
- The President signed to be the member of the PACT Network or Partnership Against Corruption for Thailand.
- The President and the Vice president are the representatives of Supalai staffs to campaign anti-corruption and join the dialogue in the Nation Anti-corruption Day in 2558 “Active Citizen, Anti-corruption”.
- The President is appointed as the committee in the Anti-corruption subcommittee of the Ministry of Finance.
- The executives cooperate to fill in the private sector company opinion survey relating the anti-corruption of the IOD.
- The executives perform the site visit both in the low rise and high rise projects.
- The executives give the opportunity to the staffs to meet easily.





## Communication and knowledge giving

- Dissemination of policy and manual in practice to all staffs through the intranet of the Company.
- Dissemination of policy to public through website of the Company (<http://www.supalai.com/th/AboutUs/Detail/anti-corruption-policy/92>).
- The President emphasizes to all staffs in the advantages of the anti-corruption in the New Year Party of the Company.
- Communication of the anti-corruption policy to new staffs in the orientation.
- Preparation of the knowledge test in anti-corruption through online system from 1 May - 30 November 2015.
- Activities to award the knowledge test in anti-corruption through online.
- Activities of CG & Anti-corruption Day under the concept Supalai "GREAT to Sustainable GROWTH" for advertising the anti-corruption project and giving the knowledge in anti-corruption to staffs, including games activities, answer a question for award in annual celebration on 13 February 2015 with taking the photos with Mascot "Nu Dee and Pu Tham".
- Press release "Tale story of Nu Dee" in every quarter by disseminating via e mail of all staffs. Stick the posters on the advertising board and provide the Pop-Up on the computer in all staffs of head office.





## Policy improvement

- Improve the anti-corruption policy and information or complain policy harmonizing the criteria of “Sustainable Assessment of the Thai Listed Company” by the Thaipat Institute approved by the Board of Directors’ Meeting no.10/2015 dated 13 October 2015.

## The Whistle-blowing Channels

- The Company provides the channels for all staffs to advise, complain and ask enquiry concerning the mitigation of the anti-corruption via e mail : [anti-corruption@supalai.com](mailto:anti-corruption@supalai.com).
- Provide the complained means for the stakeholders through number 1720.
- Set the opinion box at the fire step both sides of the floor 31-34.

## Implementation of the internal audit department

- The anti-corruption risk evaluation has been undertaken from the year 2013, and continues until now (year 2015). Head of section in all section evaluate fraud risk both in the Company and subsidiaries.
- Plan the annual audit, which covers fraud risk.
- Set the internal audit which covers various working process for reduce the opportunity of the staffs to do fraud.





## Fair Treatment of Labor and Respect for Human Rights

The Company has placed a high value on compliance with the laws and Policy on Human Rights Principles, Policy on Treatment of Employees, Policy on Remuneration and Welfare and Policy on Employee Development, which all have been laid out in a clear and tangible manner. Such policies have been publicized on the Company's website ([www.supalai.com](http://www.supalai.com)) for every employee to acknowledge. Directors, executives its subsidiaries and associated companies and all employees of the Company, are required to comply with such policies strictly and to give value to human dignity, rights, freedoms and equality of individuals. Furthermore, they must not act or encourage any violation of human rights, or involve in any agencies, organizations and individuals that violate human rights in every case.

All employees have been equipped with knowledge on human rights principles that will be adopted when performing their duties. They shall not take any action that is considered as violating human rights either against the Company's employees or outsiders. The Company also recognizes and upholds the respect for fundamental human rights, the respect for the rights, freedoms and equality and non-discrimination of individuals of all genders and ages, including the disadvantaged and disabled people. In 2015, there was no incident involving human rights violation at the Company.



### Non-discrimination and Equal Opportunities in Employment

The Company implements the recruitment policy with adherence to ethical principles without discrimination or exclusion due to diversity, be it race, religion, language, color, sex, or political opinion. Recruitment decisions are made based upon individuals' qualifications needed for each role and responsibility, without child labor being employed. Our recruitment and selection system reaches high standard and always offers equal opportunities for those interested in joining the Company.



In 2015, the Company had a total of 930 employees with the nearby ratios of men to women being close, that is 494:436. There was no employment of children or forced child labor. Our employees vary in terms of age, gender, level of education and nature of operations. All are treated fairly and equally without discrimination despite their differences.

The Company supports persons with disabilities to live independently, the same as others in the society while enjoying full and effective social participation under an environment that they can access and make use of. Disabled people are given opportunity to work with the Company. 3 disabled persons - 2 men and 1 woman were employed in 2015.

As for gender equality, the Company places great importance on the equitable treatment of both sexes and offers opportunities for competent persons to join the management team. At present, the Company's Management Committee comprises 9 members with 3 female executives included.



## 2015 Employee Data

Proportion of employees	Number (of people)	Percentage
<b>Classified by gender</b>		
Male	494	53.12
Female	436	46.88
Total	930	100
<b>Classified by level</b>		
Executives and supervisors	165	17.74
Operating	765	82.26
<b>Classified by age range</b>		
Less than 30 years	394	42.37
More than 30 years	536	57.63
<b>Terminated employees classified by gender</b>		
Male	69	7.42
Female	67	7.20
<b>Terminated employees classified by age range</b>		
Less than 30 years	75	8.06
More than 30 years	61	6.56
<b>New employees</b>		
Male	138	14.83
Female	135	14.52
<b>New employees classified by age range</b>		
Less than 30 years	205	22.04
More than 30 years	68	7.31
<b>Maternity leave</b>		
Employees on maternity leave	10	1.08
Employees returning to work after maternity leave	10	1.08
<b>Disabled employees</b>		
Male	2	0.22
Female	1	0.11
Total	3	0.33

### Treatment of Trading Partners

The Company implements a policy to treat all trading partners fairly and equally. We have established criteria for selecting and screening trading partners, who are encouraged to conduct fair business with no violations of human rights. They are also required to treat their labor or hired persons in

compliance with the laws such as labor laws, Social Security Act and compensation laws and other related laws. Our trading partners are offered assistance and guidelines concerning management, e.g. conducting trainings for contractors and security officers about safety and regulations before commencing their work, surveying and taking care of workers' camps, and co-hosting activities with contractors. Efforts have also been made to enhance the effectiveness of contractors' performance by monitoring and assessing their operational scores.

### Appropriate Employee Remuneration and Welfare

Importance is attached to all employees who are to be treated with dignity, mercy and compassion. A fair and appropriate policy on employee remuneration management has been developed accordingly in comparison with other companies in the same industry. Remuneration is provided to employees in an equal manner taking into account their duties and responsibilities as well as their capabilities. Employee compensation has been adjusted so as to be competitive when compared to others in the same business group and motivate existing employees to continuously improve their operations.

### Election of Employee Welfare Committee

The Company arranged an election of Employee Welfare Committee, which comprises a total of 7 members who represent employees in discussing and supervising their benefits while offering opinions in regards to such matters to senior executives. This has helped strengthen the relationship and mutual understanding between employers and employees regarding welfare allocation and improvement of working environment while boosting employee morale, ultimately leading to enhancing the effectiveness of their performance.





The convenience of employees with disabilities is also taken into consideration. In this regard, the Company's thoughtfully designed building facilities for disabled people such as ramps, disabled accessible toilets and reserved parking spaces.



### Employee Welfare

- Incentives, commissions
- Medical expenses
- Accident insurance
- Long Service award
- Provident fund
- Employee uniforms
- Scholarships for The Degrees
- Trainings and development and overseas study visits
- Fitness room
- Special discount on Supalai residential projects
- Other financial aids, such as school scholarships for employees' children
- Wedding allowance

Moreover, for happiness to every employee, the Company has taken care of its employees' welfare by adopting 3 categories of happiness in the workplace, they comprise;

### Happy Body

Being healthy, both physically and mentally, knowing how to spend life, how to eat, how to sleep, with the following provided;

- Fitness room, for employees to exercise before work, during lunch time and after work



- re-employment physical examinations and annual health check-up.
- Welfare for health care, dental treatment fees and accident insurance.
- Medical care unit for employees who fall ill during work.
- Activities to give knowledge to employees of their social security rights



### Happy Heart

To have a generous mind, with the following provided;

- Service Award to the employees who provide constant heartfelt service is to instill the service mind into employee mindset and to help build culture that leads to excellent service.





### Happy Relax

To have a relaxing attitude towards life and work, with the following provided;

- Welfare such as staying at the Company's affiliated hotels.



- Budget for cross-functional trainings and seminars.



### Happy Brain

Happiness from an ongoing study and development, leading to professionalism and advancement in the career, with the following provided;

- The ONE Business Unit ONE IDEA Project, arranged as third year to promote creativity for development of the Company on a teamwork basis.



- A learning organization by setting up a library for employees to acquire further knowledge, as well as allocating budget for annual training that is in accordance with the policies and goals of the Company. In addition, employees are continually developed under the plan to enhance their capabilities in working.



- Scholarships for Bachelors and Masters Degree.



- Study tour, both in Thailand and overseas.



- The "SUPALAI Real Estate Management Course", for mid-level executives or higher to increase their real estate development and organizational management skills.



### Happy Soul

Happiness from one's wit and wisdom of the "Peaceful and Virtuous Path", that is to have faith in one's religion and to lead a moral life with a sense of shame and fear for wrongdoings, with the following provided;

- Preaching by monks in respect of working with happiness.



- Permission granted to employees to take leave for religious observances, e.g. ordination, undertaking the Hajj Pilgrimage to Mecca, Saudi Arabia, etc.
- Arrange the Kathin Robe Offering ceremony.





- Merit-making for the New Year 2015.



### Happy Money

Knowing how to save, how to spend, how to live in a proper lifestyle, with the following provided:

- Provident fund at the rate of 3-10% according to number of years of service, of which the Company will make contribution equaling the rate of the employee's savings as a tangible action taken by the Company to look after its employees in the long run. Provident Fund was provided to build financial stability for its employees in the event of resignation, retirement, disability, or death. This is to create a good relationship in the organization and to increase work motivation, as well as to ensure its employees a life of quality.
- Allowance for employees such as funeral allowances, wedding allowance and allowance for employees and families upon difficulties in various matters.
- Provide knowledge to employees on how to plan their savings and make financial investment.



- Distribution of employee uniforms to help reduce cost of living.



- Shuttle bus for employees between the Company and BTS stations.



### Happy Family

Having a warm and secure family, with the following provided:

- A broad range of benefit allowances. Top executives attach importance and regard every employee as their family members who must be cared for. They attend important ceremonies of all employees, who are also entitled to benefit allowances, such as wedding allowance, get-well gift baskets, childbirth allowance, and funeral allowance.



- School scholarships for employees' children with outstanding academic performance. The scholarships have been given to children of the employees of the Company and its subsidiaries, who are in school age (primary to higher education levels) with average annual school record of not lower than 3.00. There is no limitation on the number of children applying for the scholarship. Such provision of scholarships has been carried out consecutively for 20 years, with a total of 816 scholarships being awarded.





- Employees are provided with special privilege in buying residential places under the Company's and its subsidiaries' projects with special discount. This is to provide a chance to employees to have their own houses or to expand or change residence in proper to the family size.

### Happy Society

Creating a good society with happiness, love, harmony and kindness, with the following provided:

- Coaches to train new employees.
- New Year party.



- Activity during Songkran Festival by organizing pouring water ceremony for the elderly.
- The Company has the policy to strengthen the love and bonds between its employees and the organization according to the "Promote from Within" & "Recognize" policy, for long year-of-service employees. There has been recognition event and awards given to employees with 5, 10 and 20 years of service. Furthermore, it has been emphasized to the employees to behave in a good and virtuous way so as to be quality persons of the society. They are encouraged to participate in religious observances, e.g. meditation, study tour to the Land of Buddha, the four holy places of Buddhism in India, etc. Employees with good potential are also promoted under the "Outstanding Employee of the Year" Program and "Service Award" Program. The award was set up to instill in them service mind and

to help build culture that leads to excellent service as well as the "Excellent Creative Award" which is created in order to build an innovation organization.



*Awards given to employee with 5 years*

*Awards given to employee with 20 years*



*Outstanding Employee of the years*

- For training courses, the Team Learning & Development course has been organized namely "Supalai Way to Excellence". This program aimed for efficiency development and boosting up working power under Core Competency, which will make behavior change and reinforcement of new working culture. Every employee is encouraged to have good attitude and conscience towards oneself, colleagues and the organization by way of self potential development, both physically and mentally. There is a combination of team building and supporting to develop a team with attitude, knowledge and skill in the same direction.
- Sports Day, internal sporting event, and friendship games between the Company and the Press and the Company and real estate business groups.



*Supalai Sport Day 2015*





- Cross-functional seminar held among divisions. This is to promote harmony while encouraging communications and informal cooperation among employees, which yield better results than issuing written requests.
- Supalai Club, an ideal platform for holding activities aiming to achieve unity among employees. Here, everyone can express their opinions freely and work together without the boss-subordinate attitude.

Focus has been placed on reinforcing great company culture and working environment along with fair treatment of all employees. The Company had, therefore, prescribed the Code of Conduct for directors, executives and employees to strictly follow. Also, the 2015 motto was created so as to be a guideline for operations of all level of employees, ensuring their performance in response to the Company's vision and mission.



## Communication, Discussion and Paying Attention to Employees' Opinions

The Company's top executives have always communicated with employees at all levels, who are given opportunities to express their views and take part in improving the organization's operational efficiency. Every employee is able to communicate with top executives through multiple upward communication channels, such as a grand orientation for new employees and study visit programs. The communication channel includes social media such as "Line Supalai" - an informal communication channel to listen to employees' views. In addition, a suggestion box is provided for their convenience to pass on their requests and ideas to top executives who will answer every question and clarify issues or doubts through email.

The Company has conducted annual Opinion Survey under the slogan "Every valuable opinion means every growth and progress together with the Company"





## Safety, Occupational Health and Working Environment

The Company has developed a policy on safety, occupational health and working environment that affects all employees as well as the community and the society. The policy emphasizes strict compliance with relevant laws, regulations and official notifications. A committee on safety, occupational health and working environment is, therefore, set up to represent the Company on these matters.

In 2015, the Company engaged in activities concerning safety, occupational health and working environment as detailed below.



### Safety

- Conducting a safety survey in the workplace under the supervision of the safety, occupational health and working environment committee. The committee then brought forward the survey results to be considered at a meeting and recommended approaches for solution before monitoring the outcome and proposing more effective solutions if needed.



- Suggesting and/or ordering the improvement of unhealthy working conditions based on the project of reporting unsafe working conditions.



- Hosting a training event to educate employees on basic fire fighting and carrying out evacuation drills in high-rise buildings with the cooperation of Supalai Grand Tower.



- Promoting safety and protection campaigns among employees in different subjects, e.g. safe driving, turning off lights as well as unplugging electrical appliances and office equipment during long holiday periods.



## Work Safety Data in 2015

Safety Data	Unit	Male	Female
<b>Accident rates</b>	Time	4	2
Work-related injury rates	Person	4	2
<b>Rates of days lost due to work-related sickness</b>	Day	34	6
Rates of employees taking sick leave due to work-related sickness	Person	2	2
<b>Rate of absenteeism due to work-related sickness</b>	Day	-	-
Rate of absenteeism due to work-related sickness	Person	-	-
<b>Work-related death rate</b>	Person	-	-



- Providing strict security controls in every stage of construction work. They encompass ensuring appropriate dress code, installing a sign displaying the construction details and posting the rules and regulations notice for those operating under harmful conditions.



### Occupational Health

- Encouraging employees who are having babies to breastfeed by making them aware of the benefits of breast milk. The Company designates a space for a lactation area known as “Sai Yai Rak” corner in the nursing room, which features an air purifier to ensure good air quality for breastfeeding mothers.



- Preparing spray foam disinfectants for handwashing in different areas of the Company such as both sides of the lift lobby area and the entrance to fitness room.



- Equipping employees with knowledge about the prevention of illnesses, such as Dengue hemorrhagic fever, influenza and pneumonia, including office syndromes that are usually developed in the winter.



- Launching campaign urging employees to maintain good oral health.



- Providing all employees the diphtheria and tetanus vaccine.





## Employees' Potential Development at Workplace and in Daily Life

The Company recognizes that human resources are of paramount significance to success and help add value to the organization. We have, therefore, placed great importance on personnel development to ensure that our employees have the capabilities that fit their roles and responsibilities. Furthermore, all employees are encouraged to succeed in their career on an ongoing basis. Our Human Resources management system has undergone enhancements to be more effective and meet an international standard. This aims to develop our employees

to be 'good' both professionally and morally who will drive and support the Company's sustainable growth.

The Orientation program, so called "Grand Orientation" is provided to new employees along with the "Supalai Way" course, with an aim to give them basic information about the organization while allowing them to establish good relationships with management members. In addition, a range of basic courses necessary for their work as well as on-the-job trainings are offered.



*Grand Orientation*



*Supalai Way*



*On the Job Training*



*Employee training program*

## Capability Development for Employees' Advancement

The development of employee competencies is divided into three areas as follows:

1. **Core Competency** is the fundamental capabilities required of employees which are in line with the Company's vision, goals and culture. In other words, all employees of the organization must have the same DNA. In order to achieve this, we have put efforts in helping them develop the Supalai DNA through the provision of the new employees' Grand Orientation and other training courses such as teamwork, quality systems and work safety.
2. **Functional Competency** is the capabilities needed for each position for which the expected competency level is set. The Company provides trainings for all positions, either In-House Training or outside Training. Competencies that reach beyond the established criteria will be taken into account in the promotion. This offers employees career development opportunities while enabling them to exercise their full potential in a suitable manner.

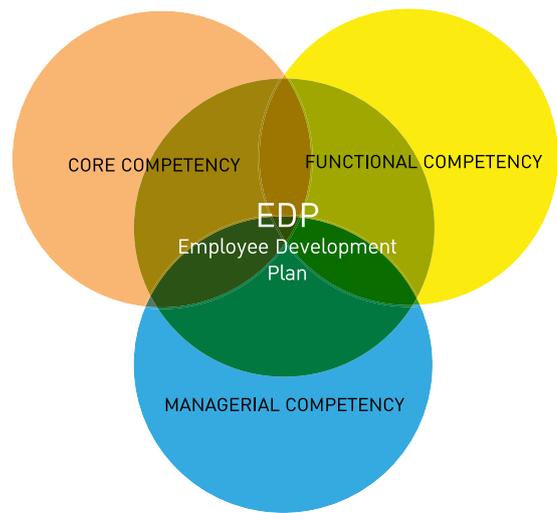
3. **Managerial Competency** is the administrative capabilities for supervisory positions or higher levels. A number of training courses are offered such as the Smart Leader course for the division head level or higher and the Supervisory Skill course for the department head level.

The Company implements the "Promote-from-Within policy" to support career advancement of employees particularly those at the supervisory level. Such a policy opens up an opportunity for our employees to apply their knowledge and capabilities to developing themselves for higher positions. Furthermore, the Company has the Cross Functional Transfer policy which allows employees to move to work in the vicinity of their hometown.





The Employee Development Plan (EDP) is prepared on an annual basis. The plan is established based on the result gained from the Competency Gap Assessment. In addition, the Individual Development Plan (IDP) is organized to select talented employees whose competencies will be enhanced in preparation for the Company's Succession Plan with an emphasis on critical positions.



**Trainings provided to employees in 2015 are detailed below:**

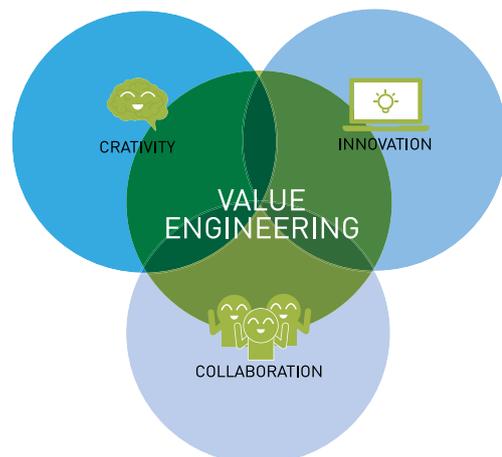
Average Hours / Person / Year

Employee Training Data	
Average training hours (hrs./person/year)	27.33
Average training hours by gender	
Female	28.50
Male	26.16
Average training hours by position levels	
Management level	33.21
Employee level	24.45

### Education and Continuous Development

Education based on individual interest and willingness greatly contributes to the continuing development which has led the Company to become a Learning Organization. Efforts to encourage our employee learning include offering scholarship for Bachelor's and Master's degrees, promoting self-learning at the Company's library, and conducting site visits. On top of that, other activities in support of employee development are regularly held, such as arranging a mentor to offer advice and help new employees prepare for their work during probation and coaching those in supervisory positions and higher levels. Our employees are also provided with opportunities to improve existing knowledge and capabilities which have been transferred to the students in the co-operative education program jointly organized with leading educational institutes.

- **Management** : guidelines for the organization's risk management in the new era, human resource management for supervisors, performance management system, quality management system (ISO 9001:2008), construction management system by Value Engineering system, etc.





- Change of behavior** : to create a shared value for employees of every level and every project to have a servicing culture to move forward to achieve Supalai - Service Excellence, Supalai Way Activity, to build up unity among employees. The Key Performance Indicator (KPI) had been used to assess individual performance, causing employees to have work targets with a fair assessment in place, etc.



- Increase of efficiency** : to make all the works performed with consistency until achieving the goals, the Company has laid down the Supalai-7R policy to increase efficiency of its teams. The Supalai-7R strategy is an idea to build up efficiency of every department concerned, both internal and external, sharing the same objectives and targets as detail below;

**CSR (Corporate Social Responsibility)** : Supalai and the society, by aiming at corporate social responsibility and returning of profit to the society, building relations between the society and Supalai, making the Company to be talked about with better image.

**PR (Public Relation)** : Supalai and the media, e.g. public and media relations, by focusing on building good relations with the public and mass media, making familiarity between the management and the media with the wish to make the media a part of the organization in a constructive manner to strengthen cooperation.

**CRM (Customer Relations Management)** : Supalai and customers, by aiming at better relations between the Company and its customers by organizing various useful activities for customers' satisfaction.

**ER (Employee Relation)** : Supalai and employees, by emphasizing good relations with employees to make every employee live and work in unity like family members and enjoy their work.

**IR (Investor and Shareholder Relation)** : Supalai and shareholders, by creating better understanding among shareholders and investors so as to be better informed about the Company in order to have a positive feeling about the Company and become long-term shareholders. The Company also aims for operational results satisfactory to investors and shareholders.

**SCR (Supplier Contractor Relation)** : Supalai and suppliers and contractors, by attaching importance to suppliers, treating them with fairness and sincerity to obtain good returns and trust.

**GR (Government Relation)** : Supalai and relevant government agencies, by emphasizing relations between government agencies and the Company for coordination and flexibility; the Company complies with laws and regulation, and provides cooperation, both directly and indirectly.





## Responsibility Toward Consumers

In addition to its determination and intention in creating quality housing and society, the Company also attaches importance to corporate social responsibility for consumers because consumer confidence is a key factor for business sustainability. Their satisfaction will be a support for building sustainability to business. The Company is responsible for consumers from production process to after-sales service in various forms as follows:

### Quality Policy

**The Company follows ISO 9001: 2008 Quality Management** to emphasize quality improvement and has received ISO 9001 certification since 2002 in the systems of planning, design, construction, sales and community management, for both housing estates and condominium projects, which have been undertaken in compliance with legal requirements, professional standards and written agreements with customers. Over the past period, the Company did not stop to develop its systems in order to respond to customers' maximum needs and satisfaction.

**Improvement and Development of operation.** The Company encourages employee participation with emphasis on teamwork and co-building of performance standard for systematic steps of work. It has implemented risk management system, internal control and internal audit systems as a help for development and improvement, analysis of root cause for correction and prevention to ensure that the Company produces quality products and services for consumers.

### Construction Process and Service

**Product development under the concept of Supalai Save Our World Save Your Money.** The Company designs home for the purpose of environmental conservation and energy

efficiency, emphasizing on the design of home and building with combination of passive cooling and active cooling, as an alternative to air conditioning, reducing the use of lighting and other electrical appliances. The construction price is also at similar level to general homes in the market, making it worth the money. Due to the design concept for energy efficiency, each project of Supalai is like Eco land that helps reducing global warming.

Pollution prevention during construction by installing fence for the project, covering buildings with canvasses to reduce noise and dust, arranging the site as closed area to reduce loudness, installing noise and dust monitoring instruments each day, preparing water for washing car wheels and tires before leaving project site, etc.

**The manufacturing is carried out with technology, while the manufacturing process meets the environmental standards.**

Therefore, importance has been attached to the waste elimination process in order not to pollute the environment, such as waste water treatment system of every house. Also, the waste water released into the public water sources must meet quality standards, which would be randomly checked by the Department of Pollution Control.

### Community Service and After-Sales Service.

**Provide knowledge to customers and the public about the advantages of energy efficient home** for environmental conservation by using use safe and green materials. The Company disseminates such knowledge to its employees, organizing training and seminar, and publishing in every edition of Supalai@home magazine.

**Organizing activities relating to the safety of life and health of employees and customers,** such as organizing 5s activities, trainings on safety and fire evacuation drills for employees customers and lessees of the building annually.



**Arrange servicing units for customers in its housing projects in the area of safety, cleanliness, beauty** and the forming of housing project juristic person for satisfaction to its residents and promotion of good image. Since the Company recognizes that to live in a place with good environment will affect the quality of life of those who live in that place, it attaches importance to the creation of Supalai society as a quality, livable, warm and safe society.

**A variety of channels to listen to feedback from customers,** this is another sample showing that Supalai recognizes the importance of family, therefore a variety of communication channels have been set up in order to develop and improve the products and services specifically for maximum benefits and satisfaction of the customers. Such communication channels are for the feedback or complaints, which can be submitted through.



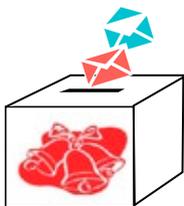
The community managing officer of the projects.



The community managing office at the Head Office at 02 725 8888 553, 557.



Supalai's Smart Center at 02 725 8899, 1720.



Opinion box at the project site and the "bell glass" project.

**Seasonal activities** for strengthening relationships with the intention to care for members or residents in all Supalai projects as well as residents of surrounding communities as being from events organized by Supalai.

**Strengthening family relationship** by implanting the feeling of gratitude to parents for warmer relationships in a family, resulting in development of family consciousness and leading to a good foundation for the society in general. It has arranged meditation practices that can be joined by members every year.

**"San Sai Yai" Magazine,** the Company arranges communication channel, informing of useful news for cooperation in various activities ,peaceful and happy co-living, as well as to provide knowledge that will help those live in the project feel warm and are kept informed.

**Forming Housing Project Juristic Person,** "Housing Project Juristic Person" starts to take a greater role in Thai society because living together in housing estate community/society needs to be further looked after when the entrepreneur had already done its part in the period as prescribed by law. To keep the members informed of the direction and benefit of having a housing project juristic person, the Company has given support and help so that Supalai project can have its management in line with the wish of most members.

### Corporate Social Responsibility for Consumers with Provision of Accurate, Clear Advertising Information and Public Relations

Supalai Public Company Limited attaches great importance to the advertising media and public relation for the purpose of providing accurate, verifiable product information for fairness to consumer as follows.

**1. The statements about the product used in advertising and public relations,** the Company uses advertising statements that enable consumers to fully understand product details, ranging from product name, product form (detached house/townhouse/twin house/condominium), location, price, telephone number, website, and advertising photographs. In particular for the statements on legal line, the Company attaches importance to completeness and correctness according to the Consumer Protection Act B.E. 2522 (1979).

**2. Photographs used in advertising and public relations,** the Company has policy to use the photographs of detached



Supalai Public Company Limited attaches great importance to the advertising media and public relation for the purpose of providing accurate verifiable house, townhouse/ town-home, new generation home and condominium which are taken from the real project site for advertisement of every form to enable consumers to see real product. However, in the event where the construction of real product is not completed yet, project model will be made with similar look to the real product, with wording "Project Model" put every time for correct understanding of consumers.

**3. Advertising on television media** will be controlled by the Film Censorship Committee. Every time when the Company makes advertising film or VTR for television

broadcasting, whether on Free TV, Cable TV or Digital TV, the official trailers along with confirmation document must be sent to the Film Censorship Committee for censoring to ensure that such advertising provides clear information, without overstating. Upon approval by the Committee, the Company will send the film to television station for broadcasting.

**4. Statements about promotion/special conditions for sales promotion**, where the Company gives special privileges to customers in the form of sales promotion, the advertising statements will provide clear details about discount and giveaway, specifying the beginning and ending dates of such special privileges for the same understanding between the Company and customers.

### Because We Are "SUPALAI FAMILY"

The Company is proud to create "Good Home" for Thai society. We appreciate all supports from "Supalai Family" that always encourage us to always do our best for our customers.

#### Vinai Nimgulsathien

Supalai Park Tiwanon Intersection Project

"The aspects to be admired, deeming as the advantage of the project, is wind direction. **The unit where two of us live is well-ventilated and airy.** Sometimes when taking an afternoon nap, looking out of the window and seeing the clear blue sky, **we can't help thinking that we are sleeping in a beach house**, good airing. We are so happy. This is a home built from the heart. The residents can feel it."



#### Chittinee Tso Supalai

Oriental Place Project

"We can feel **the quality, reasonable price, which is possessable.** Provision of service for serenity and welfare to its customers. We select the condominium project of Supalai because of its concept of energy efficiency and environmental conservation for the world."



#### Siriporn Chunchai

Supalai Montala Pinklao Putthamonton Sai 1 Project

"My father said that this home has been very well-designed because **we can open our home to get wind from every direction. The hall is airy with good ventilation, energy efficiency.** "Supalai Home" is the "Dream Home" that becomes true to me and my family. I am glad to be a part of Supalai Family."





# Cooperation with Society and Community

## SUPALAI...WE CARE FOR THAI SOCIETY

Supalai Public Company Limited has been committing to operate real estate development business under the concept of “Supalai...We care for Thai society” for 26 years. We have conducted our business with an emphasis on leveraging the quality of people’s life in society by means of Corporate Social Responsibility activities contributing further to the organization’s sustainability development (SD). In the special occasion of the 25th anniversary of our real estate development business, the Company engaged in a wide range of social activities as follows:

- **The Sculpture Contest** jointly with the Department of Sculpture, the Faculty of Painting, Sculpture and Graphic, Silpakorn University by inviting artists and those interested in creating works under three topics: the “happiness, love or prosperity.”
- **The Photography Contest** under topic: “Happiness in SUPALAI” by inviting SUPALAI families and SUPALAI employees to share happiness through photographs.
- **The Essay Contest** on “Happiness in SUPALAI” by inviting SUPALAI families to convey the feelings and opinions on residing in Supalai residential projects.

Over 26 years of operations, the Company has organized on going activities to return profits to the society, which comprise activities to provide knowledge and education on the environment, arts, culture, family, health, community and religions that is truly beneficial to the society.

### Complimentary Knowledge-Sharing Seminars

The Company carried out training, seminars on various fields of knowledge to improve the quality of people’s life. Such seminars were available free of charge for Supalai projects’ customers, Supalai Fanclub members, Supalai staff members, as well as the general public and various media.

In 2015, the Company collaborated with notable agencies and organizations in presenting a range of thought-provoking seminars to offer insights into subjects which were both interesting and practical in real life. These seminars were as follows:

#### - Seminars on investment tips:

- A seminar titled “How to make invest and get rich in 2015 - Remove all doubts about inheritance tax” by Dr. Suvarn Valaisathien.
- A seminar titled “A strategy to profit from foreign stocks” by Tisco Securities Co., Ltd.
- A seminar titled “Tips for investment and tax planning in 2016” by Dr. Suvarn Valaisathien.
- A Talk Show under the topic of “Prateep’s Vision...to Wealth & Happiness” by Dr. Prateep Tangmatitham, The President, Supalai Public Company Limited.



#### - Seminars on health and alternative medicine:

- A seminar titled “The wonder of Chinese traditional medicine - Stop critical illnesses by yourself with three harmonizing forces: massage, pressure points and cupping” by Ajarn Suthat Kulsantipong.
- A seminar titled “Tips for preventing obesity, diabetes and allergies using natural approaches, and learning self-examination techniques” by Dr. Natthapon Wasikdilok.





- **Supalai Baking Class for Friends** - a baking class for enthusiasts wishing to learn how to easily make tasty homemade bread or even make money from the skill gained.



### Educational Activities

The Company made contributions to the improvement of numerous educational establishments which are schools, universities or other educational institutes. Such contributions comprised the donation of a 15-rai land plot in the area of Rangsit Khlong 4, Khlong Luang District, Pathum Thani Province to the Department of General Education, Ministry of Education, for the construction of Suankularb Wittayalai Rangsit School. In addition to monetary donations made to needy schools in rural areas, 2,000,000 Baht was contributed to the Faculty of Architecture and Planning, Thammasat University. The contribution was to support the construction of the Center of Innovative Urban, Community and Real Estate Development, where academic and research-related services will be offered.



In collaboration with the University of Illinois Alumni Association Thailand, the Company organized a charitable event to donate stationery, sports equipment and other useful materials to needy students at schools in rural areas. These schools are located in different provinces, namely Ban Huai Pun School in Surin Province, Ban Hin Kong School in Sa Kaeo Province, Ban Khok Klang Nong Lai Phittayasan School in Khon Kaen Province, Samakkhitham Rat Bamrung School in Nakhon Sawan Province, and Ban Rom Klao 3 School in Tak Province



In addition, the Company joined hands with a group of mass media in renovating the multi-purpose building, library and playground while also donating computers and sports equipment for academic purposes to Wat Thai Yo School, Muang District in Song Khla Province.

The Company donated money and equipment to help renovate the cafeteria and library of Ban Pang Poui School in Nan Province, as well as providing a water storage tank, a water pump and sports equipment. Such an effort was made following the policy of the "Saeng Prateep" project. A monetary donation was also made to Wat Ku Kham Municipal School in



Chiang Mai Province for the construction of toilets, washbasins and tile walkway to the toilets for kindergarten students.

A monetary donation was made to the TISCO Foundation as scholarships for undergraduate students in need across the country at a charity concert “30 Years of Giving”. In addition, copies of the books titled “Sustainable Wealth & Happiness” by Mr. Prateep Tangmatitham - a great source of information for teachers and students alike, were donated to rural schools in Chiang Mai, Khon Kaen, Song Khla, Saraburi, Phuket, ChonBuri, Surat Thani, Rayong, Udon Thani and Nakhon Ratchasima.

### **Environmental Conservation Activities**

The Company attaches importance to the responsibility to jointly conserve the environment in response to the policy of creating energy efficient homes that are environmental friendly to match the statement “Supalai Save Our World Save Your Money”, which has been transferred to environmental conservation activities. For example, Supalai’s executives and the media had jointly with school administrators participated in planting trees to restore green space at Surat Pittaya 2 School of Surat Thani Province. Together with the media, supalai’s executive participated in the mangrove reforestation in order to bring about affluence to the ecological system at Toonkramom Mangrove Forest in the Sirindhorn International Environmental Park of Petchaburi Province, and the release of sea turtles at the Sea Turtle Conservation Center of the Navy in Chonburi Province, as well as the reforestation of Thai literature plants at Banpang Sammakki School, Kaengkoi District of Saraburi Province. Recently, the Company has also participated in the project of “Joint Effort to Maintain Clean Water in Every Canal” organized by the Ministry of Finance in order to keep canal water clean in a sustainable manner.

### **Art and Culture Activities**

The Company held a charity art exhibition titled. “The Power of Happiness from Nature and Goodness” at Lifestyle Hall, 2nd Floor of Siam Paragon Shopping Center. The art display was a creation of Chinese brush paintings which were charitably sold at the total amount of 4,000,000 Baht, which was given to Thammasat University Hospital, and the displayed paintings have been given to the donors.



The Company had organized the art exhibition under the theme of “**Creative Power**” at Life Style Hall, 2nd floor of Paragon Department Store. The proceeds from the sales of 56 pieces of art works in the exhibition in a total amount of 2,400,000 Baht had been offered to Princess Mahachakkri Sirindhorn for charity activities of the Thai Red Cross. Some art works were also presented to the Princess.



### **Activities for Producing Media for both Dhama and Worldly Knowledge**

The Company had produced knowledge books to be given away for free to Supalai families and the general public by selecting information that is useful in all aspects, such as knowledge about health, Feng Shui, Dharma principles for leading the life, etc. in order to offer happiness during every new year occasion. The books published are Prosperous Life, Blessed Life, Auspicious Plants, Long Life, Good Health, Happy Life, Conquer the Disease, Conquer the Age, Victory in Life, Power of Breath, Creating Life Power, Light for Life, Learning about Feng Shui, Knowing the Path to Happiness, Smiling Heart. The books named Key to Heaven and Creation of Happy Life, Household Knowledge, and Motto are the latest book which comprises a collection of valuable philosophies for living, the creation of media on the topics of our home, happy mind, Prateep’s Philosophy. The most recent published is “ Prateep’s Vision”, a collection of philosophies valuable to life.



Furthermore, a total of three pocket books were produced, namely as “(Non) -Secret Tips for Management + Development of Real Property” “(Non) Secret Tips, Supalai + Real Property” and “When... will we be rich sustainably” written by Mr. Prateep Tangmatitham, Supalai President. All the proceeds from the sales of the books had been given as part of the “Prateep Tangmatitham Fund” while 2,000,000 Baht was donated to the faculty of Architecture, Chulalongkorn University. As for book “When... will we be rich sustainably”, the entire proceeds from the book sales will be donated without deducted expense to the Thai Red Cross Society.

In addition, the Company had prepared verses for Dhama song called “Wide Perspective, Think Far and Aim High”, which is a social creative song for maintaining mental value suitable for listeners of all ages. The song contents comprise advice on leading life with sustainable happiness. The name of the song came from the verses of Prapromkunaporn who has granted approval to use such name, the song was written and produced by Mr. Prateep Tangmatitham.



**Social Activities**

The Company, together with Supalai Relations Club, conducted an activity to donate aluminum parts to the Prostheses Foundation of H.R.H. The Princess Mother for the production of artificial legs which will be further provided to the underprivileged. Supalai staff members as well as tenants of Supalai Grand Tower and the general public were invited to donate aluminum pull-tabs or any aluminum materials at the lobby

area of the building. This activity was held consecutively for the third year and once again received an enthusiastic response.



The Company, led by the management team and staff members, helped relieve the hardship of Supalai projects’ customers and other people caused by floods. With kind cooperation of the Royal Thai Army, the Company distributed relief packages, dry food and drinking water along with other essential commodities and cash donation to the Governor of Nonthaburi Province who accepted the donations on behalf of the flood victims. We also contributed 2,000,000 Baht to the Thai Listed Companies Association to join donating in the “Capital market unites to help flood victims fund” that provides aid to flood victims. Furthermore, the Company joined forces with Dao Coffee Beans Co., Ltd., F&B by Dao Co., Ltd. and Champ Boom Belle Co., Ltd., in delivering floating toilets, along with dry food and necessary supplies to people in the flood-affected areas in Moo 2-3-4 Tha Chang Sub-District, Nakhon Luang District, Phra Nakhon Si Ayutthaya Province.

In addition, the Company had carried out the design of “Rural House for Farmer” by cooperating with the Work Team for Infrastructure, Communications and Energy, the National Social and Economic Advisory Council in conducting a study on “Development of Housing Infrastructure Project” to be given to interested for farmers free of charge.

**Health Promotion Activities**

The Company invited a team of doctors and nurses from noted hospitals to provide free checkups and offer knowledge on interesting health topics through health and alternative medicine seminars. All Supalai families and the public were welcome to attend these healthy activities. Additionally, the Company hosted a blood donation for the National Blood Center, Thai Red Cross Society at the Convention Room on the 33rd floor, Supalai Grand Tower, in which Supalai staff members and all companies in the building were also invited to join.



Ms. Ajchara Tangmatitham, Executive Vice President, made a generous donation of Baht 1,500,000 to support work of the special care unit, Kittiwattana Building, Thammasat University Hospital. Such contribution was used for procuring medical equipment and enabled the unit to provide more thorough services and better quality treatment to the patients.

Mr. Prateep Tangmatitham, The President, granted a subsidy of 100,000 Baht to the Princess Maha Chakri Sirindhorn Foundation to celebrate the 12th anniversary of the Post Today newspaper. He also donated 100,000 Baht to the Phramongkutklo Hospital Foundation under Royal Patronage (King Rama VI Memorial Day) on the occasion of the 11th anniversary of the Thunhoon daily newspaper.



Additionally, the Company jointly provided support to the book titled “Yesterday at Present”, the proceeds after administrative expense deduction, went to the Alzheimer’s Disease and Related Disorder Association (ARDA).

**Community Development Activities**

The Company has focused on maintaining the environment of its projects to be in good condition at all time. If there is any problem regarding the environment, the customers can notify the Company so as to carry out the improvement and development. In the past, there had been many projects taken care of by the Company as follows:

- The Company completed the dredging of canals in the vicinity of Supalai Parkville Romkiao-Suvarnabhumi project so as to increase efficiency of the canal water management in Bangkok. This activity was performed in accordance with a cabinet resolution that requests the co-operation from the private sector in canal dredging within areas of real estate development projects for mitigation of impact from flooding in the future.

- The Company improve the road by installing the drainage pipe and the cesspool in the area of Paholyothin Soi 48, in front of Supalai Park Ville Project and installing the pipe under LaSalle Road and improve this road in the area of Supalai Ville Srinakarin Project.

- The Company had delivered a garbage collection truck worth 2,100,000 Baht to Muang Lumsamkaew Municipality of Pathumthani Province for maintaining cleanliness and orderliness of nearby communities and donated the garbage collection truck to the Tambol Administration Organization of Klong Luang District, Pathum Thani Province for maintaining cleanliness and public order of Supalai Buri Project and the nearby areas.

- The Company had improved the road along Klong 4 canal for the comfort and convenience of the people driving in that area.

- The Company donated the equipment for operation to Bang Pongpang Metropolitan Police Station to maintain public order of the people driving in the area.



### Development of areas in each project

In developing projects in various locations, the Company has not only developed the project area but also help develop the utility systems in the surrounding communities such as the development of land, roads, drainage pipes, electricity, and water supply, etc., as summarized below:

No.	Projects in Provincial Area	Number of projects	Value (million baht)
1	Bangkok and its vicinities	8	33.16
2	The eastern Region	3	3.43
3	The Northeast	1	0.29
4	The South	4	7.98
<b>Total</b>			<b>44.86</b>

### Religious Activities

In terms of the Company's efforts to support religion, we collaborated with the Stock Exchange of Thailand, the Fine Arts Department and the Federation of Thai Capital Market Organizations in conducting landscape development projects for a number of temples and masjids. Such a collaborative effort was extended to offer advice on temple building design and planning. The Company donated



*Pra Supanimit Mingmomkol*

8,500,000 Baht for the restoration of the chapel of Wat Khae Nok in Nonthaburi Province. The Company also hosted the restoration of another temple in the same province. The religious places that underwent landscape development consisted of Wat Phanthai Norasing in Samut Sakhon, Wat Chonprathan Rangsarit in Nonthaburi, Masjid Raudatulmuttakin at Po Bay in Phuket with Wat Ku Kham in Chiang Mai undergoing restoration. In addition, Mr. Prateep Tangmatitham, the President of the Company, has initiated the construction of Buddha statues with the title "Phra Supphanimit Ming Mongkon" as an

offering to the Lord Buddha. The Buddha statues were placed at Supalai projects for good fortune in both work and family life of the residents.

### Dissemination of Knowledge to the Society

#### - Supalai Chiva Vithee (Bio - way) Project

Supalai Property Management Co., Ltd., a subsidiary of the Company, undertakes the business of Supalai Pasak Resort and Spa by following the royal initiative on sufficiency economy of His Majesty the King, with the aim of sustainable advancement of the nation's economy and better quality of quality of life of the public. It is taken as the main concept in project implementation, comprising 3 sub-projects under the name of "**Supalai Chiva Vithee (Bio-way) Project**", which are;

 **Organic Vegetable Project** by milling food scraps into liquid fertilizer, taking leafage and coconut spathe to make dry fertilizer to nourish the soil for growing plants. Effective microorganisms are used for pest control. As such, vegetables grown under the project are chemical free, and taken for cooking in the Hotel and selling to those who are interested.

 **Green Product Project** by taking fruit peelers to make multipurpose liquid for dishwashing, glass cleaning, laundry, floor cleaning, carwash, washroom cleaning, etc. Furthermore, local Thai herbs are taken to make various products such as turmeric liquid soap, butterfly pea shampoo, kaffir lime shampoo which have been registered as controlled cosmetics with the Ministry of Public Health. Those products are also use safety and eco-friendly.

 **Training Project on Making Bio-way Products**, being a source of knowledge for interested students, people, who visit the project by demonstrating how to make various products, organic vegetable plot, which can be taken to build on for development of work and occupation. The process is also environmental friendly from upstream to downstream, in order to maintain an abundant ecosystem.



### Supalai Chiva Vithee (Bio-way) Project



#### Source of knowledge

Source of knowledge for interested students, people, to be taken for further income generation.



#### Communities / society

Environmental friendly from upstream to downstream, to maintain an abundant ecosystem.

### Sustainability ∞



#### - Management Team from the Trade Association observed activities at Supalai

The team from Department of Business Development, Ministry of Commerce, comprising the management from the Trade Association and the officers from Department of Business Development, paid a visit to observe activities at Supalai Public Company Limited, in order to apply the knowledge received to its management of the Association according to the workshop training program, "Grooming New Executives of the Trade Association Class 1", with Supalai Public Company Limited as the role model in terms of excellent management and international standards. Dr. Prateep Tangmatitham, President of Supalai Public Company Limited, and Mr. Atip Bijanonda, President of Housing Business Association, gave welcome speech at Supalai Grand Tower.



#### - Students from the Faculty of Architecture and Planning, Thammasat University, presented Final Presentation to Supalai

Lecturers and 2nd year graduate students, Department of Architecture, Faculty of Architecture and Planning, Thammasat University, made Final Presentation under the Future Housing Innovation Project to Dr. Prateep Tangmatitham (President), Dr. Prasas Tangmatitham (Director), and the Creative and Product Development Department, for comments on design works of the students.





**- Spiritual Cultivation Activities**

**Background**

The Company recognizes that family background is the most important element. Having a good background with a good heart of family members will result in a good community and livable society, and thereby bringing prosperity to the nation. Under the concept of “Good Consciousness, Good Society”, the Company had organized spiritual cultivation activities, 23 times up to the present, and will further continue.

**Objectives**

- To give Dharma as a tribute.
- To enhance quality of life for Supalai families. Participation is open regardless of gender, age, with grouping made by age ranges.

**Target Group**

The employees and customers of the Company.

**Practice Guidelines**

It is a practice for cultivation of the mind, a study by reflection. Participants must free themselves from all duties, and relieve their minds of works, family and other things. They shall also prepare themselves to cleanse the mind of defilements, abandoning social rank, status, position, title.

In addition to the practice for cultivation of the mind, there are additional activities by dividing participants into 3 groups as follows.

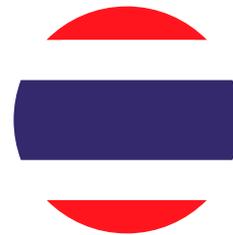
1. **Children’s group**, organize activities with emphasis on assertiveness, team-working, kindness, generousness.
2. **Middle age group**, organize activities of drawing, learning about each other to understand truths of life.
3. **Older person group**, organize body workout with consciousness and for health purpose such as yoga meditation, keeping on Buddhist moral code (morning alms offering and chanting prayers) etc.





### Customer Opinion

- A good project that give immunity to families for peaceful living in the present society, and a warm thank you to Supalai for its good heart in sharing Dharma and giving real happiness to Supalai residents.
- Every activity gives points to ponder and principles that can be used in daily life, and also useful for health.
- Learn yoga meditation, cultivation of the mind, without any need to sit for meditation, which is also a practice with good result, and can be used for both body and mind.





# Resource Consumption

With firm intention and commitment to the energy conservation objectives and targets, the Company has announced its energy conservation policy. Not only agrees with the energy consumption status, but the policy also appropriates for the controlled buildings.

## Announcement

### Re: Energy Conservation Policy

Supalai Public Company Limited has been providing the building rental services for business and commercial purposes as well as car parking since 2006. As the current energy situation has become one of the nation's serious problems and had an impact not only on the life of the Company's employees but also on the country's economy. Realizing that energy conservation is a significant issue and is the responsibility of every employee, the sustainable energy conservation scheme is, therefore, implemented in the Company.

The Company has, therefore, adopted energy conservation policy as listed below so as to be guideline to promote the energy efficiency for maximum benefits.

1. By defining the energy conservation as part of the Company's operation, the Company shall develop and implement appropriate energy management scheme that conforms to related laws and regulations.
2. The Company shall continuously improve energy efficiency in compliance with the nature of the business, technologies, and good practices.
3. The Company shall adopt plan and target for energy conservation annually, and shall communicate with all the employees for their understanding and accurate implementation.
4. It is deemed by the Company that energy conservation is the responsibility of the Company owners, executives and employees at all levels, and that they must cooperate in complying with the energy conservation measures, monitoring and reporting to the energy working group.
5. Necessary support will be provided by the Company in terms of human resource, budget, time allocation, trainings, and participation in proposing comments and suggestions on energy efficiency development.
6. The management and the energy working group shall review and improve energy efficiency policy, targets, and plans annually.

The announcement was made on 2 February 2015.



# Environmental Management

Competition and growth in real estate business are important and have both positive and negative effects on consumers, the economy, society and environment. Population growth results in greater demand for housing. Thus, real estate developers are active in finding new locations for project development. However, real estate development projects need to use a large amount of resources for construction, ranging from construction materials, water resources, land utilization, transportation, as well as for impacts on the environment and communities in the construction areas. The Company, therefore, attaches importance to environmental management by determining its policy regarding corporate social responsibility to be used as a guideline for its operations, starting from land acquisition process in project development, project construction both during and after construction, to assure confidence of affected parties of the Company's operations.

The Company is determined to develop good quality projects, that is, before starting the construction, the Company has prepared Environmental Impact Assessment (EIA) Report to analyze both positive and negative environmental impacts of the project on the environment in every respect, be it natural resources, the economy and society. The objective is to prepare preventive measures to mitigate potential negative impacts. Furthermore, the environmental impact assessment will help reduce rectification costs that may arise after project implementation. The components of Environmental Impact Assessment (EIA) Report cover 4 environmental areas as follows.

- 1. Abiotic resources:** study the impacts on abiotic resources, i.e. topography, soil erosion, air quality, noise level and vibration, water quality.
- 2. Biotic resources:** study changes in various areas of the ecosystem, i.e. forests, wild animals, aquatic animals.

**3. Human use value:** study the human use value from abiotic and biotic resources, i.e. land use in accordance with regulations and city plan in such area, transport and traffic, public utility, drainage system, solid waste management.

**4. Quality of life value:** study the impacts on human, communities, economic system, livelihood, public participation, cultures, beliefs, values, as well as sceneries, worthiness and beauty.

The Company has prepared, for every construction project, Environmental Impact Assessment (EIA) Report as required by the Office of Natural Resources and Environmental Policy and Planning and the Environmental Impact Evaluation Bureau, under the following scopes.

1. Prepare project details by studying mainly from project design, specifying project type, size, location, activities, various elements in the project, details of public utility such as water usage, drainage system, wastewater and sewage treatment, solid waste management, fire prevention and extinguishing systems, and project greenbelt management, etc.
2. Study the existing environmental condition in the nearby area of the project, covering 4 environmental areas, i.e. abiotic resources, biotic resources, human use value, and quality of life value. Relevant data from study and/or survey reports are compiled for studying of the present state of the environment.
3. Environmental impact assessment using project information and activities together with the existing environment and project location and surrounding areas has been studied the positive and negative anticipated impacts during construction and after construction.



4. Define preventive, corrective and mitigation measures against environmental impacts, as well as proper measures for environmental quality inspection and review.

The benefits of Environmental Impact Assessment (EIA) Report are as follows:

- For efficient environmental planning
- For consideration of environmental impacts and severity generated from project development
- For the Company to properly define preventive and corrective measures against the potential impacts, and correctly predict key environmental issues.
- For used as supporting data in making decision to invest for environmental management

The construction in each project may cause impacts to the environment and other resources, both during and after construction period as follows:

- During construction period: it is the period in which the communities surrounding the project site are concerned that the construction might cause environmental pollution such as air pollution, dust, noise, vibration, wastewater, garbage, as well as a lack of safety of life and property from the project construction.
- After construction period: dwelling in the place by project's customers might cause transport and traffic impacts, blocking of scenery to the vicinity, water quality problem in public water source and solid waste problem. To prevent these potential impacts, the Company has defined preventive and corrective measures against environmental impacts which are strictly complied by the Company and its contractors.

In this regard, the Company has established preventive and corrective measures against environmental impacts, both during and after project construction period as follows:





## Summary of the Environmental Impact, Prevention and Mitigation Measures of Supalai Public Company Limited

-Project Construction Period-

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<b>1. Abiotic resources</b>		
<p><b>1.1 Topography</b></p> <p>In the construction, there shall be soil excavation to lay public utility system underground, and the ground level will be raised. Thus, there will be only little change of the topography.</p>	<ol style="list-style-type: none"> <li>1. Construct building in accordance with project design and relevant laws.</li> <li>2. Arrange the construction site and keep materials orderly in stack.</li> <li>3. Install opaque fence of about 3 meters high and canvas fence of about 3 meters high or metal sheet fence around the construction site. The front area used as the entry to the project site will have canvas door or other proper ways.</li> </ol>	<ol style="list-style-type: none"> <li>1. Engineers supervise and monitor the construction to ensure compliance with the approved design.</li> <li>2. There shall be staff members to inspect the construction and keep the construction area in order throughout the construction period.</li> </ol>
<p><b>1.2 Soil Erosion</b></p> <p>In the construction, there shall be soil excavation to lay public utility system underground and to lay building foundation. All the excavated soils will be used for landfill and landscape of the area. However, the piles of excavated soils waiting to be reused might cause soil erosion or sinking, especially if the construction takes place in rainy season.</p>	<ol style="list-style-type: none"> <li>1. Avoid laying foundation and underground public utility systems during rainy season or on raining days to mitigate impact from on-site erosion from rainwater.</li> <li>2. In excavating soil for laying foundation and underground public utility systems, sheet pile according to engineering standards must be set up to prevent soil erosion or sinking.</li> <li>3. Soil excavated from piling work and foundation will be put in stack in the project site, to be used for ground leveling and project landscaping.</li> <li>4. Install rainwater drainage system around the project area by having sedimentation pond before discharging into public drainpipes, to prevent the washing away of eroded soil from construction site.</li> </ol>	<ol style="list-style-type: none"> <li>1. There shall be staff members to check on soil piling up to ensure that it won't affect the vicinity, and to prevent eroded soil from being washed away into drainpipes. The inspection must be made periodically throughout the construction period.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>1.3 Air quality</b></p> <p>Construction activity must not exceed the atmospheric dust standard set at 0.330 milligram/cubic meter. However, wind might cause dust diffusion from construction site, and transportation of materials to project area also causes dust diffusion from the materials and the driving of transport trucks. This will affect air quality, cause a nuisance and have impact on the health of those living in the vicinity.</p>	<p><b>Transportation</b></p> <ol style="list-style-type: none"> <li>1. Spray water over the construction site and its entries at least 2 times a day, morning and evening, or more often as proper. An area shall be provided for wheel cleaning before leaving the construction site.</li> <li>2. Trucks transporting construction materials must be covered or tied up in the carrying part to prevent diffusion or falling of materials.</li> <li>3. Construct temporary road instead of laying iron sheets to reduce noise and to prevent bumping by trucks. Transporting construction materials.</li> <li>4. Arrange cleaning of the entrance of project area by staff members on daily basis.</li> <li>5. Organize transport trucks not to park around public roads.</li> </ol> <p><b>Construction activities</b></p> <ol style="list-style-type: none"> <li>1. Construction, demolition of a building part that is more than 10 meters above the ground must be controlled, with canvas cover or other similar materials, fastening to scaffolding outside with the height of not less than the height of the building under construction process, and kept in good condition throughout the construction period.</li> <li>2. Provide temporary chute or other proper method for dropping things or construction materials to prevent dust from the construction.</li> <li>3. Install temporary fence, opaque and strong, of about 3 meters high, and canvas fence of 3 meters high, along the boundary adjacent to the neighboring areas.</li> </ol>	<ol style="list-style-type: none"> <li>1. Project engineer and construction supervisor inspect the work performed by contractor to ensure strict compliance with mitigation measures against dust impact from construction, management of material waste and transport.</li> <li>2. Listen to opinions and complaints from nearby residents for information and further correction.</li> <li>3. Measure ambient air quality in parameter atmosphere, that is, the Total Suspended Particulate (TSP), small size particles (PM-10), wind speed and direction, all of which should be made periodically throughout the construction period.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
	<p>4. Water or chemical substances must be sprayed on the surface continuously for drilling, cutting or rubbing of material surface by using machinery or engine that producing dust unless dust screening tool or dust filter has already been installed.</p> <p>5. Concrete mixing or any action that causes air pollution must be made in a roofed room with walls on 3 sides or in an area covered with fabric or done by other proper methods.</p> <p><b>Materials and management of stacked materials and material waste</b></p> <p>1. Stacking of construction materials must be made within project construction area only, with a building arranged for stacking construction materials. For those kept outdoor, they must be covering or under control to prevent diffusion.</p> <p>2. To transfer any materials that produce dust, they must be sprayed with water before transferring.</p> <p><b>Handling of material waste</b></p> <p>3. Material waste left from the construction must be kept within project construction area only, placing in order, not blocking the path, and completely covered with fabric or any other materials over the top and on 3 sides.</p> <p><b>Material waste must be screened out for using in road leveling.</b></p> <p>1. Transferring of material waste and solid waste out of construction area must be made at least once a week. If not readily for transferring yet, there must be bin or proper container with cover; while there is ongoing cleaning of the area where the bin is located.</p>	



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>1.4 Level of noise and vibration</b></p> <p>Construction activities generate loud noise and vibration, arising from operating of machines, engines used in the construction. It might have impact on people living nearby.</p>	<ol style="list-style-type: none"> <li>1. Install temporary opaque or metal sheet fence of not lower than 3 meters around the area (covering the top with canvas of about 3 meters high).</li> <li>2. Using Franki Piles for foundation to mitigate noise and vibration impacts.</li> <li>3. Concrete mixing or any action that generates loud noise must be made in a roofed room with walls on 3 sides or in an area covered with fabric or done by other proper methods.</li> <li>4. Construction activities that generate loud noise and vibration shall be done on Mondays-Saturdays from 8.00-17.00 hrs. (stopped on Sundays and major public holidays). Where there is a need to work overtime, the neighboring community shall be informed in advance of the schedule.</li> <li>5. Work performed on Sundays shall be non-laboring, or work that is needed to be done continuously and not causing loud noise, e.g. cleaning, and inspection work of contractor, etc.</li> <li>6. Maintain all machines and equipment used in the construction under good condition to reduce loud noise from friction or bumping of equipment parts.</li> <li>7. There is a partitioned room within the project to be used for construction activities that might generate severe noise impact such as cutting, grinding, grating, welding and milling, etc.</li> <li>8. Provide channel for receiving complaints with steps for corrections and inform the complainants of the results.</li> <li>9. There is measure to compensate to the damage incurred from project construction and to provide a team for emergency repair (free service).</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor and ensure that the contractors strictly comply with preventive and mitigation measures against noise level in construction area.</li> <li>2. Provide unit for opinion listening and complaints, as well as to make inquiry about the impacts from those living nearby for information and correction.</li> <li>3. Measure vibration in the vicinity. Measuring will be made 1 time on the beginning day of piling work, and every 1 month afterwards.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>1.5 Water quality</b></p> <p>Wastewater shall be collected into aqua septic biofilm system and put under treatment until meeting the standard for discharging into public drainage system. For wastewater from construction, in the initial stages, it will be left for absorption into soil. Upon the laying of main drainage system, the system will, then, be used, passing through sedimentation process before discharging into public drainage system. Therefore, the impact on water quality is low or none.</p>	<ol style="list-style-type: none"> <li>1. Ensure that workers don't throw solid waste into drainpipes.</li> <li>2. Keep piles of soil in specific area, surrounding with ridges or with covering.</li> <li>3. Upon completion of the construction of main drainage system of the project, wastewater from construction activities shall be discharged into the main drainage system, with cesspools put in between and solids removed before discharging into public drainage system in order not to have any further impact to the water quality.</li> <li>4. Provide adequate toilets for workers in construction area, with sewage treatment facility before discharging into public drainage system.</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspect the water quality before discharging into public drainage system once a month throughout the construction period.</li> </ol>
<p><b>2. Biotic resources</b></p>	<ol style="list-style-type: none"> <li>1. Undertake work according to measures in respect of water quality and solid waste, to the extent that the wastes from construction do not incur impact to environmental quality.</li> </ol>	<p style="text-align: center;">-</p>
<p><b>3. Human use value</b></p>		
<p><b>3.1 Use of land in accordance with regulations and city plan</b></p>	<ol style="list-style-type: none"> <li>1. Construction of buildings shall be in accordance with city plan requirements, including other relevant laws.</li> <li>2. Construction activities shall be limited within the construction area, not encroaching on public land or other people's land.</li> </ol>	<ol style="list-style-type: none"> <li>1. Engineers and construction supervisors ensure that the construction is made in accordance with the designs and relevant requirements, within the construction area and not encroaching on public land or other people's land.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.2 Transportation and traffic</b></p> <p>Consider the value of V/C Ratio to see whether the impact is great or not</p>	<ol style="list-style-type: none"> <li>1. Avoid transporting of construction materials during rush hours (07.00-09.00 hrs.).</li> <li>2. Ensure that the truck weight carrying construction materials does not exceed the limit or road capacity, and using speed prescribed by law when entering urban areas.</li> <li>3. Organize the transport of construction materials so as not to park outside the project area.</li> <li>4. Set out regulations for transport of materials, to be handled with care so that no scrap of materials is dropped on public path, and maintain the entry passage in good condition throughout the construction period.</li> <li>5. Provide traffic control personnel at the entry area to construction site to reduce obstruction of traffic, especially during rush hours.</li> <li>6. Organize training for drivers and traffic control personnel to assist managing traffic efficiently.</li> <li>7. Install traffic signs such as slow down sign, construction zone, etc., both in the construction area and when approaching the entry to construction area, with project name and clear directional arrows.</li> <li>8. Coordinate for understanding with those living nearby, giving telephone numbers for contacting.</li> <li>9. Manage cement trucks during foundation laying by setting proper number of trucks so that there won't be too many trucks in waiting. The work must be performed on holidays and/or avoid rush hours (7.00-9.00 hrs.).</li> </ol>	<p style="text-align: center;">-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.3 Public utility system</b></p> <p>Demand for electricity during construction, e.g. for welding and cutting of metal, is not high and in use during some construction periods only. Thus, there is no impact on electricity usage of the community. The power will be supplied through temporary electricity meter from Metropolitan Electricity Authority/Provincial Electricity Authority.</p> <p>For water usage by workers, temporary meter will be installed by Metropolitan Waterworks Authority or Provincial Waterworks Authority.</p>	<p><b>Electricity</b></p> <ol style="list-style-type: none"> <li>1. Electricity usage within construction area must be in line with the rules and permission of Metropolitan Electricity Authority/Provincial Electricity Authority.</li> <li>2. Installation of electrical devices within construction area must be under proper standards. There is electricity savings campaign, e.g. turn off lights or electrical appliances after use.</li> <li>3. There is electrical technician to supervise work.</li> </ol> <p><b>Water use</b></p> <ol style="list-style-type: none"> <li>1. Arrange for adequate water reservation by requesting permission for installing of temporary water meter from Metropolitan Waterworks Authority or Provincial Waterworks Authority to prevent conflicts in using water with neighboring communities or areas.</li> <li>2. Provide enough drinking water for workers.</li> <li>3. Organize campaign/oversee workers to ensure water savings, not to keep the water running or leaking without use.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange for staff to check up on electrical devices in construction area to ensure that they are in good condition.</li> <li>2. Ensure that there is no defect or leakage of equipment in the waterworks system, and promptly inform the officer of any defect for further correction.</li> </ol>
<p><b>3.4 Drainage system</b></p> <p>In the initial stages, wastewater from construction and rainwater will be left for absorption into soil. Upon the construction of drainage system, they will be discharged into the main drainage system, passing through sedimentation pond and sewage screening unit before discharging into public drainage system. The construction will be made in the construction area only, so, it will not be a blockade to the existing drainage system of the community.</p>	<ol style="list-style-type: none"> <li>1. The soil excavated in the construction area and pending to be used, must be kept in specific area, away from neighboring areas and drainpipes, so as not to be washed away into drainpipes.</li> <li>2. Ensure that the material wastes left from construction or transport trucks do not fall on roads, drainage system, or any public places that will be a blockade to the existing drainage system of the community.</li> <li>3. Build major utility systems first, i.e. main drainage system with cesspool and sewage screening unit, to enable proper and efficient drainage from construction site.</li> </ol>	<ol style="list-style-type: none"> <li>1. Upon completion of the construction of drainage system, it shall be used for discharging of water, and with monitoring personnel to check up on the system. If there is any blockade, it must be dredged or cleaned.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.5 Solid waste management</b></p> <p>The contractor must provide litter bins in construction site for solid waste generated by workers, with separate bins for garbage and trash. Each day, responsible workers will collect them, readily to be picked up by garbage truck for further disposal. Scraps from construction such as scraps of wood, brick and iron, etc., might cause work accident or become a breeding ground of disease-carrying animals. If there is good management of these scraps, impacts from solid waste and scraps from project construction will be low.</p>	<ol style="list-style-type: none"> <li>1. Provide litter bins with covers, putting in various construction areas for convenience with enough quantity for the waste volume generated by workers.</li> <li>2. There must be specific area to keep these material wastes in order within specific boundary or with covering.</li> <li>3. Arrange for transfer of scraps and solid waste from construction site once a week. If not yet ready for transfer, they must be covered completely to prevent being a breeding ground of insects and disease-carrying animals.</li> <li>4. Material wastes left from the construction shall be sold. For any parts that cannot be sold or unusable, it must be ensured that the contractors contact the office or municipality for collection on regular basis.</li> </ol>	<ol style="list-style-type: none"> <li>1. There is inspecting personnel to ensure that the construction area and material storing area are kept clean and in order, especially the garbage placement area, ensuring that there is no garbage left uncollected. There must be cleaning on a regular basis so that it won't become a breeding source of disease.</li> </ol>





Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
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#### 4. Quality of life value

##### 4.1 Social and economic aspects

During construction period, there shall be a large number of workers, which will be a motivation for vendors in the nearby area to sell goods or food near the construction site. This is a boost to spending and income distribution to the community, deeming as a positive impact.

During construction period, according to a sample survey, most of them are concerned about traffic problem, change in way of life, trouble from loud noise, dust diffusion during construction period, rising of crimes and drug problems.

<ol style="list-style-type: none"> <li>1. Strictly comply with mitigation measures against construction impacts throughout the construction period, e.g. measures on air quality, loud noise, vibration, drainage and traffic, etc.</li> <li>2. Construction activities that generate loud noise and vibration shall be done on Mondays-Saturdays from 8.00-17.00 hrs. (stopped on Sundays and major public holidays). Where there is a need to work overtime, the neighboring community shall be informed in advance of the schedule.</li> <li>3. There shall be room for construction activities that might generate severe noise impact such as cutting, grinding, grating, etc. to reduce noise level.</li> <li>4. Work performed on Sundays shall be non-laboring, or work that is needed to be done continuously and not causing loud noise, e.g. cleaning, and inspection work of contractors, etc.</li> <li>5. Lay down rules and regulations to be observed by workers with strict supervision. In case of violation, there must be punishment.</li> <li>6. Prepare workers' personal record with photos, and require them to display ID cards at all times during working time.</li> <li>7. No illegal migrant workers shall be hired.</li> <li>8. Install temporary signs such as slow -down sign, construction zone, etc., both in the construction area and when approaching the entry to construction area, project name sign with clear directional arrows.</li> <li>9. Provide channel for gathering opinions or complaints in case of potential impact from construction, e.g. installing of suggestion boxes with telephone numbers for contact.</li> <li>10 The contractors must also have measures for community relations to create understanding and reduce concern of those living nearby, e.g. coordinate or inform them of construction schedule that might incur impact, visit neighboring residents to inquire about potential impact, as well as solving problems and informing of results following the complaints, etc.</li> <li>11. Provide emergency repair team where the construction causes damage to the property of those living nearby (free service).</li> </ol>	<ol style="list-style-type: none"> <li>1. Set up a service unit to listen to opinions and complaints from nearby residents for information and further correction.</li> </ol>
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## Summary of the Environmental Impact, Prevention and Mitigation Measures of Supalai Public Company Limited

- Post-Construction Period -

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<b>1. Abiotic resources</b>		
<p><b>1.1 Topography</b></p> <p>The project has raised land level which slightly affected existing topographical characteristics. However, the project activities are in line with nearby areas.</p>	<p>1. Implement the project construction according to the approved designs, i.e. ensuring that the building height, utility space, FAR and OSR values are in accordance with applicable laws.</p>	-
<p><b>1.2 Soil erosion</b></p> <p>The project area consists of residential buildings, roads and green areas, which cover soil surface more and lessen soil erosion accordingly.</p>	<p>1. Cover the open soil surface in the unused space of the project with trees and grass in order to reduce soil erosion.</p>	-
<p><b>1.3 Air quality</b></p> <p>Traffic in the project area may cause air pollution, i.e. dust particles and carbon monoxide (CO) emission from automobiles. The amount of CO emission must be estimated.</p>	<p>1. Maintain the project access road in good conditions to prevent dust diffusion caused by road traffic.</p> <p>2. Grow plants and arrange green zone in the project area as a dust buffer zone.</p> <p>3. Set speed limit for drivers not to drive over 30 km. /hr. within the project area. Also ask for cooperation from drivers to switch off their engine if they need to idle long enough in the project area.</p> <p>4. Design a parking building to have a height of each level between 2.55-3.65 meters for efficient natural air ventilation.</p>	-
<p><b>1.4 Level of noise and vibration</b></p> <p>Normal residence and activities in the project area would not cause noise and vibration impact. Only personal cars are expected in the projects, no use of heavy truck.</p>	<p>1. Control car speed in the project area by showing speed limit sign or placing speed bumps to slow cars down. Also display signs asking for cooperation not to use horn or rev up an engine that makes disturbing noise.</p> <p>2. Grow trees and plants, and arrange green zone in the project area and along fences as a noise barrier zone.</p>	-



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>1.5 Water quality/wastewater</b></p> <p>Wastewater from consumption activities in the project area will be treated until it meets wastewater standard. Part of the treated wastewater will be used to water the plants in the project area while the remaining will be released through screening to a public drainage system.</p>	<ol style="list-style-type: none"> <li>1. All wastewater from residential activities in the project must be treated using activated sludge process until its quality meets standard before released to a public drainage system.</li> <li>2. Wastewater from kitchens must be held in a grease trap before passed on to the project's wastewater treatment system.</li> <li>3. Wastewater from waste collection room must be treated before discharged into a public drainage system.</li> <li>4. Monitor sludge and scum level. Remove it once a week or more frequently according to its amount. Dry sludge/scum in sunlight to reduce its volume, then put it in a plastic bag and store in a waste collection room, waiting to be collected by municipal personnel.</li> <li>5. Monitor sediment level and pump it out every 30 days or more frequently if the sediment volume increases.</li> <li>6. Assign full-time officers or use some private company's service to look after wastewater treatment, water pumping, and drainage systems of the project to ensure their efficient operation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor and record the operation, inspection and maintenance of the wastewater treatment system, or set up a maintenance schedule throughout the operation duration.</li> <li>2. Monitor the operation of water pumping and water transmission piping system, general conditions of water storage tanks, to prevent any damage and leakage. Abnormalities will be immediately reported to responsible officers for prompt action to be taken throughout the operation duration.</li> <li>3. Record a monthly water consumption volume which will reflect effectiveness of water saving measures and also indicate abnormality in case there is leakage of water in underground pipe.</li> <li>4. Check quality of water before and after treatment at least once a month throughout the operation duration.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>1.6 Air and heat ventilation</b></p> <p>In a construction plan, setback space and distance has been provided as part of the impact mitigation measures in the first place. Nevertheless, some impact may be caused by the residents' use of air conditioner. Also, road traffic in the project area can cause heat emission into the atmosphere.</p>	<ol style="list-style-type: none"> <li>1. Provide green zone in the project area as designed in a landscape architectural plan. Grow perennial plants and always maintain green zone in good conditions to reduce heat incurred.</li> <li>2. Limit car speed in the project area and manage drivers switch off their engine if they need to idle long enough.</li> </ol>	-
<p><b>1.7 Obscuring of light and wind direction</b></p> <p>The design and floor plan of the project's buildings might cause obscuring of light and wind direction impact in some period of time or in some seasons such as during summer and winter.</p>	<ol style="list-style-type: none"> <li>1. The project has provided a setback space according to the approved construction designs, which is more than what is required by law. The setback space helps improve air ventilation and reduce the wind direction impact caused by the building.</li> <li>2. Inform people living within 300 meters around the project site to report to the project's owner if they were affected from light obscuring or has wind direction impact. They can submit a claim form after construction completion until one year after the condominium juristic person committee is appointed.</li> <li>3. In case the claim of light obscuring is proved to be true, the project will consider providing compensation to the affected as deemed appropriate.</li> </ol>	-
<p><b>2. Biotic resources</b></p> <p>Depends on each case, if the land was unoccupied or abandoned before, the project development will not cause any impact on biotic resources.</p>	-	-
<p><b>3. Human use values</b></p>		
<p><b>3.1 Land use</b></p> <p>Check the land use according to existing urban planning and other related laws and regulations.</p>	<ol style="list-style-type: none"> <li>1. Ensure the construction compliance with existing urban planning and other related laws and regulations.</li> </ol>	-



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.2 Transportation and traffic</b></p> <p>After the project commencement, the number of vehicles will increase and may affect traffic volume on nearby road networks and consequently cause a rise in V/C Ratio.</p>	<ol style="list-style-type: none"> <li>1. Open an entrance-exit according to the Highway Department's standards.</li> <li>2. Cut off a footpath corner in order to facilitate cars making a turn into the project area.</li> <li>3. Display clear traffic signs in the project area.</li> <li>4. Display warning signs urging road users to be mindful of accidents in the project area.</li> <li>5. Assign security guards to facilitate road users and keep parking lots in good order throughout 24 hours.</li> <li>6. Install a booth for visitor pass card exchange in the project area. Try to keep the booth away from the main road as much as possible in order to prevent queuing up cars from disturbing other vehicles on the main road.</li> <li>7. Provide a taxi light inviting a taxi driver to fetch passengers in the project area.</li> <li>8. Provide substantial parking lots, not less than legal requirement.</li> <li>9. Carry out PR activities to encourage the residents to drive with care, especially at the entrance and exit of the project. Also urge them to use public mass transit.</li> </ol>	<p style="text-align: center;">-</p>





Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.3 Public utility systems</b></p> <p>The project demands public utilities, i.e. water and electricity supply in substantially high volume. These supplies must come from public service units; therefore, existing utility users around the project area might be impacted.</p>	<p><b>Electricity</b></p> <ol style="list-style-type: none"> <li>1. Set up energy saving measures since the first stage of the project, i.e. design to use energy saving light bulbs and lamps such as LED tube light or LED bulbs.</li> <li>2. Use supporting measures to save energy, such as turning of the lights where it is unnecessary or designing to utilize natural light in many sections.</li> <li>3. Promote understanding of benefits of energy saving and methods to achieve it. Use various incentive measures.</li> <li>4. Prepare backup power system to be ready to use in emergency cases.</li> <li>5. Design buildings and install materials and equipment in the buildings to promote energy saving.</li> </ol> <p><b>Consumption water supply</b></p> <ol style="list-style-type: none"> <li>1. The project has a backup water supply system (which includes water for fire extinguishing) to avoid impact in case the residents use water simultaneously in large volume.</li> <li>2. Check water piping system, water pump and storage tanks to ensure their good conditions. If any damage is reported, a prompt repair must be done.</li> <li>3. Implement a water saving campaign with the residents and the project itself. The project should bring treated water for reuse, as part of a water conservation attempt.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assign officers to maintain all electrical appliances of the project in good conditions. If any damage is found, a prompt repair must be made.</li> <li>2. Assign officers to take care of equipment in waterworks system. Any damage or leakage must be reported to the project manager for prompt repair.</li> <li>3. Record a monthly water consumption volume to check effectiveness of water saving measures.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.4 Energy conservation</b></p> <p>The project obviously has energy conservation measures for both the residents' area and the project's area.</p> <p><b>1. Public utility systems</b></p>	<p><b>Project</b></p> <ol style="list-style-type: none"> <li>1. All utility space receives natural sunlight or has natural sunlight channel provided for at least 15% of the total space.</li> <li>2. More than 90% of the main utility space has air ventilation channels on both sides.</li> <li>3. Use energy saving light bulbs and/or 100% fluorescent tubes.</li> <li>4. Arrange for someone (like security guard) to look around the area and turn off the light in some unnecessary points.</li> <li>5. Post stickers, inviting people to take the stairs instead of the elevator for travel between two floors. Check and repair all pipes and valves to ensure no leakage. Reuse water for some purposes, such as to water the plants.</li> </ol> <p><b>Residents</b></p> <ol style="list-style-type: none"> <li>1. Use only standard electrical appliances that have No.5 energy saving label attached.</li> <li>2. Switch off all electrical appliances every time before leaving the room.</li> <li>3. Unplug electrical appliances every time after use.</li> <li>4. A refrigerator should be installed at least 15 centimeters from the wall to allow good heat ventilation.</li> <li>5. Always defrost a refrigerator if an accumulating ice of over 5 cm. thick is seen.</li> <li>6. Turn off water valves after use.</li> <li>7. Take stairs instead of the elevator for travel between two floors.</li> <li>8. Always keep plants and green zone in good conditions.</li> </ol>	<p style="text-align: center;">-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>2. Air conditioning system</b></p> <p><b>3. Transportation system</b></p>	<p><b>Project</b></p> <ol style="list-style-type: none"> <li>1. Use spilt type air conditioners to allow good airflow; choose air conditioners that have No.5 energy saving label attached and use none-CFC.</li> <li>2. Grow plants around the project area.</li> <li>3. Arrange for cleaners to clean the air conditioners of the project on a regular basis.</li> </ol> <p><b>Residents</b></p> <ol style="list-style-type: none"> <li>1. Switch off an air conditioner every time before leaving the room.</li> <li>2. Set an air conditioner temperature at 25 degree Celsius.</li> <li>3. Always keep one's own air conditioner clean.</li> </ol> <p><b>Residents</b></p> <ol style="list-style-type: none"> <li>1. Use public transport as much as can be done.</li> <li>2. Switch off the car engine every time when parking for a long time.</li> </ol>	<p>-</p>
<p><b>3.5 Drainage system</b></p> <p>When the project is developed, the area has then contained residential buildings, roads, parking lots and green space resulting in rain- runoff with an increased draining flow rate.</p>	<ol style="list-style-type: none"> <li>1. Arrange for inspection of the drainage system and the project's cesspool on a regular basis.</li> <li>2. Monitor and inspect the operation of the drainage system and other equipment on a monthly basis and /or as indicated in the manual of each particular equipment to ensure readiness for efficient use.</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitor and inspect the maintenance of pipelines, cesspool and other equipments on a monthly basis to ensure readiness for efficient use as well as inspecting the sewers to ensure good condition and not clogged especially during the rainy season.</li> </ol>





Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>3.6 Solid waste management</b></p> <p>Solid waste from residents of the project comprises dry, wet and hazardous waste which needs to be collected and stored appropriately in order to prevent bad odors and the breeding place for disease-carrying animals.</p>	<ol style="list-style-type: none"> <li>1. Arrange for a solid waste collection room, divided for storage of solid waste and dry waste. Ensure the room's capacity for storage of the quantity for not less than 3 days.</li> <li>2. Provide garbage bins / containers with covers and separate them to be used for wet and dry / hazardous waste.</li> <li>3. Before transferring the solid waste to the solid waste room, make sure that the top of the garbage bags are tightly tied and there is no spillings or leakage while being lifted and put into carts for transferring to the project's solid waste room which will be done once a day.</li> <li>4. Assign the employees to inspect and clean the solid waste room whenever the transfer of the solid waste is made.</li> <li>5. Provide protective equipment and require the employees who transport the waste to wear the protective equipment provided by the project.</li> <li>6. The solid waste collection room must include sewer ditch connected to the wastewater treatment system of the project for the wastewater to be treated up to the standards of sewage water before being discharged into the public sewage system.</li> <li>7. Set up regulations, terms and campaigns as well as motivation for the residents to separate garbage and tightly tie the bags before throwing into the bins made available according to the type of the garbage.</li> <li>8. Monitor the solid waste collection carried out by the municipality to ensure regular collection.</li> </ol>	<p style="text-align: center;">-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
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#### 4. Quality of life value

##### 4.1 Socio-economic situation

When the project is fully operated resulting in a big community in the area, there will be the expansion of the economy, trading and service business in the community to accommodate the increasing demand. This is considered a positive impact that would support and promote the trading and the service business of the people in the neighborhood. However, the existing community members might be worried about the following problems, particularly the problems of traffic congestion, air pollution, / dust, the insecurity of lives and properties including the light obscuring and the wind direction.

1. Strictly comply with the measures to reduce the impact on air quality, noise, and traffic. Set out rules and regulations for residents to ensure tidiness and order in the project.
2. Launch public relations among residents of the areas nearby to inform them about various activities of the project or provide communication channels for lodging complaints such as lodging complaint directly to the juristic persons.
3. Arrange for inspection and close attention to the entry and the exit of the project to ensure no outsider sneaking into the project without permission.
4. Provide 24- hour security guards throughout the project area.
5. Install traffic signs, warning signs such as signs of no-parking, cooperation to turn off car engines when stopping for a long time with no unnecessary use of horn.
6. Arrange for personnel to care for and to carry out various operations at the common facilities of the project.
7. Organize the traffic system in the project in order to ease the traffic.
8. Coordinate with the local police station to request the police to inspect the project area and the surrounding communities.

1. Follow up the complaints, suggestions and comments from the residents and those from nearby communities by analyzing the complaints from both inside and outside the project every month to evaluate the effectiveness of the compliance with mitigation measures.





Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>4.2 Participation of the public.</b></p> <p>During the project operation, stakeholders might be worried about the problems of traffic congestion, air pollution / dust, noise and vibration, the insecurity of lives and properties including the light obscuring and the wind direction.</p>	<ol style="list-style-type: none"> <li>1. Provide channels for communication or for receiving comments from residents of the project and outsiders who may be affected by the project.</li> <li>2. Install billboards to display the name of the project along with the telephone numbers in the front of the project and assign the Public Relations Unit to listen to comments on the project and receive possible complaints.</li> <li>3. Arrange for detailed records of complaints, such as the complainant's name, telephone number, details of the complaint and the responses or corrective actions according to the complaint and notify the complainant on the actions taken.</li> </ol>	-
<p><b>4.3 Health</b></p> <p><b>4.3.1 Use of vehicles</b></p> <p>During the implementation of, the project, the volume of traffic on the road will increase and may cause impact on the traffic in front of the project and also the potential increase of accidents. Besides, the use of cars and the road would cause emissions from the engines, such as carbon monoxide, dust and smog that may affect people's health if there is high quantity and if such a pollutant stays in the environment for a long time.</p>	<ol style="list-style-type: none"> <li>1. Provide green space and trees which would help absorb carbon dioxide.</li> <li>2. Launch a campaign on turning off the car engine when parking for a long time.</li> <li>3. Comply with the measure on air quality to prevent dust such as maintaining the road to be in good condition, undamaged and clean, plant trees and create green areas in accordance with the requirements.</li> <li>4. Comply with the measure on noise pollution by controlling speed and preventing the speed acceleration of cars driven in the project.</li> </ol>	-
<p><b>4.3.2 Wastewater from the project</b></p> <p>If the project does not carry out wastewater treatment to be in compliance with the standards for wastewater, the place receiving such wastewater would be affected.</p>	<ol style="list-style-type: none"> <li>1. Provide wastewater treatment using the Activated Sludge system.</li> <li>2. Comply with the measure of water quality by monitoring the water quality before and after the treatment on a monthly basis.</li> </ol>	-



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>4.3.3 Solid waste from the project</b></p> <p>If the solid waste from the project is not managed properly in accordance with the sanitary standards, it will cause dirtiness, bad odors and sources of food and breeding for disease-carrying animals.</p> <p>However, there are two groups of people whose health could be directly affected. They are the project's employees who serve as garbage collectors and the garbage collectors from the local authorities. They could be exposed to effects such as bad odors, germs and injuries from sharp items.</p>	<ol style="list-style-type: none"> <li>1. Apply the method of segregation of waste, such as dry, wet and hazardous waste. Then compile the waste in the solid waste collection room for each type and use suitable containers.</li> <li>2. Comply with the measure on solid waste management by providing adequate garbage containers with functional lids and cleaning the solid waste room regularly. The waste water from washing the room must be sent to the wastewater treatment system.</li> <li>3. Provide appropriate protective equipment for the cleaners and the garbage collectors to protect their health and safety such as gloves, face masks and aprons.</li> </ol>	-
<p><b>4.3.4 Air Conditioning system</b></p> <p>When the air conditioning system is not clean, there shall be accumulation of bacteria that can spread germs causing the respiratory disease among the residents, especially children and patients with allergies who are sensitive to the effects.</p>	<ol style="list-style-type: none"> <li>1. Clean the air conditioners by launching a campaign for the residents to clean their own air conditioners and air conditioners in the common areas.</li> </ol>	-
<p><b>4.4 Fire prevention and extinguishing system</b></p> <p>For residential buildings with a great number of residents, there are activities such as the use of electrical appliances to cook without care or with negligence may cause electrical problems or fire.</p>	<ol style="list-style-type: none"> <li>1. Provide the fire alarm system, the fire prevention and extinguishing systems not less than legal requirement.</li> <li>2. Examine the effectiveness of tools and fire extinguishers regularly after every period of 3 months.</li> <li>3. Attach instruction label on how to use fire prevention equipment for the residents and demonstrate how to use the equipment for their understanding to be able to use it instantly and safely when necessary.</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspect all equipment of the fire prevention system and the fire alarm system installed in the project according to the manual of each type on a regular basis to ensure their good condition and readiness for use.</li> <li>2. Check the power supply back up system every period of 3 months to ensure its readiness for use.</li> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p><b>4.5 Scenery and aesthetics</b></p> <p>When the project is completed, the scenery of the area would change as well as the aesthetics of the place.</p>	<ol style="list-style-type: none"> <li>1. The design of the building and the proportion of its use have been done according to the terms determined in the city planning regulations.</li> <li>2. Arrange for the creation of beautiful architectural landscape by developing green space and growing shady trees.</li> <li>3. Carry out maintenance of the green areas in the project to retain shady and beautiful scenery throughout the operation.</li> <li>4. Plant trees along the fence of the project.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assign personnel to take care and maintain the green areas to be shady, pleasant and beautiful throughout the operation.</li> </ol>





# GRI Content Index

## Profile Disclosures

Indicator	Description	Page	Disclosure	Note
<b>1. Strategy and Analysis</b>				
1.1	Statement from the most senior decision-maker of the organization.	-	Full	Refer to Annual Report on Content : "Chairman of the Board's Statement"
1.2	Description of key impacts, risk, and opportunities.	49 - 51	Full	
<b>2. Organizational Profile</b>				
2.1	Name of the organization.	4	Full	
2.2	Primary brands, products, and/or services.	4 - 10	Full	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	-	Full	Refer to Annual Report on Content : "Corporate Profile"
2.4	Location of organization's headquarters	-	Full	Refer to Annual Report on Content : "General Information and Announcement" and "Corporate Profile"
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	-	Full	Refer to Annual Report on Content : "Corporate Profile"
2.6	Nature of ownership and legal form.	-	Full	Refer to Annual Report on Content : "General Information and Announcement"
2.7	Markets served (including geographic breakdown, inside cover sectors served, and types of customers/beneficiaries).	-	Full	Refer to Annual Report on Content : "Corporate Profile"
2.8	Scale of the reporting organization.	-	Full	Refer to Annual Report on Content : "Corporate Profile"
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	-	Full	Refer to Annual Report on Content : "Corporate Profile"
2.10	Awards received in the reporting period.	14 - 24	Full	



Indicator	Description	Page	Disclosure	Note
<b>3. Report Parameters</b>				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	39 - 42	Full	
3.2	Date of most recent previous report (if any).	39 - 42	Full	
3.3	Reporting cycle (annual, biennial, etc.)	39 - 42	Full	
3.4	Contact point for questions regarding the report or its contents.	39 - 42	Full	
3.5	Process for defining report content.	39 - 42	Full	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	39 - 42	Full	
3.7	State any specific limitations on the scope or boundary of the report	39 - 42	Full	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	39 - 42	Full	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report	39 - 42	Full	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	-	Full	Refer to Annual Report on Content : "Performance Review"
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	39 - 42	Full	
3.12	Table identifying the location of the Standard Disclosures in the report.	108	Full	
<b>4. Governance, Commitments, and Engagement</b>				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	43 - 48	Full	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	-	Full	Refer to Annual Report on Content : "Corporate Governance"



Indicator	Description	Page	Disclosure	Note
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	-	Full	Refer to Annual Report on Content : "Corporate Governance"
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	-	Full	Refer to Annual Report on Content : "Corporate Governance"



Indicator	Description	Page	Disclosure	Note
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	-	Full	Refer to Annual Report on Content : “Corporate Governance”
4.14	List of stakeholder groups engaged by the organization.	43 - 48	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.	43 - 48	Full	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	43 - 48	Full	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	39 - 42 43 - 48	Full	

### Performance Indicators

Indicator	Description	Page	Disclosure	Note
Economic				
EC 1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	-	Full	Refer to Annual Report on Content : “Performance Review”
EC 2	Financial implications and other risks and opportunities for the organization’s activities due to climate change.	-	Full	Refer to Annual Report on Content : “Corporate Profile” - Internal Control and Risk Management
EC 3	Coverage of the organization’s defined benefit plan obligations.	-	Full	Refer to Annual Report on Content : “Performance Review”
EC 4	Significant financial assistance received from government.	-	Full	Refer to Annual Report on Content : “Thailand’s Economic Condition 2015-2016” and “Housing Market Condition 2015-2016”
Environmental				



Indicator	Description	Page	Disclosure	Note
Energy				
EN 6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	25 - 38	Full	
EN 7	Initiatives to reduce indirect energy consumption and reductions achieved.	25 - 38	Full	
Biodiversity				
EN 11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	72 - 74 85 - 107	Full	
EN 12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	72 - 74 85 - 107	Full	
EN 13	Habitats protected or restored.	85 - 107	Full	
Effluents and Waste				
EN 27	Extent of impact mitigation of environmental impacts of products and services.	85 - 107	Full	
Compliance				
EN 29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	85 - 107	Full	
Social : Labor Practices and Decent Work				
Employment				
LA 1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	60	Full	
LA 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	61	Full	
LA 3	Return to work and retention rates after parental leave, by gender.	60	Full	
Labor/Management Relations				
LA 4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	59 - 67	Full	



Indicator	Description	Page	Disclosure	Note
Occupational Health and Safety				
LA 5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	66	Full	
LA 6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	66	Full	
LA 7	Workers with high incidence or high risk of diseases related to their occupation.	66	Full	
LA 8	Health and safety topics covered in formal agreements with trade unions.	66	Full	
Training and Education				
LA 9	Average hours of training per year per employee by gender, and by employee category.	70	Full	
LA 10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	68 - 71	Full	
LA 11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	70	Full	
Diversity and Equal Opportunity				
LA 12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	59 - 67	Full	
Equal Remuneration for Women and Men				
LA 13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	59 - 67	Full	
Supplier Assessment for Labor Practices				
LA 15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.	59 - 67	Full	
Human Rights				
Investment				
HR 1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	59 - 47	Full	



Indicator	Description	Page	Disclosure	Note
HR 2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	68 - 71	Full	
Non-discrimination				
HR 3	Total number of incidents of discrimination and corrective actions taken.	59 - 67	Full	
Freedom of Association and Collective Bargaining				
HR 4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	53 - 55	Full	
Child Labor				
HR 5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	59 - 67	Full	
Forced or Compulsory Labor				
HR 6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	53 - 55 59 - 67	Full	
Security Practices				
HR 7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	59 - 67	Full	
Indigenous Right				
HR 8	Total number of incidents of violations involving rights of indigenous peoples and actions taken.	59 - 67	Full	
Society				
Local Communities				
SO 1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	85 - 107	Full	
SO 2	Operations with significant actual or potential negative impacts on local communities.	85 - 107	Full	



Indicator	Description	Page	Disclosure	Note
Anti-corruption				
SO 3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	56 - 58	Full	
SO 4	Communication and training on anti-corruption policies and procedures.	56 - 58	Full	
SO 5	Confirmed incidents of corruption and actions taken.	56 - 58	Full	
Public Policy				
SO 6	Total value of political contributions by country and recipient/beneficiary.	56 - 58	Full	
Anti-competitive Behavior				
SO 7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	56 - 58	Full	
Compliance				
SO 8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	85 - 107	Full	
Product Responsibility				
Customer Health and Safety				
PR 1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	25 - 38	Full	
PR 2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	25 - 38	Full	
Product and Service Labeling				
PR 3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements.	25 - 38	Full	
Marketing Communications				
PR 6	Sale of banned or disputed products.	72 - 74	Full	





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