



Supalai Public Company Limited

**Grandes orientations du budget 2015**

**29,1%**

**Cadre de vie**

Si le cadre de vie est l'affaire de tous, les services municipaux sont chaque jour à pied d'œuvre afin d'assurer l'entretien des espaces publics de Notre-Dame de Gravenchon, ville labellisée 4 Fleurs.

**A noter :**  
Entretien et rénovation des bâtiments et des espaces verts, travaux visant à favoriser l'accessibilité, rénovations des voiries et de quartiers (rue de la Forge, rue Dufy, etc), sécurité et salubrité publiques, transports urbains ...

**20%**

**Rayonnement et attractivité**

La dynamique et l'attractivité de demain se préparent aujourd'hui : renforcement de l'offre d'habitat, renouvellement commercial. Les Grands projets permettent de penser la Ville de demain.

**A noter :**  
Cœur de Ville (1,5 M€), poursuite du développement de la ZAC du Boisquet-Roche (2,9 M€), actions en faveur de l'activité économique et commerciale, subvention à l'association des commerçants...

**Chiffres clés**

32,3 M€ c'est le montant total du budget  
10,3 M€ de dépenses d'investissement  
2,3 M€ de subventions accordées aux associations  
0 % c'est l'augmentation des taux communaux d'imposition depuis 2008  
1,05 M€ soit seulement 3,25% du budget, c'est le montant des impôts payés par les Gravenchonnois à la ville  
700 000 € c'est le montant de la baisse de la dotation de l'Etat par rapport à 2013

**Social et solidarité**

De par ses statuts, c'est le Centre Communal d'Action Sociale (CCAS) qui met en œuvre la politique sociale sur le territoire de la commune et qui gère les services sociaux de proximité (Maison de l'enfance, Service Social et Gérontologique, Centre Social Arpège...)

**A noter :**  
Subventions allouées au CCAS d'1,4 M€, subventions accordées aux associations à caractère social et/ou solidaire pour 95 668 € mise en place d'une coordination des animations à destination du public isolé.





WE CARE FOR THAI SOCIETY

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# Chief Executive Officer's Statement

The initial commitment in establishing "Supalai" was to become a leading property development company in Thailand. Its goal has been to be an organization with business sustainable development by taking into account the environment, society and good governance so as to create satisfaction for all stakeholders. The Company recognizes the satisfaction of all 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, services and good management.

**P Profitability** means Emphasis on profits for all concerned parties, there are customers, shareholders, employees, contractors 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 sustainable development policy together with the Company's operations for over the past 27 years which is the source of the slogan "SUPALAI.....WE CARE FOR THAI SOCIETY"

The Company is committed to build good homes in quality society. In order to make Supalai home an "energy saving comfort home", the Green Design concept has been applied by using the energy saving and environmentally friendly innovation where natural energy has been utilized. This is to ensure the resident's living comfort and happiness. The design supports the functions used by all generations of residents, the children, the youth, the elderly, the disabled as it can be adjusted to a variety of functional requirements. It can provide maximum usable area to meet customers' demand. This is more than a "home" because Supalai home is a place of love, binding from generation to generation, and a place with good memories of all periods of life.

With a commitment to build a good and energy-saving home while paying attention to ecosystem coupling with attentive management of risks to meet the needs of all stakeholders, Supalai has been awarded with Outstanding Energy Conservation



Housing Project Award by the Department of Alternative Energy Development and Energy Conservation, Ministry of Energy, Award for Excellent Property Development Company of Thailand, Outstanding Property Project Award, and Award for Listed Company with Sustainable Business Operation in regard to the Environment, Society and Good Governance (ESG 100) etc.

In addition, the Company has organized various activities to disseminate knowledge to the public, customers, employees and the society for free of charge. It has also provided good welfare as well as truly enjoyable working environment for the employees.

For over 27 years, Supalai has adhered to the business operational principles by taking into account sustainability and adopted it as corporate strategy with a commitment to create innovative residences that are environmental friendly.

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.

Dr. Prateep Tangmatitham  
Chairman of the Board



# 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 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 refers to Superiority, which means excellence in products, services and management,

P refers 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

The Company has applied risk management system in its business operations according to the standard framework of The Committee of Sponsoring Organizations of the Treadway Commission (COSO) ERM as the environment is changing all the time, which may enable the operations to achieve the objectives and goals of sustainable development. The Company has, therefore, implemented a risk management process that is systematic so as to ensure that it can control the risk to be at an acceptable level.

## 3. Supply Chain Management

The Company attaches importance to the management of supply chain by taking into account the entire process, from upstream, midstream and downstream covering the environmental and social aspects as well as good governance in order for all processes of operations between the Company and stakeholders within the supply chain network to link together effectively. This can be deemed a joint development for a sustainable system, which would provide good results for the customers, society and 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 residences 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' develop 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 homes 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 stocks 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" creates such comfortable homes, that is energy-saving with the innovation of Supalai home...with comfort and happiness. The Company has been, therefore, awarded with most of the "Energy-Saving Home" 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 homes are cool and comfortable while saving 26-30% in electricity costs.



With an emphasis on Green Design before 2005, the Company's condominiums and homes 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.

Overall, an application of Value Engineering (VE) makes the buildings of Supalai perfect. All systems are balanced, the buildings are beautiful, durable and economical while residents feel comfortable in their buildings. These qualifications have 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.

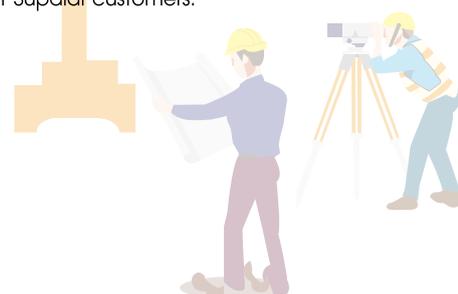
"Supalai" focuses on every detail of the construction. The electrical and water systems are installed according to the shop drawings so that the same high standard of construction can be guaranteed in every single unit.

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. Financial Management

"Supalai" has been rated the credibility of class "A" by TRIS Institution, reflecting improved performance as expected, while the revenue base is also expected to expand. The ratings also take into consideration the Company's portfolio that is recognized in the property development market in Thailand, the brand recognition in the moderately priced housing market and the financial strength of the Company.

"Supalai" has been rated as a very good level customer by commercial banks, which have become its main funding sources for both short-term and long-term loans with a rather low rate of interest. This results in the Company's ability to control the interest burden. In addition, in certain circumstances and opportunities, the Company can mobilize capitals through debt or equity instrument, and the Company is already prepared to mobilize funds through such instruments.

Having the combination of financial management that is flexible and adapted to the circumstances at such time with the assumption to provide maximum return to its shareholders, Supalai's return on equity from the performance of the past 5 years is comparatively high when compared with other companies.

## 12. After-sales service

"After-sales service" is important. This definition covers services and maintenance of home, utility systems, 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. As a result, the Company has received an award for having an excellent center for complaints from the Consumer Protection Committee.



*You call, We care*

### 13. 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 down payment, which was rather inconvenient. Now the Company has simplified payment system where the customers can pay their down payment 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.



## Supalai Vision: Leader in Innovation and Added Value.

### SPL Philosophy is Sustainable Development Vision of Supalai.

#### Supalai’s business strategy reflects principles and practices of sustainable development.

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

#### Philosophy of Supalai:



For better understanding and clarification on how Longevity Philosophy is related and connected to sustainable development vision, part of the ISO 26000 international standard, section of corporate social responsibility, is excerpted as follows.

For sustainable development, the organization not only focuses on economic growth but also on the environment and social responsibility with corporate governance (Environment, Social and Corporate Governance: ESG). It emphasizes the importance and commitment to improve the sustainability of the organization, that is, the Board of Directors and the management must operate transparently and reliably by carrying out business seriously with responsibility towards the society and the environment. It shall also comply with the laws and regulations correctly neither with no corruption nor dishonest act. It must also aim to provide benefits to the people, the communities and the environment. In addition, there is the subject of the role of business in the society and the society’s expectations of the businesses, whereby such role must be performed voluntarily. The executives need to be involved in various kinds of activities so as to contribute to the balance of 3 dimensions, namely, economic, social and environment.



**WE CARE FOR THAI SOCIETY**

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 27 years that Supalai Public Co., Ltd. has vision and conducted sustainable development CSR work 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.



## Supalai Public Company Limited

# Policy on Sustainable Development

Supalai Public Company Limited adheres and attaches importance to sustainable development as guideline for its business practices, which covers economic, social, environmental and good governance aspects by taking into consideration the stakeholders involved both in the project area and the society in general. The purpose is to return benefits to the community, society and environment on a sustainable basis. Such policy covers the operations of its subsidiaries and associated companies. The second amendment was done in accordance with the resolution of the Board of Directors' Meeting No. 11/2016 held on 14 November 2016, of which the guidelines are as follows:

1. The Company shall instill and raise awareness among all Board of Directors, executives and employees regarding sustainable development so as to achieve a balance in terms of economic, social, environmental and Good Governance aspects. These aspects would help create a sustainable culture of business practices.
2. The Company shall operate by focusing on the efficiency of resource utilization as well as the reduction of energy usage, and minimizing environmental impact to the community, society, environment and quality of life of the people.
3. The Company shall operate in compliance with the laws, regulations, standards or agreements relating to the Company's business in all aspects.
4. The Company shall arrange projects and activities to develop communities within the project area and the society in general. It also focuses on developing and improving the quality of life, the conservation of nature and environment, culture, and the development of community's economy.
5. The Company shall communicate with the communities in the project area and enhance their understanding of the operation. It shall also open to receive feedback in order to carry out operations while providing contribution to the community.
6. The Company shall focus on creating understanding, communication and transparency of information disclosure to the society and stakeholders, namely, shareholders, customers, suppliers and business alliances regarding its status and facts on the Company's operations, its responsibility toward the community, society. The Company shall also be cooperative in providing information for investors, shareholders and the general public in a timely manner.
7. The Company provides supports to public activities, which are beneficial to the community, the development or improvement, throughout of the environment, charitable organizations as well as local events.
8. The Company shall support a culture of learning and innovation in all its systems in order to gain body of knowledge and create new process and new products that can meet the needs of all stakeholders in economic, social and environmental aspects.
9. The Company shall provide supports and create social, environmental and natural resource awareness among all levels of employees through activities, training session seminars and continuous participation as members of other agencies or organizations.
10. The Company shall raise awareness and urge suppliers and business alliances to adopt sustainable practices in their businesses in order to create economic, social and environmental balance.

Dr. Prateep Tangmatitham  
Chairman of the Board



# Supalai's Awards & Accolades

## Awards for the Company's management potential

**2546**

- Certified ISO 9001:2000.
- 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.

**2545**

Certified ISO 9001:1994.



**2547**

Company Rating by TRIS "BBB".



**2553**

Company Rating by TRIS "A- stable."



**2553**

Certified ISO 9001: 2008 by Bureau Veritas Certification (Thailand) Ltd. (BVC).



**2549**

Company Rating by TRIS "BBB+".

**2550**

Certified ISO 9001: 2000 for High-Rise Building.



**2553**

The "Best Performance Awards for 2010" from the Stock Exchange of Thailand.



**2554**

The "Top 10 Developers Awards 2011" from BCI Asia.



**2553**

The "Best Under A Billion Award" from Forbes Asia Magazine.



# 2556

The award for "BV Symbol of Confidence in International Standard" of Bureau Veritas Certification (Thailand) Ltd. (BVC).



# 2556

The award for 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.



# 2556

The evaluation scores of good corporate governance of Thai Listed Companies 2013 in the excellent level from the Thai Institute of Directors.



# 2557

The evaluation scores of good corporate governance of Thai Listed Companies 2014 in the excellent level from the Thai Institute of Directors.



# 2557

Company Rating by TRIS "A"

# 2557

The score on ASEAN CG SCORECARD of more than or equal to 90% with the average score of 95.48%.

# 2557

The award for "BCI Asia Top 10 Developers Awards 2014" from BCI Asia Construction Information Co.,Ltd. and Future Arc Journal.



# 2557

Top Corporate Governance Report Award for 2014 in the "SET AWARDS 2014" by the Stock Exchange of Thailand.



# 2558

Thailand Sustainability Investment 2016 Award or list of "Sustainable Stock" of the Stock Exchange of Thailand.



# 2558

The award for "BCI Asia Top 10 Developers Awards 2015" from BCI Asia Construction Information company limited and Future Arc Journal.



# 2558

The evaluation scores of good corporate governance of Thai Listed Companies 2015 in the excellent level from the Thai Institute of Directors.

# 2558

The award for "Best Under A Billion Award" from Forbes Asia at Sunway Resort Hotel and Spa, Malaysia.

# 2558

The Outstanding Listed Company Performance Award of 2015 given in the SET Awards 2015 presentation.



# 2559

Top 10 Developers Awards 2016 from BCI Asia Construction Information Co., Ltd and Future Arc Journal.

# 2559

Investor's Choice Award given jointly by Thai Investors Association, the Stock Exchange of Thailand, the Office of the Securities and Exchange Commission and the Federation of Thai Capital Market Organization (FETCO).



# 2559

"Certificate of ESG100 Company" of 2016 for the Company's outstanding sustainable business operations in terms of social, environmental and corporate governance from ESG Rating of Thaipat Institute.

# 2559

The evaluation scores of good corporate governance of Thai Listed Companies 2016 in the excellent level from the Thai Institute of Directors.



# 2559

Thailand Sustainability Investment 2016 Award or list of "Sustainable Stock" of the Stock Exchange of Thailand.

# 2559

The Supalai Oriental Project, Sukumvit 39 was awarded with Editor Choice 2016 in The award presentation event of Think Of Living People's Choice Awards 2016 given by the Think Of Living Website.



# Awards for social responsibility

## 2546

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.



## 2551

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.



## 2552

Haadyai Nakarin Co., Ltd. received the Thai Chamber of Commerce Business Ethics Standard Test Award 2009" from the Thai Chamber of Commerce



## 2555

The honor of the "Ruam Raeng Thai, Raksa Nam Sai Thuk Khu Khlong" project from the Prime Minister.



## 2553

The award for "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.

## 2555

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

## 2555

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



## 2556

The award for "Good Real Estate Developer of 2011-2013" from the Office of the Consumer Protection Board (CPB).



## 2559

Plaque of Honor for Outstanding Business Place from the Social Security Office.



## 2557

The award for outstanding center for complaints and solutions for consumers 2015 from the Office of the Consumer Protection Board and ISO Institute.

## 2557

The award for "Consumer Protection Thailand Call Center Award 2014" from the Office of the Consumer Protection Board.



# Awards for leadership in developing premium quality products

## 2548

The award for the "Sub division houses with outstanding Energy Conservation 2005" from the Ministry of Energy.



## 2550

The 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.



## 2551

The 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.



## 2553

The award for "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.



## 2552

The award for "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.

## 2554

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



## 2550

"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.



## 2554

The award for "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.



## 2555

The award for "Outstanding Real Estate Project 2012" for the Supalai Parkville Romkiao -Suvarnabhumi project in the category of "detached 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).



## 2554

The award for "Certified Energy Conservation Building Label 2011" from the Department of Alternative Energy Development and Efficiency, Ministry of Energy.



## 2555

The award for 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.



## 2558

The award for "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.



## 2559

Recognition Award from the Project for Announcement of Sustainability Report Awards 2016 from the Thai Listed Companies Association.



## 2559

Outstanding Business Place Award of the Project to Promote CSR and Environmental Activities of Government Enterprises and Business Operation Places 2016 (EIT-CSR Awards 2016) from The Engineering Institute of Thailand Under H.M. The King's Patronage.



## Award for professionalism of the Company's Executives

### 2556

Mrs. Ajchara Tangmatitham who is the Executive Vice- President of the Company received the Order of the Direkgunabhorn 4th class (Thailand) in front of the picture of the king.



### 2552

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.

### 2556

Mr. Prateep Tangmatitham Chairman of the Board and Chief Executive Officer received an honorary Ph.D.degree in Innovation Real Estate Development from Thammasat University.



### 2556

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.



### 2558

Mr. Prateep Tangmatitham, the President, received the Outstanding CEO Awards 2015 in the SET Award presentation event from the Stock Exchange of Thailand.



# Important sustainable points and contents in the report

## Important Evaluation Process

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 impact on the sustainability of the Company in economic, social and environment.

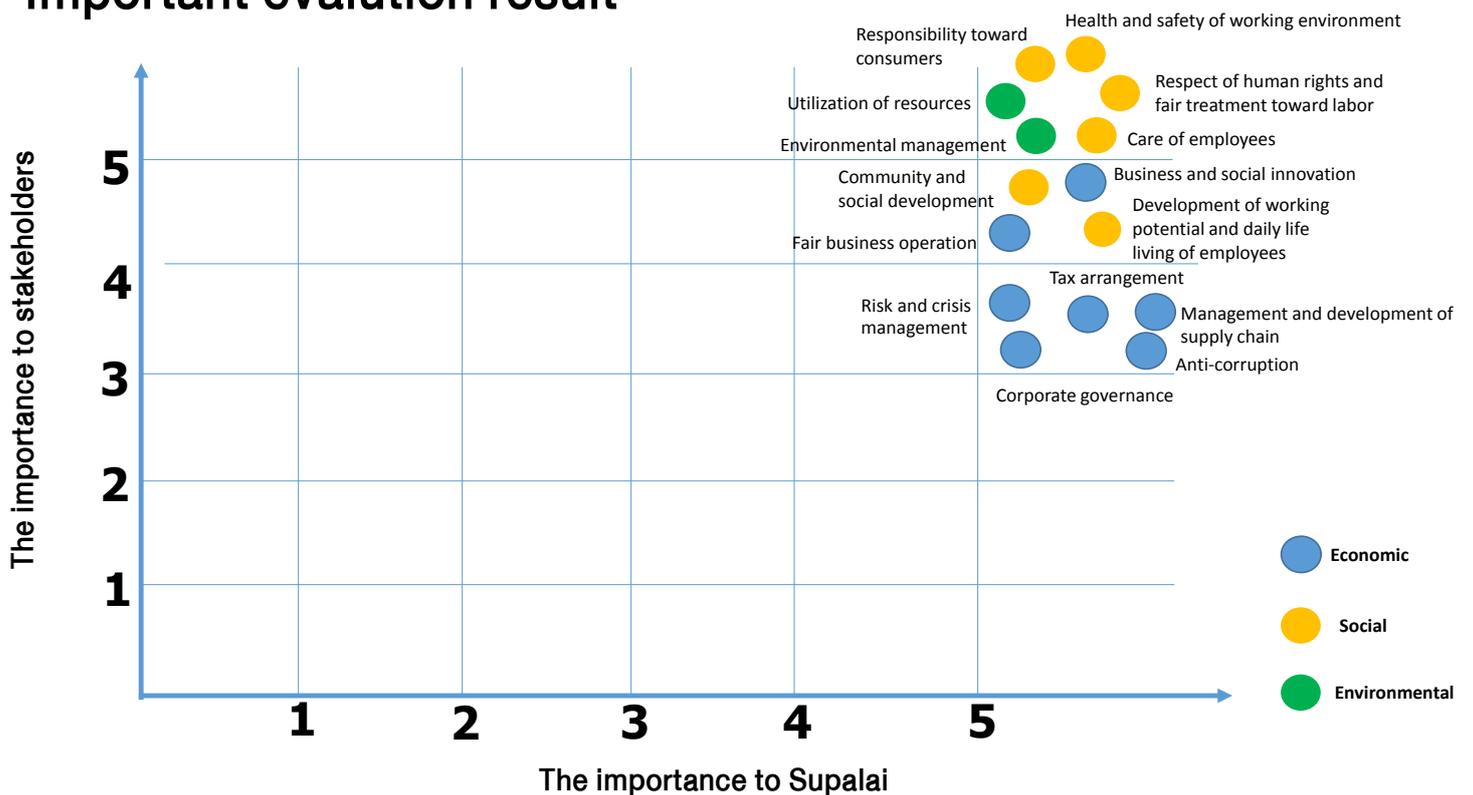


The definition of each sustainable points is considered from the impacts of procedures from the upstream to the downstream (supply chain) in the whole system.

The significant 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

Sustainability aspects proposed in the report	Impact on stakeholders					
	 Customers	 Employees	 Suppliers	 Shareholders	 Communities	 Government agencies
<b>Economic</b>						
• Corporate governance	✓	✓	✓	✓	✓	✓
• Risk and crisis management	✓	✓	✓	✓	✓	
• Fair business operation	✓	✓	✓	✓	✓	✓
• Management and development of supply chain	✓	✓	✓	✓		
• Anti-corruption	✓	✓	✓	✓		
• Tax arrangement						✓
• Business and social innovation	✓	✓	✓	✓	✓	
<b>Social</b>						
• Respect of human rights and fair treatment toward labor	✓	✓	✓	✓	✓	
• Community and social development					✓	
• Development of working potential and daily life living of employees	✓	✓		✓		
• Care of employees		✓				
• Health and safety of working environment		✓	✓			
• Responsibility toward consumers	✓			✓		
<b>Environmental</b>						
• Environmental management				✓	✓	
• Utilization of resources		✓	✓	✓		



#### 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 complete report, and approval of information to disclosure.

#### 5. Continuous development

This report has been developed based on past reports. The additional parts comprise of the participation of all personnel of the Company and the criteria for evaluating the sustainability of listed companies established by the Thai Listed Companies Association, the Securities and Exchange Commission, Thaipat Institute as well as the United Nations Sustainable Development Goals (UNSDGs) in order to improve the report to be more complete.

#### 6. Dissemination Channels

This report has been prepared in 2 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. This 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





## Preparation of Report on sustainability





## About this Report

Supalai Public Company Limited is committed to conducting its business with a focus on sustainability in terms of economic, social and environmental. It, therefore, intends to report on the results of implementation of sustainable development by presenting in this report, which consists of results of operations and significant changes in terms of economic, social and environmental during the period from 1 January to 31 December 2016. This report is deemed the fifth consecutive year report of the Company.

## Reporting Guidelines

The Company has prepared this report based on the guidelines for preparation of sustainability report of the Global Reporting Initiative Version 4.0 (GRI G4), the practices for corporate social responsibility of listed companies on the Stock Exchange of Thailand on part of Real Estate Business Group and the United Nations Sustainable Development Goals (UNSDGs) which consists of 17 objectives, whereby the Company has adjusted them in accordance with its business operation strategy.

## 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) and the United Nations Sustainable Development Goals (UNSDGs) 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.





# Economic





WE CARE FOR THAI SOCIETY



Supalai

Propitious dwellings

Commitment to operate business in compliance with good governance for sustainable development





## 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

The Board of Directors has provided "Manual on Corporate Governance Policy", which has been reviewed annually, and it was approved by the Board of Directors in writing on 11 October 2016. Its content consists of details on sustainability guidelines for good corporate governance, Board charter, 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, legal requirements established by external agencies, 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

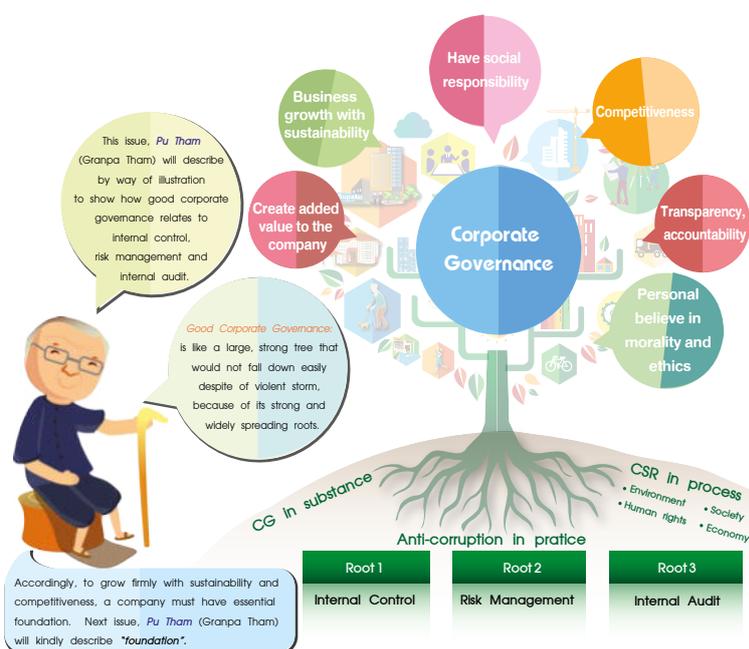
governance, which consist of the following :

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.
- ▶ 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.





### Preventing incident and behavior that might be unethical

- ▶ There has been reviewing and revising of guidelines, precautions and samples for practices in different situations in the Manual on Business Ethics to be in accordance with the complaints submitted through various channels.
- ▶ 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

- ▶ Provide feedback 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. For employees with test scores of 100%, they shall be awarded by the President so as to create incentive and encourage compliance with the ethics.

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 2016 as follows.

- ▶ The Company has been awarded the Investors' Choice Award from the Thai Investors Association jointly with the Stock Exchange of Thailand, the Securities and Exchange Commission (SEC) and the Federation of Thai Capital Market Organizations. The Company has been one of 47 companies listed on the Stock Exchange of Thailand that has 100 scores of the assessment of quality of the annual general meeting of shareholders for four consecutive years since 2013 - 2016, which is qualified as most excellent.





► The Company has received ESG100 certificate from Thaipat Institute for prominent business operation in regards to environmental, social and good governance. (ESG).



► The Company received the score "Excellence". The Company achieved the score "Excellence" from the year 2013 to 2016 consecutively.



► Supalai Public Company Limited received "Thailand Sustainability Investment award 2016" from SET Thailand at the ceremony entitled "SET Sustainability Awards 2016".



The award was given to listed companies with outstanding performance in sustainability development and enhancing the development of social enterprise.

## Working with Stakeholders

The Company has prioritized its 8 groups of major stakeholder, i.e. employees, customers, Suppliers, shareholders, surrounding communities, society and environment, 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
 <b>01</b> <b>Employees</b>	<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> <li>Work-Life balance.</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>Training plans for employees at all levels.</li> <li>Policy on treatment of employees.</li> <li>Policy on safety, occupational health and working environment.</li> <li>Channel for discussions / suggestions on welfare</li> <li>Feedback Box</li> </ul>	<ul style="list-style-type: none"> <li>Higher employee satisfaction and obligation to the organization.</li> <li>Employees' quality of life improved.</li> <li>Decrease in turnover rate.</li> </ul>
 <b>02</b> <b>Customers</b>	<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>Getting quality house / condominium at reasonable prices that can accommodate many generations of residents with energy saving mode.</li> <li>Good service.</li> <li>Better quality of life for residents.</li> <li>Good indoor environmental quality for residents.</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>Good community service for the residents.</li> <li>Policy on treatment of customers.</li> <li>Activities / seminars to create quality life.</li> </ul>	<ul style="list-style-type: none"> <li>Anyone can own a home / condominium of the Company.</li> <li>Sustainable growth in the Company's operating results.</li> <li>Trust and bonding in our products and customer service.</li> <li>Customers / residents have good quality of life in good society and environment.</li> <li>Complaint Center Excellence Awards from the Office of Consumer Protection.</li> </ul>



Order	Communication /Approach	Needs/Expectations of Stakeholders	Company Responses	Outcome
 <p><b>03</b> Suppliers</p>	<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>• Receive appropriate compensation.</li> <li>• Support for credit line.</li> <li>• Growing together.</li> <li>• There is safety and good hygiene in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide training to transfer knowledge to contractors.</li> <li>• Organize thank you activities for contractors and present award to exemplary contractor.</li> <li>• Comply strictly with contracts.</li> <li>• Provide appropriate return and pay on time.</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> <li>• Ensure work safety, health and environment for contractors.</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> <li>• Suppliers have good ties with the Company, reducing the risk of shortages of suppliers, labor and contractors.</li> <li>• Policy of the manufacturers / suppliers of raw materials and services.</li> </ul>
 <p><b>04</b> Shareholders</p>	<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>• Good governance and risk management.</li> <li>• Anti-Corruption</li> <li>• Operate with transparency and reports the results of operations on a regular basis.</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>
 <p><b>05</b> Surrounding communities</p>	<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>• Provide help to develop utility system and improve surrounding communities of the projects.</li> <li>• Free training and seminar.</li> <li>• Policies governing sustainable development.</li> </ul>	<ul style="list-style-type: none"> <li>• Fewer complaints.</li> <li>• Better relations with nearby communities, contributing to stronger communities.</li> <li>• Fast proceeding of construction.</li> </ul>



Order	Communication /Approach	Needs/Expectations of Stakeholders	Company Responses	Outcome
 <p><b>06</b> Society and environment</p>	<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> <li>• Create social responsibility and environmental awareness in every work process.</li> </ul>	<ul style="list-style-type: none"> <li>• Use resources efficiently</li> <li>• Operate social and environmental friendly business.</li> <li>• Prevent or reduce pollution caused by business operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Design houses that reduce energy consumption and are social and environmental friendly.</li> <li>• Use energy-efficient materials.</li> <li>• Conserve and reduce tree cutting in the area of estate development.</li> <li>• Increase green areas within the project.</li> <li>• Employees participate of environmental conservation.</li> <li>• Follow the guidance approved by the Office of National Environment Board.</li> <li>• Policies governing sustainable development.</li> </ul>	<ul style="list-style-type: none"> <li>• Received awards for energy-efficient home from Department of Energy</li> <li>• Create good ecosystem in the project.</li> <li>• Increase green areas to the society.</li> </ul>
 <p><b>07</b> Government Agency</p>	<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>
 <p><b>08</b> Competitors</p>	<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 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. This is for being the confident to the Company accomplishing the targets and being ready for the environmental change presently.



The risk management structure of the Company is divided into 2 levels, namely, organizational level and operational level. For organizational level, the established Risk Management Committee is consisting of the Board of Directors, Independent Committee and senior executives in various lines of work who have been appointed to formulate policies and framework for risk management including monitoring, screening, providing comments and recommendations concerning risk management. For operational level, there are Risk Management Sub-Committees consisting of senior executives in various lines of work to monitor closely and regularly the management of risks arising from the operations of business.

The Company has adopted risk management practices which are standardized across the Company.

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. The employees and the management at all levels must be encouraged and developed to have knowledge and understanding, while participating in the process so as to realize its importance and foster a culture of risk management throughout the Company.

4. Focus on proactive risk management.

5. The internal control system must be provided to cover all aspects including strategic, operational, financial, liquidity, legal and regulatory, information technology, consumer protection, social and environmental. Accordingly, there shall be arrangement for the review, follow-up, evaluation and reporting in order for the Company to have a proper and efficient internal control system.

6. All employees shall be responsible for identifying and assessing risks by taking into consideration the potential and the consequences of such risks. The employees shall, then, manage risks under their responsibility and promptly report the result according to the risk management process applied by the Company so as to maintain the risk to be at an acceptable level.

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. Upon witnessing or being aware of any risks that might have impact on the Company, the employees must report to the management via the Internal Audit Department or to [risk@supalai.com](mailto:risk@supalai.com)

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 2016, the Company has undertaken the risk management that could be concluded as the following.

- Providing risk assessment at work units and at organizational level, assessing the risk of corruption in all departments of the Company and its subsidiaries, and determining how to manage the potential risks effectively.
- Reviewing the manual for risk management to be disseminated to all employees in the organization.
- Reviewing and updating risk management policy to be in line with the strategy and vision of the Company.
- Organizing Risk Management Day 2016 to provide knowledge on risk management to the employees and organizing quiz games at

the Company's annual New Year on January 29, 2016. Group photo was taken with the Mascot "Noo Dee, Pu-Tham and Ya-Teon".

- Providing online tests on risk management for all employees in the Company and its subsidiaries, and providing rewards for those who get full marks from the test.
- Disseminating news via Mascot "Ya-Teon" on a quarterly basis, and knowledge on risk management is also disseminated via email to all employees, posters are also posted on the Information Board, and the Pop-Up has been made on the computer screen of every employee in the main office.



Risk Management Day 2016



Risk News 11/55

**RISKS**      **อย่าเดือน ... มีข้อสอบมาออกจ้า**

**"การบริหารความเสี่ยง"**  
Risk Management

**ความเสี่ยง** : เหตุการณ์ไม่แน่นอนที่กระทบต่อการบรรลุวัตถุประสงค์ หน่วยงานหรือเป้าหมายของบริษัทฯ ในเชิงลบ

**การบริหารความเสี่ยง** : พิจารณาจาก โอกาสเกิด และ ผลกระทบ (ความเสียหาย)

**การบริหารความเสี่ยง เป็นหน้าที่ของทุกคนในบริษัทฯ**

"การบริหารความเสี่ยงที่มีประสิทธิภาพ จะเป็นการสร้างภูมิคุ้มกันที่ดี เพื่อให้องค์กรฯ สามารถบรรลุเป้าหมาย และเติบโตอย่างยั่งยืน"

ได้ความรู้กันแล้ว **อย่าลืม !!** เข้ามาทำแบบทดสอบออนไลน์  
"Good Governance Risk Management and Compliance (GRC)"  
เข้ามาที่ <http://intranet.supalai.com/onlinequiz>  
ตั้งแต่วันที่ - 30 พ.ย. 2559 นะจ๊ะหลานๆ

Disseminating news via Mascot "Ya-Teon"



# Risk factors and risk management

## Risk factors that may occur and affect the future operations are as follows:

### 1. Strategic Risks

#### 1.1 Risks from higher competition

There has been steadily increasing number of new real estate developers. Many of them launch new projects in the same area and the nearby neighborhood, and each of them urgently used strategic marketing or promotional activities to stimulate the sales, resulting in more intense competition.

Nevertheless, the Company is a major developer in the market for more than 27 years having a reputation in doing business based on honesty, justice and sincerity towards consumers. The Company has, therefore, attached importance to the management to reduce such risks by conducting feasibility studies on the investment of each project and the consumer behavior before starting the project. It would select the location that is convenient, close to the public transportation and spread the projects in all directions of Bangkok, its vicinities and in major provinces in the provincial areas that can meet the need of a variety of customer groups. The Company would take into account the potential of each province as a macro picture, such as the amount of income, the number of population, taxation, number of cars, amounts of deposits, universities, modern trade, etc. In addition, it also has distinguished home designs that feature energy conservation with management under ISO 9001: 2008 standard, which comprises quality review process up to the delivery of goods as well as providing care services to the customers by focusing on customer satisfaction as the basis. Accordingly, the Company has a competitive advantage in terms of reliability and quality of goods and services. As a result, risk of increasing competition has been reduced.

#### 1.2 Risks of home lending credit provided by commercial banks

Currently, local banks have tightened lending to consumers who buy houses due to increasing household debt that resulted in the decreasing ability to repay debt. This has effects on the number of ownership transfers. To reduce such risk, the Company would evaluate preliminary qualifications and capabilities to pay installments on loan to be requested by customers from financial institutions from the period when customers contact to purchase houses in the project up to the time they apply for loan from financial institutions. Additionally, for high-rise building projects, the down payment of approximately 15-20% of the sale price could be collected from the customers

depending on the size of the project. For the remaining amount of 80-85% of the payment would be the loan from banks on the transfer date, which would result in the reduction of lending risk as the proportion of the loan is lower than the basis set by commercial banks.

Moreover, the Company has continuously monitored economic condition and the policies of commercial banks, which would have impact on the business in order to adjust its business strategies. Also, there has been discussions to create partnership with commercial banks to facilitate customers to obtain credit and provide measures to support customers to obtain loans on an expedite basis. These are measures to reduce such risk.

### 2. Risks in business operations

#### 2.1 Risks in building houses ready for sale.

The implementation of policy to build houses ready for sale is a strategy pursued by several developers, including the Company, in order to create confidence among customers and in line with market conditions for small housing loans while competitive financial institutions are offering high amount of credit for home ready for sale. However, such operations require high amount of capital, and there is a risk if the situation changes or the customer is not satisfied with the finished house. At present, the Company has a proportion of houses built and ready for selling of approximately 15% of all houses.

However, in the case of the Company, this risk is not very high as the Company would do so in phases, and the sales strategy would be adjusted to boost the sales through continuous promotional marketing and sales activities. At the same time, there would be assessment of the sales situation and observation would be made closely of the purchasing ability of customers. Also, a study of consumer behavior has been conducted in order to be able to build homes that meet the needs of customers of each project. The control of inventory is another factor in reducing the risk. For each phase, approximately 30 units of houses would be built and open for selling when the construction has progressed to approximately 50%. In the case where the customer wishes to buy or to change the materials for a house that is under construction, the Company would be flexible to accommodate the request. In addition, the Company is capable to adapt to meet the needs of buyers and competitive conditions in terms of size, quality and price, as well as home design to meet maximum customer satisfaction and utilization. Besides, the recognition of strict quality control can also be another means to reduce the risk.



## 2.2 Risks of delays in construction and product quality

At present, the Company has outsourced contractors to perform construction for both landed properties and condominiums resulting in the Company's exposure to the risk of contractors' delays in the delivery according to the schedule, or the construction quality is not up to the standards if the hired contractors do not have sufficient expertise or a lack of personnel and liquidity. To reduce such risks, the Company has managed as follows:

1) **Selecting contractors and material suppliers with experience and quality** in the amount sufficient for the construction according to the work plan by means of hiring major, medium and small contractors as each has different advantages — disadvantages so as not confined to any particular contractor too much. For horizontal home construction, no contractor shall receive any construction over 10% of the value of housing construction each year.

2) **Contacting banks to prepare credit renewable projects for contractors, coordinating with the manufacturers to determine the stores for the contractors to order materials at a set price** in order to enhance liquidity and support the expansion of work of the contractors. There is also a better segmentation of work to improve the contractors' liquidity as well as helping to acquire certain items of materials in order to reduce financial burden of the contractors.

3) **Developing construction work by partnering with contractors and suppliers to jointly develop the construction work and construction materials to have quality more quickly.** There shall be a selection of appropriate technologies that have been studied and examined before implementing, while contractors or suppliers with expertise would be examined and selected. Also, there shall be studies to find out the construction that uses less labor to reduce the risk of labor shortages in the construction industry.

In addition, the Company also has experts and project management teams in a sufficient number to regulate construction to be up to the standards. It also has plans to train workers, supervisors, contractors and manufacturers of construction materials in order to develop the construction process and the quality of construction materials to be effective with improved quality. There shall be mutual understanding in the examination of work to be of good quality and reduce the risk of delays in delivering work.

4) **Reviewing the hiring price for construction to be in line with the market conditions** so that contractors can operate without interruption. There shall also be conference for brainstorming and

listening to opinions of contractors twice a year to acknowledge the problems and provide solutions relating to the construction and create satisfaction to the contractors.

5) **Applying prefabrication technologies with the construction of two-story townhomes and condominiums in some projects, and shall continue using such technologies.** In case of condominiums, large contractors with experience shall be hired and the hiring shall be divided for each type of work according to the expertise. Hiring shall not be made with only one contractor for all types of work in the project. Also, there shall be an improvement and revision of construction methods, and the information shall be updated twice a year in accordance with the current construction situation.

## 2.3 Risks from amendment of rules, regulations or laws relating to real estate business

The real estate business is related to many laws, and each law comprises complex requirements likely to change over time, and they need to be complied with in a complete manner, such as laws governing land, construction, environment, labor including the laws related to taxes. The non-compliance or incomplete compliance may pose a risk to the Company. However, the Company has plans to reduce such risks, that is, prior to the development of real estate project, there shall be an examination of legal and regulatory limits of relevant agencies. There is a unit in the Company that is responsible for monitoring and examining all operations to be up to date at all time. In addition, before the construction of high-rise buildings, there must be an environmental impact assessment (EIA) in order to apply for approval from the Office of the Environmental Impact Assessment, Ministry of Natural Resources and Environment. The Company recognizes the importance of compliance with the conditions set out in the environmental impact assessment report in all respects as it helps reduce the risk of causing environmental impact.

## 2.4 Risks of purchasing land for development

1) **Risks in terms of laws and regulations on the purchase of land**

Regarding risks resulting from the ability to develop the project in the prescribed form without the obstruction by laws or regulations, the Company has controlled this kind of risk by carefully examining various existing provisions of laws and regulations related to the development of projects including those that may be enacted in the near future, such as the Town Planning Ordinance, Provisions relating to building construction, Provisions regarding the allocation of land, and each local ordinances, which affect the development of projects, including the checking of ownership and transfer of rights on land in a complete



manner. The Company shall subsequently conduct a survey of the land and surrounding areas prior to the trial design and the initial project planning to see if there would be impact by the laws and regulations of any kind by taking into consideration those factors on the land itself to see whether the result is in line with the need of the Company. This shall be included in the consideration to purchase land.

## 2) Risks of purchasing land for business purposes

As for the risk regarding the ability to expand the project on purchased land to get the return according to the established goals within a specified set period or not, the Company has controlled such risks from the beginning process of purchasing land by analyzing the needs of each local market and the economic condition, while continuously improving the marketing information of real estate business and the changes in land prices in various locations. As a result, the Company could adjust the guidelines for buying property in a prime location with appropriate size to develop its projects that respond correctly to the market and economic conditions in each period. Accordingly, the Company can considerably reduce the risk of purchasing land.

## 2.5 Risks of rising material costs

The Company has managed the cost of construction from the design period up to the period of contract with the contractors for the labor and construction material cost. The Company can, therefore, maintain the material cost and control the capital costs, while monitoring the movement of prices and estimate the price in advance. If necessary, it would place the order in advance by purchasing in bulk making it easy to bargain the price and control the construction costs. In so doing, the Company can manage and control the quality and standards as required. In addition, it also has the option of using different types of materials that are replaceable by choosing the materials that is suitable for each situation including the development, improvement of methods of production and transportation of building materials. It also join in the search for innovations relating to construction with the contractors and the manufacturers in order to use the transportation cost effectively and reduce the price fluctuations, or a shortage of construction materials.

## 2.6 Risks of developing the ability of personnel to support the competition.

To carry out business operations efficiently, the Company has focused on developing the capability of employees by preparing plans and organizing trainings for employees and ensured that they have been trained in all important courses relevant to business operations. There is a process in place for selecting employees with high potential to ensure that the Company have quality executives and employees sufficient to expand its business. In addition, it has managed the performance by applying the Key Performance Index (KPI) that are transmitted from the management to the employees at operational level in order for the work to be consistent and in line with the Company's goals. Besides, the Company has organized trainings to create career path via Real Estate Management Project for primary and middle level supervisors to be developed to the level of senior management. Qualified and experienced trainers in various fields have been invited to impart their knowledge and exchange ideas, and supervisors attending the training are required to write reports to be presented to the management on various aspects of innovation in order to improve, rectify, initiate and develop the products and services to have better quality.

## 2.7 Risks of online social networks

At present, social network is an important tool for communication and for searching for information as there is a lot of information on social network and it keeps spreading rapidly within a very short time, while having impact on business operations as well. Being aware of that, the Company has managed to reduce such risks by studying the sample cases that happened to other companies in the same business including the past cases of the Company itself, and analyzed the problems as well as the methods to manage the occurring problems in order to define a strategy and methods to manage the risk of recurrence in the future. The issues have been publicized including the former management solutions of the Company's intranet system to communicate to all operational employees for acknowledgement and for use as guidelines to prevent a recurrence.



### 3. Social and Environmental Risks

#### 3.1 Social Risks

In all the operation processes of the Company from upstream to downstream, beginning from the phase of land acquisition, design, construction to the delivery of products and services to customers, there may be impact on the stakeholders and the society. In order to reduce the risk to society, the Company has focused on social development on a continuous basis in the form of CSR in Process, that is, the management and the employees at all levels must be responsible towards the society. They must strictly follow the rules of the society, by adhering to the principles of respecting human rights and the non-discrimination. The Company has implemented the policies regarding human rights by taking into account the diversity of people, such as children, youth, adults and the elderly when designing the buildings. It has, therefore participated in the Age-Friendly Business network and the business projects that are children-friendly.

Furthermore, the Company has also ensured that its suppliers take action to reduce such risk by adopting policy on business operations of the manufacturers / suppliers of goods, raw materials and services. It has applied the issue of human rights as criteria in selecting and evaluating suppliers in parallel with organizing activities for social development, such as trainings and seminars on finance, health, life, as well as activities on mindfulness free of charge to the interest public

including social development in various aspects, such as infrastructure development, namely, the improvement of public roads, the preparation of the water drainage system for the community, etc. The Company has also developed places of worship such as temples and mosques, while promoting education and sports for children in deprived communities to ensure that the business of the Company is sustainable on the basis of not taking advantage of others, not causing trouble and must be truly socially responsible.

#### 3.2 Environmental risks

The Company's construction business naturally causes environmental impact, either directly or indirectly. In order to minimize such impact, it has managed the risk by conducting an analysis of the environmental impact before embarking on the construction, beginning from identifying the potential risks, conducting risk assessment, consideration of guidelines for prevention and control as well as providing remedies to the injured party in the case they are affected by such risks. The Company has taken measures to reduce environmental risks by controlling various types of pollution from construction, such as noise, dust, waste water, etc. so as to conform to the law. It has also increased green space and maintained existing trees in the projects while strictly complied with the analysis report on environment impact assessment (EIA).

In addition, importance has been attached to energy conservation by using LED light bulbs in the projects in order to save electricity, use of water-dripping system to water the trees and plants. Besides, activities and public relations have been organized to raise awareness among employees, customers and residents in order for them to collaborate on energy conservation, etc.





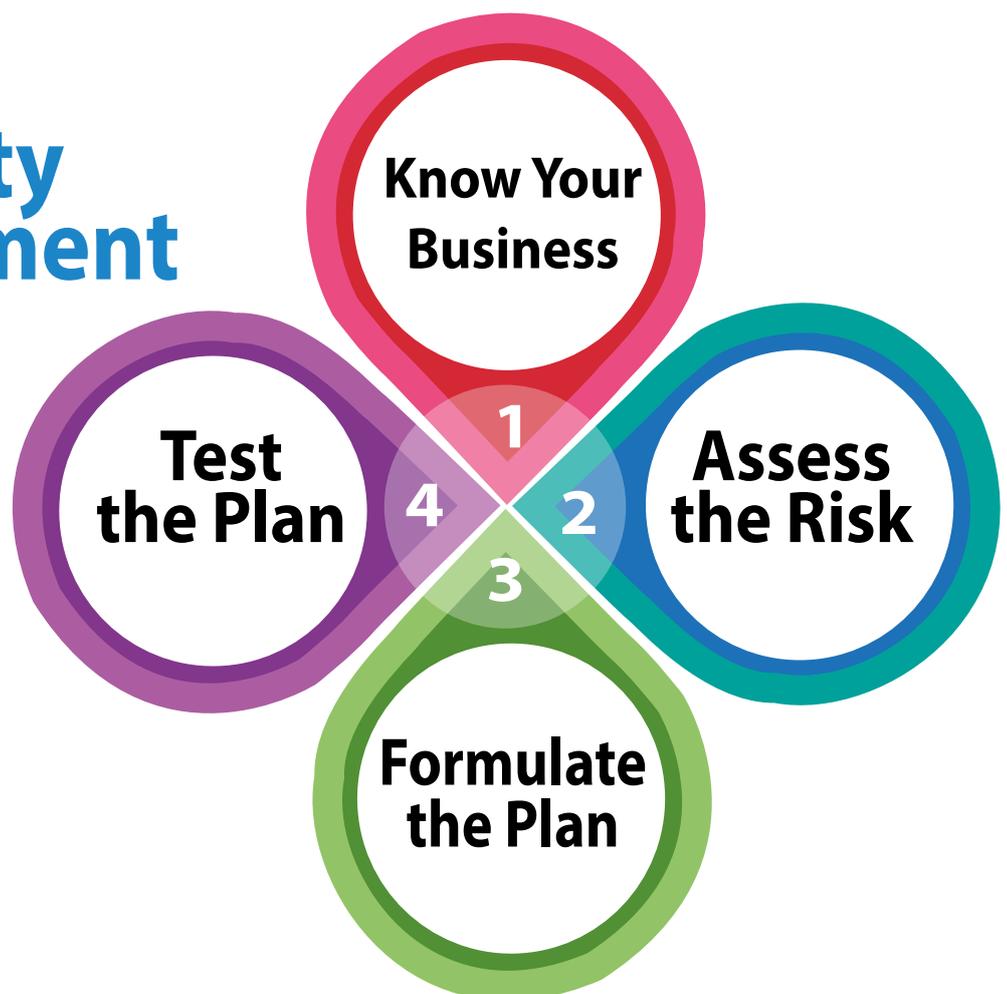
# Business continuity management

The Company has developed real estate projects in many areas across the country. It is, therefore, likely to be prone to various threats, such as natural disasters, fires, accidents, political unrest including the threat from information technology and other dangers that are difficult to predict. This could cause a significant loss to the operations of the Company.

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 also has the measures to manage its business continuity in order to build confidence among stakeholders, create safety of employees and concerned parties, and prevent the damage that may be caused to the property. In 2016, there has been a review and update of its plans for managing business continuity in order to be more consistent with the Company structure and to cover important events. A rehearsal of the plans has been carried out so as to be well prepared and to ensure that the plans and the process can handle various types of emergencies.

## Business Continuity Management





S U P A L A I

# Operation of Business with Fairness





## Operation of Business with Fairness

With its commitment on good governance, Supalai Public Company Limited, concentrates on the honesty, transparency, 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





# Supalai's value chain

Supalai Public Company Limited has introduced the supply chain management process to be its key strategy for business operations, that is, to build business sustainability and to increase efficiency in all processes as well as in quality chain for maximum benefit of all groups of its stakeholders. The Company has the following management guidelines:

- Managing risk in the supply chain to prevent business disruption and its impact on the trust of stakeholders.
- Focusing on creating a relationship with every group of stakeholders to develop long term capacity for joint business operation by increasing the efficiency of its supply chain.



## 1 Land acquisition

Considering the environment of land before making decision to buy by preparing fair contracts which is flexible to meet the needs of the sellers.



## 2 Design

Following the concept of Green Design with energy-saving innovation to be a cool... happy home.



## 3 Procurement

Treating its suppliers fairly and equally according to human rights principles.



## 4 Construction

Developing construction system together with materials selection while controlling construction standards according to ISO 9001: 2008 and QC system of Supalai so that all projects are wholly completed with balance in every system.



## 5 Sale

Providing pricing strategy that allows customers to choose the payment method as deemed appropriate, and also developing innovative online booking system as well as paying method by using Supalai VIP Card.



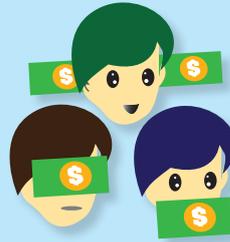
## 6 Delivery

Providing quality control system according to Supalai standards before delivering products to the customers by attaching QC sticker to the house before delivery together with warranty paper.



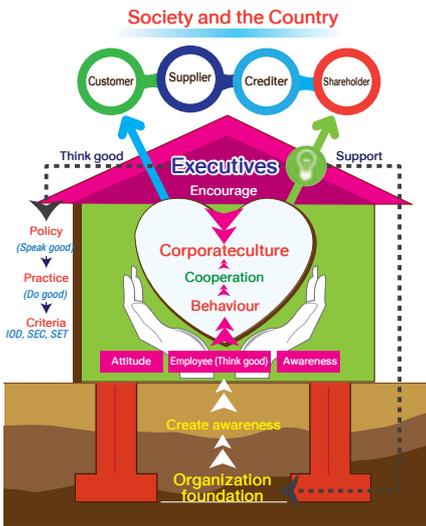
## 7 After-sales service

Providing services in terms of maintenance, utility provision and community care under the concept of spiritual care in providing after-sales services, and establishing Supalai's Smart Center to be in charge of customers' complaints.



# STOP CORRUPTION





## Anti-Corruption

The President is the leader of the organization to implement the anti-corruption policy seriously. Not only has the Company cooperated with Thai private sector in collective action coalition, but it also has joined the contest "Sustainable Assessment Project of Thai Listed Company in 2016 of the ThaiPat Institute. As a result of the evaluation of anti-corruption progress, the Company has been at level 3 in 2015 (anti-corruption progress indicator).

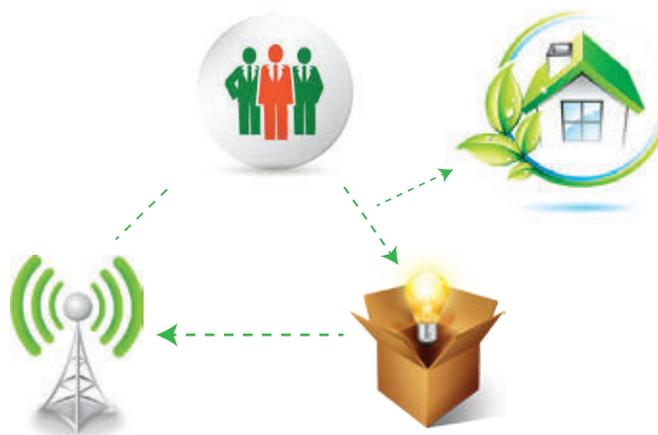
The Company has the anti-corruption policy by providing written guidelines in integrity and ethics or code of conduct with the approval. The third update was done in accordance with the resolution of the Board of Directors' Meeting no. 11/2016 dated 14 November 2016. And Board of Directors of the Company 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

## Leaders as a model

- The President brings the Company to join 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 is appointed as the committee in the Anti-corruption sub-committee of the Ministry of Finance.
- The executives cooperate to complete the private sector company opinion survey relating to the anti-corruption of the IOD.
- The executives visit both the low rise and high rise projects.
- The executives give staff the opportunity to meet easily.





# Communication and education

- 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 the advantages of the anti-corruption in the New Year Party of the Company to all staff.



- Communication of the anti-corruption policy to new staff in the orientation.



- Preparation of the anti-corruption test through online system from 1 July — 30 November 2016.

- 2016 Anti-corruption Day activities, which included games and quizzes together with taking photos with Mascot “Nu Dee Pu Tham and Ya Tuen” was held on 29 January 2016 for advertising the project and educating staffs.



- To release “Tale story of Nu Dee” in every quarter by disseminating via e mail to all staff, stick the posters on the advertising board and provide the Pop-Up on the computer screen of all staff at head office.



## Policy improvement

- To improve the anti-corruption policy and clue or complaints policy according to the criteria of "Sustainable Assessment of the Thai Listed Company" by the Thaipat Institute approved by the Board of Directors' Meeting no. 09/2016 dated 13 September 2016.



## The Whistleblowing Channels

- To arrange for channels for all employees to provide recommendations, notify complaints as well as matters relating to dishonest acts. Additionally, they can report on dishonest acts incurred in the Company as well as inquiring about compliance with the anti-corruption measures if they have any doubt via e mail: [anti-corruption@supalai.com](mailto:anti-corruption@supalai.com).
- To provide the complaint channel for the stakeholders through number 1720.



- To install the opinion boxes at the fire escape area of the floor 31-34.



## Implementation of the internal audit department

- Risk assessment on corruption has been continuously monitored since 2013. During the assessment, the company assigns head of every department to brainstorm, evaluate the possible risks, and present the solutions to the Audit Committee for consideration.
- Plan the annual audit, which covers fraud risk.
- Set the internal audit which covers various working process to reduce the opportunity of the staff to do fraud.





## Tax arrangement

The Company attaches importance to tax matters by duly preparing a systematic plan and managing it in compliance with relevant laws as follows:

1. Establishing key indicators for employees who are responsible for tax matters of the Company.
2. Providing knowledge and understanding of taxation to the employees.
3. Conducting analysis and assessment of tax risk by
  - 3.1 monitoring laws and regulations related to taxation in order for the Company to abide by laws and regulations correctly and completely;
  - 3.2 analyzing the impact of tax resulting from changes in laws or regulations in order for the Company to plan and be prepared in response to potential impact in a timely manner.
  - 3.3 contacting the officers of the Revenue Department for advice in case any issue arises.





**Supalai Home**  
Comefortable...happy to live in



### Energy-Saving homes



Live happily in a comfortable, long-lasting and beautiful home spacious, cool and energy efficient. Environmentally friendly.



Be happy...in a pristine, desirable and quality society. A Proud possession



Role model community with good quality of life.

Reducing global warming.



Turn point for a desirable society.



Energy conservation



Environmet conservation



Water conservation



Tree conservation



Animal Conservation



Community Conservation



Cultural Preservation



Promoting the concept of green earth.



# Business and Social Innovation

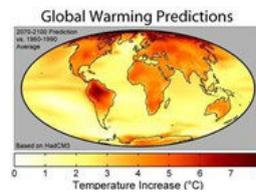


Through creative planning of quality housing, constructing houses that are “Cool and Happy” to live, and being fully aware of environmental protection, Supalai Public Company Limited is one of the residential developers which initiated the design of energy-saving houses well accepted by the consumers. 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

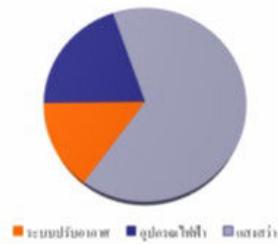
- Rising cost of electricity every year.
- Global warming and natural disasters



### Proportion of Energy Usage in Houses

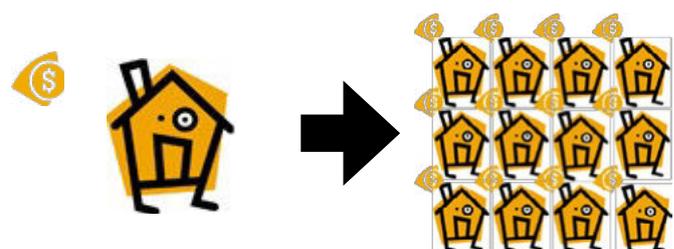
Heavy use of air-conditioning system due to

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



### Supalai Green Design Concept

The concept of environmental conservation and energy-saving design has been used by Supalai in its housing and condominium projects since 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 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. Electricity cost can also be saved by reducing lighting system and use less of other appliances. In doing so, the Company can still maintain the construction price at the same average level as general market. As a result, the housing 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

### Project Level

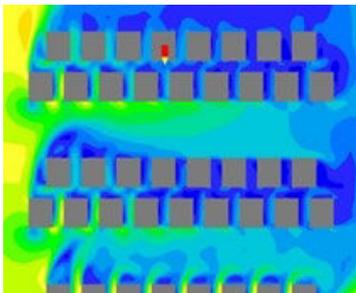
There are various designing concepts and principles of energy-saving houses. Supalai divides them as follows:

1. Project Level
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.

- 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 within the project to prevent flood reaching the house.

The layout in most Supalai projects is designed to have houses overlapping each other to enhance the speed of airflow with excellent ventilation and less dead space to reduce wind impact on the building.



There was water retention area within the Supalai Orchid Park on Ringroad-Pinklao in Jaransnitwong 13. The physical topography of the project is that the monkey cheek did not drain the water immediately after rainfall but the water would be retained and not flood the houses immediately. The water would then be drained out of the project. A good monkey cheek area would be "in quickly, out slowly" according to Supalai design.



### Building Envelope

- Layout, the house or building will be aligned north-south to reduce sunlight, while accepting airflow.
- An eave is designed to provide shade around the house, appropriate slant of the roof will build large air mass in the roof to reduce heat from the roof and release outside through vents in the roof. The ceiling will be insulated against heat to keep the house cool.
- Doors and windows are designed to be in many directions for better air ventilation, whereby the doors or windows which are opposite each other would be designed to be in the direction that air can be freely flow by natural methods in order not to use air-conditioner.
- Large trees are planted to shade the house and reduce heat from coming into the house.
- The fence is designed to be airy and open with good ventilation, while garbage collection point must be hygienic.

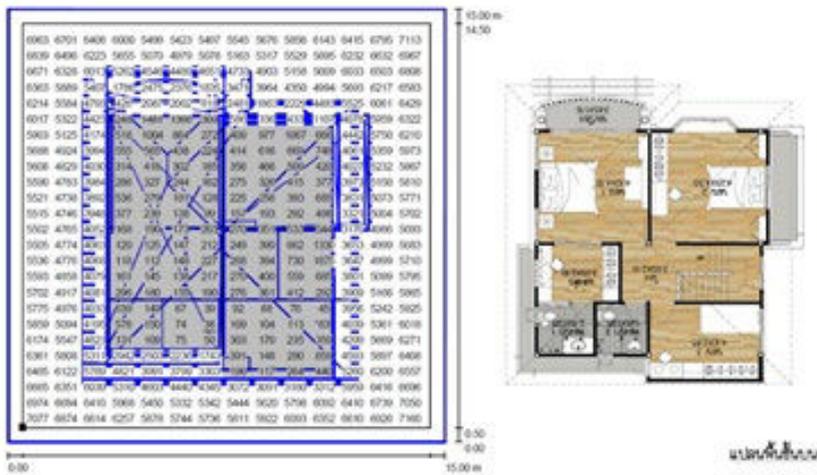


### Interior Areas

- In the master bedroom, walk-in closet can help reduce the load of air-conditioner.
- Rooms that may generate smell are designed to be downwind.
- 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. 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
7. Water supply system installed in bypass form can help save the power because there is no need to turn on the water pump during the period when there is sufficient pressure of the water supply.
8. The sanitary system has been designed to have separate valves for turning on and off the water of the first and the second floors for convenient maintenance. The hidden grease traps and floor drain can make water drain rapidly. It also traps smell and hairs not to clog in the drainage pipe. The ready-made type of treatment tank is used for cleanliness and conserving the environment.
9. Emphasis is on convenience, easy maintenance and hygiene for bathrooms with the vent for natural light and ventilation for natural disinfection of the bathrooms. There is shower box made of durable safety glass. The dry and wet areas are separated. Water-save faucets are used and 3-6 litre-toilet bowls are used for suitable use to save water.



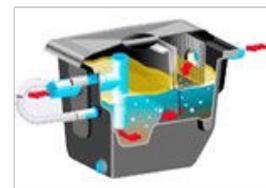
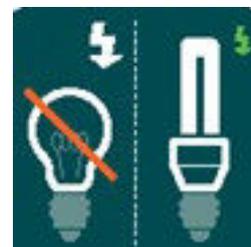
### Materials

1. 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.





2. Use durable materials: stainless rail, the walls are reinforced with tie columns and reinforced concrete lintel beam to prevent cracks.
3. 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.
4. 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.
5. 5 mm. heat absorbing green-tinted glass is installed as they have low SHGC but very high VT (energy-saving glass No. 5).
6. 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.
7. 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)
8. Insulation, 3 inches thick insulation will be installed behind the ceiling board, 6 inches in some cases.
9. 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.
10. 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.
11. 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.
12. Air conditioned with the No. 5 label, signifying maximum savings on electricity as they have EER higher than 11 Btu/hr/w.
13. All electric outlets are ground wired with additional Installed earth leak circuit breaker to prevent danger from electrical shocks and for safety of residents. For Outside wires, NYY (waterproof) are used.
14. Water taps, shower heads and all sanitary ware are certified water saving products with green labels.





15. 25-degree slope ceramic tile roof can allow suitable air mass volume in Supalai houses to prevent to prevent heat transfer from roof into the house. The light-tone roof color can transmit lower RTTV value of the heat in the roof.

16. Air-ventilation UPVC materials are used for exterior ceilings for ventilating heat in the roof, which can also help reduce heat to be released from the roof as well.

### Management in the Project

1. There is drainage pipe cleaning in the housing project after completion of the construction, and it must be done before rainy season in order to prevent flooding.
2. For waste management, it is the responsibility of the district office of such area and the project has coordinated with the authorities to ensure that they collect the garbage according to the schedule. In case of tree branches, there will be coordination for the authorities to collect them on a special case and regular basis.
3. A waste water and grease treatment system is also installed.

### 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.

### 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 educing 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.



#### Projects with Energy Saving Labels:

- Supaphat (New)
- Supanuch (Special)
- Supadaral (New)
- Supiwat
- Supawanna
- Supanach
- Supalakana
- Supadamrong
- Supawattana



Lower Floor Area



Upper Floor Area

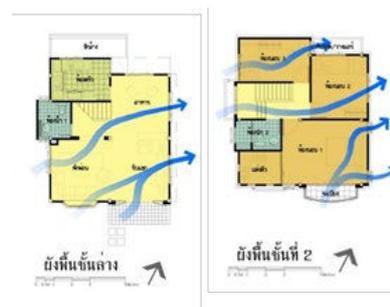




Area of Group 3 Bathroom, as this is wet area that requires sunlight and good airflow, it must be designed to be next to the outer wall of the house with window for sunlight and wind. Wet and dry areas are separated for convenient use and easy cleaning.

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.

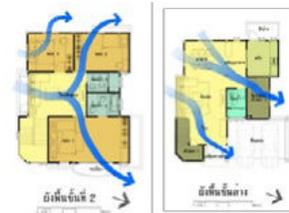


## Supadaral (New)

(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.



## 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 concret roof tiles 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 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 green tinted non-glare glass.





## Supawanna

(Small detached house with 4 bedrooms, 3 bathrooms and useable area of 182 sq.m.)

### Construction Material

1. 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 trap 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.

## 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.





## 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 ensuite 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.





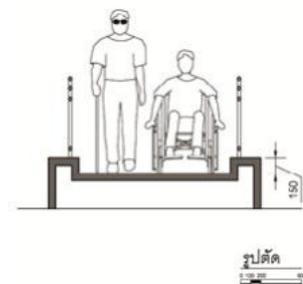
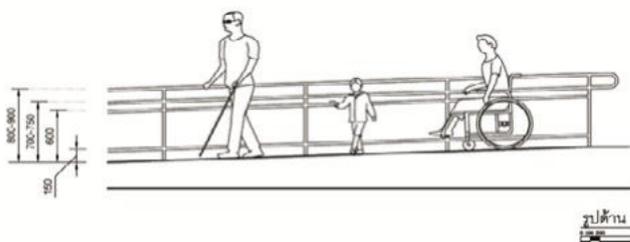
## Innovative housing For the elderly, the disabled and the children

Currently, the form of social housing in Thailand is changing with the advent of aging society in the near future. Due to the increase in population and the modern medicine, the average age of the population is higher. Being aware of such fact, Supalai, a leader in terms of residential design, has jointly prepared with Thaipat Institute and other partners in the Age-Friendly Business the memorandum of cooperation to promot social activities for senior citizens by focusing on the design and development of housing, taking into account the convenience of all ages and genders, which also known as the Universal Design, where the children, adults, the elderly or even the handicapped can live a normal happy life according to a design that takes into account the quality of life for everyone.



Universal Design comprises 7 important principles as follows:

1. Equitable Use
2. Flexible Use
3. Simple and Intuitive Use
4. Perceptible Information
5. Tolerance for Error
6. Low Physical Effort
7. Size and Space for Approach and Use





The Supalai design team led by Dr. Prateep Tangmatitham has carefully applied all details of the principles of Universal Design with Supalai residential buildings in order for the customers to be confident in the Supalai projects. Some samples are as follows:

**Five basic facilities according to the Cabinet resolutions are**

1. **Parking space**, the car parking space has been designed to facilitate the elderly to use conveniently.



2. **Ramp**, there are ramps to connect the outside areas with the building to accommodate the use of wheelchairs for babies, the disabled and the elderly.

3. **Signs and Symbols**, there are special universal signs and symbols that are easily understood by all nationalities.



4. **Information service**, there are units to provide helpful information at various key points of the building to facilitate all users.

5. **Bathrooms** are designed to facilitate the elderly and the disabled with doors wide enough for a wheelchair to enter, the shower seats are designed to facilitate the elderly with appropriate useful life.





## 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.

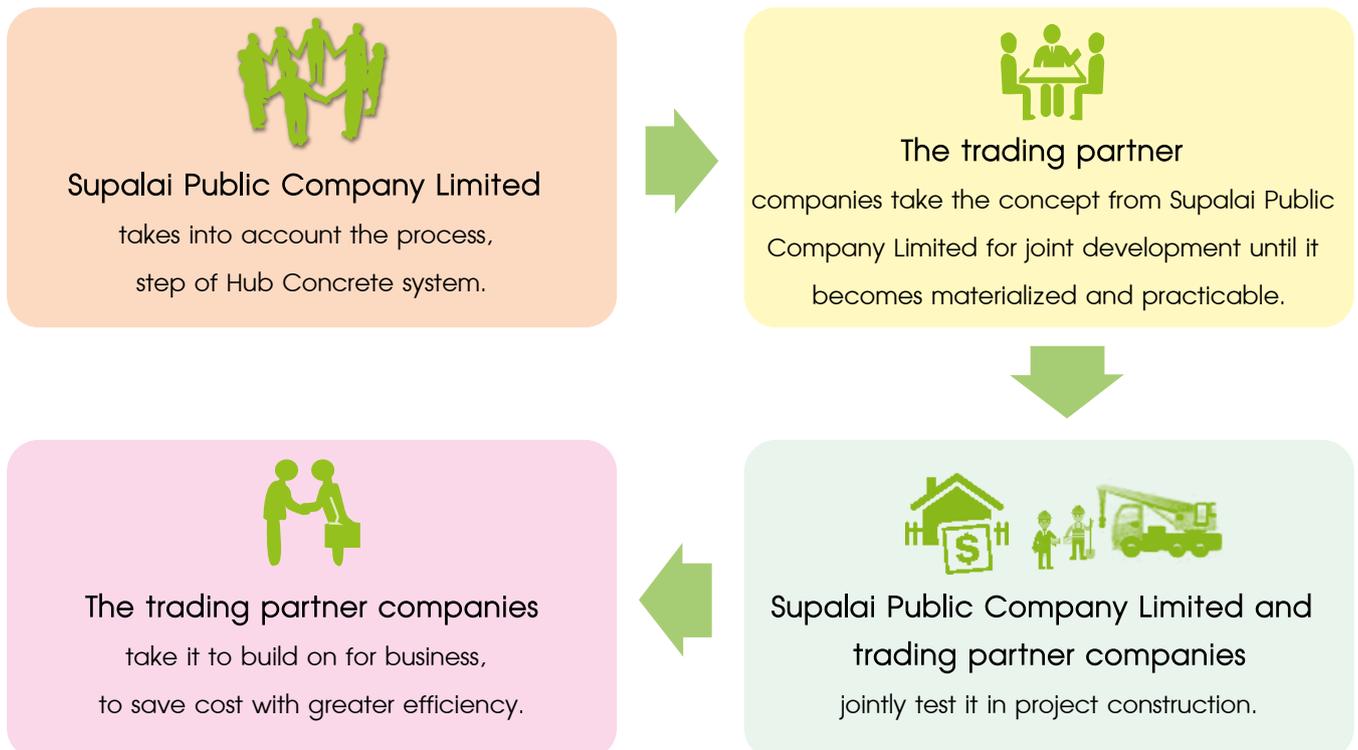
In the past, concrete had been used in construction and it was found that the construction, production and transportation of concrete were not efficient enough. In addition, concrete price also increases, therefore, it is considered that a measure for construction concrete management with greater efficiency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



# Benets from Hub Concrete



- ▶ Shorten the waiting time for concrete.
- ▶ Increased efficiency in construction.
- ▶ Reduce space / expense for documents storage.



Suppliers



- ▶ Reduce the number of drivers / vehicles.
- ▶ Reduce the accounting process.
- ▶ Reduce the process for the preparation of waybills.
- ▶ Reduce space / expense for documents storage.
- ▶ Reduce employees' working time.



Social /Environment



- ▶ Reduce the number of cars on the road / reduce fuel consumption for transportation.
- ▶ Shorten the process of use, storage and destruction of documents.



Reduce emissions of carbon monoxide



Economy



Reduce the import of concrete transportation vehicles.





# Social





## Respect for Human Rights and Fair Treatment of Labor



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 and executives of 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 support 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

### Treatment of Trading Partners fairly and equally

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





## Treating employees fairly and equally.

### • Non-discrimination and Equal Opportunities in Employment 2016 Employee Data

The Company implements the recruitment policy with adherence to ethical principles without discrimination or exclusion due to diversity, race, religion, language, 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 2016, the Company had a total of 1,264 employees with the close ratios of men to women that is 673:591. 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 2016.



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.





## • Appropriate Employee Remuneration and Welfare

Importance is attached to all employees who are 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

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



## Welfare Committee

The Company has set up a welfare committee with 7 members to represent employees in discussions, supervision and offering of opinions on welfare matters of the employees to be proposed to senior executives. This will help promote relations and mutual understanding between the employer and the employees regarding the welfare and the improvement of working environment. It would also boost the morale of the employees in working, which would result in increasing performance.



- Incentives, commissions
- Medical expenses
- Accident insurance
- Long Service award
- Provident fund
- 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

The Company has taken care of its employees' welfare by adopting 8 categories of happiness in the workplace, they comprise;

### 1. 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 checkup.
- 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





## 2. 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.



Supalai Service Excellence Team

## 3. 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.



Supalai pasak resort hotel and spa



Supalai pasak resort hotel and spa



Cross-functional seminars

## 4. 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, 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.



1 Business Unit 1 IDEA



Library for employees



Local field Trip



Oversea field trip



SUPALAI Real Estate Management Course



## 5. 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.
- Arrange 2017 New Year Merit making.



Preaching by monks in respect of working with happiness



Kathin Robe Offering ceremony



Philanthropy New Year 2016

## 6. 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.
- Car insurance at special rates for employees and their family members.
- Providing knowledge regarding savings plans and financial investment, such as courses on early retirement planning, urgent packing for retirement, happy money and debt management.

**ภาพบรรยายภาพ: การบรรยายหัวข้อ "การบริหารเงินและเป็นหนี้ได้อย่างไรให้มีสุข"**  
เมื่อวันที่ 25 มีนาคม 2559 ณ ห้องสมุดศุภชาติ ชั้น 32

7 ป้อม (อาคารสูง): การอบรมนี้ดีเหมือนมีคนคอยเตือนสติการใช้เงินค่ะ

1 ต้อง HR: ขอขอบคุณที่ช่วยสร้างแรงบันดาลใจ

2 วารี (บัญชี): ขอขอบคุณที่ทำให้รู้เป้าหมายของการเก็บเงินจากที่เก็บไปโดยไม่มีเป้าหมาย

3 ธิษั (ลงทุน ตปท): ได้ความรู้ในสิ่งที่ไม่เคยรู้เช่น กองทุนคืออะไร เวลาลงทุนเองจะได้เกิดความเข้าใจ

5 แองจี้ (การตลาด): วันนี้ต้องประหยัดและจะเลิกกินกาแฟ Stabuck

4 เบิ้ม (ธุรการ): ขอขอบคุณที่ให้รู้จักบริหารหนี้เพื่อจะได้มีเงินเหลือไปลงทุน

ขอขอบคุณวิทยากรจาก 5.กสิกรไทย

## 7. 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.
- Providing scholarships for employees' children who get good grades in school according to the established scholarship program for education of the employees' children. The scholarships have been given to children of employees of the Company, its subsidiaries from primary school up to university level who get average grade not lower than 3.00 with unlimited number of applicants. Such provision of scholarship has been carried out for 20 consecutive years. In 2016, there were 137 students having received such scholarships.
- 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.



Top executives attending the funeral, relatives of employees



Top executives attending the wedding of employee



Scholarships for employees' children



Scholarships for employees' children

## 8. 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, 15, 20 and 25 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.



Day 1 Orientation



Supalai Way to Excellence



New year party



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.
- 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.



Outstanding to give to employee with 5, 10, 15, 20 and 25 years



Supalai Sport Day 2017



Cross-functional seminar



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 2016 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.

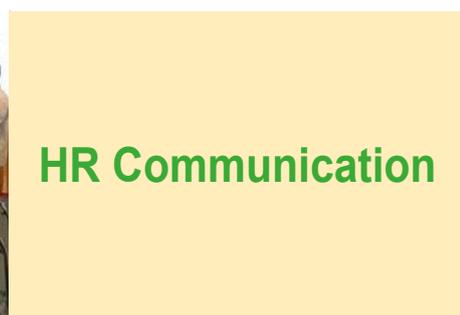


### Communication, Discussion and Paying Attention to Employees' Opinions

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"





## Project for promoting children - friendly business

The Company's business operations have been involved with children indirectly, be it the children living in residential projects of the Company, children of its workers, employees or contractors including children of customers coming into contact with the Company. This is because the Company has recognized the importance of children's rights. It has, therefore, joined hands with Thaipat Institute to organize activities in the projects to promote business which is children - friendly. This creates a procedure for employees to engage in such activities by means of sharing knowledge and practical guidelines on children's rights to be observed by the employees, namely,

- **Adopting policies and working group to be committed to the protection and promotion of children's rights**

- Adopting policies on human rights covering the respect and support of children's rights.
- Establishing a working group on children's rights comprising voluntary employees of the Company to create activities for children in the projects, namely, children of workers, children of people in the residential projects, children in surrounding communities.

- **Providing work for young people who have inappropriate job**

- Hiring daily staff by providing opportunity for young people aged 18 and over to work with the Company by taking into consideration appropriate nature of the job.
- Providing multi — educational projects for students who are interested in participating in an internship with the Company to promote the work for students.



- **Preparing projects to promote children's rights**

- Organizing Breastfeeding Project to encourage employees who are breastfeeding their children by providing knowledge about the benefits of breastfeeding, and preparing separate area of the clinical room as a "Saiyai Rak" corner to provide a place for mothers to pump milk for their children with a refrigerator to store breast milk.

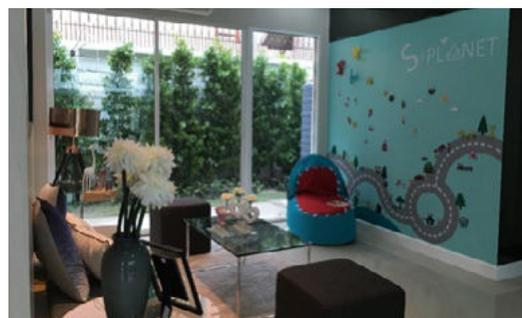


- Organizing Sharing for Changing Project for the "little ones" in the project so that employees can participate in activities for children of contractors' workers residing in the projects of the Company.



- **Promoting awareness regarding children's rights through products and services**

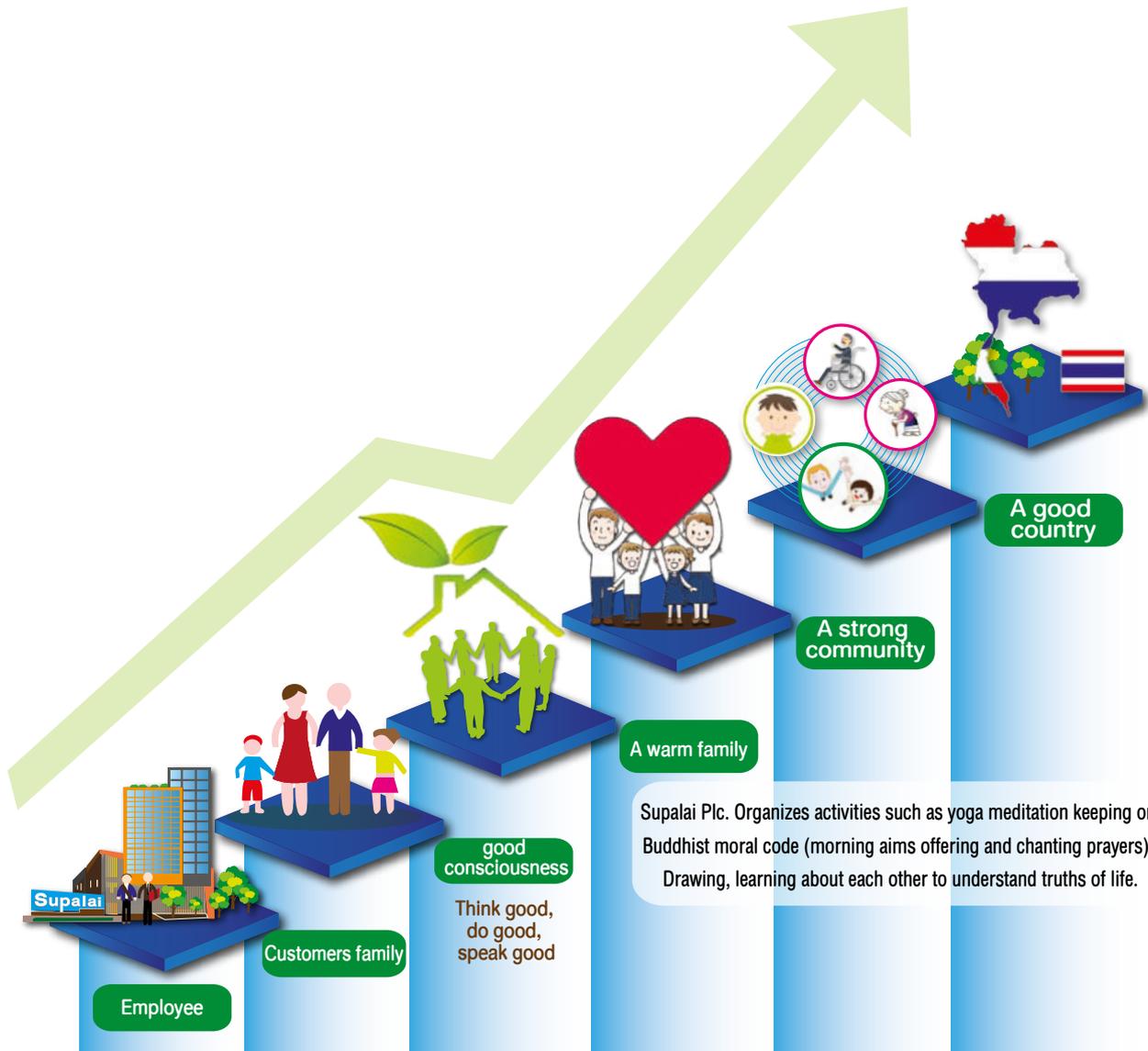
- Providing a children's corner for customers who bring their children to visit the project to be specifically for children to play.
- Providing a playground for children in the projects of the Company.





# Cooperation with Society and Community

SUPALAI...WE CARE FOR THAI SOCIETY



## Over 27 years, Supalai

“

as a specialist in housing, has created home designs to serve the quality of life.

That is why every family in Supalai home ... live peacefully ...happily.

To help maintain and improve the quality of life of individuals and communities in the area, Supalai has organized activities to meet the need of the communities and the society for the purpose of living peacefully...and happily as follows:

”



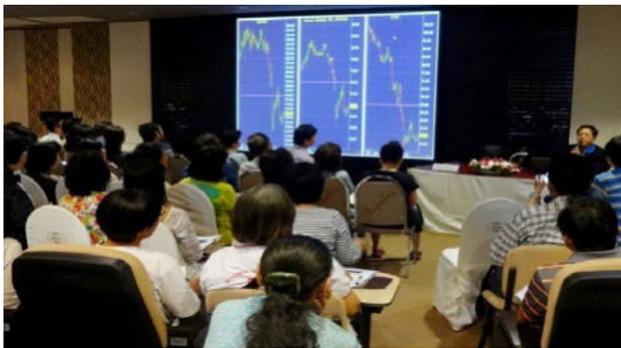
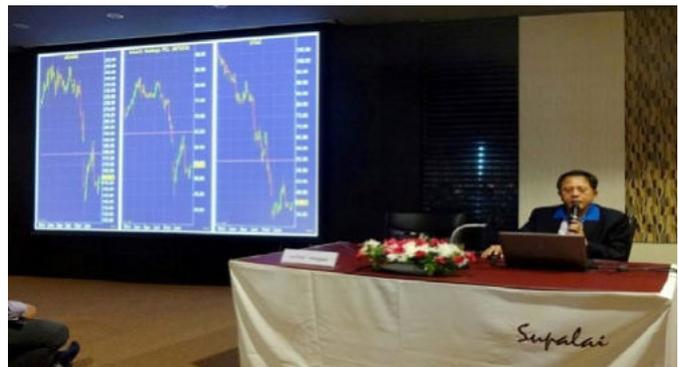
## Free trainings and seminars as a compliment to the public

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 2016, 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:

- Shortcut course for new investors, tips for arranging personal stock portfolio allocation...getting rich by oneself provided by K-Expert from Kasikorn Bank PCL, Mr. Weerapon Bordeerat, Deputy Director of Customer Planning and Consulting Department.
- Course on Tax Tips and Profit Making toward Wealth in 2017 by Dr. Suwan Valaisathien.
- Course on Keeping an Eye on Economic Direction & Insights on Outstanding Stocks in the Second - Half of the Year, by Tisco Securities Co., Ltd.





## Seminars on health and alternative medicine:

Seminar on "Tips on How to Eat to be Away from Chronic Diseases " by Dr. Nipan Pongpanich, an expert on traditional Thai medicine and herbs.



## Other Seminars

- Technique for Taking Picture/Making Animation on Smartphone as a Pro" by Mr. Pipop Panichpakdi.
- Magic Tips in Creating Heart Spa for Clear Brain by Painting" by Mr. Sittiporn Kulwarotetama, a writer and cartoonist.
- Tips for Adjusting Homes and Residences according to Feng Shui for Good Luck in the Year 2016" by Guru Bundit Sae-Lim, the President of Thailand Institute of Feng Shui Science.
- Buddha's Teachings for Happy Working and Living" by reverend Kukrit Sottipalo, the abbot of Wat Na Pa Pong.



• Organize "Supalai Cooking Class for Friends": It is the lesson on premium steak recipe provided for the mass media as professional knowledge on which jobs can be built to generate more income in addition to income from regular job. It is the use of leisure time to create benefits, which can further create opportunities and become one's own business.

• The training course on tips in making "30 kinds of Top Traditional Coffee and Drinks" to the mass media at Matchon Academy, with the tips on opening successful coffee shop. The participants themselves would embark on practicing mixing both hot and cold drinks. The purpose is for the participants to put into practice in their daily life and can be the base to generate extra income.





## Educational Activities

The Company, together with the media, provided funds to build classrooms, donated water tanks and renovated and improved the library in Ban Khun Klang School, Chom Thong District of Chiang Mai Province.



Supalai executives gave special lecture at the AIT Career Talk at the Asian Institute of Technology. The event was organized by the Asian Institute of Technology Career Center to provide opportunities for students to meet representatives from leading companies in Thailand and discuss the opportunity to work with such companies after graduation. A large number of international students participated in the event.



The Company has also provided an opportunity for students from the Faculty of Commerce and Accountancy, Thammasat University to have a study visit regarding the process of preparing reports on sustainable development, responsibility in terms of economic, social and environmental as well as good governance that have impact on the stakeholders.



The Company organized Sahakit Project for students who want to apply for an internship at Supalai Public Company Limited.



The Company, together with the University of Illinois Alumni Association in Thailand hosted the event to give scholarships, fund for construction of toilets and miscellaneous articles in a total value of Baht 240,000 for rural teachers and students at Ban Hin Kong School, Khlong Hat District of Sa Kaeo Province.



The Company also shared enjoyment by organizing an event to provide sports equipment to students in Wat Bang Kra Chao Klang School, Samut Prakarn Province to make their dream come true and to provide opportunity for sports.





## 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.



- 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 farmers free of charge

- Supalai Pasak Resort and Spa (subsidiary) has bought 10 tons of rice from farmers to be used in its business when the rice price was low and the farmers could not sell their rice. This project was joined by the Community Development Department, Right-Livelihoods Organization, Thailand Social Business Initiative (TSBI) and the Stock Exchange of Thailand in order to help farmers under the concept of "Give Rice = Help" to promote and help farmers to have opportunity to sell rice directly to the private entities.



## Health activities

The Company invited a team of doctors and nurses from leading hospital to come and provide free medical check-up and give knowledge on interesting health topics. Moreover, seminars on health and alternative medicine were also organized to provide opportunities for Supalai families and the general public to participate. There was also a charity event of "Blood Donation" which Supalai employees and the tenants of Supalai Grand Tower Building were invited to donate blood to the National Blood Centre of the Thai Red Cross Society at Convention Room on the 33rd floor of Supalai Grand Tower Building.





## Community Development Activities

The Company focuses on maintenance of the environment in the communities surrounding the project to be always in good condition. The examples of such activities are as follows:



Activities	Benefits to Community	Project Area
To improve roads and lay down drainage pipes.	To drain water and facilitate street traffic.	Supalai Garden Ville Project in Bangsaen, Supalai Novo Ville on the ring road-Lumlukka, Klong 2.
To improve public roads.	More comfortable and convenient roads	Soi Sridan 22 and Srinakarin Bang-Na Road.
To expand electricity and water supply area.	The surrounding communities have better electricity and water supply systems.	Supalai Bella Rangsit - Klong 2.

**Before**





➔

**Srinakarin –  
Bangna Road**

➔

**Soi Sridan 22**

➔

**Supalai Novo Ville  
Lamlukka Klong 2**

**After**





**Supalai Bella Rangsit-Klong 2**

**Expand water supply area**



↔

**Expand electricity 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:



## 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 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, Dr. 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.



## Pra Supanimit Mingmongkol



## “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, 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 sold to those who are interested.



- **Green Product Project** by taking fruit peelers to make multipurpose liquid for dish-washing, 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 incime generation



## Communities/ society

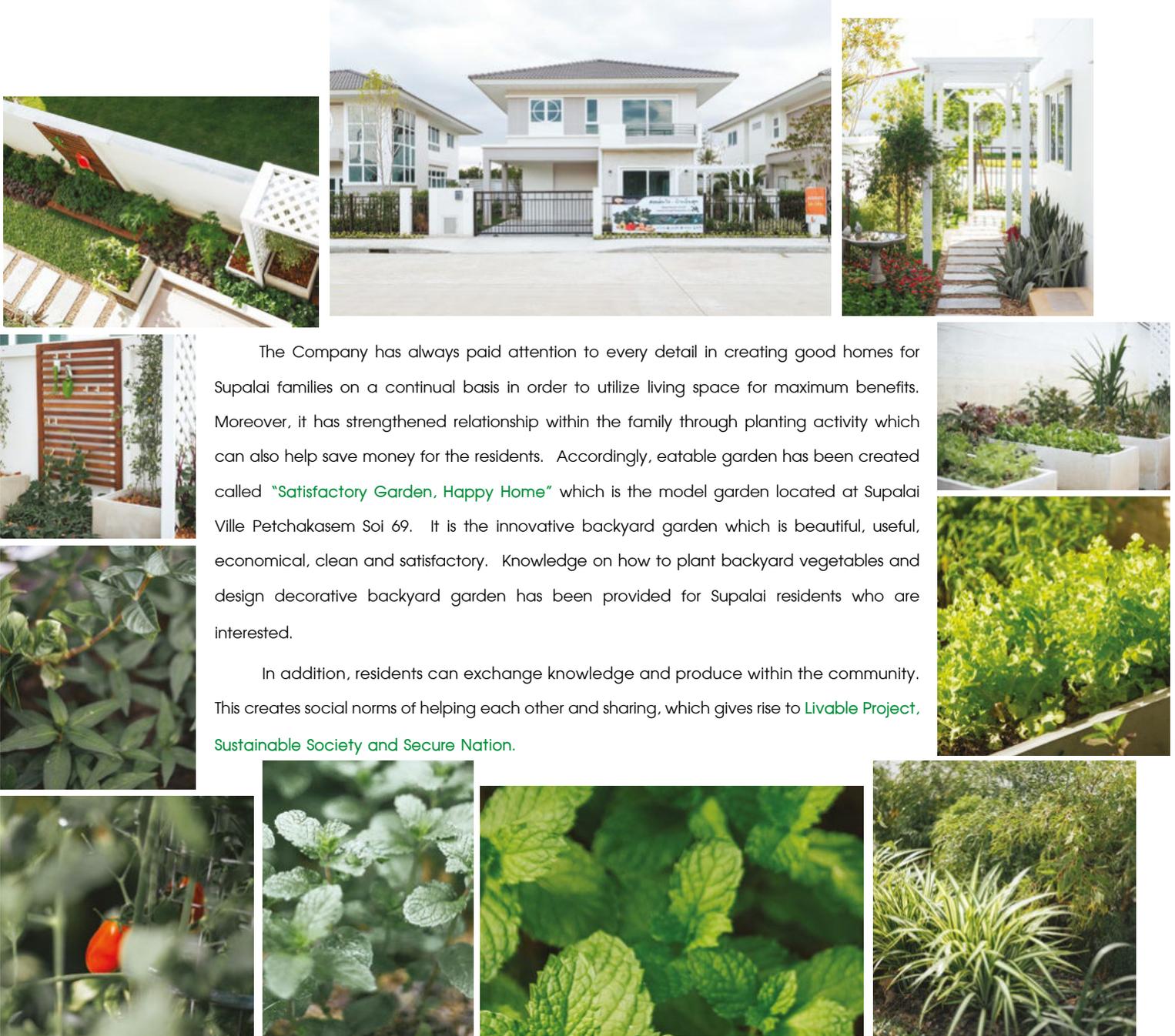
Environmental friendly from upstream to downstream, to maintail an abundant ecosystem



Sustainability



## Satisfactory Garden and Happy Home Project



The Company has always paid attention to every detail in creating good homes for Supalai families on a continual basis in order to utilize living space for maximum benefits. Moreover, it has strengthened relationship within the family through planting activity which can also help save money for the residents. Accordingly, eatable garden has been created called "Satisfactory Garden, Happy Home" which is the model garden located at Supalai Ville Petchakasem Soi 69. It is the innovative backyard garden which is beautiful, useful, economical, clean and satisfactory. Knowledge on how to plant backyard vegetables and design decorative backyard garden has been provided for Supalai residents who are interested.

In addition, residents can exchange knowledge and produce within the community. This creates social norms of helping each other and sharing, which gives rise to **Livable Project, Sustainable Society and Secure Nation.**



# Supalai's Meditation Activity to Strengthen Family Ties

## 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 the quality of life, of which the activity can be participated by Supalai residents of all genders and ages.

## Target Group

The employees and customers of the Company

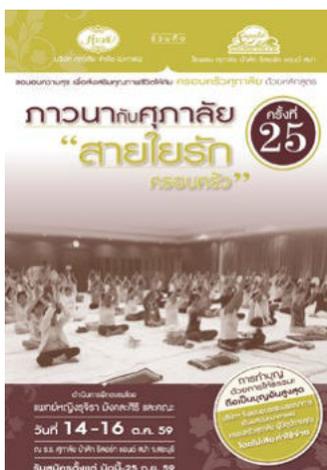
## Practice Guidelines

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, generosity
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.

## Opinions of the participants





## 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



**Course: Inspection of welding work of steel structures for high-rise buildings.**



**Course: Response to customer complaints.**



**Course: English for Real Estate**





## 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:

Information on employee training	Average numbers of hours/person/year
Average numbers of training hours (hrs/person/year)	22.77
<b>Average numbers of training hours classified by sex</b>	
Female	24.64
Male	21.23
<b>Average numbers of training hours classified according to employee level</b>	
Executive level (Supervisor level or above)	31.98
Employee level	20.89

### Continuing Education

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.

The Company had also promoted employees with excellent performance by selecting the outstanding employee of the year. Employees with employment period of 5,10,15,20 and 25 years, considered as valuable resource of the Company, were granted awards, to encourage their love for and committed to the Company. Moreover, the HRMS system has been implemented in the Company to raise the capabilities and efficiency of personnel management and human resource development.



- **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), etc.

- **Change of behavior** : to create a shared value for employees of every level and every project to have a servicing culture to move forwards 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-7 R 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, comprising:

1. **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.

2. **PR (Public Relations)** : 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.

3. **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.

4. **ER (Employee Relations)** : 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

5. **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

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

7. **GR (Government Relations)** : 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.



# 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 2016, 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 in 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.

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.

## Work Safety Data in 2016



Safety Data	Unit	Male	Female
Accident rates	Time	10	-
Work-related injury rates	Person	10	-
Rates of days lost due to work-related sickness	Day	8	-
Rates of employees taking sick leave due to work-related sickness	Person	2	-
Rate of absenteeism due to work-related sickness	Day	-	-
Rate of absenteeism due to work-related sickness	Person	-	-
Work-related death rate	Person	-	-



# Occupational Health



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.



**ไข้เลือดออก โรคร้าย ที่ยิ่งกลายเป็นพายุ**

**6 โรคมากภัยคุกคาม**

- 1 ไข้หวัดใหญ่ และ ไข้หวัด**  
อาการ: ไข้สูง, ปวดศีรษะ, ปวดเมื่อย, ปวดกล้ามเนื้อ, อ่อนเพลีย, ไอ, จาม, คัดจมูก, น้ำมูกไหล, เจ็บคอ, ตาแดง, ไข้หวัดใหญ่, อหิวาตกโรค, ไข้หวัดใหญ่, อหิวาตกโรค
- 2 ไข้หวัดใหญ่**  
อาการ: ไข้สูง, ปวดศีรษะ, ปวดเมื่อย, ปวดกล้ามเนื้อ, อ่อนเพลีย, ไอ, จาม, คัดจมูก, น้ำมูกไหล, เจ็บคอ, ตาแดง, ไข้หวัดใหญ่, อหิวาตกโรค, ไข้หวัดใหญ่, อหิวาตกโรค
- 3 ไข้หวัด**  
อาการ: ไข้สูง, ปวดศีรษะ, ปวดเมื่อย, ปวดกล้ามเนื้อ, อ่อนเพลีย, ไอ, จาม, คัดจมูก, น้ำมูกไหล, เจ็บคอ, ตาแดง, ไข้หวัดใหญ่, อหิวาตกโรค, ไข้หวัดใหญ่, อหิวาตกโรค
- 4 ไข้หวัดใหญ่**  
อาการ: ไข้สูง, ปวดศีรษะ, ปวดเมื่อย, ปวดกล้ามเนื้อ, อ่อนเพลีย, ไอ, จาม, คัดจมูก, น้ำมูกไหล, เจ็บคอ, ตาแดง, ไข้หวัดใหญ่, อหิวาตกโรค, ไข้หวัดใหญ่, อหิวาตกโรค
- 5 ไข้หวัดใหญ่**  
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**ใช้เลือดออก โรคร้าย ที่ยิ่งกลายเป็นพายุ**

**อาการ**

- 1 ไข้สูง** 39-40 องศาเซลเซียส
- 2 อาการปวด** ปวดศีรษะ, ปวดกล้ามเนื้อ, ปวดข้อ
- 3 อ่อนเพลีย** อ่อนเพลีย, อ่อนแอ
- 4 ทรนียงหรือบวม** ทรนียงหรือบวม

**การป้องกัน**

- 1 ควบคุมสิ่งแวดล้อม** กำจัดแหล่งเพาะพันธุ์ยุงลาย
- 2 งดกินยุงกัด** ใช้ยาไล่ยุง
- 3 ใช้อุปกรณ์ป้องกัน** สวมเสื้อแขนยาว, กางเกงขายาว, สวมหมวก
- 4 ตรวจสอบยุงกัด** ตรวจสอบยุงกัด

กรมการแพทย์ กระทรวงสาธารณสุข

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.

**ใกล้สิ้นปีแล้ว อย่าลืม ! ไปพบทันตแพทย์**

**เพื่อสุขภาพช่องปากและฟันที่ดี**

**ตรวจพบทันตแพทย์ปีละ 2 ครั้ง**

สำหรับพนักงานที่มีอายุ 18 ปีขึ้นไป และได้รับเงินเดือน 1,000 บาท และได้รับเงินเดือน 1,000 บาท (รวมเงินเดือนและค่าจ้าง) และค่าจ้างรวม 1,000 บาท (รวมเงินเดือนและค่าจ้าง)

**หาหมอฟัน**

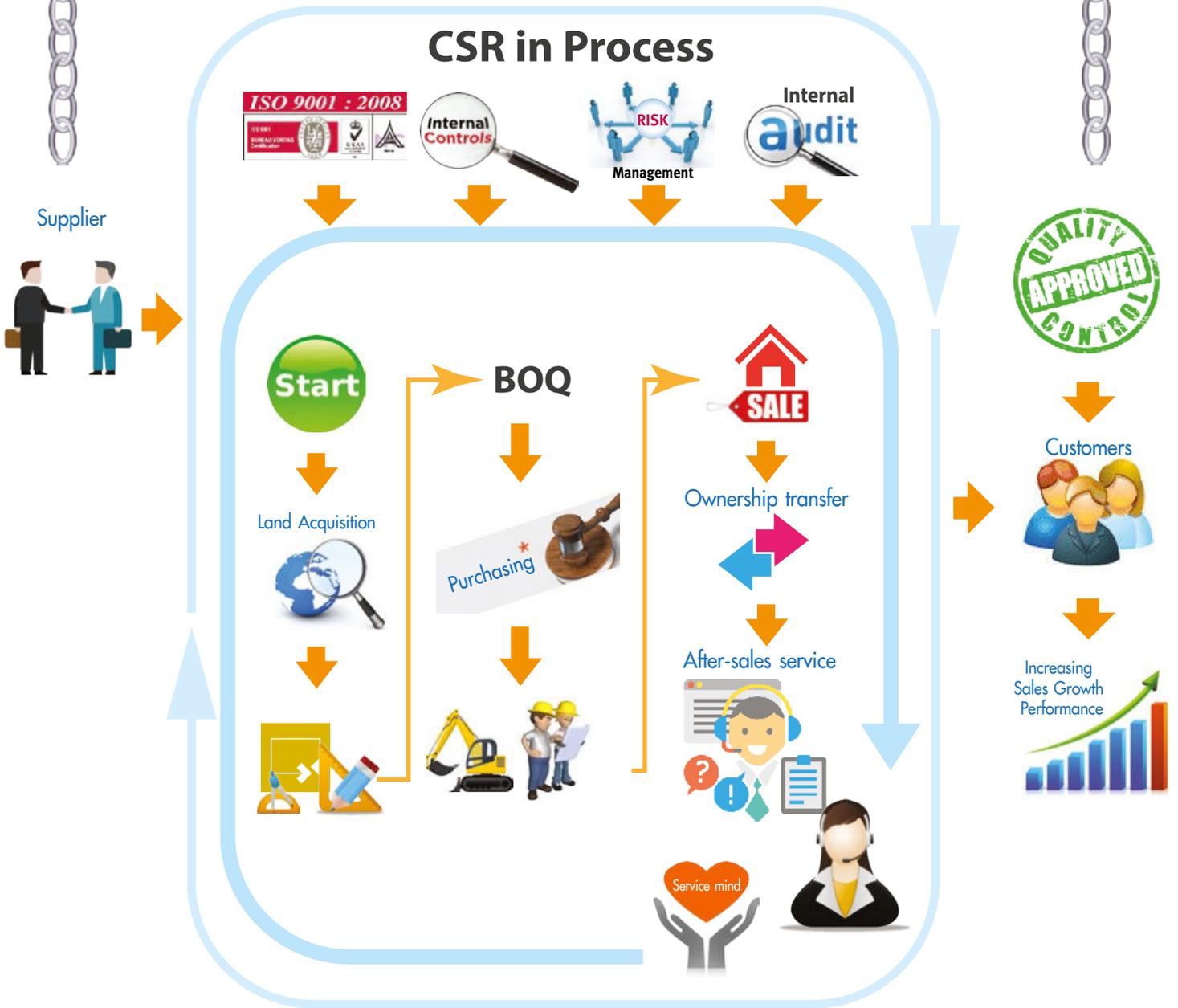
สำนักงานทรัพยากรบุคคล



Providing all employees the influenza vaccine.



# Supply Chain Management





# Responsibility Towards Consumers

Supalai is committed and determined to create quality of housing and society for Thailand. It also attaches the importance to its responsibility towards consumers. Consumer confidence is key for the sustainability of business. The Company is, therefore, responsible from the production process up to the after-sales services in various forms.

## Quality Policy

The Company follows ISO 9001: 2008 Quality Management to emphasize quality improvement. It has received ISO 9001 certification since 2002 in the systems of planning, design, construction, sales and community management, for both housing 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 has been developing its systems in order to respond to customers' maximum needs and satisfaction.



## Improvement and Development of operation

The Company encourages employees participation, which emphasises on teamwork and development of working standard, for systematic workflow. It has implemented risk management system, internal control and internal audit systems as a tool for development and improvement, and 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. This provides an alternative to saving energy on air conditioning, lighting, and other electrical appliances. Similaring on the construction price of Supalai homes and others leads to value for money. Construction under the concept, Supalai projects are considered as Eco land which helps reducing global warming.



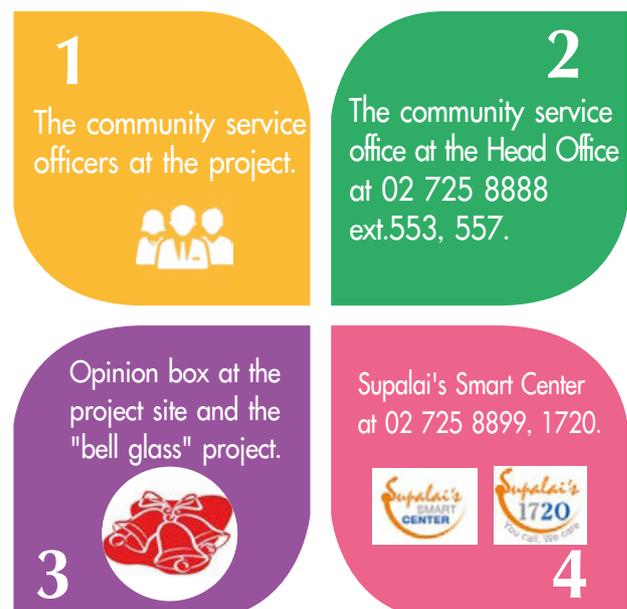
- Environmental technology-based production and manufacture.

The company has attached the 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.

- To arrange customer service units in its housing projects taking care of safety, cleanliness, beauty. Also, the company has formed housing project juristic person to be in charge of customer satisfaction and good image promotion. With the realization of living among good environmental society, which would lead to people's life quality, the company attaches importance to the creation of Supalai society as a quality, livable, warm and safe society.

- To set up various channels for customers feedback. This leads to the development and improvement of products and services for maximum benefits and satisfaction of the customers. Such communication channels are for the feedback or complaints, which can be submitted through





- To organize seasonal activities for strengthening relationships with the intention to care for members or residents living in Supalai projects as well as residents of surrounding communities.

- To strengthen family relationship by arranging meditation practices that can be joined by members every year. This is for implanting the gratitude towards parents, which would result in increasing family warmth and eventually overall society.

- To publicise "San Sai Yai" Magazine to inform useful news for cooperation in various activities ,peaceful and happy co-living, as well as to provide knowledge for keeping closer and informed.

- To Form 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.

### Provision of correct and clear information for the advertisement and public relations

Supalai Public Company Limited attaches great importance to the advertising media and public relations for the purpose of providing accurate, verifiable product information for fairness to consumers 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 house, townhouse/town-home, twin house 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.

### Provision of safety, assistance and convenience for customers in the projects.

- Use of Access Card Control System and installed CCTV cameras to capture license plates so as to reduce potential mischief with surveillance system to provide security of persons and premises, this can also be used as evidence in litigation, or to prevent allegations in case of unexpected events.





- Use of sliding enter - exit gate of the project instead of barrier gate to prevent unauthorized access, and to reduce or prevent the risk of theft.



- Having Smoke @ Heat Detector Fire Alarm System with security guards 24 hours a day to increase safety for customers living in the project.
- Preparation and delivery of emergency equipment to the Condominium Juristic Person, such as stretchers, wheeled stretchers and firefighters to help move patients and for emergency support.



## Preventive maintenance

After delivering common facilities to be managed by the Condominium Juristic Person of each project, the Company will send a survey team to examine and maintain the safety related machines. The team will also go out to educate the Condominium Juristic Person how to maintain the equipment after every period of 6 months, 1 year and 2 years in order to ensure smooth maintenance process of high-rise building projects. In such a manner, the delivery of goods and services would be well passed on and furthered to customers who will be eventually facilitated with convenience.





## 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.”

”



# Environment





# Environmental Management





## Environmental Management

The development of residential projects needs a lot of resources for construction such as construction materials, water, land, transportation. Also, the impacts on the environment and communities around the projects need to be taken into consideration. The Company, therefore, attaches importance to environmental management in order to create the balance between business development and reduction of environmental impact by adopting policies on community, social, and environmental responsibility (Sustainable Development Policy). It takes into account the process of land acquisition for developing projects, the construction of the project both during and after construction.



## Rehabilitation of natural environment and bio-diversities within the projects

For the construction, there must be a preparation of the area for the construction and laying of foundations as well as landscape designing to reduce the number of trees to be cut by taking into consideration the environmental impact while preparing the plan for utilizing space and natural resources for maximum benefit and maintaining bio-diversities for the benefit of local people, plants and animals. Also, it is necessary to maintain the balance in soil, water and air in the surrounding area.

## Maintenance of big trees in the project

Number of projects maintaining big trees	Number of trees	Ability to eliminate polluted particles
8 projects	97 trees	112 kg./year

Remarks: Big trees with a diameter of 75 cm can eliminate 70 times as much of polluted particles (1.4 kg / Year) (Information of 2010 from Seub Nakhasathien Foundation)

Trees play an important role in urban ecosystem as they support the diversity of animals, increase the value and restore the natural ecosystem, while residents can also enjoy them for relaxation and recreation. The Company is, therefore, well aware of the value and importance of the existing trees on the land before it is developed. Accordingly, big trees are to be maintained and preserved for environmental management and green landscape to be in line with business development plan. Trees not only improve the quality of life, but also reduce heat and the impact of air pollution. The creation of green areas in high-rise and horizontal building projects can also reduce greenhouse gas emissions as well.





## Quality control of soil reclamation in the project

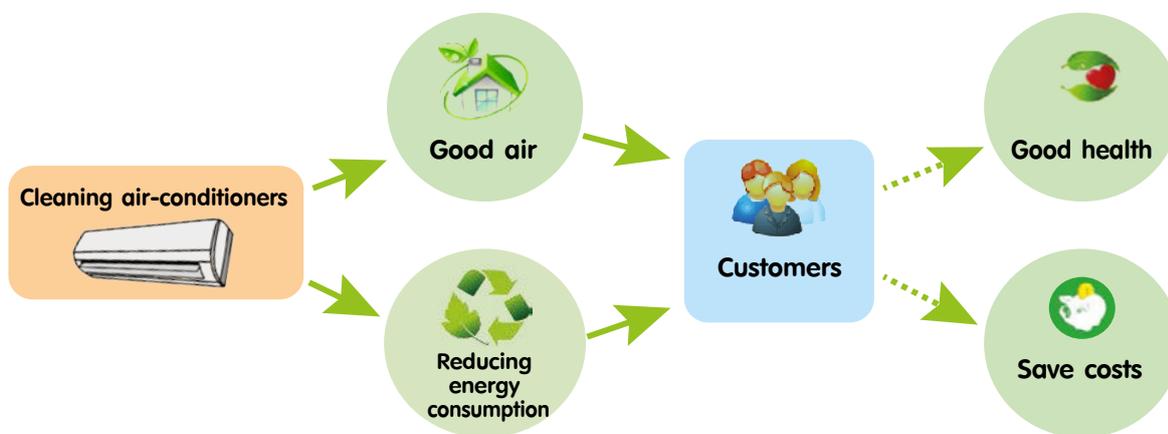
For construction, the Company attaches importance to the preparation of the area, specifically, the soil used for land reclamation and compaction has to be tested and verified that its pH value is in the medium level, which is suitable for planting trees with no rubbles from the construction. It must not be the soil from the landfill in order to prevent chemical substance being drained into rivers/canals by rainwater.

## Environmental management

- Maintenance of air conditioning systems of residents within the project.

The air around high-rise projects in urban area is mixed with pollutants such as smoke, fuel combustion from vehicles or industries. Most customers living in high-rise buildings may be affected by accumulated air pollution.

The Company, therefore, provides air-conditioner cleaning service to customers in the high-rise projects free of charge after every period of 6 months, 1 year and 2 years so the air circulation system is safe and the air is clean to contribute to good health of the residents. That is the way to continually deliver good products and services to customers. Moreover, cleaning air conditioners also help reduce energy consumption in the household as well.



- Caring, preventive measures and environmental impact.

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
<p><b>Abiotic resources</b></p> <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>
<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</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>	<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> </ol>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>impact on the health of those living in the vicinity.</p>	<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> <li>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.</li> <li>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.</li> </ol> <p><b>Materials and management of stacked materials and material waste</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2) To transfer any materials that produce dust, they must be sprayed with water before transferring.</li> </ol> <p><b>Handling of material waste</b></p> <ol style="list-style-type: none"> <li>1) 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.</li> <li>2) Material waste must be screened out for using in road leveling.</li> </ol>	<ol style="list-style-type: none"> <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>

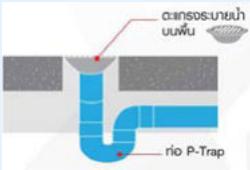


Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
	<p>3) Transferring of material waste and solid waste out of construction area must be made at least once a week. If not readily for transferring yet, there must be bin or proper container with cover; while there is ongoing cleaning of the area where the bin is located.</p>	
<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>	<p>1) Inspect the water quality before discharging into public drainage system once a month throughout the construction period.</p> 
<p><b>2. Biotic resources</b></p> 	<p>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.</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>	<p>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.</p>
<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> </ol>	



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
	<p>3) Organize the transport of construction materials so as not to park outside the project area.</p> <p>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.</p> <p>5) Provide traffic control personnel at the entry area to construction site to reduce obstruction of traffic, especially during rush hours.</p> <p>6) Organize training for drivers and traffic control personnel to assist managing traffic efficiently.</p> <p>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.</p> <p>8) Coordinate for understanding with those living nearby, giving telephone numbers for contacting.</p> <p>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.).</p>	
<p>3.3 Public utility system</p> <div data-bbox="204 1361 395 1489" data-label="Image"> </div> <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> <p>1) Electricity usage within construction area must be in line with the rules and permission of Metropolitan Electricity Authority/Provincial Electricity Authority.</p> <p>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.</p> <p>3) There is electrical technician to supervise work.</p> <p><b>Water use</b></p> <p>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.</p> <p>2) Provide enough drinking water for workers.</p> <p>3) Organize campaign/oversee workers to ensure water savings, not to keep the water running or leaking without use.</p>	<p>1) Arrange for staff to check up on electrical devices in construction area to ensure that they are in good condition.</p> <p>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.</p>

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<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>	<p>- 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.</p>
<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>	<p>- 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.</p>
<p><b>4. Quality of life value</b></p> <p><b>4.1 Social and economic aspects</b></p> 	<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> </ol>	<p>- Set up a service unit to listen to opinions and complaints from nearby residents for information and further correction.</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>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.</p> <p>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.</p>	<ol style="list-style-type: none"> <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>	



## 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
<p>1. Abiotic resources</p> <p>1.1 Topography</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>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>-</p>
<p>1.2 Soil erosion</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>Cover the open soil surface in the unused space of the project with trees and grass in order to reduce soil erosion.</p>	<p>-</p>
<p>1.3 Air quality</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>	<ol style="list-style-type: none"> <li>1) Maintain the project access road in good conditions to prevent dust diffusion caused by road traffic.</li> <li>2) Grow plants and arrange green zone in the project area as a dust buffer zone.</li> <li>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.</li> <li>4) Design a parking building to have a height of each level between 2.55-3.65 meters for efficient natural air ventilation.</li> </ol>	<p>-</p>
<p>1.4 Level of noise and vibration</p> 	<ol style="list-style-type: none"> <li>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.</li> </ol>	<p>-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
	<p>2) Grow trees and plants, and arrange green zone in the project area and along fences as a noise barrier zone.</p>	-
<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>	<p>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.</p> <p>2) Wastewater from kitchens must be held in a grease trap before passed on to the project's wastewater treatment system.</p> <p>3) Wastewater from waste collection room must be treated before discharged into a public drainage system.</p> <p>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.</p> <p>5) Monitor sediment level and pump it out every 30 days or more frequently if the sediment volume increases.</p> <p>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.</p>	<p>1) Monitor and record the operation, inspection and maintenance of the wastewater treatment system, or set up a maintenance schedule throughout the operation duration.</p> <p>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.</p> <p>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.</p> <p>4) Check quality of water before and after treatment at least once a month throughout the operation duration.</p>
<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>	<p>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.</p> <p>2) Limit car speed in the project area and manage drivers switch off their engine if they need to idle long enough.</p>	-

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>1.7 Obscuring of light and wind direction</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>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>-</p>
<p>2. Biotic resources</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>-</p>	<p>-</p>
<p>3. Human use values</p> <p>3.1 Land use</p>  <p>Check the land use according to existing urban planning and other related laws and regulations.</p>	<p>Ensure the construction compliance with existing urban planning and other related laws and regulations.</p>	<p>-</p>
<p>3.2 Transportation and traffic</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>	<p>1) Open an entrance-exit according to the Highway Department's standards.</p> <p>2) Cut off a footpath corner in order to facilitate cars making a turn into the project area.</p> <p>3) Display clear traffic signs in the project area.</p> <p>4) Display warning signs urging road users to be mindful of accidents in the project area.</p> <p>5) Assign security guards to facilitate road users and keep parking lots in good order throughout 24 hours.</p>	<p>-</p>

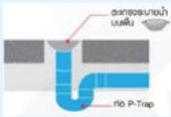


Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
	<p>6) Install a booth for visitor pass card exchange in the project area. Try to keep the booth away from the main road as much as possible in order to prevent queuing up cars from disturbing other vehicles on the main road.</p> <p>7) Provide a taxi light inviting a taxi driver to fetch passengers in the project area.</p> <p>8) Provide substantial parking lots, not less than legal requirement.</p> <p>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.</p>	-
<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> <p>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.</p> <p>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.</p> <p>3) Promote understanding of benefits of energy saving and methods to achieve it. Use various incentive measures.</p> <p>4) Prepare backup power system to be ready to use in emergency cases.</p> <p>5) Design buildings and install materials and equipment in the buildings to promote energy saving.</p> <p><b>Consumption water supply</b></p> <p>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.</p> <p>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.</p> <p>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.</p>	<p>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.</p> <p>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.</p> <p>3) Record a monthly water consumption volume to check effectiveness of water saving measures.</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>3.4 Energy conservation</p>  <p>The project obviously has energy conservation measures for both the residents' area and the project's area.</p> <p>1. Public utility systems</p> <p>2. Air conditioning system</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><b>Project</b></p> <ol style="list-style-type: none"> <li>1) Use split 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> </ol>	<p>-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>3. Transportation system</p>	<p>3) Arrange for cleaners to clean the air conditioners of the project on a regular basis.</p> <p><b>Residents</b></p> <p>1) Switch off an air conditioner every time before leaving the room.</p> <p>2) Set an air conditioner temperature at 25 degree Celsius.</p> <p>3) Always keep one's own air conditioner clean.</p> <p><b>Residents</b></p> <p>1) Use public transport as much as can be done.</p> <p>2) Switch off the car engine every time when parking for a long time.</p>	<p>-</p>
<p>3.5 Drainage system</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>	<p>1) Arrange for inspection of the drainage system and the project's cesspool on a regular basis.</p> <p>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.</p>	<p>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.</p>
<p>3.6 Solid waste management</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>	<p>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.</p> <p>2) Provide garbage bins / containers with covers and separate them to be used for wet and dry / hazardous waste.</p> <p>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.</p> <p>4) Assign the employees to inspect and clean the solid waste room whenever the transfer of the solid waste is made.</p> <p>5) Provide protective equipment and require the employees who transport the waste to wear the protective equipment provided by the project.</p> <p>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.</p> <p>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.</p> <p>8) Monitor the solid waste collection carried out by the municipality to ensure regular collection.</p>	<p>-</p>

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>4. Quality of life value</p> <p>4.1 Socio-economic situation</p>  <p>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.</p>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>4) Provide 24- hour security guards throughout the project area.</li> <li>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.</li> <li>6) Arrange for personnel to care for and to carry out various operations at the common facilities of the project.</li> <li>7) Organize the traffic system in the project in order to ease the traffic.</li> <li>8) Coordinate with the local police station to request the police to inspect the project area and the surrounding communities.</li> </ol>	<p>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.</p>
<p>4.2 Participation of the public.</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>-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>4.3 Health</p> <p>4.3.1 Use of vehicles</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>4.3.2 Wastewater from the project</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>	-
<p>4.3.3 Solid waste from the project</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>	<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>	-

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<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>		-
<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>	<p>Clean the air conditioners by launching a campaign for the residents to clean their own air conditioners and air conditioners in the common areas.</p>	-
<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>
<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>	<p>Assign personnel to take care and maintain the green areas to be shady, pleasant and beautiful throughout the operation.</p>



# Resource utilization





## Resource utilization

The Company has the intention and commitment to conserve energy by developing energy conservation policy with the objectives and goals to be in consistent with the energy usage situation and building control. It is also consistent with the plans or measures regarding electricity and water supply before, during and after construction in order to minimize energy and environment impact.

### 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 service 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.



## Water Management



The Company has taken measures to control the usage of water and tap water as follows:

- To encourage to turn off the water tap after using water and make sure no tap is on in the office building after working hours.
- To check and analyze the quality of water once a month throughout the construction period.



*Such system in Bangkok and greater Bangkok area can save 1,891 cubic meters of water per year.*

The use of circulating water system to water the plants in the common areas of 27 projects can save water up to 78,220 cubic meters per year.



- To provide regular maintenance on water treatment system at both office building and construction projects in order to reduce water loss. Moreover, after the establishment of the Condominium Juristic Person, the Company regularly sends a survey team to check and carry out maintenance of the machines every period of six months, 1 year and 2 years.



## Power management



The Company has taken measures to control electricity usage as follows:

- Using LED bulbs (LED: Light Emitting Diode) to save electricity. They are small with low power and last the longest (50,000-100,000 hours). They produce low heat, therefore, help reduce electricity costs to half of those of regular bulbs.

Comparison of the use of number of LED bulbs installed in the office parking building to the number of Fluorescent bulbs used before changing to LED bulbs

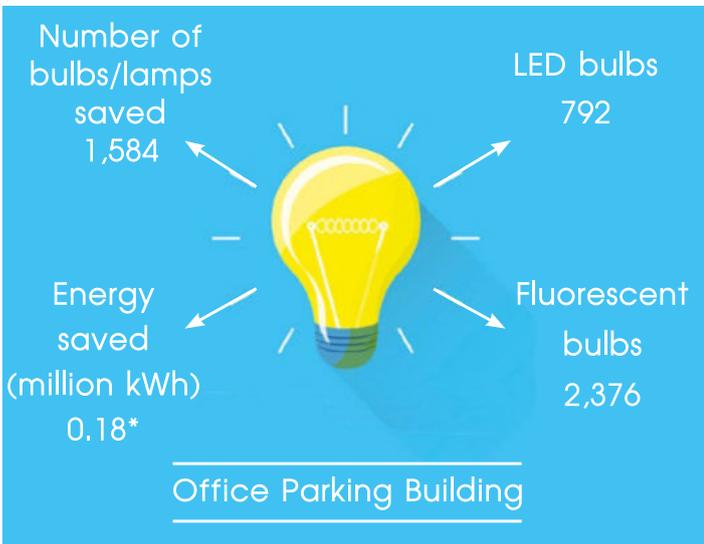
Office parking building



Construction projects



In 2016, 14,694 LED bulbs have been used in 22 high rise projects and 3.35\* million kWh of energy was saved per year



Remarks: \*Comparison calculation of energy used and saved from the website of ASIA LAMP INDUSTRY CO., LTD.

- Public relations has been launched to encourage people to turn off electricity switches after using and after working hours



- A plan is in place for regular maintenance / cleaning of electric systems inside the building and electrical equipment for maximum efficiency operation so as to be safe, reduce electricity usage and prevent damage that may occur in the electrical system and business loss.





# GRI Content Index

## Profile Disclosures

Indicator	Description	Sustainable Development Goals	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.		31-37	Full	
<b>2. Organizational Profile</b>					
2.1	Name of the organization.		4	Full	
2.2	Primary brands, products, and/or services.		4-9	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.		12-17	Full	



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
<b>3. Report Parameters</b>					
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		21-23	Full	
3.2	Date of most recent previous report (if any).		21-23	Full	
3.3	Reporting cycle (annual, biennial, etc.)		21-23	Full	
3.4	Contact point for questions regarding the report or its contents.		21-23	Full	
3.5	Process for defining report content.		21-23	Full	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		21-23	Full	
3.7	State any specific limitations on the scope or boundary of the report		21-23	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.		21-23	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		21-23	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.		21-23	Full	
3.12	Table identifying the location of the Standard Disclosures in the report.		120	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.		26-30	Full	



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
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"
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"



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
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"
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.		26-30	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.		26-30	Full	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		26-30	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.		18-23 26-30	Full	

### Performance Indicators

Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
<b>Economic</b>					
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



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
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" and "Housing Market Condition"
<b>Environmental</b>					
<b>Energy</b>					
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.		46-60	Full	
EN 7	Initiatives to reduce indirect energy consumption and reductions achieved.		46-60	Full	
<b>Biodiversity</b>					
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.		90-94 97-116	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.	 	90-94 97-116	Full	
EN 13	Habitats protected or restored.		97-116	Full	

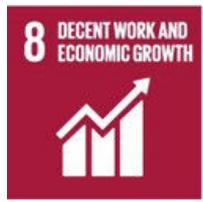
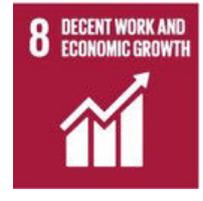


Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
<b>Effluents and Waste</b>					
EN 27	Extent of impact mitigation of environmental impacts of products and services.		97-116	Full	
<b>Effluents and Waste</b>					
EN 29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		97-116	Full	
<b>Social : Labor Practices and Decent Work</b>					
<b>Employment</b>					
LA 1	Total number and rates of new employee hires and employee turnover by age group, gender and region.		63	Full	
LA 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.		64	Full	
LA 3	Return to work and retention rates after parental leave, by gender.		63	Full	
<b>Labor/Management Relation</b>					
LA 4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.		62-70	Full	
<b>Occupational Health and Safety</b>					
LA 5	Percentage of total workforce represented in formal joint management—worker health and safety committees that help monitor and advice on occupational health and safety programs.		87	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.		87	Full	
LA 7	Workers with high incidence or high risk of diseases related to their occupation.		87	Full	



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
LA 8	Health and safety topics covered in formal agreements with trade unions.		87	Full	
<b>Training and Education</b>					
LA 9	Average hours of training per year per employee by gender, and by employee category.		84	Full	
LA 10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		62-70	Full	
LA 11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.		62-70	Full	
<b>Diversity and Equal Opportunity</b>					
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.		62-70	Full	
<b>Equal Remuneration for Women and Men</b>					
LA 13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.		62-70	Full	
<b>Supplier Assessment for Labor Practices</b>					
LA 15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.		62-70	Full	
<b>Human Rights</b>					
<b>Investment</b>					
HR 1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.		62-70	Full	

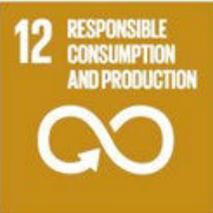


Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
HR 2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.		82-85	Full	
<b>Non-discrimination</b>					
HR 3	Total number of incidents of discrimination and corrective actions taken.		62-70 86-87	Full	
<b>Freedom of Association and Collective Bargaining</b>					
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.		40	Full	
<b>Child Labor</b>					
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.		62-70	Full	
<b>Forced or Compulsory Labor</b>					
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.		40 62-70 86-87	Full	
<b>Security Practices</b>					
HR 7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.		62-70 86-87	Full	
<b>Indigenous Right</b>					
HR 8	Total number of incidents of violations involving rights of indigenous peoples and actions taken.		62-70 86-87	Full	



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
<b>Society</b>					
<b>Local Communities</b>					
SO 1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		97-116	Full	
SO 2	Operations with significant actual or potential negative impacts on local communities.		97-116	Full	
<b>Anti-corruption</b>					
SO 3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.		41-44	Full	
SO 4	Communication and training on anti-corruption policies and procedures.		41-44	Full	
SO 5	Confirmed incidents of corruption and actions taken.		41-44	Full	
<b>Public Policy</b>					
SO 6	Total value of political contributions by country and recipient/beneficiary.		41-44	Full	
<b>Anti-competitive Behavior</b>					
SO 7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		41-44	Full	
<b>Compliance</b>					
SO 8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		97-116	Full	
<b>Product Responsibility</b>					
<b>Customer Health and Safety</b>					
PR 1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.		46-60	Full	



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
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.		46-60	Full	
<b>Product and Service Labeling</b>					
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.		46-60	Full	
<b>Marketing Communications</b>					
PR 6	Sale of banned or disputed products.		90-94	Full	



Supalai...we care for Thai society



### Supalai Public Company Limited

Registration NO. 0107535000303  
1011 Supalai Grand Tower Building,  
Rama III Road, Chong Nonsee,  
Yannawa, Bangkok 10120 Thailand

**Phone (622) 725-8888**

**Fax (662) 683-3888**

