



Supalai Public Company Limited

SUSTAINABILITY DEVELOPMENT REPORT

SUPALAI | 2017



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Chief Executive Officer's Statement

Throughout the period of 29 years of establishment and development of Supalai Public Company Limited, and from the first step up to being a leading real estate company recognized internationally and domestically, The Company has always realized that the mechanism for sustainable development of business organizations is based on the basis of social responsibility in all dimensions. This is because what is more important than the number of earnings which most of businesses are proud of is being an organization that drives the prosperity of the nation, being a creator of quality of life to the people by creating a quality society, being a leader in creating integrity and ethical standards in operating business with good governance, environmental conservation and continuous development of new innovation for all stakeholders' maximum benefits and satisfaction.

Every step of business development of Supalai up to the point that consumers and the society recognize that we are real estate professional, we have operated our business with commitment according to our vision with ultimate goal of creating excellent results for all parties by creating the best products and services for consumers, while managing business to achieve highest effectiveness for a fair profit for all involved. Above all is the development for sustainable growth and prosperity.

Supalai's role as an expert in building a "good home" is not limited to only the design of residential architecture, but we are aware of the profound and widespread definition of the word "home", which has the meaning covers living space, environment of the project, quality of life of the people in the community, quality of the society and its environment. Accordingly, Supalai has strived to promote a good society from the smallest unit, that is the family, the society at large at national level and as a part of the livable world community with a safe life. The homes we build and take care of are important elements of happiness for residents both at present and will be passed on in the future from generation to generation with confidence and pride.

Conscience to create the best along with social care is what all the teams of Supalai have been cultivated and instilled in terms of thinking and practice. The success of professional practice with a good conscience is firmly communicated in a tangible manner from the creation of quality housing that provides comfort to residents at a fair price with energy saving at present and for the future. They are environmentally friendly homes from the construction process to the project management in which there is a role of leaders with the responsibility to educate consumers and all parties involved. The objective is to inspire and stimulate good cooperation in conserving the environment and resources both natural and cultural resources. These successes are guaranteed by many prestigious awards from many leading organizations at both national and international levels.

Sustainable business practices of Supalai consist of commitment to real estate development, creation of residential Innovation by adhering to the code of ethics, good corporate governance principles, lawful practices along with various forms of continual social development such as activities to provide knowledge regarding education, family, health, environment, arts and culture, for instance, improvement of rural schools, landscape development in religious places, provision of knowledge through seminars and mindfulness activities to develop oneself and apply to everyday life.

The pride of Supalai is seeing the development of the organization and the society together continually and on a sustainable basis for the happiness of the Thai society at present and in the future.



(Dr. Prateep Tangmatitham)

President



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.

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:

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

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

P Profitability : Emphasis on profits / benefits for all concerned parties. In the other word, the company has set the policy to manage the benefit satisfactorily and happiness for all stakeholders. as follows:

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

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

Contractors / trading partners : to get fair prices.

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

Shareholders : to receive appropriate dividends from shareholding.

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

For better understanding and clarification on how Longevity Philosophy is related and 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.

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 28 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.



WE CARE FOR THAI SOCIETY



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 third improvement was done in accordance with the resolution of the Board of Directors' Meeting No. 11/2017 held on 14 November 2017, 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 is ready to listen to constructive feedback and comments to create benefit for 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 society and the environment in order to bring about development and self-reliance on a sustainable basis.
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 launch campaigns to provide supports to 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.

Announced on this 15th day of November 2017

(Dr. Prateep Tangmatitham)
President



Supalai's Awards & Accolades

Awards for the Company's management potential

2007



Certified ISO 9001:2000 for High-Rise Building.

2006



Company Rating by TRIS "BBB+".

2004



Company Rating by TRIS "BBB".

2003



- 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.

2002



Certified ISO 9001:1994.

2011



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

2010



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

2010



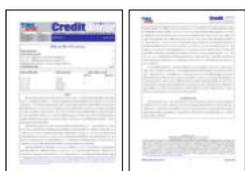
The "Best Performance Awards for 2010" from the Stock Exchange of Thailand.

2010

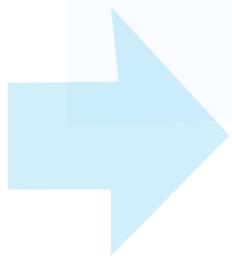


Certified ISO 9001: 2008 by Bureau Veritas Certification (Thailand) Ltd. (BVC).

2010



Company Rating by TRIS "A- stable."



2013



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

2013



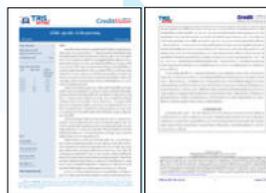
The award for BCI Asia Top 10 Developers Awards 2013 in the form of plaque and certificate from BCI Asia Construction Information Co., Ltd. and Future Arc Journal.

2013



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

2014



Company Rating by TRIS “A”.

2014



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

2014



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

2014



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

2015



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

2015



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

2015



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

2015



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

2015



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

2016



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

2016



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).

2016



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

2017



The corporate governance evaluation scores of Thai Listed Companies 2017 in the excellent level from the Thai Institute of Directors.

2017



“Thailand Sustainability Investment (THSI) 2017 Award” from the Stock Exchange of Thailand.

2017



“THAILAND TOP COMPANY AWARDS 2017” in real estate business in recognition of the companies that have a strong potential for business operation, good governance and social responsibility, granted by the University of the Thai Chamber of Commerce with the cooperation of ARIP’s Business+ Magazine.

2017



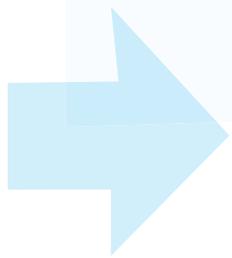
“Outstanding Investor Relations Awards” for the companies whose market capitalization reach between 30,000 and 100,000 million baht presented by the Stock Exchange of Thailand at SET Awards 2017.

2017



“Thailand Sustainability Investment (THSI) 2017 Award” from the Stock Exchange of Thailand.

Awards for social responsibility



2003



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.

2008



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.

2010



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.

2012



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

2012



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

2016



“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.

2015



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

2014



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

2013



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

2012



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

2016



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.

2016



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

2016



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

2017



"Certificate of ESG100 Company 2017 Award" for the the Company's outstanding sustainable business operations in the areas of the environment, social affairs and corporate governance provided by the ESG Rating Unit of Thaipat Institute.

2017



The award for "Consumer Protection Thailand Call Center Award 2016" from the Office of the Consumer Protection Board.

Awards for leadership in developing premium quality products

2009



"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.

2009



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.

2008



บ้านสุภาลัย
ได้รับรางวัล
บ้านจัดสรรอนุรักษ์พลังงาน
จาก กระทรวงพลังงาน 3 ปีซ้อน

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.

2007

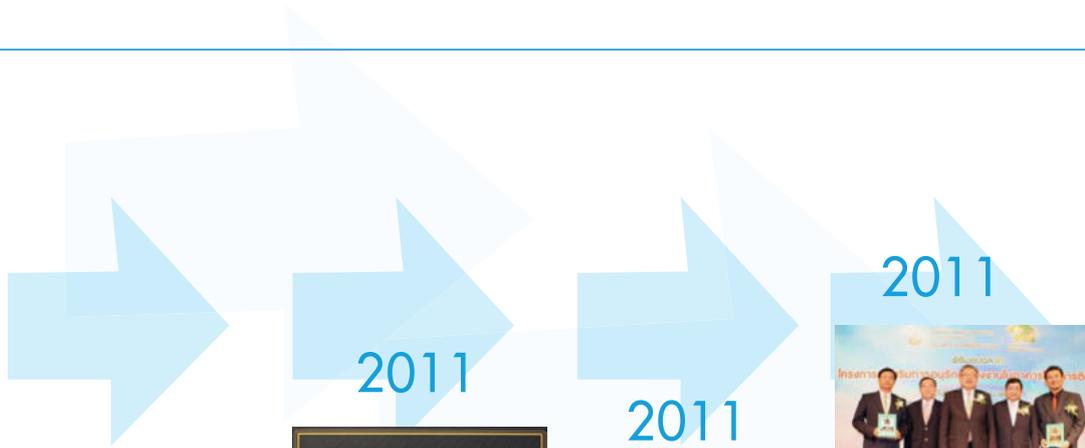


The award for Excellent Energy Conservation House" for Supavat (new) design and for Supatarin design from the Department of Alternative Energy Development and Efficiency, Ministry of Energy.

2005



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



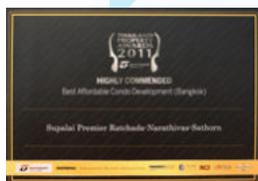
2010



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.

2011



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-Sathorn from Property Report Magazine.

2011



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.

2011



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

2012



The award for “Outstanding Real Estate Project 2012” for the Supalai Parkville Romkiao -Svamabhumi 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).

2012



The award for BCI Asia Top 10 Developers Awards 2012

organized by the BCI Asia Construction Information Co., Ltd. and Future Arc Journal. The four projects which earned the Company this award comprised Supalai Premier Asok, Supalai Park Khae Rai-Ngamwongwan, Supalai Park Ekkamai-Thong Lor and City Resort Ratchada-Huai Kwang.

2013



“BV Symbol of Confidence in International Standard

Award” offered by Bureau Veritas Certification (Thailand) Ltd. (BVC).

2014



“BCI Asia Top 10 Developers Awards 2014”

from BCI Asia Construction Information Co., Ltd. and Future Arc Journal.

2015



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 Suparakkhana house, Supanat house, Supadamrong house and Supawattana house.

2016



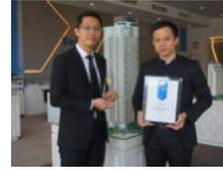
“BCI Asia Top 10 Developers Awards 2016” from BCI Asia Construction Information Co., Ltd. and Future Arc Journal.

2016



Plaque of Honor for Outstanding Real Estate Projects 2015: Supalai Prima Villa Phaholyothin 50 Project in the category of single detached house and Supalai Bella Wongwaen – Rama 2 in the category of Townhouse from the Thai Real Estate Research and Assessment Center of Agency for Real Estate Affairs Co., Ltd.

2016



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.

2017



“Thailand's Top Brand Trust Index in the Real Estate Industry 2017” from Chulalongkom University. The award represents a guarantee of the most trusted property brand among consumers.

2017



“BCI Asia Top 10 Developers Awards 2017” from BCI Asia Construction Information Co., Ltd. and Future Arc Journal for 3 condominium projects, namely, Supalai Lite Ratchada – Narathivas – Sathom, Supalai Loft Khae Rai Station and Supalai Loft Talat Phlu Station.

2017



Plaque of Honor for Outstanding Real Estate Projects 2017: Supalai Wellington 2 Project from the Thai Real Estate Research and Assessment Center of Agency for Real Estate Affairs Co., Ltd.

Award for professionalism of the Company's Executives

2009



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.

2013



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.

2013



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.

2014



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

2015



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

2017



Dr. Prateep Tangmatitham, Chairman of the Board and Chief Executive Officer, received the award for **"Thailand Headlines Person of The Year Awards 2016-2017"** in the areas of economics and social affairs.

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.

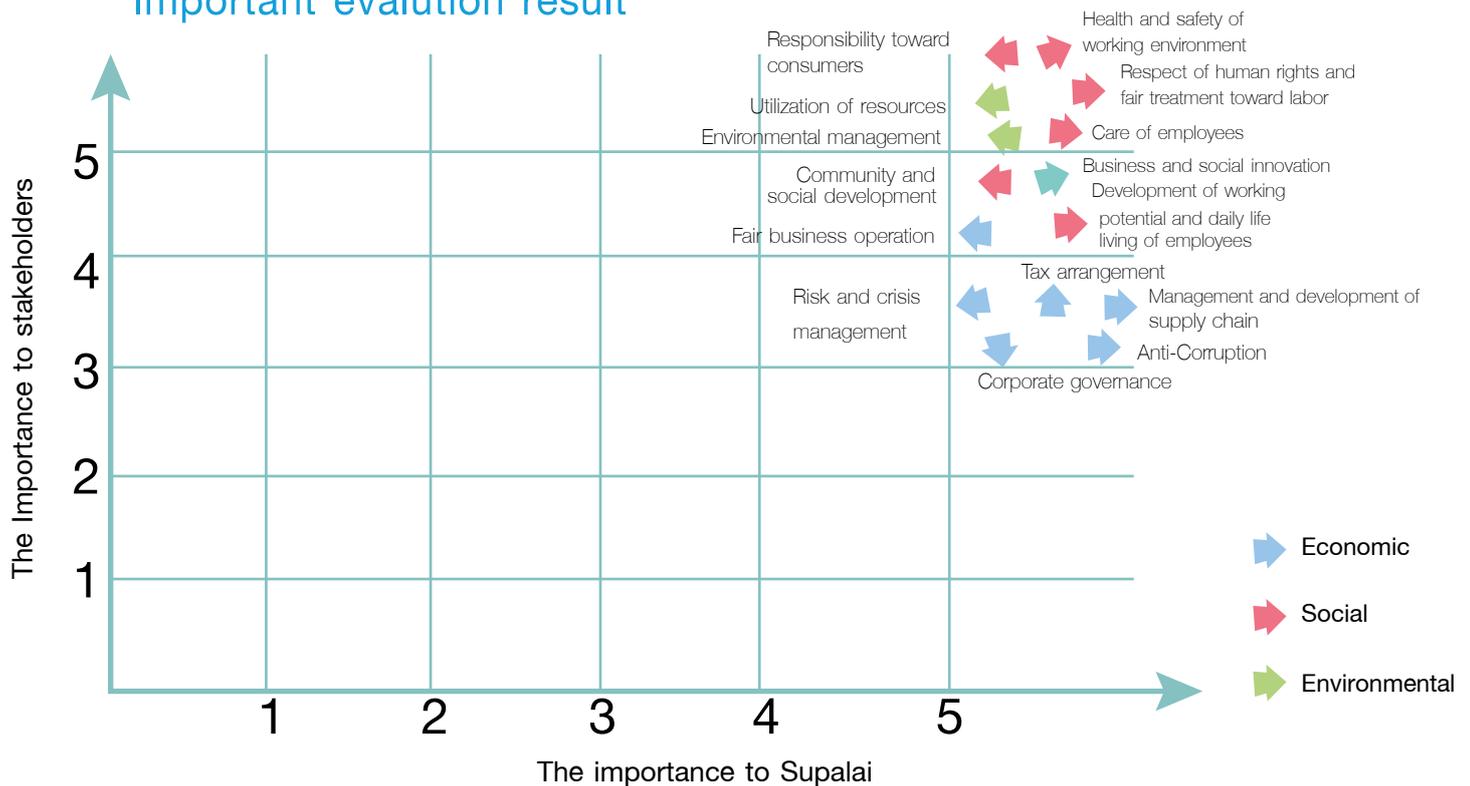


The definition of each sustainable points is considered from the impacts of procedures from the upstream to the downstream (supply chain) in the whole system.

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
Economic						
• Corporate governance	X	X	X	X	X	X
• Risk and crisis management	X	X	X	X	X	
• Fair business operation	X	X	X	X	X	X
• Management and development of supply chain	X	X	X	X		
• Anti-corruption	X	X	X	X		
• Tax arrangement						X
• Business and social innovation	X	X	X	X	X	
Social						
• Respect of human rights and fair treatment toward labor	X	X	X	X	X	
• Community and social development					X	
• Development of working potential and daily life living of employees	X	X		X		
• Care of employees		X				
• Health and safety of working environment		X	X			
• Responsibility toward consumers	X			X		
Environmental						
• Environmental management				X	X	
• Utilization of resources		X	X	X		



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 Nation 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.

For more information

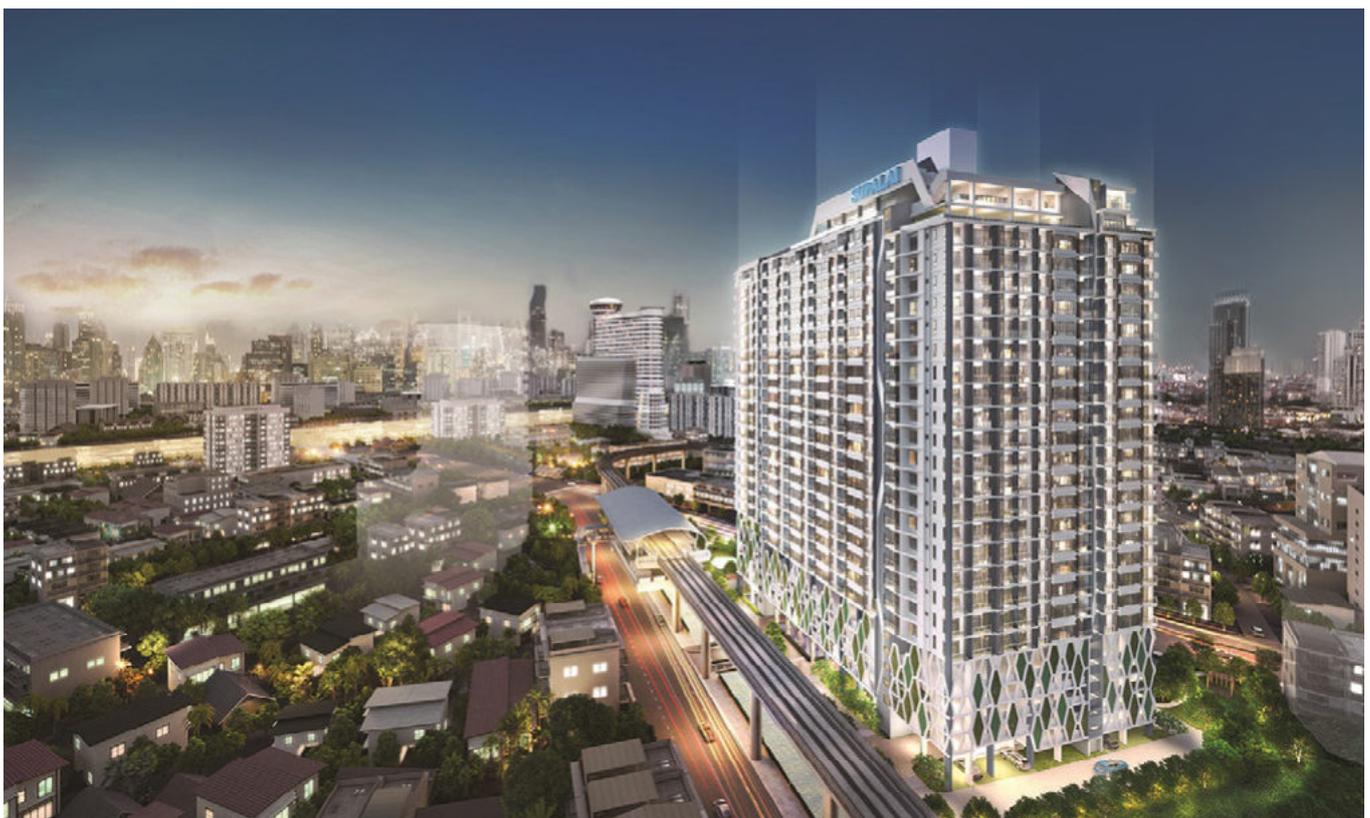
Please contact Sustainability Reporting Section

Supalai Public Company Limited

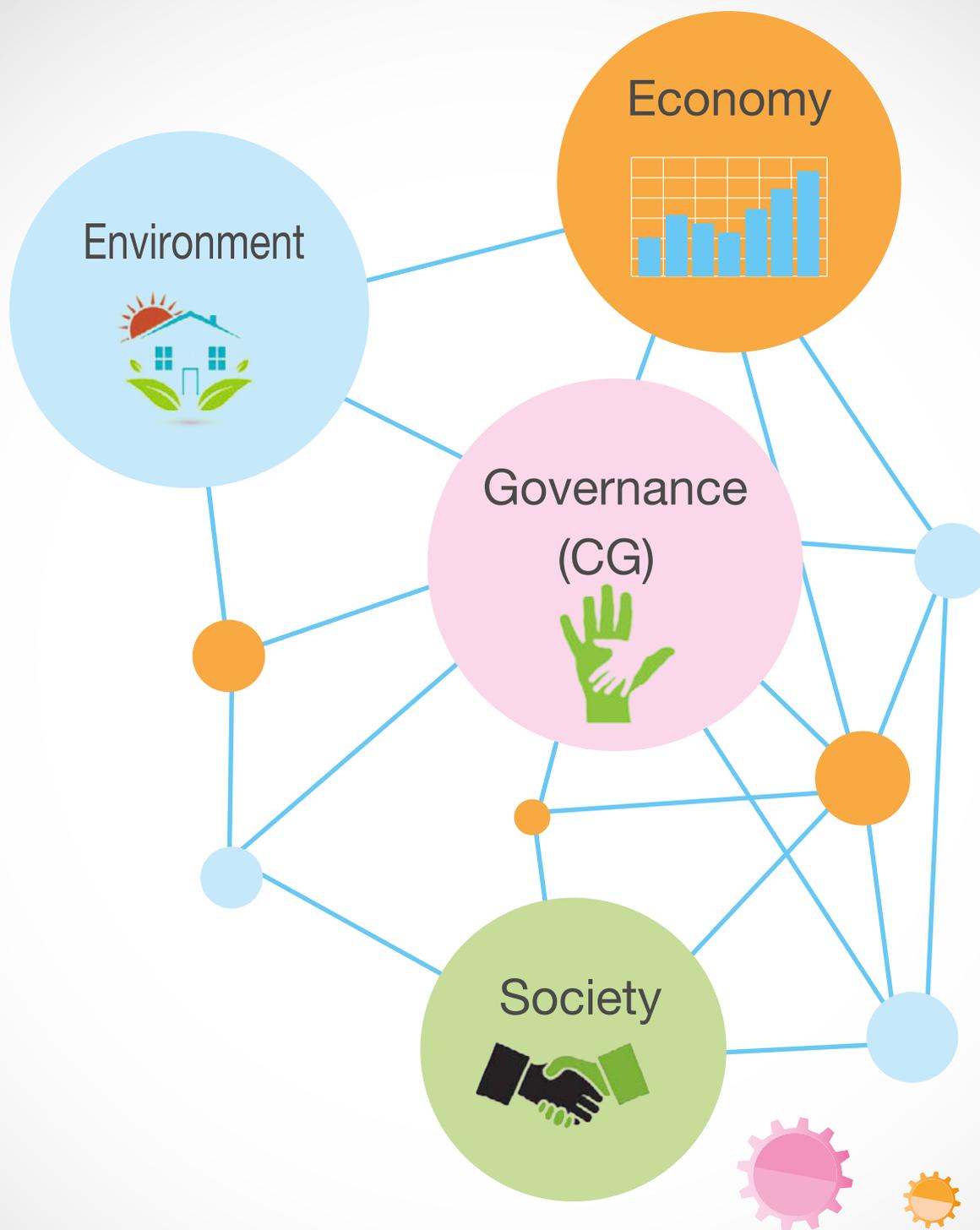
1011 Supalai Grand Tower Building,

Rama 3 Road, Chongnonsee District, Yannawa, Bangkok 10120

Telephone : 02 725 8888 ext. 509



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 2017. This report is deemed the sixth 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.

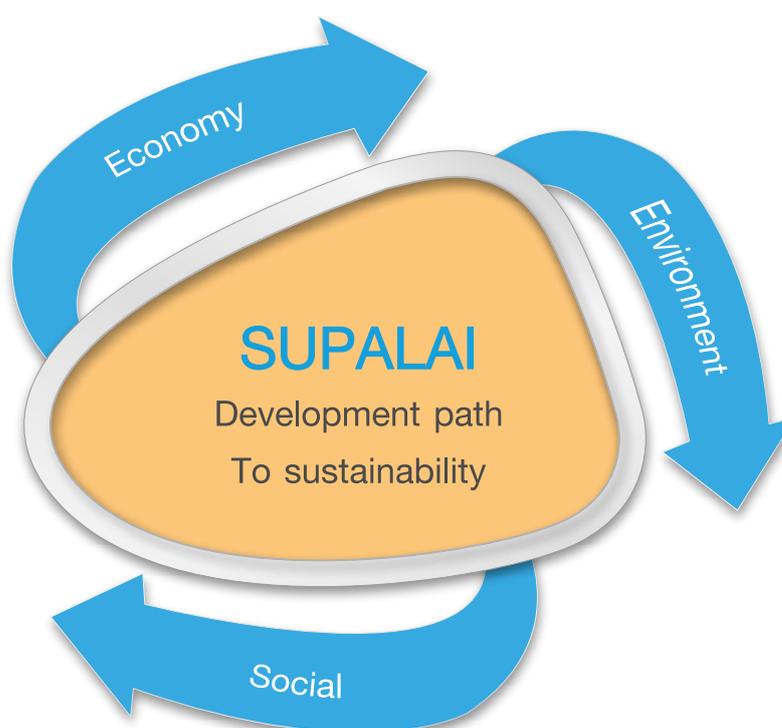


The preparation of this report has been done by adhering to the principle of materiality by taking into consideration:

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



Corporate Governance

The Board of Directors of Supalai Public Company Limited recognizes the importance of corporate governance (CG) and corporate social responsibility (CSR), believing that good corporate governance is the key element to drive the business success. With transparency and accountability, it will create confidence among shareholders, investors, stakeholders and all related parties. This will lead to sustainable growth, with quality and value added to the business. Understanding the roles and responsibilities to the shareholders and related parties, the Board of Directors is determined to conduct business under good corporate governance principles and aligned with best practices or regulations of the Stock Exchange of Thailand (SET) and the Securities and Exchange Commission (SEC) as well as other concerned regulations.

Corporate Governance Policy and Code of Conduct

The Board of Directors has provided "**Corporate Governance Policy Handbook**", approved in writings by the Board Meeting. Its content includes detailed guidelines on good corporate governance, Board's responsibilities, management, and internal control. Furthermore, the Board annually reviews the "**Code of Conduct of directors, executives and employees**". This year, the Board made a handbook (summary version) on the employees' code of conduct, giving the examples of do's and don'ts scenario to be aligned with SET principle of good corporate governance and best practice of project to develop the corporate governance of listed companies. The Company established a communication channel through the intranet system for the directors, executives and employees to understand and follow the code of conduct as the guidelines when dealing with each stakeholder. These guidelines are used as the standard in compliance with five chapters of Good Corporate Governance Policy consisting of 1) Shareholders' Rights 2) Equitable Treatment of Shareholders 3) Roles of Stakeholders 4) Information Disclosure and Transparency and 5) Board Responsibilities, as shown in the picture below:



Moreover, the Company disseminated the "Corporate Governance Policy Handbook" and the "Code of Conduct" on its website to inform third parties about the guideline for encouraging, supervising, and following up with the directors, executives, and employees to ensure their compliance with the code of conduct.

The Company implemented a guideline for encouraging, supervising and following up with the directors, executives, and employees to ensure their compliance with the code of conduct as below:

Promoting compliance with the Code of Conduct

- Prepared the Code of Conduct (summary version) and disseminated to directors, executives, and employees via its Intranet system and company website.
- Educated new employees on compliance with the Code of Conduct in the orientation session.
- Organized CG Day event to educate the employees and raise awareness for compliance with the Code of Conduct.





- Made E-News, using a character of Pu Tham, to disseminate the news and information on Code of Conduct and good corporate governance.



Preventing incidents and behaviors that are potentially unethical

- The Board appointed Corporate Governance Committee and clearly set up the scope of responsibility.
- The meeting of the Corporate Governance Committee is organized at least once a year to report on compliance.
- Directors, executives and employees of Supalai Public Company Limited and subsidiaries understand the Code of Conduct (summary version) and sign the contract via Google Form as seen below:



Listening to both positive and negative opinions

- Provided a two-way communication channel via e-mail: Pu-tham@supalai.com to receive feedbacks
- Initially analyzed the suggestions received to submit them to the Corporate Governance Committee and the Board of Directors.

Monitoring and Evaluation

- Arranged a test through E-Learning Program once a year to measure the employees' knowledge and understanding of compliance with the Code of Conduct. Then, reported the results to the Corporate Governance Committee and the Board of Directors for acknowledgement and consideration.
- Communicated the testing topic, on which most employees gave the wrong answer, through E-news and on CG Day.

The Code of Conduct of directors, executives, and employees is regarded as disciplines that every staff must strictly adhere to. Anyone who violates or does not follow the principles will be subject to disciplinary actions.

Directors, executives, and employees of the subsidiaries 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:

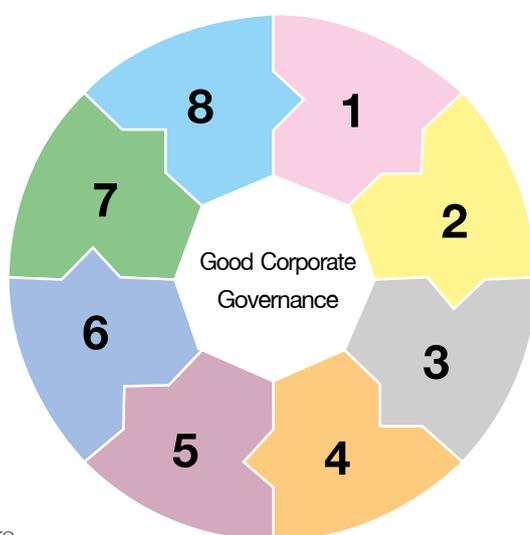
1. Do not comply with the Code of Conduct.
2. Advise, encourage, or support others to act against the Code of Conduct.
3. Be negligent and inactive when witnessing the violation or non-compliance with the Code of Conduct in case that they know or should know because it is related to the work under their responsibilities.
4. Do not cooperate or impede the investigation and fact finding that claims the violation or non-compliance with the Code of Conduct.
5. Treat others unfairly due to the lack of reports in case of non-compliance with the Code of Conduct.

For the unethical acts mentioned above, those committing such acts are subject to disciplinary penalties as set out by the Human Resources Department. In addition, the violators may be legally penalized if that act is against the law.

Therefore, the executives, as the supervisors, must pay close attention to the matter and advise their subordinates to strictly comply with the Code of Conduct. The executive may provide them with development support as deemed appropriate. Importantly, directors, executives, and employees must strictly adhere to the Code of Conduct.

The Company has placed great importance and put a focus on the development of Good Corporate Governance by promoting the continued compliance with Corporate Governance principles and reviewing eight topics of CG Code as below:

5. Promote innovation and responsible business practices.
6. Ensure that appropriate risk management and internal control systems are put in place.
7. Maintain financial credibility and integrity of information disclosure.
8. Support participation and communication with shareholders.



1. Recognize the role and responsibility of the Board as the leader who creates sustainable values for the business.
2. Set the key objective for sustainable business.
3. Enhance the Board's efficiency.
4. Recruit and develop top management and personnel management.



In 2017, the Company applied the CG Code by integrating it as a part of business objectives and strategy. It is included in the requirements for the Board of Directors and Sub-committees, policy, and Code of Conduct Handbook (summary version). The Company also held Innovation Awards 2017 and put the corporate governance mechanism in place. It had transparent and auditable management system and respected the equal rights of shareholders and stakeholders. Furthermore, it created confidence among shareholders and stakeholders to ensure long-term performance. Thanks to the strong determination to develop good corporate governance, the Company won the following awards and received high scores on good corporate governance from external regulators:

- **"Thailand Sustainable Investment" award 2017** by the Stock Exchange of Thailand was given to listed companies with outstanding sustainable business practices and a positive impact on society, This award for 3 consecutive years.



- The Company has been **ranked "excellent" in the survey on good corporate governance** of listed companies for five consecutive years, from 2013 to 2017, by the Thai Institute of Directors together with SET and the SEC.



- The Company has received **a perfect score of 100 on the quality of the shareholders' meeting** for five consecutive years, from 2013 to 2020.



Operation with Stakeholders

The Company prioritized 11 Groups of major stakeholders, namely employees, customers, shareholders, communities / society, environment, vendors, contractors, government agencies, SET, banks, and competitors. It not only provided communication channels, but also set policies to deal with issues such as employees, customers, and shareholders and assigned the responsible parties to ensure a comprehensive system in response to all stakeholders.

No.	Interested parties	Needs and expectation of interested parties	Communication			
			Topic	Period	Method	Responsible Party
01	 Employees	<ul style="list-style-type: none"> - Receiving good welfare - Receiving reasonable compensation - Working in a good environment and safe site - Having career advancement and security 	<ul style="list-style-type: none"> - Announcing the Company's welfare - Announcing the annual appointment or promotion - Announcing the Company's rules and regulations - Holding new employee orientation, with the executives as one of the lecturers who convey knowledge to employees such as experience, management approach, company profile, and career path - Policy on employee treatment - Policy on safety, occupational health, and work environment - The Company's vision and policy - Activities the Company provides for employees - Employee Satisfaction Assessment 	<ul style="list-style-type: none"> - When the Company offers new welfare or updates welfare information - Announcing the appointment, promotion, and others as soon as the announcement is signed by the authorized person - Communicating every 1st and 16th day of each month and communicating again every 3 months. - Conducting employee satisfaction survey once a year 	<ul style="list-style-type: none"> - Disseminating information via e-mail - The Company's Intranet - Welfare Committee, which considers the employee welfare - Training / Seminars - Feedback box 	<ul style="list-style-type: none"> - Department of Human Resources - The Company's Welfare Committee - Related executives
		<ul style="list-style-type: none"> - Knowledge enhanced to improve the critical skills to continuously perform duties 	<ul style="list-style-type: none"> - OJT Coaching - Training under the Company's training plan and other external courses if necessary - Offering scholarships to employees - Assessing competency gap 	<ul style="list-style-type: none"> - When new employees start their work - When launching new products or projects or changing responsibilities - Other periods as appropriate or upon the employee's request for training - Assessing the competency gap (every 6 months for new employees and every 2 years for existing employees) 	<ul style="list-style-type: none"> - Coaching from supervisors or mentors - Sales briefing for project launch by Creative and Product Development department as the key person in the meeting - Training under the plan of Department of Human Resources 	<ul style="list-style-type: none"> - Department of Human Resources - Supervisors - Creative and Product Development Department and the parties related to the project launch - Other related departments
		<ul style="list-style-type: none"> - Be treated fairly such as assignment, evaluation, and award 	<ul style="list-style-type: none"> - Job description - Results of annual evaluation - Quality objective assessment 	<ul style="list-style-type: none"> - When starting the job or receiving promotion - Annual evaluation period (in March) - Announcement of Outstanding Employee Award 	<ul style="list-style-type: none"> - Employees sign their name on job description. - The supervisor informs all employees about the results. - Employees can report unfair complaints through the feedback box. The information will be sent directly to the Company's management. 	<ul style="list-style-type: none"> - Supervisors collaborate with Department of Human Resources. - Quality Systems Department opens the box and takes the information to the executive.

No.	Interested parties	Needs and expectation of interested parties	Communication			
			Topic	Period	Method	Responsible Party
		<ul style="list-style-type: none"> - Earning knowledge of products, services, and project management 	<ul style="list-style-type: none"> - Department meetings - Project meetings - Meetings on plans 	<ul style="list-style-type: none"> - When launching new products, starting new projects, or changing responsibilities - Weekly or monthly project meeting by related executives or supervisors 	<ul style="list-style-type: none"> - Organizing the meeting according to plan - The person responsible for the meeting sends the minutes to the related parties. 	<ul style="list-style-type: none"> - Project manager or related supervisors
		<ul style="list-style-type: none"> - All employees are aware of risks and opportunities related to their operations. 	<ul style="list-style-type: none"> - Results of risk and opportunity assessment 	<ul style="list-style-type: none"> - After the review or conclusion of annual risk assessment 	<ul style="list-style-type: none"> - Sending e-mail or inform the related people via the Company's intranet 	<ul style="list-style-type: none"> - Corporation Governance Department - The central communication team of each department
		<ul style="list-style-type: none"> - Understanding the corporate culture to be able to work happily 	<ul style="list-style-type: none"> - Organizing new staff orientation - Training 'Supalai's Way' course - Internal and external training related to the work of each department 	<ul style="list-style-type: none"> - When new employees start working - Training according to the approved plan - When the related people are approved for external training by the authorized party 	<ul style="list-style-type: none"> - Informing the employees to attend training by sending e-mail and notification via text message to mobile phone 	<ul style="list-style-type: none"> - Department of Human Resources - Department responsible for co-hosting the training
		<ul style="list-style-type: none"> - Being communicated on the Company's policy and processes as the guideline to ensure effective operation and avoid the violation of work regulations 	<ul style="list-style-type: none"> - Quality policy - Quality objectives - Quality handbook - Practice principle - Operational method - Regulations - Employee's Code of Conduct Handbook - Other operation handbooks 	<ul style="list-style-type: none"> - In case that new projects are launched but there is no Internet access. Quality Systems Department will prepare and deliver the folder to the site. - Granting ISO access right to all employees so that they can study work process in the Company's DCC system - Quality Systems Department responsible for updating the edited, added, or cancelled data in DCC - Each person in charge will send other support documents such as handbooks to the projects under the responsibility of one's own department. 	<ul style="list-style-type: none"> - Announcing quality policy on the Company's website for the employees' acknowledgement - Delivering the announcement to all sites within five business days after the authorized party signs the name - Sending the folder of quality system to the Construction Department that cannot access the Internet - Sending the updated data in the department's Intranet or the Company's DCC system. 	<ul style="list-style-type: none"> - Quality Systems Department - Central team of Construction Department or working team that owns the regulations.

No.	Interested parties	Needs and expectation of interested parties	Communication			
			Topic	Period	Method	Responsible Party
02	 Customers	<ul style="list-style-type: none"> - Fair product price - Receiving quality products that are safe while in use - The Company follows the provisions in the contract such as specifications, materials, and premiums, etc.. - The ownership transfer is in line with the period specified in the contract. - Receiving prompt and timely after-sales service as well as accurate and complete information - The Company and its employees have a code of conduct on client confidentiality. - Offering a wide range of convenient communication channels 	<ul style="list-style-type: none"> - Quotation - Reservation / sale and purchase agreement - Customer questionnaire (pre-contract, post-stay, warranty) - Warranty - Repair notification - Customer complaint system - Policy on customer treatment - ISO 9001: 2015 quality management system - Preparing the contract that meets the standards set by the Office of Consumer Protection (PSC) 	<ul style="list-style-type: none"> - When customers visit the project - When customers make a reservation or sign contract - When customers visit the finished project - When the customer transferred ownership - When the customer wants to complain or make suggestion - When customers request the repair during warranty period 	<ul style="list-style-type: none"> - Sale staff offer information and sales-support documents to customers. - Sales staff ask the customers to fill questionnaire when they visit the project or make a reservation. - The construction department asks the customers to write down a list of items to be repaired on the repair notice. - The Construction Department will give the details of moving in and related handbooks to the customers on the day it hands over the key and briefcase. - Channels and methods for customer complaint and feedback are promoted in various media such as the Company's website, annual report, posters, and boards in the project. - Smart Center officers call the customers whose names are on the list provided by each department to survey their satisfaction - Posting quality policy on the Company's website so that stakeholders are informed. 	<ul style="list-style-type: none"> - Sales staff - Smart Center - Construction Department - Supalai's Smart center - Department of Community Service - Related employees
03	 Shareholders / Investors	<ul style="list-style-type: none"> - The price of securities increase. - Good Corporate Governance - The company enjoys continued growth. - Information disclosure is transparent and straightforward. - Channels for comments are available. - Opportunity for minor shareholders to propose agendas, nominate directors, ask questions before the shareholders' meeting. - Others 	<ul style="list-style-type: none"> - Return on investment - Good Corporate Governance - The Company's Profit / Loss Statement - Receiving comments and suggestions from shareholders / investors 	<ul style="list-style-type: none"> - Annual General Meeting of Shareholders (around April of each year) - Analyst Meeting - Domestic and international road shows - Opportunity Day 	<ul style="list-style-type: none"> - Annual General Meeting of Shareholders (around April of each year) - Analyst Meeting - Domestic and international road shows - Opportunity Day 	<ul style="list-style-type: none"> - Company's Secretary

No.	Interested parties	Needs and expectation of interested parties	Communication			
			Topic	Period	Method	Responsible Party
04	 Community / Society	<ul style="list-style-type: none"> - Taking environmental action in compliance with laws and regulations - Issues are quickly resolved. - Conducting business / supporting community and society - Safely constructing the projects to minimize the impact on communities - Showing the social responsibility in terms of health and security - Considering and focusing on the potential social and environmental impact during the construction process or activities - Raising awareness among employees to ensure that they are socially and environmentally responsible. 	<ul style="list-style-type: none"> - Informing the community and society about the communication channels in case of problems or complaints - Scheduling the construction period and routing as well as notify the related parties about unsafe areas or zones - Policy on corporate social responsibility and environmental responsibility - Complaint channels and how to receive complaints from the community - Community and social activities - Activities to develop communities around the project 	<ul style="list-style-type: none"> - when there are new projects - When the buildings are modified or annex is added - The construction is completed or the project ends. - Immediately explaining the reason once the complaint occurs. - The activity to develop communities around the project is held once a year. 	<ul style="list-style-type: none"> - Placing a board in front of the construction site - Conducting field visit to build relationship with the communities - SD Report - Setting up a Line Group between Project Manager and community leaders 	<ul style="list-style-type: none"> - Construction Department - Legal Department
05	 Environment	<ul style="list-style-type: none"> - Optimizing the resource utilization - The construction does not pose negative impact on the environment and surrounding communities. - Considering the environmental impact, including saving energy and natural resources in the areas where the projects are developed - Maintaining biodiversity in the areas where the projects are developed 	<ul style="list-style-type: none"> - Community, society, and environment treatment policy - Quantities and statistics of natural resources preservation. 	<ul style="list-style-type: none"> - When developing new projects - Once a year 	<ul style="list-style-type: none"> - Communicating policies on the Company's website. - SD Report 	<ul style="list-style-type: none"> - Creative and Product Development Department or responsible person
06	 Vendor / Supplier	<ul style="list-style-type: none"> - Receiving a fair profit - Continuously receiving orders - The business growth is aligned with the Company's. - Putting cross-functional knowledge sharing in place - Clearly communicating customer needs and expectations to ensure that everyone is aligned - Having a clear contact process 	<ul style="list-style-type: none"> - Contract terms and conditions - Fair Trade Policy / Equitable treatment - Offering communication channels to welcome new vendors or receive complaints - Supplier evaluation - Auction under designated framework and method 	<ul style="list-style-type: none"> - Placing posters in various projects to promote complaint channels when launching new projects - The assessment period is aligned with the period indicated the practice guideline. 	<ul style="list-style-type: none"> - Vendor or supplier meeting/seminar - Posting policies on the Company's website - Using Line Group to inform the contractors about do's and don'ts in the construction. - E-mail and letters 	<ul style="list-style-type: none"> - Procurement Department - Construction Department

No.	Interested parties	Needs and expectation of interested parties	Communication			
			Topic	Period	Method	Responsible Party
07	 Contractor / Supplier	<ul style="list-style-type: none"> - Receiving a fair profit - Being continuously employed - Knowledge is shared and labor skill is enhanced to be in line with the current work. - Being fairly and transparently selected and evaluated - The business growth is aligned with the Company's. - Clearly communicating customer needs and expectations to ensure that everyone is aligned - Having a clear contact process 	<ul style="list-style-type: none"> - Employee agreement and conditions - Organization chart / list of responsible persons for the sake of contact - Commercial terms and conditions - Policy on fair and equitable vendor treatment - Communication or complaint channels - Contractor evaluation 	<ul style="list-style-type: none"> - When new projects are launched - When preparing the employment contract - When the buildings are modified or annex is added / construction details are changed - The period follows the practice of Horizontal and High-Rise Construction Department 	<ul style="list-style-type: none"> - Project meeting - Seminar between contractors and the Company - E-mail and letters 	<ul style="list-style-type: none"> - Procurement Department - Construction Department
08	 Government Agency	<ul style="list-style-type: none"> - Complying with the laws / regulation as prescribed by the government - Social and Environmental Responsibility - Offering assistance when requested by government agencies 	<ul style="list-style-type: none"> - Internal or external study / training for business related laws. 	<ul style="list-style-type: none"> - When the activity must be conducted in compliance with the law - When acquiring additional piece of land - When applying for permits / approvals such as developing new projects or establishing legal entities of housing development project 	<ul style="list-style-type: none"> - Sending e-mail notification - Meeting, explaining, and reporting to the related government agencies - Submitting related documents to the government officials 	<ul style="list-style-type: none"> - Legal Department - Creative and Product Development Department - Community Service Department
09	 SET	<ul style="list-style-type: none"> - Conducting business with transparency and good governance - Strictly following SET regulations 	<ul style="list-style-type: none"> - Sustainable Development Report - Corporate Governance Policy and Code of Conduct - SET requirements 	<ul style="list-style-type: none"> - Reviewing the changes annually - When the event occurs 	<ul style="list-style-type: none"> - Annual Report - SD Report - CG contest - E-mail notification - Posting quality policy on the Company's website to inform the employees and stakeholders - Disseminating news via SET portal 	<ul style="list-style-type: none"> - Company's Secretary - Accounting department
10	 Bank	<ul style="list-style-type: none"> - Customers who walk in to buy a house and apply for a loan, have repayment ability, and can apply for the credit limit they want (low rejection rate) 	<ul style="list-style-type: none"> - Project customers who want to apply for a loan with a bank and receive higher approval rate and special interest rate. 	<ul style="list-style-type: none"> - When change occurs 	<ul style="list-style-type: none"> - Sending e-mail notification 	<ul style="list-style-type: none"> - Financial Management Department
11	 Competitors in the same business	<ul style="list-style-type: none"> - The Company applies good governance on its competitors and maintains business etiquette. 	<ul style="list-style-type: none"> - Policy on competitor treatment 	<ul style="list-style-type: none"> - When change occurs 	<ul style="list-style-type: none"> - Sending e-mail notification - Company News 	<ul style="list-style-type: none"> - Advertising and PR Department - Other departments assigned for each activity



Risk Management

The Company has realized the importance of the risk management that it is the important mechanism to drive the organization to efficient success, while it can also help to enhance the competition potential of the Company. Risk management has been, therefore, set up and developed continuously, whereby the risk management process according to the international standard of COSO Enterprise Risk Management (COSO ERM) has been used as a tool for risk management. It covers the main risk of the organization in terms of Strategic Risk, Operation Risk, Financial Risk, Compliance Risk, Anti-Corruption, Market Risk, Information Technology Risk, Social Network Risk, Customer Protection Risk, and Social and Environmental Risk. This is to ensure that the Company can operate to accomplish the targets and be ready for the environmental change at present.

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 according to the Company's policy on risk management which specified that the risk management process has the same standards across the Company.

1. The process for risk management has been established to be the same standards throughout the Company.
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, legal and regulatory compliance, anti-corruption, information technology, online network, consumer protection, social and environmental. This is to ensure that the Company has 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, recommend the methods or guidelines to manage risks under their responsibility and implement the risk management plan to maintain the risk to be at acceptable level and promptly report the result according to the risk management process applied by the Company.
7. 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

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 of risk management.

In 2017, the Company has undertaken the risk management that can be concluded as follows:

1. There were 4 meetings of Risk Management Subcommittee and 1 meeting of the Risk Management Committee.
2. Considered and reviewed the policy on risk management and requirements of the Risk Management Committee.
3. Set up the Risk Map.
4. Set up criteria for likelihood and impact so as to assess the risk of the organization to be at acceptable level.
5. Reviewed Handbook on risk management to be guidelines for employee's risk management.
6. Organized communication of information "YaTeon" to create knowledge and understanding of risk management.
7. Organized Guidelines for Risk Management Course for new employees and Enterprise Risk Management to supervisors.
8. Organized test of knowledge on risk management online for all employees in the Company and its subsidiaries to create knowledge and understanding on risk management.
9. Arranged for communication channels on risk management to be extensive and can be accessed by all personnel of the Company by using Google site



Disseminating News "Ya-Teon"



Risk Management Day



Risk factors and Risk management

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

1. Strategic Risk

1.1 Risks from higher competition

The Thai economy in 2017 is likely to grow gradually due to the recovery of the global economy. It may not grow much. However, in particular, exports grew more than expected in Q3 / 2017 when the government has launched stimulating measures by investing in infrastructure. As a result, the overall real estate market continued to grow as well because of the distribution of real estate along the line of electrical trains in both the extension projects and new projects approved by the government or projects to be approved during the year. Also, the private sector's spending, which will again become supporting power to generating liquidity for the economy, resulting in the improvement of household spending. In addition, the opening of the AEC allowed foreigners to buy residential property and invest more, while the government has also accelerated investment from foreign countries and the private sector in the special Eastern Economic Corridor (EEC) projects, resulting in the consumers' confidence and belief that the market is still growing with many supporting factors.

With the situation mentioned above, the real estate market is also a competitive arena for major operators, be it the existing operators, the joint venture of the existing operators looking for business partners to strengthen competitiveness including large group of companies from other businesses and each of them expands new business models to create growth in the midst of higher competition. The real estate market has grown, but still not much as there are no measures of the government to stimulate real estate business by reducing the transfer fees as in the previous year. Therefore, there has been adjusting of marketing strategies to boost sales, such as online marketing, direct marketing and marketing to attract foreign customers in projects in economic zones or major tourist cities such as Chiang Mai, Phuket, Pattaya.

The Company is a major player in the market for more than 28 years, with good reputation for doing business on the basis of integrity, fairness and sincerity towards consumers. It, therefore, attaches importance to the management to mitigate this risk, that is, in 2017, the Company has developed residential models with innovative housing that is convenient to the lifestyle with an affordable price. In addition, prior to investing in the project, the Company has conducted a feasibility study for each project and consumer behavior by choosing a convenient location, near the Mass Transit System that is spreading across all directions of Bangkok, its vicinities and major provinces that can meet the need of a wide range of customers. 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 especially in the middle and lower market. The commercial banks have a higher risk that debtors will not repay debt, which will have impact on the sale of the Company's projects even with reservations that reach the targets but there are high risks that customers cannot receive transfer of ownership. This will have impact on the recognition of income of the Company because the denial rate of housing credit of the banking system in 2017 has been as high as 50% for residential units priced at less than 2 million baht. To mitigate such risk, the Company will assess the initial qualifications and loan repayment capability of customers who will apply for a loan from financial institution at the time of purchase at the project up to the application for credits from financial institutions. In addition, for high rise projects, customers will be required to pay the down payment of 15-20% of the selling price, depending on the size of the project. Another 80-85% will be applied for a loan from the bank by the customer on the ownership transfer date. This will reduce the risk of loan provision, as a result, the denial rate of credit for the Company's projects is only 8.7%.

Also, the Company has adjusted its work process by sending customers to every commercial bank to determine the qualifications of each customer if they are suitable for any commercial bank as each commercial bank has different conditions for providing loans to each group of customers. This approach will result in the commercial banks being able to screen customers to meet the needs of the commercial banks themselves and will help reduce the risk of bank refusal.

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.

1.3 Risk of Labor Shortage

The overall shortage of labor in the construction industry remains an important risk in 2017, due to the economic conditions that have been on the rise since the previous year. The existing and new real estate operators urgently start to open the projects in both the horizontal and condominiums. In addition, the Government has mega utility projects as well as the electric train project, high-speed rail having received some government funding, of which some parts have been under construction already and constantly causing a lot of labor demand. This might cause insufficient labor problems to the point that both the private sector and the government might have to compete for labor force.

More than 80% of the construction workers are foreign workers. The Government has issued the Royal Decree on the Administration of Alien Work, BE 2560 (2017), and although on June 30, 2017, the Government issued an order under Section 44 to delay or postpone the enforcement of certain severe penalties until December 2017, so the entrepreneurs and related parties would not face with difficulties. However, the Company would certainly be affected although the Company has the contractors provide labor to work in the development projects of the Company as foreign workers are the main labor force in the Company's projects. If there is a shortage of labor or a competition for labor, the development of the Company's projects may be delayed. This would certainly affect the sales and revenue of the Company. However, while still in the government's grace period under Section 44, the Company's contractors could, therefore, have time to address such risks by bringing foreign workers who come to work to register legally. Besides, the Company also encourages contractors to hire legal foreign workers, which will help solve the problem of migrant workers illegally entering the country.

1.4 Risks from the development of human resources to support business competitiveness

From the vision of the Company to be a leader in innovation and added value, with a focus on sustainable growth, the Company has continued to develop its real estate projects and has expanded its investment abroad. In order to have efficient business operations, the Company has attached importance to the development of its employees by adopting plans and organizing trainings of all major and business-related courses for employees. The Company has the process of recruiting high potential employees to ensure that it has quality executives and employees, that is sufficient to expand its business. In addition, the Company has implemented key performance indicators (KPIs) to manage performance from the management level to the employees operating at various levels to ensure that the work is consistent and in line with the Company's goals. Furthermore, the Company has organized training to create career path through Real Estate Management project for middle and senior managers to be developed to senior positions by inviting qualified and experienced speakers to provide various fields of knowledge and exchange ideas. Supervisors in the trainings must prepare report to the management on the search for innovation to be applied for improvement, correction, initiation and develop goods and services of the Company to have better quality. In addition, the Company organized the Innovation Awards 2017 project to provide employees with the opportunity to present their innovation to create value for the Company.



2. Risks in business operations

2.1 Risks in building houses ready for sale.

To build houses ready for sale is part of the policy of the Company applied in its business operation to ensure confidence of customers that they can receive ownership transfer and move into the house once they decide to buy, which is 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 consist of risks as high amount of capital is required, and there is a risk if the situation changes or the customer is not satisfied with the finished house and decide not to buy the house in the Company's projects.

However, the Company has managed the risk from building finished houses for sale by dividing the project construction into phases, while also adjusted its strategy and sales promotion to boost its sales through continuous marketing and sales promotion activities. It has also assessed the sales situation and the customers' ability to buy closely. It has conducted a study of consumer behavior so that the house can be built to meet the needs of clients in each project and controlled the cost and inventory, which is another factor to reduce risk. Moreover, with 28 years of experience, the Company has the advantage in terms of marketing information and understanding of the needs of target customers, and can, therefore, design houses both single detached houses, duplexes and townhomes that meet the needs of customers. As a result, the Company's projects are well accepted by the target customers both in terms of quality, location and price. Although there are currently risk factors for buying houses by consumers, but the target group of the Company's customers still needs to buy quality housing continuously because consumers expect to receive good after-sales services as well as strict quality control before delivering the house to customers, which can help reduce such risk as well.

2.2 Risks of delays in construction and product quality

At present, the Company has outsourced contractors to perform construction for both horizontal 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

- 1. Selecting qualified contractors and suppliers of materials with experience and quality** in the amount sufficient for the planned construction, and not to be concentrated on any one of them. In low-rise construction projects, no contractor will receive more than 10% of the construction work value each year. Most contractors have been working with the company for more than 3 years so they have skill on the construction designs and the system of the Company sufficient enough to build quality work in a timely manner. In case of condominiums, a large-scale experienced contractor shall be chosen and each type of employment shall be divided according to their expertise. No single contractor shall be hired for all types of construction of the projects, and construction methods have been improved and corrected as well as information to be suitable for the current construction situation for all completed construction projects.
- 2. Coordinating with the manufacturer to set the shops for the contractor's order at a set price to control the price** and material standards so as to ensure convenience and flexibility for contractors. A better division of work has been established to provide more liquidity for the contractors. The Company also supplies some materials to reduce the financial burden on 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.

2.3 Risks of purchasing land for development

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

To prevent any risk of any law or regulation relating to the land which are obstacles for development of the Company's projects, there has been a control on legal risk by carefully reviewing legal provisions relating to the current development projects including those to be announced in the near future, such as the provisions on city planning, buildings, land allocation and sub-provisions of each locality, which will have effect on the development of the projects. This includes any ownership and encumbrance verification as well as the transfer of rights to land in a complete manner. In addition, the Company shall conduct a survey of the land and surrounding areas to determine whether any part of the land is affected by any laws or regulations before conducting designing experiment and laying out preliminary project by taking into account the factors regarding the land whether the results meet the needs of the Company so as to be taken into consideration to further prepare the agreement 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 the risks in purchasing the land beginning from the selection of location for development to maintain the group of customer in the existing market and expand to potential location, the analysis of 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. The consideration of the above factors can help the Company to reduce business risk in purchasing land considerably.

3) Risk from wrong decision to buy land

In buying land, the Company may be exposed to the risk of making mistake in buying land, such as buying landlocked property, insufficient land for permission to develop real estate projects, land in which the community may be affected during the construction, etc, which may have impact on the development of the Company's projects. To prevent such risk, the Company has arranged for a physical exploration unit with knowledge and lots of experiences to survey or inspect all plots of land before buying and hire independent appraisers as outsource to conduct the survey and appraise the price as well as hiring personnel to measure and inspect the land boundary and the level of soil along with other matters in a concise and careful manner as well as using GIS (Geographic Information System), a spatial information system software, that makes purchasing land easier. In case of doubts or questions regarding the width of the pathway or whether it is public pathway or the issues regarding rules and regulations of the government, there is the agency that coordinates to request for confirmation from government agencies, which includes color schemes, appropriated lines, links of pathways and all other issues relevant to reduce the risk that may occur.

2.4 Risks from rising construction material costs

Construction material is a major construction cost. In 2017, the price of building materials and oil prices have slightly decreased due to the demand and supply as well as the world economic condition. This has resulted in the Company's lower production costs and transportation costs. However, the Company has managed the construction cost from the design phase up to the time when the contracts are made with the contractors to cover wages and construction materials.



The prices of materials would be proposed at the rate that the costs could be controlled, and it would also monitor the price movement and would estimate the price in advance. If necessary, the Company would order them in advance in large amount so as to be able to bargain the price and control the cost. In so doing, the Company has been able to manage and control the quality and standards as required. Besides, it has also studied the alternatives materials of each type that can be substitutes and use them appropriately for each situation, while develop and improve the production and transportation methods, as well as cooperating with the contractors and the manufacturer to search for construction - related innovations so as to be effective in terms of cost of delivery and to reduce the problems of price fluctuation.

3. Liquidity Risk

Liquidity risk is a major risk that can have impact on the Company if it has insufficient capital to fund its operations, or the cost of financing is higher than normal between assets and liabilities, or the outflow of funds exceeds the expectations and capital prepared for the business. The above reasons, coupled with minimal growth of real estate market in Thailand in 2017 while there have been more negative factors than positive factors and the global economic situation might have impact as well as commercial banks' restriction in providing credits, would result in the Company's need to manage its liquidity effectively so as to help keep the business going.

Even though the Company still has little liquidity problem as there are a number of projects that recognize revenue continuously, it has been prepared to prevent liquidity risk by adopting guidelines and developing liquidity strategies consistent with the Company's objectives. It also sets the appropriate timeframe for the prevention and correction of risk, for the preparation of all project finance, including the preparation of cash flow projections, a careful plan for spending to maintain the liquidity of the Company. In addition, it has invested in real estate projects by taking into consideration the purchase of land and launched additional construction projects that are suitable with the business environment, the maintaining of debt to equity ratio by maintaining the proportion of debentures and project loans to be suitable to the situation. The Company also repays debt and adopts the policy to manage cash and cash equivalents in accordance with operating conditions.

4. Risks from the change of rules, regulations or laws relating to real estate business

The business of the Company involves with many laws, and each law has its own complicated requirements and subject to change all the time. Accordingly, the Company must carefully consider the implementation of the laws in a complete manner. If it has not followed the laws, or not fully implemented the laws, the Company might be at risk, such as the risk of limitation on use of space for the construction of certain types of buildings, limitation on height zones, limitation on retreat of the buildings including disputes with neighboring landowners as well as complaints during construction, or the expropriation of land for the construction of public utilities, or problems arising from the amendment of laws, announcements and requirements, or the problems arising from the official amendment of laws, notifications and requirements effective during the time the Company has already held ownership of land and under the process of applying for permission from relevant authorities. Nevertheless, before starting to develop real estate projects, the Company would avoid such risk by checking the limitation in terms of laws and requirements of relevant agencies. In so doing, a unit has been established to be responsible for monitoring and checking operations to match up with the changes of laws at all times. Besides, databases on laws and regulations are established and updated to cover all aspects of the Company's operations. In addition, for the construction of high-rise projects, the Company must prepare the environmental impact assessment (EIA) to be submitted for approval from the Environmental Impact Evaluation Bureau, Ministry of Natural Resources and Environment pursuant to the Act on the Promotion and Conservation of Environmental Quality B.E 2535 (1992). The Company recognizes the importance of observing the conditions specified in the report on the analysis of environmental impacts in all respects. This is to reduce the risk of environmental impacts so it can continue to operate its business on a sustainable basis.

5. Risk of Corruption

There are risks of corruption in the business operation of the Company because the real estate development of the Company consists of large scale projects that require a lot of high amounts of investment with the process that involved many units of the Company and the outsiders, be it the government agencies and the private sector. The Company, therefore, needs to have an appropriate internal control and internal audit system as a tool to prevent corruption in the operations of every department and the operations of the external parties.

To reduce the risk of corruption, the Company has set a policy against corruption to be complied by the employees at all levels, and the Audit Committee is responsible for overseeing the implementation of anti-corruption measures to be in line with the adequacy of the internal control system of the Stock Exchange of Thailand, while there are annual risk assessments of corruption and a creation of confidence for all employees to join forces against corruption. The public relations media and activities have been organized for employees regularly to encourage employees to participate in the management of corporate corruption risk. It also includes the provision of channels to report on clues by employees, suppliers or stakeholders with the protection measures for the whistle blowers.

Furthermore, the Company has recognized the importance of corruption as a national problem, and therefore expressed its intention to join the private sector in the fight against corruption (Collective Action Coalition), signed to join the membership of the Anti-Corruption Cooperation Subcommittee. It also joins in the Anti-Corruption Co-operation Day every year.

6. Information Technology Risk

In the midst of intense competition in the property development business, the operators must try to increase the ability to compete by applying technology to develop innovations for the business so as to grow and to increase the sales. As a result, innovation in information technology has become a new strategic tool for business competition in the digital age. If the Company cannot adapt to the changes in the advancement of information technology in the digital age, it would be at risk in the competition.

The Company attaches great importance to information and communication systems, and encourages and supports ongoing system development in order for the information to be accurate and up to date by applying modern and effective information technology and data security, which includes the collection, processing, storage and monitoring of information. This is to provide operational and critical information to be executed by the directors, executives, employees, shareholders, customers or other stakeholders in a complete, sufficient and timely manner for making business decisions. The Company has set out policies on the security of information technology by installing a Firewall system for all projects to protect against the threat of external attacks, such as Hacker, Malware, which is currently heavily expanding. Also, G SUITE (Google Apps for Work), which has the ability to prevent external attacks such as spam mail and virus mail effectively, has been used in the organization. It also helps reduce the workload of the personnel responsible for maintaining the existing email system. At present, the Company has introduced three-dimensional drafting technology making the construction easier with the relationship in terms of both the structure and system work.

7. Social Networking Risk

Social networking has played an increasingly important role in the lives of people today, it is used as a communication tool that is public to share information and for doing business. From the above characteristics, the businesses have currently used social network as another way to build long-term relationships with customers. The Company also uses social network as a channel to communicate with customers and to receive comments as well as to launch public relations to create awareness of the Company's products and services. It can also be used as a tool to create marketing campaigns that reach the target customers as desired. Due to the influence of online social network that has played a role in the business, in order to prevent potential risks, the Company has used social networks with social responsibility and according to strict legal requirements. It, therefore, has a unit that perform the duty of considering and checking the information to be accurate before communicating to customers so as to reduce the potential impact on the Company.



At the same time, the use of online social networks among employees within the Company may pose a risk to the Company coupled with the provisions of the Computer Crime Act B.E. 2560 (2017), which has more stringent content, the Company has, therefore, taken steps to reduce such risks by adopting policies to be strictly complied with by all employees and controlling the use of computer systems and internet connections. It also analyses and closely monitors the risks that come from social networks in a systematic manner by analyzing the problems and trying to find solutions to such problems. This also helps to formulate strategies and methods to manage risk that might take place in the future. The problems and managing methods have been disseminated on the Intranet to communicate to all employees to be used as a guideline to prevent the risk that may occur. The Technology Day event has been organized to communicate to all employees the issues related to appropriate use of technology and social network under more strict laws.

8. Emerging Risk

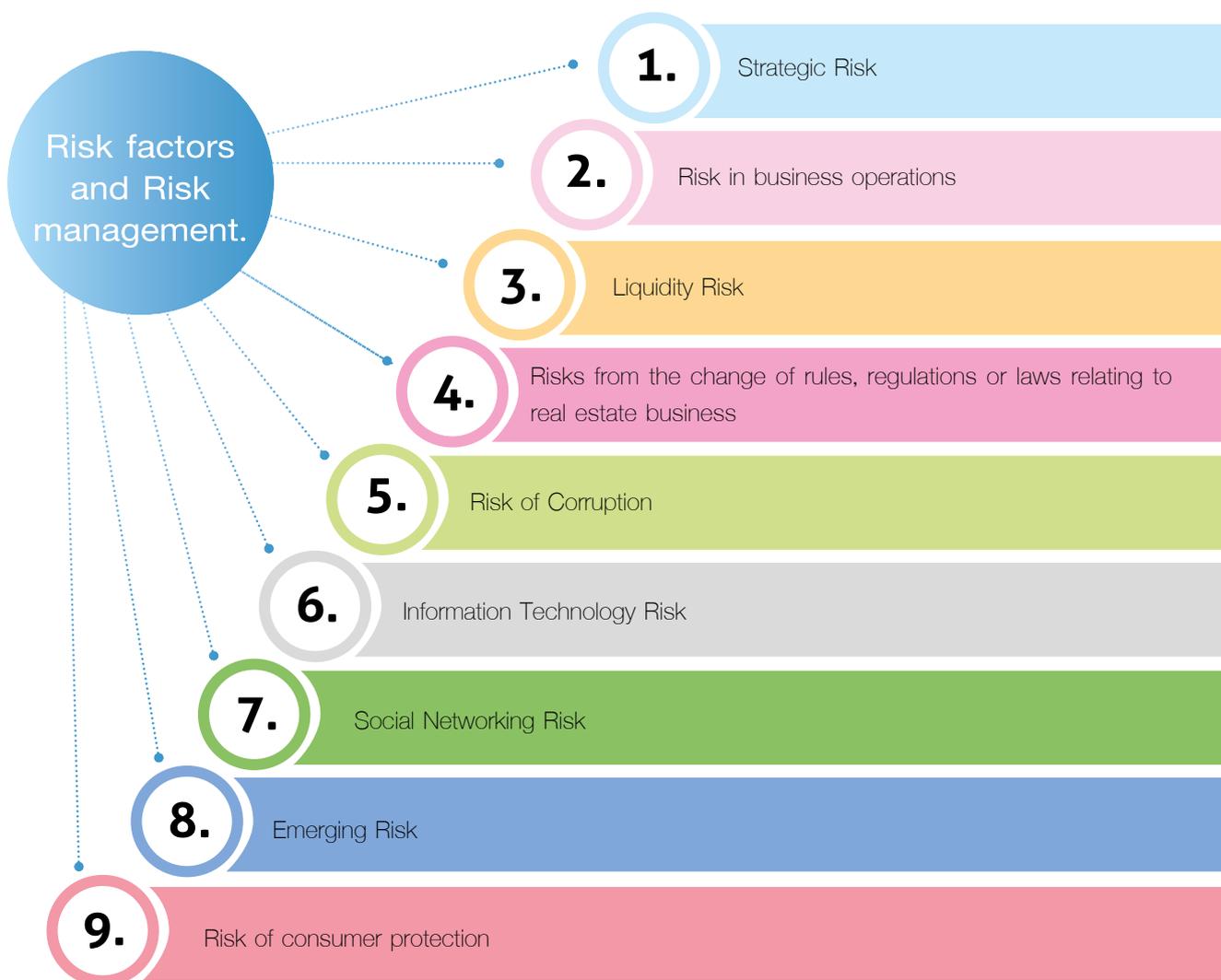
The Company has reviewed the potential risks, which may affect the business operations of the Company either directly or indirectly so as to be able to link to strategic decisions and add value of the Company. The important issues to be considered are, for instances, information technology risk, liquidity crisis and strict credit provision of financial institutions, political risks affecting government policies and new laws that may affect business operations.

To be prepared for any potential risks, the Company has analyzed its environment and potentials or SWOT to assess the current situation of the Company and map out the plan and be prepared to handle various circumstances that are the causes of risk both from inside and outside the Company as well as analyzing the competitors in the industry to be prepared for the competition. Furthermore, it has continuously collected information relating to potential risks to be analyzed in order to understand them and try to find prevention measures to limit possible impacts. The Company also analyzes all major working processes to ensure that the emerging risks are properly handled. This includes raising awareness and educating the employees on risks in order to be able to consider various issues as follows:

- 1) Adaptation of process to upgrade the risk within the organization.
- 2) Defining risk indicators.
- 3) Designation of a risk management team that can interpret and manage risks.
- 4) Communicating information on risk to stakeholders.

9. Risk of consumer protection

Consumers are important factor for sustainable growth of business. The risk of consumer protection is one of the important risks that the Company must manage to be at an acceptable level. The major consumer protection risks of the Company are from consumer complaints about the quality of its products and services as well as the legal contracts between the Company and the consumers. Therefore, in order to prevent this risk, the Company focuses on the policy, with which the employees at all levels must comply strictly regarding customer treatment in order to focus on customer satisfaction. The customers must be treated with honesty and fairness. The ISO 9001: 2015 quality management system has been applied with the emphasis on providing services to customers by taking into account customer needs, whereby the laws related to consumer protection must be strictly adhered to in terms of delivery of quality products according to standards, use of accurate advertisement content that is true with fair contract under the supervision of the Office of Consumer Protection. In addition, there is Supalai's Smart Center to receive complaints from customers with the recording system that sends complaint online to the responsible department for each complaint. There is also a system to monitor progress in resolving such complaints in order to provide products and services which are satisfactory to customers. The Company has also conducted a survey of satisfaction of customers and stakeholders towards all of its products and services in every project, and the results are used to improve the products and provide solutions to further meet the needs of consumers.



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 2017, 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. Also, knowledge and understanding have been provided for all employees to be well aware that there must be preparedness for crises. Accordingly, the Company has established communications to the employees on crises and continuity management through the Intranet system within the Company.

Operation of Business with Fairness

With its commitment on good governance, Supalai Public Company Limited. is committed to operate its business with honesty, transparency, and accountability including fairness to all stakeholders, and anti-corruption.

Accordingly, the Company's Board of Directors has set out practical principles of **"Code of Conduct"** for directors, executives and employees, 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, 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:



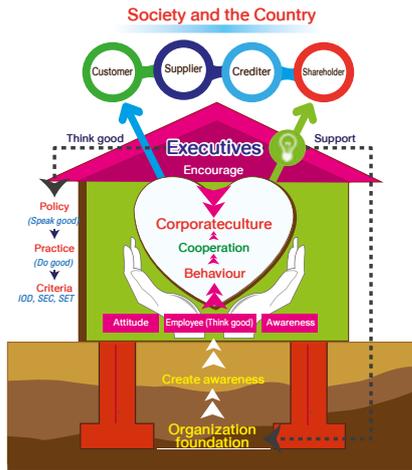
Supalai's Value Chain

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.





Anti-Corruptions

In 2017, The Company has implemented measures to ensure transparency and to prevent corruption as follows:



Anti-Corruptions

It is well known that "corruption" is a criminal offense against both the law and moral, which can affect the Company's status as well as the economy, society, politics and international confidence. As a result, the Company has signed up to join the anti-corruption network to ensure that all stakeholders are confident that the Company manages its business according to good corporate governance by setting policies that focus on raising awareness for employees and executives at all levels to be aware of the harm of corruption. The Company has also adopted clear policies regarding anti-corruption.

In addition, the Company has designated the person to be responsible for the preparation of guidelines, procedures for tracking, reporting in writing, whereby, the Board of Directors has assigned the Audit Committee to supervise the implementation of anti-corruption measures. The policy related to anti-corruption requires the directors, executives, and employees of the Company, its subsidiaries or other companies under its control to strictly adhere to the measures. The Company's policies includes 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

They have already been approved by the Board of Directors.

Leaders as a model

- Chairman of the Board of Directors jointly presented the intention to join the Thai private sector in the fight against corruption (Collective Action Coalition-CAC)
- Chairman of the Executive Committee has been appointed a member of the Subcommittee on Anti-Corruption Cooperation to consider guidelines for cooperation to prevent corruption and increase transparency in the procurement of the Ministry of Finance.
- Chairman of the Executive Committee jointly signed to be a member of the PACT Network to fight against corruption in Thailand
- Executives cooperate in responding to the IOD's survey forms for comments from private companies regarding corruption.
- The Executive Chairman provides support to the anti-corruption test through the Company's online system, and gives reward to the employees with the highest scores.
- The Company attended the Anti-Corruption Day, 2017.





Communications and Education

- Training is provided to all new employees to educate on anti-corruption measures in the employee orientation. There is also a public relations message providing anti-corruption knowledge through the pop-up computer screen and email employees of the Company and every subsidiary on a quarterly basis
- Provide knowledge board along with organizing the knowledge contest for rewards at the Company's New Year Party.



- Organize public relations through the Company's intranet homepage.



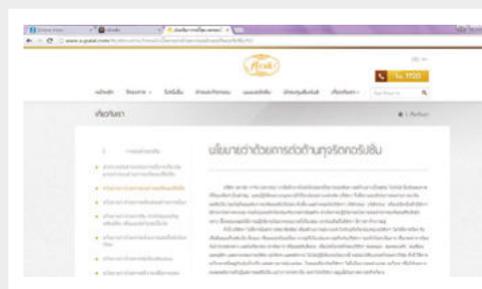
- Annual online anti-corruption knowledge test from 5 October to 30 November 2017, and the summarized results of the test were submitted to the Audit Committee.



- Publicize through brochures.

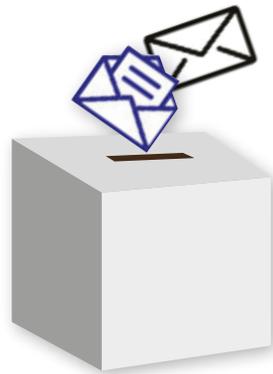


- Publicize through the Company's website.



- Public relations message "Telling story by Noo Dee", which provides knowledge along with the activities associated with anti-corruption measures.





Policy improvement

● Supalai Public Company Limited has a policy to report clues or complaints on offense against the law or the Code of Conduct or the behavior that may imply fraud or misconduct of the person in the organization, either the employees or all groups of stakeholders. There is also a mechanism to protect the providers, and all information, clues and complaint would be kept confidential to ensure the confidence of the providers, and there was a second amendment according to the resolution of the Board of Directors' Meeting No. 2/2560 held on February 21, 2017.

The Whistleblowing Channels

- The Board of Directors has set out a channel for reporting clues or complaints regarding offence against the law or dishonest acts through email: anti-corruption@supalai.com, which is a direct reports to independent directors.
- Comments Box installed at the fire escape stairs of each floor and at the project office.
- Complaints via No.1720



Implementation of the internal audit department

- There has been risk assessment of corruption and report on monitoring since 2013 up to the present (2018). It is required that all supervisors in the organization jointly assess corruption risks in their respective units and propose the risks to the Audit Committee for consideration.
- Set up annual audit plan covering the risk of corporate corruption.
- Set up an internal control system by establishing work process to reduce the chance for employees to do dishonest acts.
- Provide knowledge relating to anti-corruptions on the intranet of the Corporate Governance Department.



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.



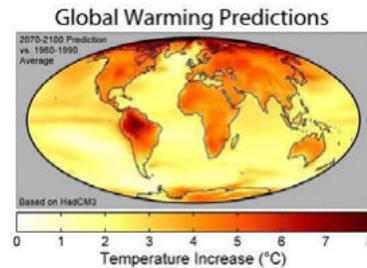
Business and Social Innovation

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

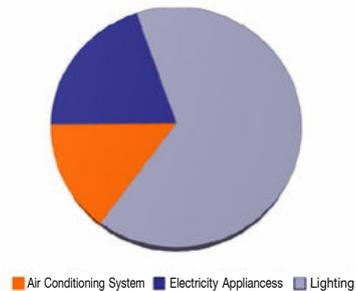
- Rising cost of electricity every year.
- Global warming and natural disasters



Proportion of Energy Usage in Houses

Heavy use of air-conditioning system due to

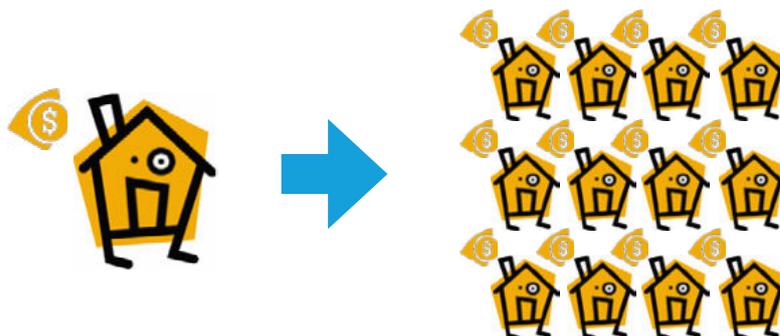
1. behavior of residents
2. environment conducting heat into the building
3. not observing principles of design for tropical region
4. inappropriate choice of materials



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 that in the 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

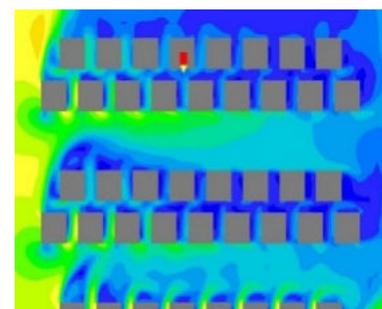
There are various designing concepts and principles of energy-saving houses. Supalai divides them as follows:

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.

Project Level

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

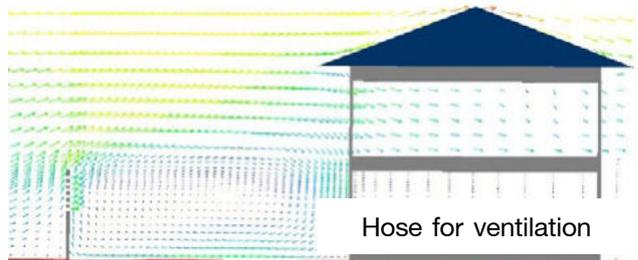


There was water retention area within the Supalai Orchid Park on Ringroad-Pinklao in Jaransnitwong 13. The physical topography of the project is that the monkey cheek did not drain the water immediately after rainfall but the water would be retained and not flood the houses immediately. The water would 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.

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.

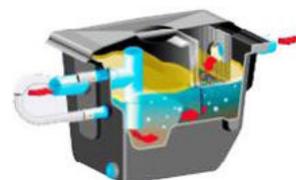
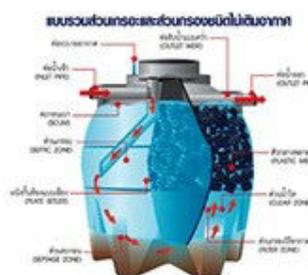


Materials

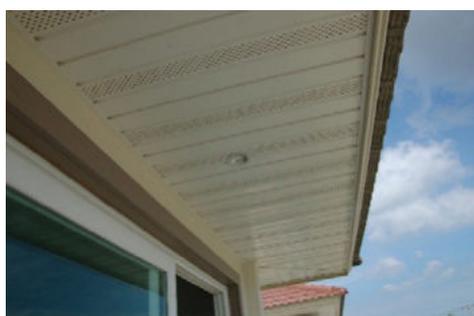
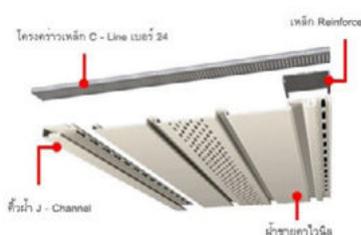
1. Hazardous materials having effect on health are not allowed to use such as materials made of asbestos, optic fiber, lead paints, etc. Exterior paint must be heat-reflecting type made of acrylic, which can stick well on the wall surface with high flexibility to prevent the peeling off. The paint film 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.



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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.



Innovative housing For the elderly, the disabled and the Children

Currently, residential modes in Thailand are being adjusted to accommodate the advent of the old age society in the very near future due to increasing number of population and the modern medical advancement, which result in averaged longer life of the people. Supalai, a leading company in residential design, takes into consideration the advent of the elderly society and therefore, has collaborated with Thai Pat Institute and other partners in the "Age-Friendly Business" program in the Memorandum of Collaboration to promote social activities for the elderly by placing emphasis on the designs and development of housing that takes into account the comfort of all people at different ages, or that is called **Design for Everyone (Universal Design)**, be it the children, adults, the elderly or even the disabled. They all can live a normal happy life under the designs that take into account the quality standards of life of everyone.

This year, Supalai has designed a single detached house, "Supuritta", which is the house under the above-mentioned design concept in the Supalai Ville Ramintra 117 Project and other projects in the future in the potential locations expected to promote a society that people at all ages can live happily together.

In addition to the building, the design has covered the plan of the project that can accommodate the daily life of the elderly. As a matter of fact, it is a village for the elderly. It can be called the elderly community as there will be a common area for activities and care services for the elderly to feel comfortable living in such project. At present, the feasibility study has been conducted and the project is expected to begin soon.



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.



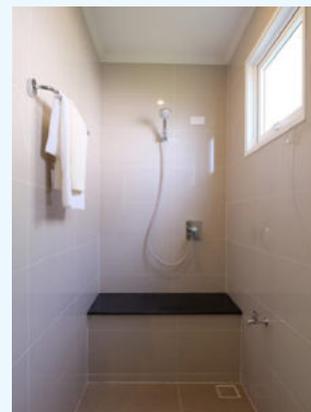
2. **Ramp**, there are ramps to connect the outside areas with the building to accommodate the use of wheelchairs for babies, the disabled and the elderly.

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.

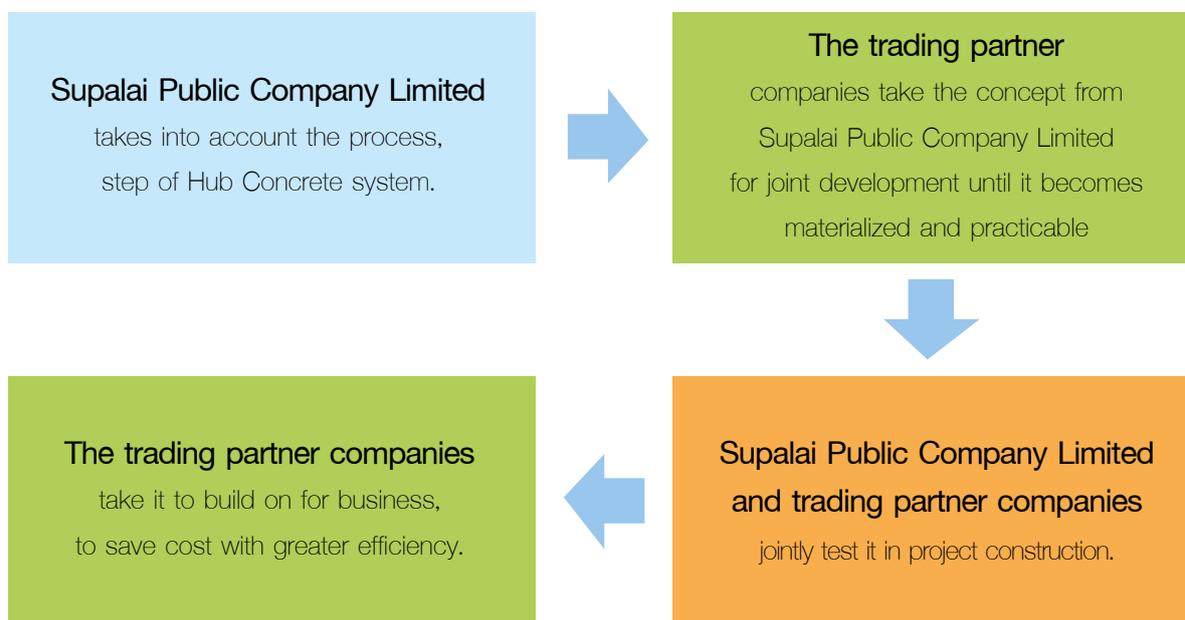
In the past, concrete had been used in construction and it was found that the construction, production and transportation of concrete were not efficient enough. In addition, concrete price also increases, therefore, it is considered that a measure for construction concrete management with greater efficiency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





Benefits from Hub Concrete

Supalai Public Company Limited	The trading partner companies	Social / Environment	Economy
<ul style="list-style-type: none"> ● Reduce lead time. 	<ul style="list-style-type: none"> ● Reduce number of drivers, resulting in cost reduction. 	-	-
<ul style="list-style-type: none"> ● Enhance construction efficiency. 	<ul style="list-style-type: none"> ● Reduce number of vehicles to be procured. 	<ul style="list-style-type: none"> ● Reduce Traffic volumers, resulting in a decrease in the burning of fuels from transportation, and as such , a decrease of carbon monoxide released into the air. 	<ul style="list-style-type: none"> ● Reduce the import of concrete trucks
<ul style="list-style-type: none"> ● Reduce storage area of documents. ● Reduce costs of document storage. 	<ul style="list-style-type: none"> ● Reduce account entry process. ● Reduce the preparation process for a lot of invoice, only few document left. ● Reduce storage area of documents. ● Reduce costs of document storage. ● Reduce employee working time. 	<ul style="list-style-type: none"> ● A decrease in the process of using, storing and document destroying results in a decrease of carbon monoxide from document destroying. 	-

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) 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 2017, 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

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 2017, the Company had a total of 1,383 employees with the close ratios of men to women that is 734:649. 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. 2 disabled persons 1 men and 1 woman were employed in 2017.

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 12 members with 4 female executives included.

2017 Employee Data

Proportion of employees	Number (of people)	Percentage
Classified by gender		
Male	734	53.07
Female	649	46.93
Total	1,383	100
Classified by level		
Executives and supervisors	192	13.88
Operating	957	69.20
Part Time	234	16.92
Classified by age range		
Less than 30 years	551	39.84
More than 30 years	832	60.16
Terminated employees classified by gender		
Male	82	56.16
Female	64	43.84
Terminated employees classified by age range		
Less than 30 years	81	55.48
More than 30 years	65	44.52

Proportion of employees	Number (of people)	Percentage
New employees		
Male	123	53.95
Female	105	46.05
New employees classified by age range		
Less than 30 years	156	68.42
More than 30 years	72	31.58
Maternity leave		
Employees on maternity leave	16	51.61
Employees returning to work after maternity leave	15	43.39
Disabled employees		
Male	1	50
Female	1	50

● 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 space



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.



Employees' Welfare

- 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

Happy body means being physically and mentally healthy, knowing how to live, what to eat and when to sleep, by providing:

- Fitness facilities for employees to exercise before work, during lunch break and after work
- Pre-entry and annual health check-ups
- Medical expenses, dental fees and accident insurance
- Nursing room for sick employees during working time
- Activities to provide knowledge on health care



Supalai Sport Club



Medical room



Employee annual checkup

2. Happy Heart

To have a generous mind, with the following provided;

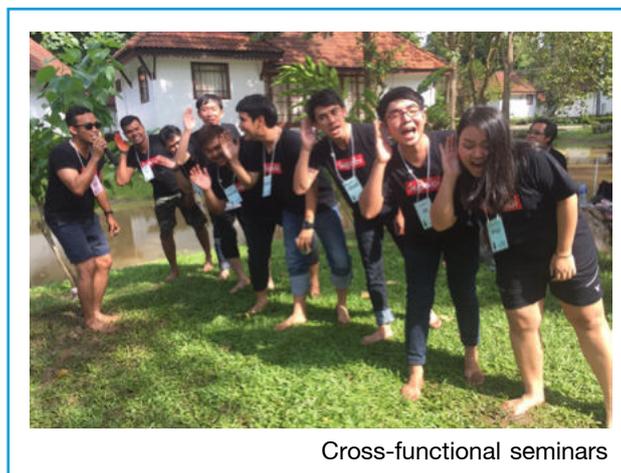
- Service Award to the employees who provide constant heartfelt service is to instill the service mind into employee mindset and to help build culture that leads to excellent service.



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.



4. Happy Brain

The happiness from continuous learning to gain knowledge and for self-development at all times will lead to professionalism and career security by providing:

- Innovation Award 2017 project for employees to participate in the contest by submitting their entries with proposal on new methods of working and improvements which are beneficial to the Company, and there were 58 proposals submitted. The Company has applied usefule suggestions that sparked creative thinking leading to improvement of work to be more efficient and achieve common goals at the unit and organizational levels.
- Creation of a learning organization by providing an employee library for the employees to search for additional knowledge, introducing new interesting books and providing new knowledge review every month; budget has been allocated for annual trainings which are in line with the Company's policy and goals; there has been development of employees according to the established plan continuously to improve employees' performance.
- Undergraduate and graduate scholarships both in and out of the country.
- Study visits both in the country and abroad



Innovation Award 2017



Library for employees



Local field Trip



Oversea field trip

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;

- 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.



Kathin Robe Offering ceremony



Philanthropy New Year 2017

6. Happy Money

Financial happiness means knowing how to save and spend money, while living appropriate life with suitable compensation in the form of salary, special remuneration and suitable operating expenses.

- Provident Fund at the rate of 3 - 10% according to the years of service, whereby the Company's contribution is the same rate as that of the employees' deduction. This is a concrete practice of the Company for long-term care of employees, and also to create financial security for employees in case of resignation, retirement, disabled or death, which creates good relationship in the organization and increases working incentives for employees so as to have good quality of life.
- Financial assistance to employees, such as allowance for funeral, wedding and financial support for employees and families facing difficulties.
- Special car Insurance rate for employees and their family members.
- Providing knowledge on savings plans and financial investment for employees, such as courses on early planning for retirement, managing urgent retirement package, managing income and debt in a happy manner and planning on savings and investments.

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 2017, there were 83 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

- 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

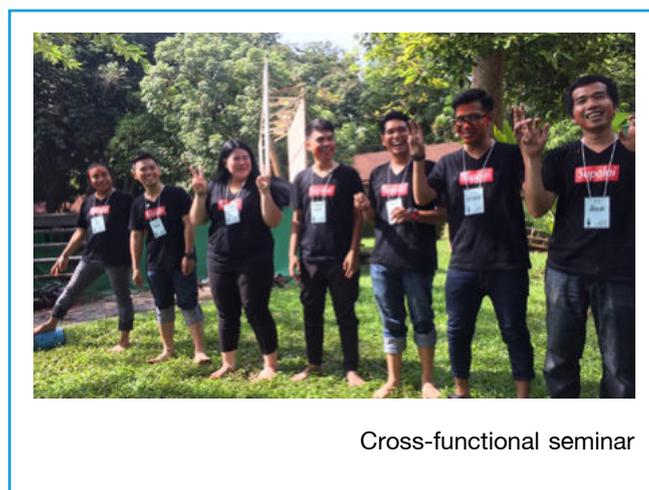
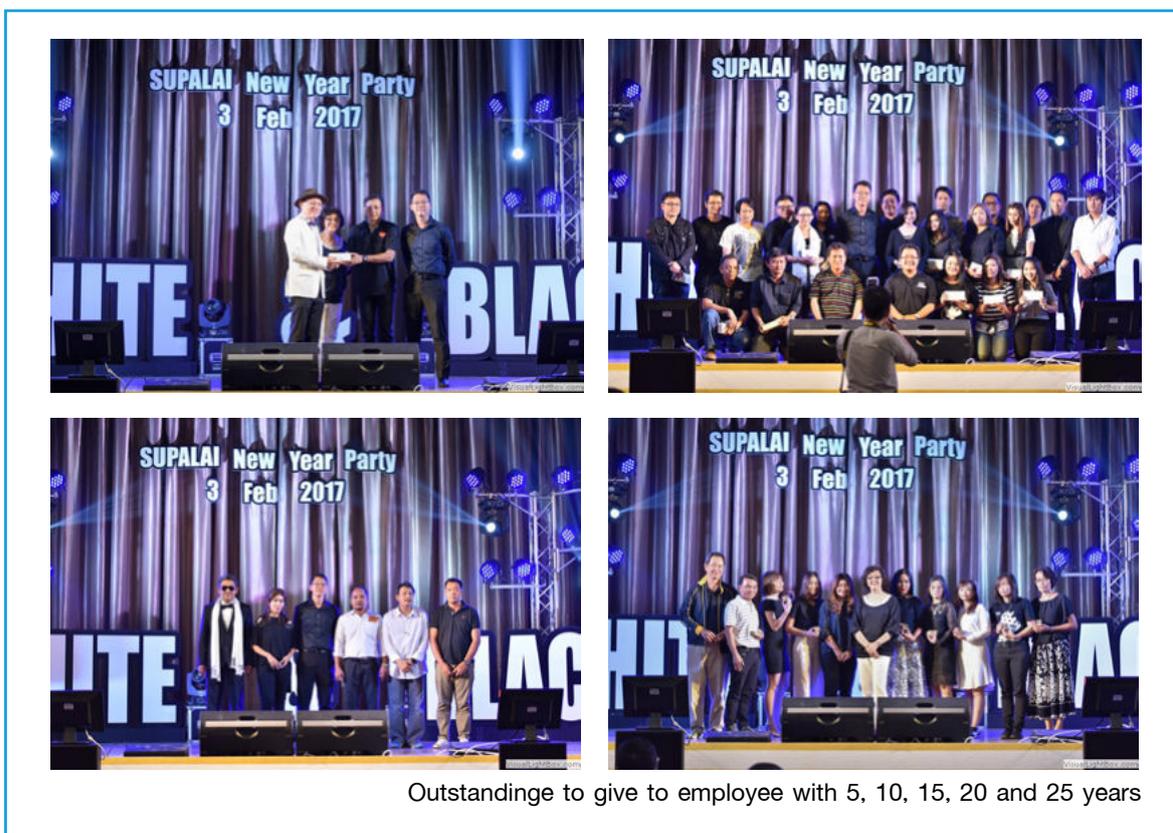


New year party



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.





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 2017 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 always communicate with employees at all levels so as to provide opportunities for employees to express their opinions and participate in the development and improvement of business operations and for upward communication from all employees to senior executives through various channels, such as the grand orientation for new employees who begin working with the Company, site visit project as well as communication and listening to opinions informatly through social media, such as Line Supalai. Also, for the convenience and coverage of all employees, the Company has provided an opinion box so employees can express their opinions and needs, whereby the executives will answer all questions and clarify issues and concerns in all cases via email to all employees.



The Company has organized an annual engagement survey of employees in the HR Communication Forum to provide opportunities and channels for accessing and communicating with employees, to create better understanding and address the issues that need to be further developed and improved. This has been done with the slogan **"All your valuable ideas are all growth and progress forward with the Company"**. This is for continual business expansion.



HR Communication



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.
- **Encourage the customers and the outsiders to provide protection and promote the children's rights**
 - Adopt the policy that the manufacturers / suppliers of raw materials, goods and services to operate business with respect of the children's rights.
 - Adopt the practices of non-violation of human rights that includes the non-violation of children's right as their guidelines for selection and assessment of their suppliers.

- **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.



- **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.



Social and Community Development



For more than 28 years,

" Supalai has focused on sustainable business by striving to develop real estate, residential Innovation along with various developments of society on a continual basis including the activities of education, family, health, environment and culture in order for every family in Supalai projects to live peacefully and happily so as to be good community model, and to create benefits for all stakeholders, including the society as a whole."

Free seminars for knowledge as complimentary to the public

The Company has organized seminars on various types of knowledge which create quality of life as a complimentary for Supalai customers, Supalai Fan Club members, the general public, Supalai employees and various types of mass media.

In 2017, the Company had cooperated with leading organizations to organize seminars to provide insights into various interesting and practical topics in daily life such as seminar on tips of many types of investments, for example, " Taxes VS Wealth" by Dr. Suvarn Valaisathien, seminar on social media business entitled "Tips to Open Online Shop with Good Sales" by Arjam Cheeptham Kumvised and seminar on DIY entitled " Sparkling the Idea of Beautiful MINI gardening as a Professional" by Khun Issara Pangri.



"Taxes vs Wealth"



"Tips to Open Online Shop with Good Sales"



" Sparkling the Idea of Beautiful MINI Gardening as a Professional"

There has also been a variety of useful topics in collaboration with different organizations, such as with The Siam Cement Public Company Limited (SCG) to organize a seminar on "Tips to Make a Comfortable Home for the Elderly ... So Very Easy" and Nanmi Books Co., Ltd. to organize a seminar on health and alternative medicine "New Dimension of Health Care with Alternative Medicine" and workshop entitled "30 Most Popular Exercise Postures to be Healthy".



"New Dimension of Health Care with Alternative Medicine"



Tips to Make a Comfortable Home for the Elderly ... So Very Easy"



"30 Most Popular Exercise Postures to be Healthy"



In addition, the Company had also organized training to provide vocational knowledge to members of the mass media, which could be further developed to create work, generate more income besides regular jobs and spend spare time productively which could further become a personal business.



Supalai Cooking Class for Friends
“Chili Paste + Thai Spicy Salad Dressing” Course



Supalai Workshop for Friends
“Shibori Dyeing Course”

Educational Activities

Together with the press, the Company rehabilitated two flood-affected schools in Nakhon Sri Thammarat. The donation comprised money and supplies, books with shelves, water pumps and water tanks. In addition, the Company had repaired school buildings, facilities buildings, a playground at Wat Tha Nakom School, and the library of Ban Bang-Ka-Bue school.



The Company has shared the happiness and dreams of young people with sports equipment and books.



Art and Cultural Activities

Supalai had organized the events on book recommendations and photo exhibition for charity entitled "Prateep's Vision II" at the Bangkok Art and Cultural Center. This book was intentionally written for charity. It was a book that delivered messages through photographs and literary philosophies. In addition, there were 78 photos presented in the exhibition. All proceeds (without any expense deductions) were donated to build the "Navamindrapobitr 84th Anniversary Building" with a total of 7,570,000 baht. The books and pictures will be given to those devotees who donated money for the construction of the "Navamindrapobitr 84th Anniversary Building" at Siriraj Hospital.



Social Activities

The Company cooperated with Supalai Relations Club to organize activities to donate aluminum to the prosthetic foundation under the patronage of HRH Princess Srinagarindra Boromrachachonnani to be developed as the prosthesis for the disadvantaged people. The Company invites its employees, tenants of Supalai Grand Tower and the public to jointly donate aluminum from the pull-handle of can lid or aluminum materials. The donation box is located on the lobby floor of the building. A great amount of aluminum had been generously donated for 4 consecutive years.



Furthermore, the Company has designed "Rural Homes for Farmers", in collaboration with the Infrastructure, Communications and Energy Working Group, National Economic and Social Advisory Council in the study of "Development of Housing Infrastructure" to give to interested farmers without any expense.

Health Activities

The Company invited teams of doctors and nurses from leading hospitals to provide free medical checkup service, health knowledge on interesting topics by organizing health seminars and alternative medicine seminars. The Supalai families and the general public have been invited to participate. Charity events such as "Blood Donation" are also organized to donate blood to the National Blood Center, Thai Red Cross Society at Supalai Grand Tower, L Floor. The tenants of Supalai Grand Tower and Supalai employees are encouraged to participate.



Religious Preservation Activities

The Company has a project on landscape planning development of religious places including a number of mosques and temples. In addition, the Company hosted and cooperated with the Fine Arts Department, The Stock Exchange of Thailand and the Thai Capital Market to take care of a temple restoration in Nonthaburi Province. In the past, the Company also refurbished the landscape of religious places such as Wat Phantai Norasing in Samut Sakhon Province, Wat Chonpratan Rangsarit in Nonthaburi Province, Rao Dotun Muttakin Mosque at Ao Por, Phuket Province. Moreover, Dr. Prateep Tangmatitham, President of Supalai Public Company Limited has initiated the construction of a Buddha image statues with the title "Pra Supanimit-mingmongkol" to offer to be worshiped by the people at Supalai projects for prosperity in life in terms of job and family life.



Pra Supanimit-mingmongkol

Community Development Activities

The Company emphasizes on keeping the project environment in good condition at all times. The development project was carried out in several areas and not only in the scope of the project but It also includes the development of utilities to neighboring communities, such as land, roads, sewers, electricity, water supply, etc. The examples of such activities are as follows:

Activities	Benefits for Community	Project Area
Improve the road and set up drainage pipe.	To drain water and facilitate travel of the people.	<ul style="list-style-type: none"> - Supalai Bangkok - Pathumthani - Supalai Primo Bangsaen - Supalai Park Ville, Nakhon Si Thammarat - Supalai Primo Nakhon Si Thammarat

Activities	Benefits for Community	Project area
Improve public roads.	<ul style="list-style-type: none"> - To facilitate people to travel conveniently and quickly with safely to life and property. - To develop infrastructure and reduce road accidents. 	<ul style="list-style-type: none"> - Supalai Novo Ville Buddhasakorn - Supalai Ville Ring Road Bang Yai
Extend electricity and tap water area coverage	The surrounding Communities of the project have better electricity and water supply systems.	<ul style="list-style-type: none"> - Supalai Bella Pattaya - Supalai Bella Rangsit Klong 2 - Supalai Ville Rangsit Klong 2

Examples of areas development in each project.

Supalai Primo Bangsaen Project

Pipe Bridge construction to improve the drainage system of the municipality.



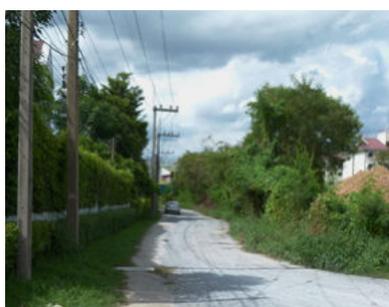
Supalai Bangkok – Pathumthani Project

Installation of water drainage pipe under a road in Soi Wat Nongprong to prevent the overflow of water across the road.



Supalai Novo Ville Buddhasakorn Project

Improvement of gravel road to be a concrete road with drainage system



Supalai Bella Rangsit - Khlong 2 Project

Expanding tap water and electricity services.



Pleasant Garden-Happy Home Project

Supalai Public Company Limited has created a new concept which is piloting green and edible areas in Thai Society. The garden is edible and good source of food for all families. It creates a sample garden providing all the working steps through the book. "Pleasant Garden-Happy Home" to inspire the society to grow vegetables at home and in condominiums in accordance with The Royal Initiative on Sufficiency Economy Philosophy.

The Company has engaged in property development business together with sustainable development in order to benefit customers and society. The product design takes into account energy saving and environmentally friendly. In addition, the project location is also convenient and safe which is a model of good community and society. The Company believes that the stable and sustainable society starts from the family. Hence the Company has created "Pleasant Garden-Happy Home" for Thai society to strengthen family relationships in accordance with the Company's policy "SUPALAI.... WE CARE FOR THAI SOCIETY" and follow the Royal Initiative on Sufficiency Economy Philosophy.

The "Pleasant Garden-Happy Home" concept is an idea of Supalai to inspire and create a beautiful and edible garden by creating full benefits in all sizes of areas and living styles for a better quality of life for every family. The Company has assisted every process of garden including designing, planting and maintenance. Supalai has provided a garden area for single detached houses and the terrace area for condominium units to create a home garden according to the reality concept. It also inspires every family to create food sources which are useful, cost-saving and clean. Starting from cost-saving on household expenses, each family can consume vegetables which are fresh, clean and safe. Accordingly, people are happy enjoying family activities together and have benefits from their own vegetable gardens. Supalai has also passed on these concepts in a guidebook called, "Pleasant Garden-Happy Home".





Happiness Camp Project

A garden brings happiness, adding to the quality of life,
inviting construction workers to create an organic vegetable garden.

The Company recognizes the importance of and pays attention to every production cycle. This is the origin of one of the pilot projects which is called the "Happiness Camp". The Happiness Camp is based on the knowledge of the book, "Pleasant Garden-Happy Home" and the creation of a beautiful and edible garden. This activity passes on goodwill to colleagues in the production cycle to create a happy lifestyle, to improve the quality of life of construction workers to be happier, and to enhance teamwork skills.

Organic vegetable farming is a food source which is fresh, clean, safe, hygienic and cost-saving with regard to household expenses. It is also a place for relaxing, emotional wellbeing, creating beautiful views for the community, and making use of free time after work as part of a valued way of life.

Therefore, the "Happiness Camp" project has transformed the area within the construction workers' camp into an organic edible farm which is clean and safe. Techniques for growing vegetables without chemicals have been taught with the cooperation from Archan Komsan Hutapad, a specialist in growing garden vegetables. Archan Komsan has delivered knowledge to the construction workers and the Company has provided farming materials and a variety of vegetable seeds to the construction workers. These workers have joined together to create five large home vegetable gardens for the workers' camp and the gardens have been closely monitored by the workers. They organized a contest for the vegetable gardens of each workers' camp in the "Happiness-making for House-makers - Happiness Day" event at Supalai Pride Bangna-Ladkrabang with cooperation from the business alliance for happiness-giving activities to the construction workers.



Supalai's Meditation Activity to Strengthen Family Ties

Background

The Company considers the family base to be most important. If the family has a good foundation and the family members have good minds, the result will be a good community, a livable society and a prosperous nation. Under the concept of "good conscience, good society", the Company has organized the "Practice Meditation with Supalai" activity as a complimentary present to the Supalai families without any costs. It has been held 27 times consecutively and this type of activity would be held continuously.

In 2017, all participants are jointly dedicated to it as a tribute to His Majesty King Bhumibol Adulyadej Boromnatbophit as well.

Objectives

- To deliver Dhamma as a tribute
- To enhance the quality of life for the Supalai families

Target Group

Customers and employees of the Company and their families.

Practice Guidelines

This is a training event for spiritual education which is mindful learning using activities through direct experience. Participants will leave behind their tasks, ranks, positions, worries about their jobs, worries about their families, and so on. They will have to prepare their minds to practice mindfulness, contemplation and determination of consciousness. There are also Buddhist preservation activities (praying and offering food to monks) and additional activities which are divided into three groups:

- 1) Children's Group: Organize activities that focus on child assertiveness, teamwork and unity.
- 2) Middle Age Group: Organize activities regarding learning from each other, teamwork, practicing meditation, living with mindfulness, and understanding life.
- 3) Elderly Group: Organize learning activities for the exchange of ideas and for good health.

Comments of participants

Get knowledge on Dharma and to live happily in society.

Calm your mind calm.
Get a new perspective on life.

Easy to understand, new,
not monotonous, practical to
use in daily life

Want to have good activity arranged continuously. It is an opportunity for family members to spend time together to be the basis of good mind to continue living their life.



Supalai Chiva Vithee (Bio-way) Project

Supalai Property Management Co., Ltd., which is a subsidiary of the Company, operates the Supalai Pasak Resort and Spa by following King Rama 9's initiative on the Sufficiency Economy Philosophy aiming for the creation of sustainable economic growth for the country and improving the quality of life of the people. These are the main ideas for implementing the project, which consists of 3 sub-projects under the name of **"Supalai Chiva Vithee (Bio-way) Project"**, which are as follows:

- **Organic Vegetable Project** – It is based on the grinding of food waste into liquid fertilizer, taking leafage and coconut coir to make dry fertilizer to nourish the soil for growing plants, and using fermented micro-organisms from herbs as pest control formula. Vegetables grown under this project are, therefore, chemical-free and used for cooking in the Resort and sold to people who are interested.
- **Environmental Products for the Environment Project** – This is process of taking the skin of fruits to produce multipurpose liquids for dishwashing, glass cleaning, laundry, floor cleaning, car washing, washroom cleaning, etc. In addition, local Thai herbs have been used to produce various products such as turmeric liquid soap, butterfly pea shampoo, and kaffir lime shampoo all of which have been registered as controlled cosmetics with the Ministry of Public Health for the safety of consumers. Besides being useful for the consumers, the products do not damage the environment.
- **Training Project on Making Bio-way Products** The training is a source of knowledge for interested students, people, who visit the project by demonstrating the production processes of various products, organic vegetable plot, which can be taken for further development to create work and career. The production processes are environmental friendly from upstream to downstream, in order to maintain the abundance of natural ecosystem.



Source of Knowledge

Source of Knowledge for students and interested people to further use to generate income



Community / Society

Environmental friendly from upstream to downstream to maintain affluence of ecological system of nature



Employees' Potential Development at Workplace and in Daily Life

The Company attaches great importance to all personnel of the organization as they are deemed valuable human resources and an important part in driving the policy and achievement of the established goals of the organization, while at the same time, personnel is the driving force to support the Company to have sustainable growth.

To ensure that the Company is ready for the change in the era of Thailand 4.0, in which there is rapid change all the time, the Company, therefore, is focused on investing in human resources, aiming to see employees being developed continuously both physically and mentally. This goal was achieved by integrating into the human resources management process, which includes trainings and development of employees to have knowledge suitable for their job.

Grand Orientation



Supalai Way



Course : Inspection of welding work of steel structure of high rise buildings



Course : Response to Customers' Complaints



Course : Construction Work Safety



Course : Smart Engineer



Course : Team Development to Excellence





Capability Development for Employees' Career Advancement

The Company realizes that the true success of the business depends on a quality staff. All personnel must be systematically and continuously trained and developed to develop their capabilities higher and be able to perform their tasks efficiently and in accordance with the established goals. The training and development department shall process the result and capability of individual employee based on a Competency Gap Assessment and prepare an Individual Development Plan (IDP) for the selection of talents and develop these group of employees to support the succession plan, especially for critical positions of the organization.

Trainings provided to employees in 2017 are as follows:

	Average numbers of hours/person/year
Information on employee training	
Average numbers of training hours (hrs/person/year)	26.26
Average numbers of training hours classified by sex	
Female	23.47
Male	27.99
Average numbers of training hours classified according to employee level	
Executive level (Supervisor level or above)	41.31
Employee level	22.29

Education and Continuous Development Education

In addition to the training and development of employees, the Company continues to focus on Continuing Education through sponsorship in the form of scholarships at the undergraduate and graduate levels in both domestic and international institutions. Currently, 77 scholarships have been granted and 65 employees have been graduated, while 11 employees are studying in Thailand and 1 is studying abroad.

And 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 a policy on safety, occupational health and working environment on part that affects all employees including the community and the society by adhering strictly to the laws, regulations and relevant official announcements. The Committee on Safety, Occupational Health and Working Environment has been appointed to represent the Company in the operations on safety, occupational health and working environment.

In 2017, the Company has organized activities regarding safety, occupational health and working environment as follows:

Safety

1. Explore the work area in terms of safety, occupational health and working environment; the results would be considered in the meeting, while there is a monitoring, correction and recommendations on corrective action in case of inappropriate solutions.



2. Introduce methods and / or give instruction to address working condition that may cause harm according to reporting project on unsafe working conditions.



3. Arrange for contractors' workers to use the fire extinguishers so as to be able to operate properly in case of emergency.



4. Organize training to provide knowledge on basic firefighting and drill on fire evacuation in high-rise buildings together with the Supalai Grand Tower.



5. Ensure that there be strict safety controls at all stages of construction, such as proper work attire, installation of sign boards on construction details and installation of sign boards on working rules and regulations, operation practices under dangerous condition.



6. Organize Safety Talk every Saturday before starting to work and inspect safety equipment as well as always cleaning the inside and outside areas of the project.



7. Ensure that there be dust prevention during construction using mesh sheet to be installed around the building and 3.00 meters higher from the floor on which there is construction.



8. Provide prevention of dengue fever from mosquitoes by spraying mosquito repellent after every period of 2 months or when there is a report on a great number of mosquitoes.



9. Launch preventive campaigns on various kinds of safety for employees, such as safe driving in every long holiday season, campaigns on turning off the lights, unplugging electrical appliances and office equipment in all long holiday seasons.



Work Safety Data in 2017

Safety Data	Unit	Male	Female
Accident rate	Time	4	3
Work-related injury rates	Person	4	3
Rates of days lost due to work-related sickness	Day	4	22
Rate of employees talking sick leave due to work-related sickness	Person	2	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

1. Provide a sterilize foam sprayer for washing hands located in important areas of the Company, such as at the lobby in the lift areas on both sides and at the entrance to the fitness room of the Company.



2. Launch campaigns for employees to protect themselves from illness, such as dengue fever, pneumonia, office syndrome and diseases coming with winter.



3. Launch campaigns to maintain healthy mouth and teeth.



4. Provide vaccination to prevent influenza.



Responsibility Towards Consumers

Supalai is committed and intends to create quality housing and society for Thailand. It also recognizes the importance of responsibility towards consumers, which begins from quality production processes to after-sales services in a variety of standardized forms. This is for the satisfaction of customers or consumers because the key factor for the sustainability of a business comes from the confidence, commitment and impression of the product or service of the business.



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 and service processes

- Product development under the concept of Supalai Save Our World Save Your Money.** The Company is very attentive and careful to create quality housing by taking into account the reduction of energy consumption accurately and cost-effective starting from project planning, laying out direction of the house, choosing good construction materials, increasing of green space. Also, the designs have been done for energy conservation, environmental protection with modern style responsive to all functions. This has been done by focusing on the design of the house and the building to be naturally cool (Passive Cooling) and to cool it mechanically as well as relying on technology (Active Cooling) to be a blend of components. This provides an alternative to save energy on the cooling of the air conditioner, reduce the use of electrical lights and other electrical appliances, while the construction cost is still at the same level as the houses in the market in general. As a result, the price is cost-effective due to the design concept to promote energy saving. Accordingly, each Supalai project is similar to eco land that helps the world to reduce global warming.

1.



Dodge the sun

get the wind by building the house in the north-south line and focusing on planting large trees in the south and the west to shield the sun and prevent the heat from entering the house.

2.



Tile roofs are set at an angle of up to 25 degrees

allowing suitable air volume under the roof to prevent the transfer of heat from the roof to the house, and light color of the roofs helps lower RTTV value.

3.



Choose construction materials that reduce heat from entering the house

such as 3-inch insulation thickness or 6 inches installed above the ceiling.

4.



Use lightweight brick wall with porosity for lower wall heat transfer value or OTTV value.

5.



Use energy conservation glass No. 5 (SMG GREEN) to lower glass heat transfer value (SHGC) but with high visibility value (VT).

6.



Attic air ventilation

with the air lath around the eaves, use UPVC materials with ventilation holes to reduce the transfer of heat from the roof to the house

- **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

1. The community service officers at the project.



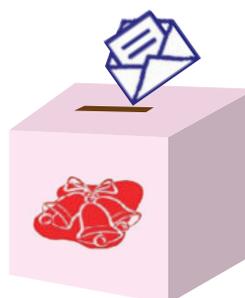
2. The community service office at the Head Office at 02 725 8888 ext. 553, 557.



3. Supalai Smart Center will receive complaints from customers and ensure that the complaints are sent to the responsible unit so as to take action quickly. It will also monitor and follow up customer satisfaction. The Supalai Contact Center 1720 is also available for service by opening daily from 8 am - 8 pm with no holiday. The purpose is to allow customers to communicate with Supalai quickly and conveniently for information, lodging complaints, notifying on repair, transfer of ownership, etc.



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





- **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 Accurate and Clear Information on Advertisement and Public Relations

Supalai Public Company Limited deems it very important in preparing the message for advertisement and public relations so as to provide useful information on products, that is accurate and true with accountability so as to be fair to consumers as follows:

1. **Statements used in advertisement and public relations regarding products.** The Company uses advertising messages to create understanding of consumers on details of the products in a complete manner, namely, product names, product forms (Single Detached House, Townhome, New Model Home and Condominium), location, price, telephone number, website and pictures of products in the advertisement, in particular, the message in Legal Line, whereby the Company attaches importance to the completeness and accuracy pursuant to the Consumer Protection Act B.E. 2522 (1979).
2. **Photographs used in the advertisement and public relations.** The Company has a policy to focus on the use of pictures of single detached houses, townhomes, new model homes and condominiums taken from real projects in all forms of advertisement to allow consumers to clearly see the real products. In case the actual product is still unfinished, it would be designed in a project scenario that is close to the actual product, and the statement "Project Model" would always be added for consumers to understand correctly.
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.

1. **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.
2. **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.
3. **Having Smoke @ Heat Detector Fire Alarm System with security guards 24 hours a day** to increase safety for customers living in the project.
4. **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 very proud to create a **"good home"** for Thai society and is well aware that all the encouragement from **"Supalai Family"** will be a driving force for us to strive to develop and improve our work products forever for our customers



Mr. Wichan Puangmaha and family Supalai Garden Ville Srinakarin-Bangna Project

“ The main factor for buying a home for me is the reputation, the materials and the home design, the location, the quality community, reasonable price. Supalai is the home that we first thought of because it responded to our demand and it filled our family with happiness. ”



Mr. Tanayu Kosuwan and family Supalai Prima Villa Phaholyothin 50 Project

“ Family happiness is important, choosing a good home is important for my family .. the projects of Supalai have the advantage of location, size of land plot, price, design for energy saving and quality society. This is the reason for choosing Supalai's project. ”



Associate Prof. Dr. Sittichai Kaewkuekool Supalai Garden Ville Prachauthit - Suksawat Project

“ Supalai Project with a home that responds to lifestyle is the beginning point to expand family life. It is a home for full relaxation in a convenient location, good service and reasonable price ”



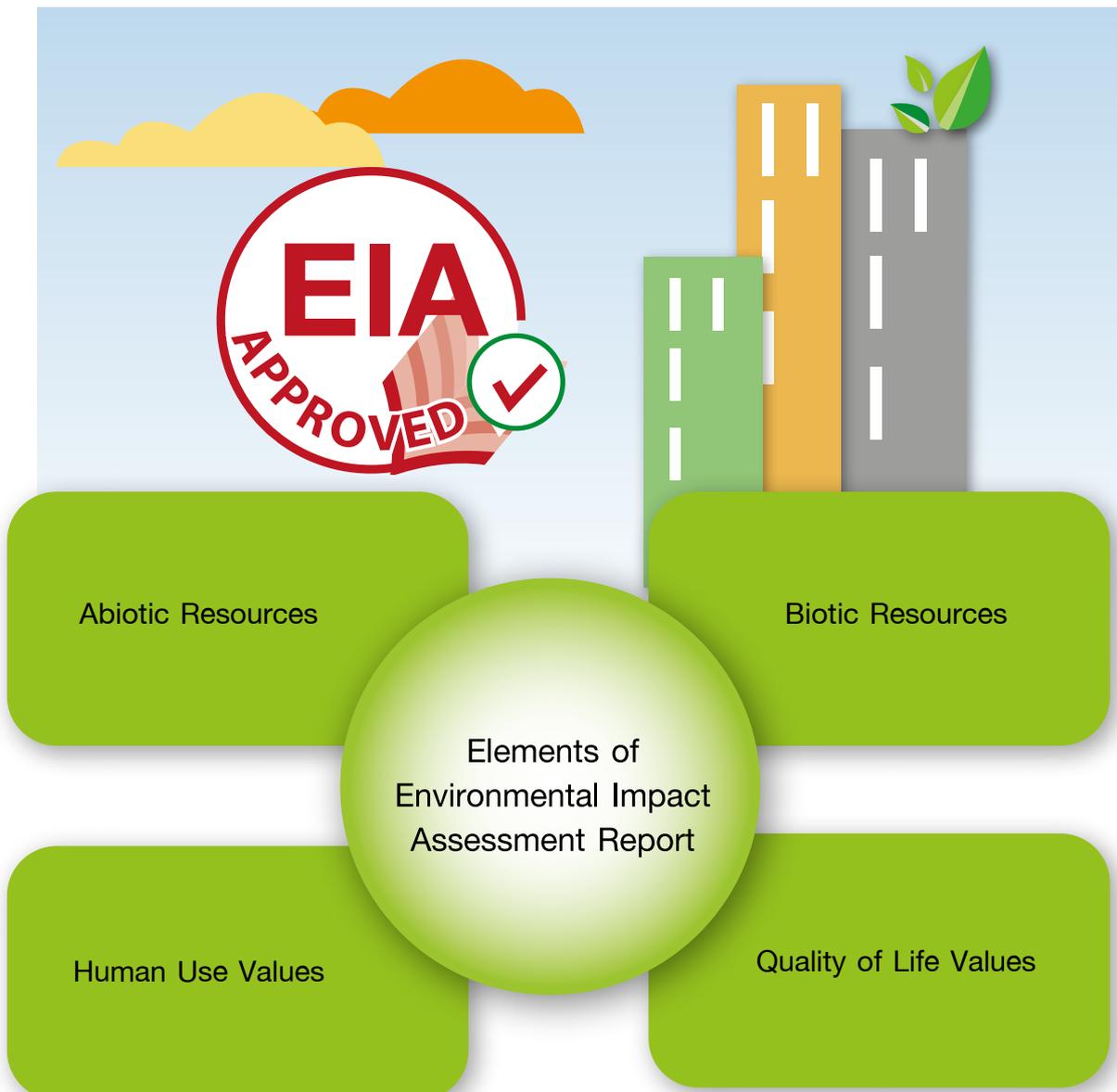
Environment



Environmental Management

In order to develop housing projects, a large number of resources for construction is required, such as construction materials, water resources, usage of land, transportation, including impacts on the environment and communities around construction sites. The Company, therefore, place emphasis on the environmental management to balance the business development and reduce the environmental impact through environmental corporate social responsibility policy (Sustainable Development Policy) starting from land procurement process for project development, both during and after project construction to ensure the Company's operating guidelines.

As the Company's determination is to develop a better-quality project, therefor, before starting the project, the Company would prepare an environmental impact assessment (EIA) report to analyze both positive and negative environmental impacts of the development project, which would affect the environment in all aspects, in terms of natural, economic and social resources. The objective is to prevent negative impact that may occur to be the least possible. The environmental impact analysis would help reduce problem solving cost that may be incurred after completion of the project, whereby the composition of the EIA report would cover four environmental aspects as follows:



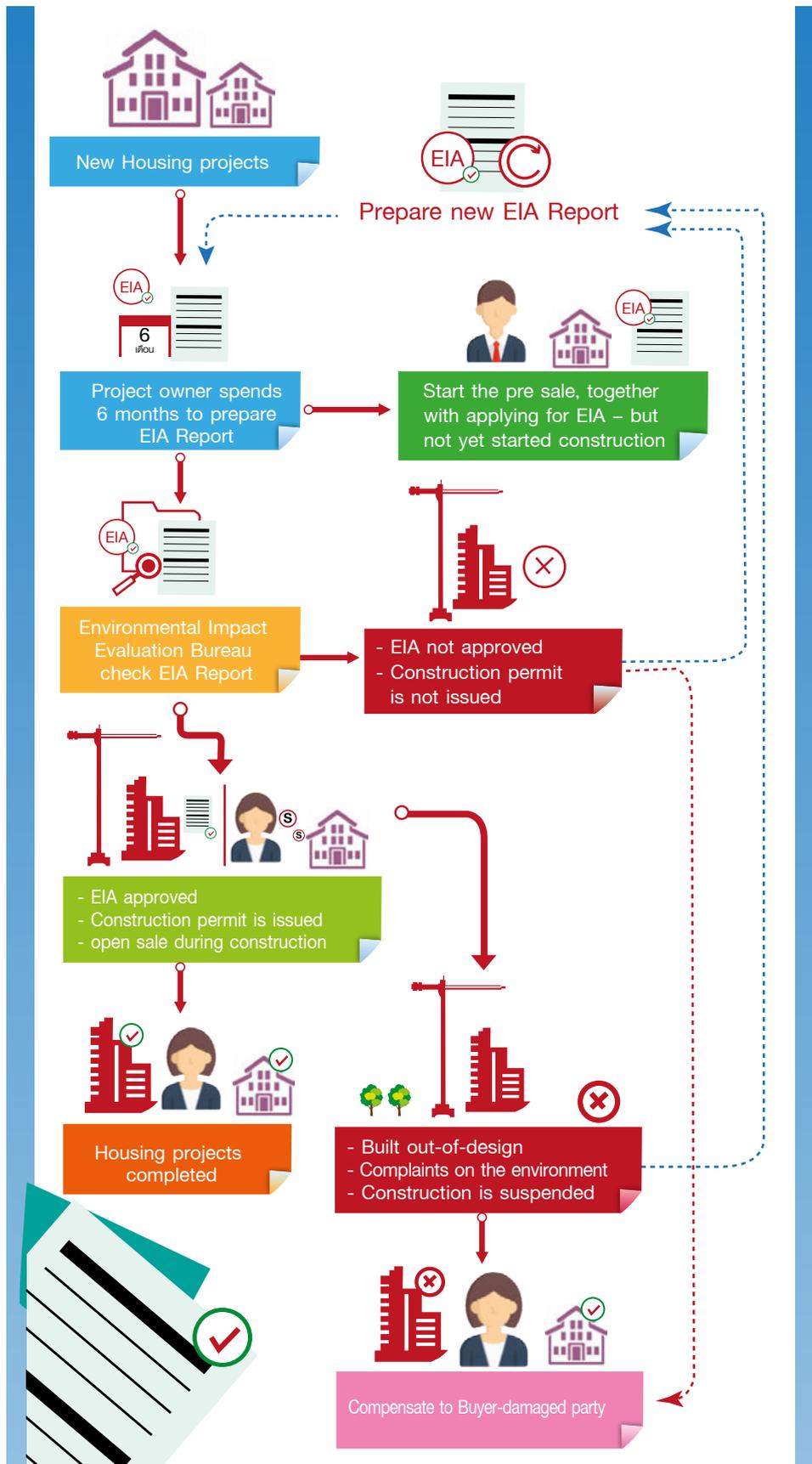
1. **Abiotic resources** - study the effects on physical environment, such as terrain, soil erosion, air quality, noise and vibration levels, water quality.
2. **Biotic resources** - study changes in various aspects of the ecological system, such as forest, wildlife, aquatic animals.
3. **Human Use Value** - study the utilization of physical and biological resources, which are the land use complying with the regulations and city plan of such area, transportation and traffic, public utility system, drainage, solid waste management
4. **Quality Life Values** - study the impact on human beings, communities, economic system, livelihood, public participation, culture and traditions, beliefs, values, scenery, beauty value

The Company has prepared, for every construction project, a report on the environmental impact assessment according to the requirements of the Office of Natural Resources and Environmental Policy and Planning and the Environmental Impact Evaluation Bureau according to the following operational scope:

1. **Preparation of project details**, whereby the study has been made significantly on project design information which identifies type, size, project location, characteristics of activities, elements of the project, details of public utility systems and other facilities, such as water usage, drainage, wastewater and sewage treatment, solid waste management, fire prevention and extinguishing system and arrangement of green areas in the project.
2. **Study of current environmental information of the areas nearby the project**, which covers 4 aspects of the environment, namely, the physical environmental resources, biological environmental resources, the human use value and the quality life values; by collecting data from relevant educational studies and / or current environment study surveys.
3. **Environmental impact assessment by preparing information and activities of the project**, coupled with the current environment of the project location and its nearby areas to be studied regarding potential positive and negative impacts which may be incurred on the environment during the construction and post-construction periods.
4. **Establishment of measures to prevent, correct and reduce the impact on the environment as well as adopting monitoring measures to examine proper quality of the environment.**



Procedures for Preparing Environmental Impact Assessment (EIA) and Housing Projects



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.





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>1. Abiotic resources</p> <p>1.1 Topography</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>	<p>1) Construct building in accordance with project design and relevant laws</p> <p>2) Arrange the construction site and keep materials orderly in stack.</p> <p>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.</p>	<p>1) Engineers supervise and monitor the construction to ensure compliance with the approved design.</p> <p>2) There shall be staff members to inspect the construction and keep the construction area in order throughout the construction period.</p>
<p>1.2 Soil Erosion</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>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<p>- 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.</p>

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>1.3 Air quality</p> <p>Construction activity must not exceed the atmospheric dust standard set at 0.330 milligram/cubic meter. However, wind might cause dust diffusion from construction site, and transportation of materials to project area also causes dust diffusion from the materials and the driving of transport trucks. This will affect air quality, cause a nuisance and have impact on the health of those living in the vicinity.</p>	<p>Transportation</p> <ol style="list-style-type: none"> 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. 2) Trucks transporting construction materials must be covered or tied up in the carrying part to prevent diffusion or falling of materials. 3) Construct temporary road instead of laying iron sheets to reduce noise and to prevent bumping by trucks. Transporting construction materials. 4) Arrange cleaning of the entrance of project area by staff members on daily basis. 5) Organize transport trucks not to park around public roads. <p>Construction activities</p> <ol style="list-style-type: none"> 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. 2) Provide temporary chute or other proper method for dropping things or construction materials to prevent dust from the construction. 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. 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. 	<ol style="list-style-type: none"> 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. 2) Listen to opinions and complaints from nearby residents for information and further correction. 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.



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
	<p>5) Concrete mixing or any action that causes air pollution must be made in a roofed room with walls on 3 sides or in an area covered with fabric or done by other proper methods.</p> <p>Materials and management of stacked materials and material waste</p> <p>1) Stacking of construction materials must be made within project construction area only, with a building arranged for stacking construction materials. For those kept outdoor, they must be covering or under control to prevent diffusion.</p> <p>2) To transfer any materials that produce dust, they must be sprayed with water before transferring.</p> <p>Handling of material waste</p> <p>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.</p> <p>2) Material waste must be screened out for using in road leveling.</p> <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>	

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>1.4 Level of noise and vibration</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"> 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). 2) Using Franki Piles for foundation to mitigate noise and vibration impacts. 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. 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. 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. 6) Maintain all machines and equipment used in the construction under good condition to reduce loud noise from friction or bumping of equipment parts. 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. 8) Provide channel for receiving complaints with steps for corrections and inform the complainants of the results. 9) There is measure to compensate to the damage incurred from project construction and to provide a team for emergency repair (free service) 	<ol style="list-style-type: none"> 1) Monitor and ensure that the contractors strictly comply with preventive and mitigation measures against noise level in construction area. 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. 3) Measure vibration in the vicinity. Measuring will be made 1 time on the beginning day of piling work, and every 1 month afterwards.



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>1.5 Water quality</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"> 1) Ensure that workers don't throw solid waste into drainpipes. 2) Keep piles of soil in specific area, surrounding with ridges or with covering. 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. 4) Provide adequate toilets for workers in construction area, with sewage treatment facility before discharging into public drainage system. 	<p>- Inspect the water quality before discharging into public drainage system once a month throughout the construction period.</p>
<p>2. Biotic resources</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>-</p>
<p>3. Human use value</p> <p>3.1 Use of land in accordance with regulations and city plan</p>	<ol style="list-style-type: none"> 1) Construction of buildings shall be in accordance with city plan requirements, including other relevant laws. 2) Construction activities shall be limited within the construction area, not encroaching on public land or other people's land. 	<p>- 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>

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>3.2 Transportation and traffic</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"> 1) Avoid transporting of construction materials during rush hours (07.00-09.00 hrs.) 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. 3) Organize the transport of construction materials so as not to park outside the project area. 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. 5) Provide traffic control personnel at the entry area to construction site to reduce obstruction of traffic, especially during rush hours. 6) Organize training for drivers and traffic control personnel to assist managing traffic efficiently. 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. 8) Coordinate for understanding with those living nearby, giving telephone numbers for contacting. 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 style="text-align: center;">-</p>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>3.3 Public utility system</p> <p>Demand for electricity during construction, e.g. for welding and cutting of metal, is not high and in use during some construction periods only. Thus, there is no impact on electricity usage of the community. The power will be supplied through temporary electricity meter from Metropolitan Electricity Authority/Provincial Electricity Authority.</p> <p>For water usage by workers, temporary meter will be installed by Metropolitan Waterworks Authority or Provincial Waterworks Authority.</p>	<p>Electricity</p> <ol style="list-style-type: none"> 1) Electricity usage within construction area must be in line with the rules and permission of Metropolitan Electricity Authority/Provincial Electricity Authority. 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. 3) There is electrical technician to supervise work. <p>Water use</p> <ol style="list-style-type: none"> 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. 2) Provide enough drinking water for workers. 3) Organize campaign/oversee workers to ensure water savings, not to keep the water running or leaking without use. 	<ol style="list-style-type: none"> 1) Arrange for staff to check up on electrical devices in construction area to ensure that they are in good condition. 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>3.4 Drainage system</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"> 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. 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. 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. 	<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>

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>3.5 Solid waste management</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"> 1) Provide litter bins with covers, putting in various construction areas for convenience with enough quantity for the waste volume generated by workers. 2) There must be specific area to keep these material wastes in order within specific boundary or with covering. 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. 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. 	<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>4. Quality of life value</p> <p>4.1 Social and economic aspects</p> <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"> 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. 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. 3) There shall be room for construction activities that might generate severe noise impact such as cutting, grinding, grating, etc. to reduce noise level. 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. 	<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>5) Lay down rules and regulations to be observed by workers with strict supervision. In case of violation, there must be punishment.</p> <p>6) Prepare workers' personal record with photos, and require them to display ID cards at all times during working time.</p> <p>7) No illegal migrant workers shall be hired.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>11) Provide emergency repair team where the construction causes damage to the property of those living nearby (free service).</p>	

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
1. Abiotic resources		
1.1 Topography <p>The project has raised land level which slightly affected existing topographical characteristics. However, the project activities are in line with nearby areas.</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.	-
1.2 Soil erosion <p>The project area consists of residential buildings, roads and green areas, which cover soil surface more and lessen soil erosion accordingly.</p>	Cover the open soil surface in the unused space of the project with trees and grass in order to reduce soil erosion.	-
1.3 Air quality <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>	1) Maintain the project access road in good conditions to prevent dust diffusion caused by road traffic. 2) Grow plants and arrange green zone in the project area as a dust buffer zone. 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. 4) Design a parking building to have a height of each level between 2.55-3.65 meters for efficient natural air ventilation.	-
1.4 Level of noise and vibration <p>Normal residence and activities in the project area would not cause noise and vibration impact. Only personal cars are expected in the projects, no use of heavy truck.</p>	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. 2) Grow trees and plants, and arrange green zone in the project area and along fences as a noise barrier zone.	-





Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>1.5 Water quality/wastewater</p> <p>Wastewater from consumption activities in the project area will be treated until it meets wastewater standard. Part of the treated wastewater will be used to water the plants in the project area while the remaining will be released through screening to a public drainage system.</p>	<ol style="list-style-type: none"> 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. 2) Wastewater from kitchens must be held in a grease trap before passed on to the project's wastewater treatment system. 3) Wastewater from waste collection room must be treated before discharged into a public drainage system. 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. 5) Monitor sediment level and pump it out every 30 days or more frequently if the sediment volume increases. 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. 	<ol style="list-style-type: none"> 1) Monitor and record the operation, inspection and maintenance of the wastewater treatment system, or set up a maintenance schedule throughout the operation duration. 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. 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. 4) Check quality of water before and after treatment at least once a month throughout the operation duration.
<p>1.6 Air and heat ventilation</p> <p>In a construction plan, setback space and distance has been provided as part of the impact mitigation measures in the first place. Nevertheless, some impact may be caused by the residents' use of air conditioner. Also, road traffic in the project area can cause heat emission into the atmosphere.</p>	<ol style="list-style-type: none"> 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. 2) Limit car speed in the project area and manage drivers switch off their engine if they need to idle long enough. 	-
<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>	<ol style="list-style-type: none"> 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. 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. 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. 	-

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<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>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>	Ensure the construction compliance with existing urban planning and other related laws and regulations.	-
<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>	<ol style="list-style-type: none"> 1) Open an entrance-exit according to the Highway Department's standards. 2) Cut off a footpath corner in order to facilitate cars making a turn into the project area. 3) Display clear traffic signs in the project area. 4) Display warning signs urging road users to be mindful of accidents in the project area. 5) Assign security guards to facilitate road users and keep parking lots in good order throughout 24 hours. 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. 7) Provide a taxi light inviting a taxi driver to fetch passengers in the project area. 8) Provide substantial parking lots, not less than legal requirement. 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. 	-





Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>3.3 Public utility systems</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>Electricity</p> <ol style="list-style-type: none"> 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. 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. 3) Promote understanding of benefits of energy saving and methods to achieve it. Use various incentive measures. 4) Prepare backup power system to be ready to use in emergency cases. 5) Design buildings and install materials and equipment in the buildings to promote energy saving. <p>Consumption water supply</p> <ol style="list-style-type: none"> 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. 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. 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. 	<ol style="list-style-type: none"> 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. 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. 3) Record a monthly water consumption volume to check effectiveness of water saving 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>Project</p> <ol style="list-style-type: none"> 1) All utility space receives natural sunlight or has natural sunlight channel provided for at least 15% of the total space. 2) More than 90% of the main utility space has air ventilation channels on both sides. 3) Use energy saving light bulbs and/or 100% fluorescent tubes. 4) Arrange for someone (like security guard) to look around the area and turn off the light in some unnecessary points. 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. 	<p>-</p>

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>2. Air conditioning system</p> <p>3. Transportation system</p>	<p>Residents</p> <ol style="list-style-type: none"> 1) Use only standard electrical appliances that have No.5 energy saving label attached. 2) Switch off all electrical appliances every time before leaving the room. 3) Unplug electrical appliances every time after use. 4) A refrigerator should be installed at least 15 centimeters from the wall to allow good heat ventilation. 5) Always defrost a refrigerator if an accumulating ice of over 5 cm. thick is seen. 6) Turn off water valves after use. 7) Take stairs instead of the elevator for travel between two floors. 8) Always keep plants and green zone in good conditions. <p>Project</p> <ol style="list-style-type: none"> 1) Use spilt type air conditioners to allow good airflow; choose air conditioners that have No.5 energy saving label attached and use none-CFC. 2) Grow plants around the project area. 3) Arrange for cleaners to clean the air conditioners of the project on a regular basis. <p>Residents</p> <ol style="list-style-type: none"> 1) Switch off an air conditioner every time before leaving the room. 2) Set an air conditioner temperature at 25 degree Celsius. 3) Always keep one's own air conditioner clean. <p>Residents</p> <ol style="list-style-type: none"> 1) Use public transport as much as can be done. 2) Switch off the car engine every time when parking for a long time. 	<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>	<ol style="list-style-type: none"> 1) Arrange for inspection of the drainage system and the project's cesspool on a regular basis. 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>- 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>



Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<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>	<ol style="list-style-type: none"> 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. 2) Provide garbage bins / containers with covers and separate them to be used for wet and dry / hazardous waste. 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. 4) Assign the employees to inspect and clean the solid waste room whenever the transfer of the solid waste is made. 5) Provide protective equipment and require the employees who transport the waste to wear the protective equipment provided by the project. 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. 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. 8) Monitor the solid waste collection carried out by the municipality to ensure regular collection. 	<p style="text-align: center;">-</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"> 1) Strictly comply with the measures to reduce the impact on air quality, noise, and traffic. Set out rules and regulations for residents to ensure tidiness and order in the project. 2) Launch public relations among residents of the areas nearby to inform them about various activities of the project or provide communication channels for lodging complaints such as lodging complaint directly to the juristic persons. 3) Arrange for inspection and close attention to the entry and the exit of the project to ensure no outsider sneaking into the project without permission. 4) Provide 24- hour security guards throughout the project area. 5) Install traffic signs, warning signs such as signs of no-parking, cooperation to turn off car engines when stopping for a long time with no unnecessary use of horn. 6) Arrange for personnel to care for and to carry out various operations at the common facilities of the project. 7) Organize the traffic system in the project in order to ease the traffic. 8) Coordinate with the local police station to request the police to inspect the project area and the surrounding communities. 	<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"> 1) Provide channels for communication or for receiving comments from residents of the project and outsiders who may be affected by the project. 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. 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. 	<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"> 1) Provide green space and trees which would help absorb carbon dioxide. 2) Launch a campaign on turning off the car engine when parking for a long time. 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. 4) Comply with the measure on noise pollution by controlling speed and preventing the speed acceleration of cars driven in the project. 	-
<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"> 1) Provide wastewater treatment using the Activated Sludge system. 2) Comply with the measure of water quality by monitoring the water quality before and after the treatment on a monthly basis. 	-
<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> <p>However, there are two groups of people whose health could be directly affected. They are the project's employees who serve as garbage collectors and the garbage collectors from the local authorities. They could be exposed to effects such as bad odors, germs and injuries from sharp items.</p>	<ol style="list-style-type: none"> 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. 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. 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. 	-

Environmental Element and Significant Potential Impact	Environmental Impact Prevention and Mitigation Measures	Environmental Impact Monitoring Measures
<p>4.3.4 Air Conditioning system</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>-</p>
<p>4.4 Fire prevention and extinguishing system</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"> 1) Provide the fire alarm system, the fire prevention and extinguishing systems not less than legal requirement. 2) Examine the effectiveness of tools and fire extinguishers regularly after every period of 3 months. 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. 	<ol style="list-style-type: none"> 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. 2) Check the power supply back up system every period of 3 months to ensure its readiness for use.
<p>4.5 Scenery and aesthetics</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"> 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. 2) Arrange for the creation of beautiful architectural landscape by developing green space and growing shady trees. 3) Carry out maintenance of the green areas in the project to retain shady and beautiful scenery throughout the operation. 4) Plant trees along the fence of the project. 	<p>- Assign personnel to take care and maintain the green areas to be shady, pleasant and beautiful throughout the operation.</p>





Resource Utilization

The Company has expressed its intention and commitment to conserve energy by developing the energy conservation policy according to the objectives and goals for energy conservation, which is consistent with the status of energy usage and suitability for controlled buildings. The Company has prepared a four-year plan (2018-2021) to become an energy - saving real estate company. Accordingly, it must prepare electricity and water management measures for the period before, during and after the construction in order to reduce the energy and environment impact.

Announcement Re : Energy Conservation Policy

Supalai Public Company Limited has started the management of buildings for office and commercial leasing as well as car park since 2006, and realized that the country is currently experiencing an energy problem, which is important and has considerable impact on the livelihood of the employees and the overall economic system of the country. Therefore, the Company has implemented the energy management system within the Company as it deems that energy conservation is important and it is the duty of all employees to work together to manage energy continuously for its sustainability.

Therefore, the Company has developed energy conservation policy to be guideline for operations in terms of energy and to promote efficient use of energy for maximum benefit as follows:

1. The Company shall operate and develop an appropriate energy management system by including energy conservation as a part of the Company's operations in compliance with the laws and other relevant requirements.
2. The Company shall continuously improve its energy utilizing efficiency that is suitable with its business, technology and best practice.
3. The Company shall set up energy conservation plans and goals each year and communicate them to all employees for correct understanding and implementation.
4. The Company shall consider energy conservation the duty and responsibility of the owners, executives and employees of the Company at all levels to cooperate in the implementation of the required measures to monitor and report to the Energy Management Working Group.
5. The Company shall provide necessary support including human resources, budget, working time, training and participation in presenting ideas for the development of work on energy.
6. The executives and the energy management team shall review and revise the policy, goals and energy plans annually.

Announced on 1 July 2017

Water Management

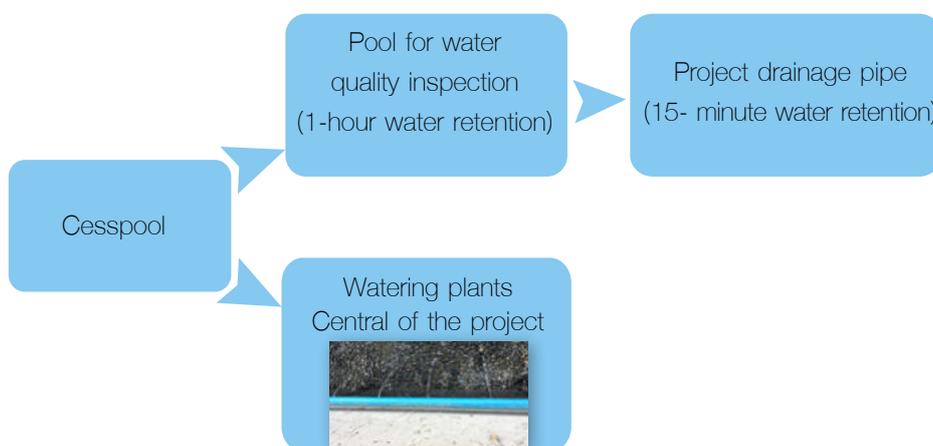


The Company has adopted measures to control water usage in its head office and Supalai Projects as follows:

- **There is a public relations** campaign to turn off the faucets in the office building when not in use and after work.
- **Wastewater treatment**, there is a water quality analysis in the project once a month throughout the construction period.
- **Maintenance of water supply and wastewater treatment systems** has been carried out to be always in effective condition in the office buildings and construction projects; this will help reduce the loss of water due to damaged equipment. In addition, after the establishment of a condominium juristic entity, the Company would send the survey team to inspect and maintain the integrity of the machine regularly every period of 6 months, 1 year and 2 years so as to have the machine ready to be used.



- **Use of recirculating water systems** to water plants in the common areas of the project.



- Use of drip system for watering plants to help save water more than other watering systems because the opening-closing of system can be controlled and the water usage efficiency is higher than allowing flooding.



Electricity Management



The Company has the following measures to control electricity consumption:

- Using LED bulbs (Light Emitting Diode (LED) instead of fluorescent light bulbs in the inside and outside areas of Supalai projects, such as the lighting on walkways in the building, in the parking building, on the roads, etc. This is to save electricity as they are small LED bulbs with the longest life (50,000-100,000 hours) with low heat. Accordingly, they help reduce electricity bills up to 2 times of regular light bulbs, and they have no harmful substances that have impact on human beings and the environment.

Road lighting in the project



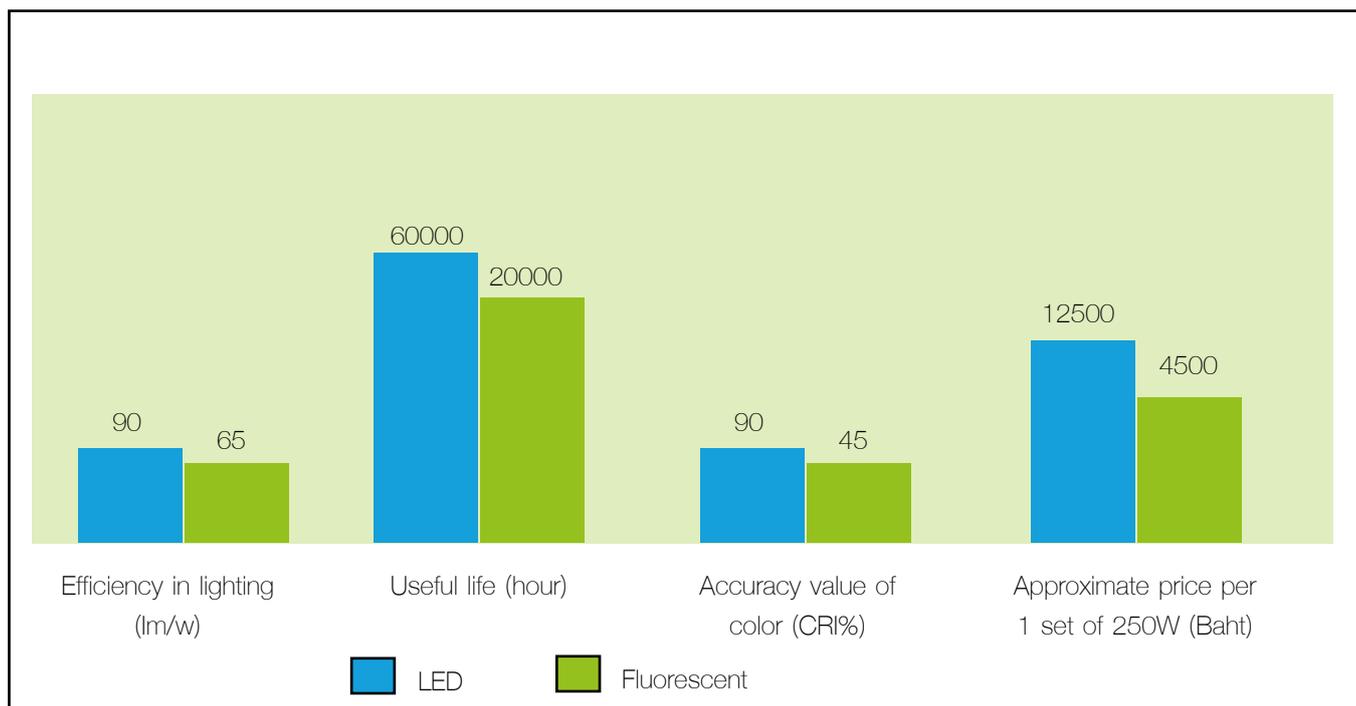
Lighting in walkway in the building



Lighting in the parking building



Comparison chart of various features between LED bulbs and Fluorescent bulbs



- Interior Maintenance / Cleaning Plan for electrical system and appliances on a regularly basis** in order to work safely with full efficiency, and to reduce electricity consumption from repair; also, to prevent potential damage to the electrical system and business loss



- Public relations campaign** to always turn off the electricity switches in office building when not in use and after work.





GRI Content Index

Profile Disclosures

Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
1. Strategy and Analysis					
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.		36-45	Full	
2. Organizational Profile					
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.		12-19	Full	

Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
3. Report Parameters					
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		23-25	Full	
3.2	Date of most recent previous report (if any).		24	Full	
3.3	Reporting cycle (annual, biennial, etc.)		20	Full	
3.4	Contact point for questions regarding the report or its contents.		20	Full	
3.5	Process for defining report content.		20	Full	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		20-25	Full	
3.7	State any specific limitations on the scope or boundary of the report		20-25	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.		20-25	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		20-25	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.		20-25	Full	
3.12	Table identifying the location of the Standard Disclosures in the report.		130	Full	
4. Governance, Commitments, and Engagement					
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.		27-35	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.		27-35	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.		27-35	Full	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		27-35	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.		20-25 27-35	Full	

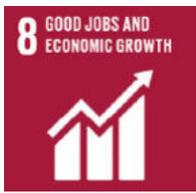
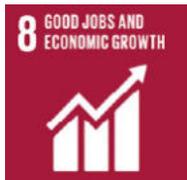
Performance Indicators

Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
Economic					
EC 1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		-	Full	Refer to Annual Report on Content : “Corporate Governance”
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"
Environmental					
Energy					
EN 6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		52-62	Full	
EN 7	Initiatives to reduce indirect energy consumption and reductions achieved.		52-62	Full	
Biodiversity					
EN 11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.		97-102 104-125	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.	 	97-102 104-125	Full	
EN 13	Habitats protected or restored.		104-125	Full	

Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
Effluents and Waste					
EN 27	Extent of impact mitigation of environmental impacts of products and services.		104-125	Full	
Effluents and Waste					
EN 29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		104-125	Full	
Social : Labor Practices and Decent Work					
Employment					
LA 1	Total number and rates of new employee hires and employee turnover by age group, gender and region.		65	Full	
LA 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.		66	Full	
LA 3	Return to work and retention rates after parental leave, by gender.		66	Full	
Labor/Management Relation					
LA 4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.		64-76	Full	
Occupational Health and Safety					
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.		96	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.		96	Full	
LA 7	Workers with high incidence or high risk of diseases related to their occupation.		96	Full	

Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
LA 8	Health and safety topics covered in formal agreements with trade unions.		96	Full	
Training and Education					
LA 9	Average hours of training per year per employee by gender, and by employee category.		92	Full	
LA 10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		90-93	Full	
LA 11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.		92	Full	
Diversity and Equal Opportunity					
LA 12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.		64-76	Full	
Equal Remuneration for Women and Men					
LA 13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.		64-76	Full	
Supplier Assessment for Labor Practices					
LA 15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.		64-76	Full	
Human Rights					
Investment					
HR 1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.		64-76	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.		90-93	Full	
Non-discrimination					
HR 3	Total number of incidents of discrimination and corrective actions taken.		64-76 94-96	Full	
Freedom of Association and Collective Bargaining					
HR 4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.		47	Full	
Child Labor					
HR 5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.		64-76	Full	
Forced or Compulsory Labor					
HR 6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.		47 64-76 94-96	Full	
Security Practices					
HR 7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.		64-76 94-96	Full	
Indigenous Right					
HR 8	Total number of incidents of violations involving rights of indigenous peoples and actions taken.		64-76 94-96	Full	



Indicator	Description	Sustainable Development Goals	Page	Disclosure	Note
Society					
Local Communities					
SO 1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		104-125	Full	
SO 2	Operations with significant actual or potential negative impacts on local communities.		104-125	Full	
Anti-corruption					
SO 3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.		48-50	Full	
SO 4	Communication and training on anti-corruption policies and procedures.		48-50	Full	
SO 5	Confirmed incidents of corruption and actions taken.		48-50	Full	
Public Policy					
SO 6	Total value of political contributions by country and recipient/beneficiary.		48-50	Full	
Anti-competitive Behavior					
SO 7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		48-50	Full	
Compliance					
SO 8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		104-125	Full	
Product Responsibility					
Customer Health and Safety					
PR 1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.		52-62	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.		52-62	Full	
Product and Service Labeling					
PR 3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements.		52-62	Full	
Marketing Communications					
PR 6	Sale of banned or disputed products.		97-102	Full	





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