

SUSTAINABILITY REPORT 2015  
PRUKSA REAL ESTATE PUBLIC COMPANY LIMITED

# CREATE VALUE TO SUSTAINABLE HAPPINESS





CREATE VALUE

(G4-DMA (Public Policy), G4-SO6)

## PRUKSA'S CREATING SHARED VALUE (CSV)

Pruksa Real Estate Public Company Limited or "Pruksa" emphasizes on nearby community and society and realizes that we are a part of the society to move forward to develop community, society and environment with sustainability. Thus, the Company operates activities for community and society continuously as well as operates the business under Pruksa CSR Policy. In 2014, the company has developed CSR operation to be business strategy to respond social needs which is Creating Shared Value: CSV for sustainable growth. With proficiency of the Company, we create economic values for the organization and society simultaneously and hold it as the in-house practice guidelines for every personnel in the organization.

In 2015, the Company supported and consulted the government sector about the policy to solve the accommodation problems of low-income people under the leadership of Gen. Prayut Janocha, the prime minister, to stabilize accommodation for the low-income people in towns that do not have their own residence. As the private sector with direct experience and expertise, Pruksa expressed the intention to participate in this project to further support and create social values.





# Content



Award Honorary	4
Message from Chairman of Executive Committee and Chief Executive Officer	9
About This Report	10
Pruksa Way	13
Pruksa Way	13
Vision, Mission, Culture and Value of Pruksa	13
Milestones in 2015	13
Sustainable Growth Route of Pruksa	14
Operational strategy and risk during 2015	16
Good Corporate Governance	23
Management Structure of the Company	23
Anti-Corruption Policy	26
Participation of Stakeholders	27
Economic Operation	32
Environmental Operation	40
Social Operation	55
Participation in Sustainable Development of Community and Society	56
Labor Practices	63
Safety, Occupational Health and Work Environment	65
Personnel Development and Professional Progress Promotion	69
Policy and Regulations about return, Welfare, Provident fund	72
Operations in Term of Human Right	74
Product Responsibility	77
Management for Customers' Satisfaction	85
Participation in Sustainable Network	87
Independent Assurance Statement	88
Pruksa's GRI G4 Content Index	90



(G4-15, CRE8)

## Honorary Awards



### Best CEO Award

Mr. Thongma Vijitpongpun, Chairman of Executive Committee and Chief Executive Officer of Pruksa Real Estate Public Company Limited received an award of “Best CEO Award” in field of Real Estate, construction materials and contract in IAA Awards for Listed Companies 2014 arranged by Investment Analysts Association – IAA to announce honors and praise the executives in the listed companies that they have knowledge and proficiency in management and communication of the company outstandingly and widely accepted in the analyst society and this is considerably essential to growth of economy, capital market and Thailand. Such award is considered from capability of the executives to manage works with excellency, presentation with quality, clarity, correctness and completion, business tendency, turnover and reasonable risk with ethics and good corporate governance as well as emphasis on society and activities related to investor relation and various channels of data propagation etc.



### Outstanding CEO Awards

Mr. Thongma Vijitpongpun, Chairman of Executive Committee and Chief Executive Officer of Pruksa Real Estate Public Company Limited has been granted “Outstanding CEO Awards” in SET Awards 2016 arranged by Stock Exchange of Thailand together with Money & Banking Journals to grant the reward to the chief executive officer who has leadership to bring success to the organization and has morality to administrate the organization with strategic vision and capability. He also emphasizes on society and business and pays attention to activities of investor relation very well.





### Outstanding Company Performance Awards & Outstanding Investor Relations Awards

Pruksa Real Estate Public Company Limited received “Outstanding Company Performance Awards” & “Outstanding Investor Relation Awards” from SET Awards 2015 arranged by Stock Exchange of Thailand together with Money & Banking Journal. It is the award given to the registered company that has outstanding overall business operation, good corporate governance and compliance with regulations of Stock Exchange of Thailand in terms of data disclosure and financial budget quality. And being the listed company with outstanding operation of activities related to investor relations as well as emphasis on overall participation in the organization.



### ASEAN CG Scorecard

Pruksa Real Estate Public Company Limited is one of 50 companies in ASEAN that got highest ASEAN CG Scorecard in ASEAN Corporate Governance Conference and Awards arranged by ASEAN Capital Markets Forum (ACMF) in Manila, Republic of Philippines. It is the award to praise determination of the registered company that exercises principles of good corporate governance in business operation incessantly. Such scorecard is considered from data of annual report in section of good corporate governance (rights of shareholders, equal treatment to shareholders, recognition of stakeholders’ roles, data disclosure and transparency and responsibility of committee), the invitation letter to shareholders’ meeting, general meeting arrangement, and the minutes of shareholder’s meeting etc.





### Thailand Property Awards 2015

Pruksa Real Estate Public Company Limited received 3 honorable awards from Thailand Property Awards 2015 including Best Luxury Condo Development (Bangkok), Best of the Best in category of Best Condo Development (Thailand) for Ivy Ampio Project and award of Best Affordable Condo Development (Bangkok) for Chapter One: The Campus Kaset. Thailand Property Award was arranged by Enzyme Media Co., Ltd and such award was widely accepted in terms of reliability and highquality standard compared with international standard with fair and transparent judgment from the general committee and that Thai real estate draws more attention from those who are interested.



### Sustainability Report Award 2015

Pruksa Real Estate Public Company Limited has been granted “Sustainability Report Award 2015” arranged by CSR Club, Thai Listed Companies Association with support of Securities and Exchange Commission and Thaipat Institute. It was awarded to the listed companies that emphasize on writing sustainability report and the company received this award for 3 consecutive years.





### The result of quality evaluation of annual general meeting in 2015 or “AGM”

Pruksa Real Estate Public Company Limited received the result of quality evaluation of Annual General Meeting in 2015 or AGM 100 full scores which is in “Best” level from the assessment of Thai Investors Association for 3 consecutive years from 2013-2015.

### The assessment result of good corporate governance of Thai Listed Companies in 2015 in “Excellent” Level

Pruksa Real Estate Public Company Limited received the assessment result of good corporate governance of Thai Listed Companies in 2015 equal to or more than 90 scores which is in “Excellent” level from Thai Institute of Directors (IOD).





(G4-I, G4-44, G4-45, G4-46, G4-47, G4-48)

# Message from Chairman of Executive Committee and Chief Executive Officer

**From Pruksa Real Estate's vision that aims to be the number one real estate brand in customers' minds by operating the corporation under good governance and social responsibility**

Pruksa thus emphasizes on continuous improvement in three dimensions, comprising of the economic dimension, which aims to create jobs and spread income for a large number of people in the society, the social dimension, which places importance in creating opportunities and supporting various social activities, and the environmental dimension, which utilizes modern innovations to be used in construction, and henceforth making appropriate use of natural resources, conserving energy, and precluding from damaging the environment.

In 2015, Pruksa still focuses its attention in a variety of innovation and developments to constantly improve its business process and practices. Apart from this, Pruksa also participated in the "Private Sector Collective Action Coalition Against Corruption" project by supporting and promoting its personnel at every corporate level to have conscious in resisting against every form of fraud and corruption. Moreover, Pruksa also encourages every employee in the Company to think and create value for customers, in order to enhance and improve the business operations that each employee is responsible for, both in terms of products and services, as well as in various supporting systems that are related to Pruksa Value Supply Chain from the origin to the end of the chain, such as the designer team who design beautiful, modern homes matching the customers' style preferences, the sales team who create value by providing advice and guidance for customers, and the construction team who meticulously develop the housing projects etc.

With relentless developments, Pruksa was able to seize tremendous success in 2015. In the "economic dimension", Pruksa achieved a new record-breaking revenue of 51,438 million Baht in total. Hence, Pruksa was able to provide ample returns to its investors, and employees, and also created

stability for its business partners, customers and economy of the country on the overall. In the "social dimension", Pruksa operated a number of projects and activities under "Pruksa Caring" framework by creating and delivering value for the society, such as the Pruksa Scholarship Project, Pruksa Blood Donation Project, Pruksa Green Living Healthy Project that provided free mobile health check-ups for customers and community members, and Pruksa 1 For 9 Project that improved education quality for 9 academic institutions in the community. Furthermore, Pruksa cooperated with UNICEF and the Thaipat Institute in a project that promotes Child-Friendly Business by using the "Children's Rights and Business Principles" (CRBP) as well.

In the "environmental dimension", Pruksa is well-aware of the impact that may occur with the society, environment, and quality of life of the citizens situated around its construction areas. Therefore, Pruksa specified that every project must perform according to the safety regulations to lessen the environmental impact and compiled an "Environmental Monitoring Report". It also built good relationships with the community by organizing communal activities to gather comments and suggestions of the citizens surrounding the projects' areas in order to plan effective procedures to minimize the potential impacts, and thus allowed citizens to carry on their daily lives as usual.

**In 2015, Pruksa still focuses its attention in a variety of innovation and developments to constantly improve its business process and practices. Apart from this, Pruksa also participated in the "Private Sector Collective Action Coalition Against Corruption"**

On behalf of the Board of Directors and employees of Pruksa Real Estate Company Limited, I would like to thank you every investor, customer, government official, business partner and stakeholder that have always been supportive of Pruksa's business operations all along. I guarantee that we will operate the corporation with professionalism, good governance, with corporate responsibility for the society, the environment, and the country, and will not pause to improve Pruksa for prosperous and sustainable growth in the future.

**(Mr. Thongma Vjittpongpun)**  
Chairman of Executive Committee  
and Chief Executive Officer



(G4-18, G4-19, G4-20, G4-28, G4-29, G4-30)

## About This Report



(G4-28)

Sustainability Development Report of Pruksa Real Estate Public Company Limited has been made for consecutive years. The content covers overall operation of social, economic and environmental terms from 1 January - 31 December 2015 focusing on more subject matters. Details and data in this report will be presented on website and stakeholders have a chance to follow up the interim overall operation and can access data shown in previous reports to catch up with development.

(G4-15, G4-32)

Pruksa made this report in accordance with Sustainability Reporting Guidelines of Global Reporting Initiative (GRI) version 4 by defining it to have content completion in accordance option Core of the GRI G4 Guidelines with additional presentation in field of real estate.

(G4-6 , G4-17, G4-18, G4-23)

The scope of this report is in accordance with the essential issues that affect sustainable business operation of Pruksa covering the business operated in Thailand including townhouse, single detached house, condominium, Pruksa Precast Factory and supporting business unit. Nevertheless, the list of subsidiary, joint venture and relevant companies according to consolidated financial statement is exposed in Annual Report 2015

### 18 Materiality Aspect's Pruksa



2 Economic Issue



4 Environment Issue



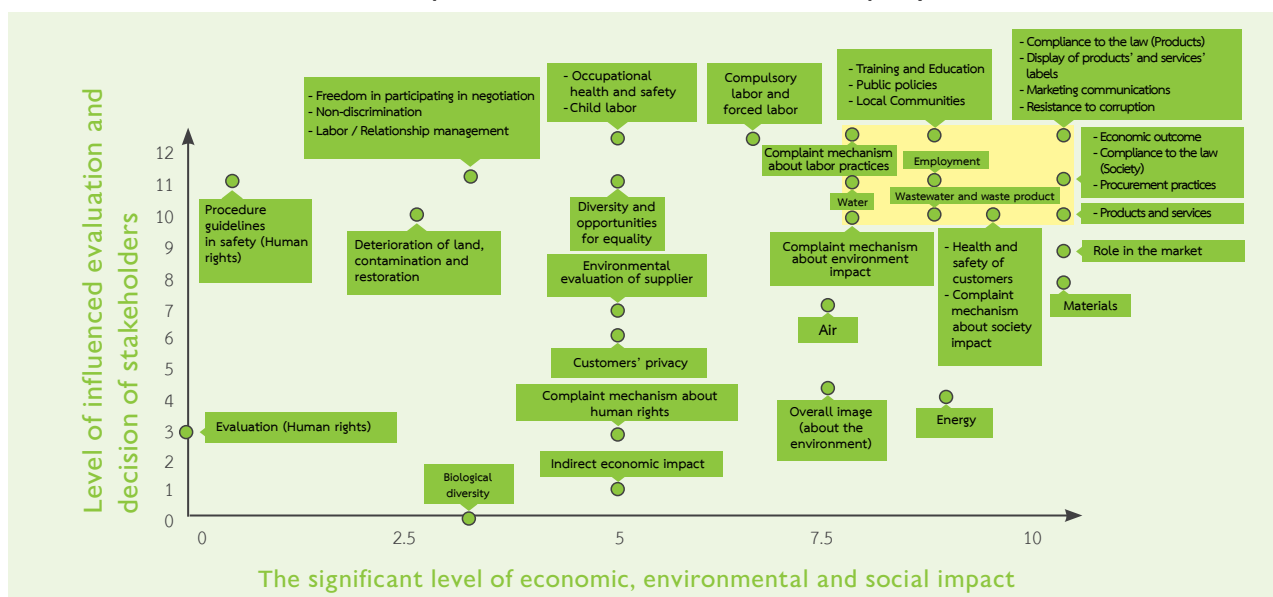
12 Social Issue

(G4-18, G4-20)

The issue of sustainability with Materiality Aspect of Pruksa influenced evaluation and decision of stakeholders and the significant level of economic, environmental and social impact of the high-level organization included 18 issues such as 2 economic issues, 4 environmental issues and 12 social issues as follows

(G4-I8, G4-I9, G4-20, G4-23, G4-DMA (Land Degradation Contamination and Remediation), CRE5, G4-HR5, G4-SO1, G4-SO2)

### Material Aspects's Pruksa Real Estate Company Limited



**Sustainability Issues that have high influence to the decision-making of stakeholders and have significantly high impact (upper right area on the graph)**

- Compliance to the law (Products)
- Compliance to the law (Society)
- Resistance to corruption
- Materials
- Water
- Air
- Wastewater and waste product
- Products and services
- Environmental evaluation of supplier
- Training and Education
- Employment
- Compulsory labor and forced labor
- Occupational health and safety
- Economic outcome
- Procurement practices
- Role in the market
- Health and safety of customers
- Display of products' and services' labels
- Marketing communications
- Complaint mechanism about society impact
- Complaint mechanism about environment impact
- Complaint mechanism about labor practices
- Public policies
- Local communities
- Child labor
- Diversity and opportunities for equality

**Sustainability Issues that have high influence to the decision-making of stakeholders and have significantly low impact (Upper left area on the graph)**

- Procedure guidelines in safety (Human rights)
- Freedom in participating in negotiation
- Non-discrimination
- Labor / Relationship management
- Deterioration of land, contamination and restoration

**Sustainability Issues that have low influence to the decision-making of stakeholders and have significantly high impact (Lower right area on the graph)**

- Customers' privacy
- Complaint mechanism about human rights
- Indirect economic impact
- Overall image (about the environment)
- Energy

**Sustainability Issues that have low influence to the decision-making of stakeholders and have significantly low impact (Lower left area on the graph)**

- Evaluation (Human rights)
- Biological diversity

(G4-18, G4-20, G4-21)

**The issue of sustainability with Materiality Aspect of Pruksa**

(G4-19) Sustainability issues which are significant according to GRI	(G4-20) Significant scope within the organization	(G4-21) Significant scope without the organization	Topics presented in the report
<b>Economic</b>			
1. Economic outcome	All business in Thailand	Customer Trade partner Shareholders	Business strategy and operation (P. 16) Economic Performance (P. 32)
2. Procurement practices	All business in Thailand	Trade partner	Strategy and responses on stakeholders (P. 27)
<b>Environment</b>			
3. Water	All business in Thailand	Community	Water management (P. 47)
4. Wastewater and waste product	All business in Thailand	Community	Wastewater management of Batching Plant (P. 45) Waste management left from production process (P. 45) Quality Operational standard of Pruksa (P. 78-80)
5. Products and services	All business in Thailand	Customer	Responsibility for product (P. 77-80)
6. Complaint mechanism about environment impact	All business in Thailand	Community	Process of problem and complaint management for customers (p. 86) Number of social and environmental impact list in 2015 (P. 86)
<b>Social</b>			
7. Employment	All business in Thailand	Employee	Treatment to Labor (P. 63)
8. Training and Education	All business in Thailand	Employee	Personnel Development and professional progress promotion (P. 69)
9. Complaint mechanism about labor practices	All business in Thailand	Employee	Strategy and responses on stakeholders (P. 27)
10. Local communities	All business in Thailand	Community	Strategy and responses on stakeholders (P. 27)
11. Resistance to corruption	All business in Thailand	Employee Customer Trade partner Government sector	Participation in social and community development for sustainability (P. 56-62)
12. Public policies	All business in Thailand	Employee Customer Trade partner Community Shareholders	PRUKSA'S CREATING SHARED VALUE (CSV) (Inside Cover)
13. Compliance to the law (Society)	All business in Thailand	Community	Policy of Corporate governance and business code of conduct (P. 24-25) Anti-corruption policy (P. 26) Policy of safety, occupational health and work environment (P. 65-68) Human Right Management Guidelines (P. 74) Standard and Safety of product (P. 77)
14. Complaint mechanism about society impact	All business in Thailand	Community	Strategy and responses on stakeholders (P. 28-29) Process of problem and complaint management for customers (page 86)
15. Health and safety of customers	All business in Thailand	Customer	Standard and Safety of product (P. 77) Quality Operational standard of Pruksa (P.78-80)
16. Display of products and services' labels	All business in Thailand	Customer	Quality Operational standard of Pruksa (P. 78-80)
17. Marketing communications	All business in Thailand	Customer	Quality Operational standard of Pruksa (P. 80)
18. Compliance to the law (Products)	All business in Thailand	Customer Community	Environmental impact prevention and mitigation measure (P. 40-43) Standard and Safety of product (P. 77) Quality Operational standard of Pruksa (P. 78-80) Security operation in the project (P. 84)



## Pruksa Way

Pruksa operates the business of real estate development in category of Townhouse, Single Detached House and Condominium in Bangkok, vicinity, upcountry and foreign countries.

(G4-56)

### Vision, Mission, Culture and Value of Pruksa

<p><b>Vision</b></p>  <p>Pruksa aims to be the number one real estate brand in customers' minds with the goal of becoming a top ten residential brand in Asia by creating high-value homes for families to experience warmth, happiness and a better life every day</p>	<p><b>Mission</b></p>  <p>We are dedicated to fulfilling our customer's dreams of owning a home that truly value to enjoy their family life</p>
<p><b>Culture</b></p>  <p>I truly care about my customers. I want them to be happy. So I work with passion to really satisfy their needs. Firstly, I try very hard to understand what customers want. This requires me to think through very carefully until I come up with the right solution. Then I move quickly into action on their behalf. If my customers are happy, I feel proud I did a good job</p>	<p><b>Value</b></p>  <p>Customer Focus Creative Innovation Collaboration Discipline Ethics</p>

(G4-13)

### Milestones in 2015

In 2015, Pruksa used the slogan of "Create Value" that reflects Pruksa Value promotion in term of Creative Innovation to be clearly exercised in the organization because the key of the business is "Creativity" that is behind valuable products or services generally beneficial to customers and society. Unceasing devotion and development of innovation makes the accommodation project of the Company gain confidence and acceptance from consumers and in 2015, it was ranked to be number one in real estate business in term of "Capacity of Creative Innovation" from BrandAge Journal and COMPANY Journal in "Thailand's Most Admired Company 2015"

Besides, the Company has a plan to expand customer base by emphasizing on creating difference of house model to be more outstanding than the opponents in marketplace and supporting the land price that is getting higher. Thus, it is the first time to develop Premium 3-storey single detached house project of "The Plant Elite" on Pattanakarn Road with initial price of 9.7 million baht and it is well responded by the customers.

(G4-13)

## Sustainable Growth Route of Pruksa



2007

The organization was restructured to be SBU to be in accordance with the long-term growth strategy of the Company



2012

- Using house construction technology of Pruksa Real Estate Manufacturing (REM) to construct flat-style houses and can reduce construction time from 45 to 21 days
- An award Asian CSR Awards 2012 by Asian Institute of Management Corporate Responsibility Award
- An award “2012 International Team Excellence Award Finalist” from ASQ
- Received the “2012 Real Estate Project Awards” from Agency for Real Estate Affairs (AREA)
- An award “2012 Rasadakompiat Award”



2008

- Factory of Ferro-Concrete with special element in molding type was constructed
- An Innovative Organizational Culture Award in the “Thailand Most Innovative Company Award 2008”

2011

- Issuing new brands as follows
  1. Townhouse : “Villette” “The Rino” and “Patio” to respond needs of middle to upper class customers
  2. Single Detached House : “Natura” and “Pruksa Puri” to respond needs of upper class customers
  3. Condominium : “Plum Condo” to respond needs of middle and lower class customers
- Selling single detached house and townhouse in project of Pruksa Silvana in Bangalore, Republic of India
- Developing the condominium project in name of “Coral Ville” in Republic of Maldives
- Received award “Asia Responsible Entrepreneurship Awards 2011”
- South East Asia (AREA-SEA) in the “Investment in People Award” from Enterprise Asia with an outstanding CSR performance and an was awarded “Best Executive in Thailand” from ASIAMONEY Magazine
- An award “BCI Asia Top 10 Developers Awards 2011” in the 10 Developers Awards 2011 Category from by BCI Asia Construction Information Co., Ltd. and FutureArc Journal.
- An award for Good Real Estate Company “OCPB’s Starred Real Estate Project” from 2009-2010 from the Office of the Consumer Protection Board

2009

- The Model scheme of social responsibility was created
- Creating the new brands such as The Tree, The Plant Citi and Be You

2010

- The Company’s English name was changed from “Pruksa Real Estate Pcl.” to “Pruksa Real Estate Pcl”
- The Company had highest income 19,034 Million Baht among real estate entrepreneurs after announcing the financial statement in 2009
- Creating the new brand of single detached house of “Pruksa Nara” in upcountry. The first flat housing project was introduced in Phranakorn Sri Ayuthaya
- Adding new brands of condominium such as Chapter One, Condolette, Fuse, Urbano Absolute and the first brand in foreign country was “Coral Ville in Republic of Maldives”
- Adding new Projects in Republic of India and Socialist Republic of Vietnam.
- the 4<sup>th</sup> and 5<sup>th</sup> Pruksa Precast Factory were finished, the 5<sup>th</sup> had highest capacity in the world with Production Area of 14,200 Square meter
- Mr.Thongma Vijiitpongpun, was awarded Quality “Best CEO Award” from Investment Analysts Association and was awarded Quality Person of The Year 2010 in the Real Estate and Construction Category for excellent performance from foundation of science and technology council of Thailand (FSTT)

(G4-2, G4-45, G4-46, G4-47, G4-EC2, G4-DMA (Market Presence))

## Operational Strategy and Risk During 2015



### Business Strategy and Operation

To make the business continually and sustainably grow with transparency and social responsibility, the company has main strategies as follows.

1. Maintaining the same customer base and expanding the business that townhouse and single detached house product would be expanded to upper market and to market in upcountry especially the provinces with high potential from economic expansion, industry and infrastructure development. They are likely to have increasing needs of accommodation and expanding low cost condominium to snatch market share in lower market which is rapidly growing.
2. Using the innovation of readymade material in term of construction process and project management to develop the project and construction to strengthen leadership of capital and control term of construction in accordance with the specified plan and support every relevant sector to extend the ideas for ultimate innovative use.
3. Developing the brands to be strong by developing product and service quality incessantly to gain confidence and satisfaction in service and product of customers as well as developing brand image in each market to have more clarity with direct access of target customers.
4. Strengthening the organization in many terms such as
  - 4.1 Developing financial term with effective financial and risk management.
  - 4.2 Developing organizational management to support its growth
  - 4.3 Developing personnel by emphasizing on happiness in work of employees
  - 4.4 Developing value creation to stakeholders by developing efficiency of internal management for good turnover that would affect all relevant in supply chain (Creating Shared Value)

### Risk and Opportunity in 2015 that Affected Operation of the Organization and Stakeholders

In 2015, the world economy continually decelerates including USA, Europe, Japan and China and Thai Economy

was affected in term of export and investment deceleration of private sector resulting in lower rate of GDP growth than anticipated in the beginning of the year. Household debts extremely increased. Besides, the political issue including the effect from explosion at Ratchaprasong Junction decreased consumer confidence or even the risk of labor shortage in construction. However, the overall image of real estate market still grew compared to the previous year with increasing competition from new entrepreneurs in market. Pruksa still retained the strategy of maintaining same customer base and expanding to new market including the market with higher price or market in upcountry. This made the Company have highest market at 11% with unceasing operational growth and returns for the stakeholders.

#### (G4-EC7)

Moreover, in the 4<sup>th</sup> quarter, there were supporting factors from 3 measures to promote real estate of the public sector including loaning for low-income people, reducing fee of transfer and mortgage and tax measure for people who purchased the first house with price lower than 3 million Baht. This stimulated sale and transfer of real estates that affected in good way to the overall image of market and turnover of the company.

In term of capital in 2015, there were supporting factors to reduce the capital such as decreasing price of oil and fuel resulting in the decrease of construction materials. However, there were still some factors that resulted in higher capital such as land capital that is incessantly increasing. Therefore, the company shall adjust the strategy to manage capital effectively to maintain competitiveness while the product quality was still the same or better to respond needs and satisfaction of customers.

From external factors in 2015 including positive and negative ones to real estate business operation, the Company monitored the situations continually by reporting circumstances to the executives by week and traced overall operation by month so that it could adjust the strategy of business operation by revising the strategy of each product type by quarter to ensure that no matter what happens, the Company could respond the circumstances immediately for ultimate benefit of stakeholders including shareholders, customers and staffs

## Risk Management



Risks of the organization are challenging as they possibly occurs with impact on business operation significantly and there are no clues when to happen. Therefore, if the organization realizes such matter with concrete management plan, it will be able to mitigate the impact and it also can take such chance to create the strategy or any operation that cause business advantages leading value addition to the organization and shareholders, reduce negative consequences to the society and stakeholders directly and indirectly and develop to sustainable growth.

**Pruksa** found Risk management Sector on 1 July 2014 to perform duties of the risk management secretary to supervise and manage works about risk management of the Company in accordance with the assignment of the risk management committee and directly report to the risk management committee. It also founded Business Continuity Management: BCM due to the fact that in past few years, there were incidents affecting business operation for many times including protest in 2010 and 2014, great flood in 2011. Accordingly, the company founded such project to handle with any crisis that may happen in the future and it also makes the business continually executed because of good team work, operation plan and preparation for necessary resources to be used in such occurrences with following details.

1. Defining the policy and framework of business continuity management and announcing to the executives and all employees to perceive it thoroughly.
2. Creating the structure of business continuity management to supervise works in normal condition and crisis referred to as Crisis Management Team (CMT) and Incident Response Team (IRT).
3. Stipulating Critical Process from the assessment of impacts on business that suspend the incidents including 75 processes from 205 processes
4. Evaluating the impact of risk, prioritizing risks and selecting 3 major risks to be operated as complete contingency management plan.

5. Strategizing the plan to manage risk or specifying alternatives to reduce or eliminate severity of the risk impact that may cause suspension of the business
6. Using the approved guidelines to make Incident Management Plan, Emergency Response Plan, Business Continuity Plan, Disaster Recovery Plan and Resumption / Return to Normal Plan consisting of the operation plan and undertakers during crisis that causes suspension of the business in each critical process.

**In 2015, the company continually operated according to the policy of this project as follows**

1. Defining the practices of operation according to business continuity management plan to ensure that the undertakers and every employee understand and practices in real situation following the specified plan. This include Table-Top plan in Incident Response Team : IRT and Call-Tree Test periodically.
2. Providing the meeting of Incident Response Team (IRT) for at least once a quarter and reporting the operation to Business Continuity Management Committee (BCM Committee) in every quarter.
3. Preparing the reserve workplace, system and structure of operation in terms of information technology, procedures of evacuation and communication to external and internal sectors of the organization
4. Improving the data according to the work plan of business continuity management of each business unit due to interim changes of the personnel and operation procedures
5. Doing Gap Analysis of Critical Process and providing the plan to close such gap supporting big plan test that will be arranged in the following year.

Furthermore, in 2015, the Company provided the review of risk management procedures of the organization in accordance with universal regulations including



## I. Defining the policy and framework of organization-based risk management

- 1.1 The Company specified risk management as responsibility of every employee to realize the risk during operation in their sectors and organization by emphasizing on risk management in proper and sufficient level.
- 1.2 The company provided risk management procedure meeting good standard according to universal regulations so that risk management is effective and corresponding with vision, mission, objectives and strategy of the company.
- 1.3 The Company defined that every employee has duties to follow risk management system and use risk management instruments in organization and operation level provided by organization risk management committee.
- 1.4 The Company specified that the management team has duties to report the risk that may highly affect business and strategy plan of the company to the risk management committee and company's committee to perceive and fine the management guidelines promptly.
- 1.5 The Company promoted risk management as organization's culture leading to value creation and

every employee realizes importance of sustainable risk management.

## 2. Risk Management Organization Establishment

The company specifies the structure and duties and responsibilities of those who are relevant to managing and reporting risk management as follows

### Organization-based risk management committee

- specifying the policy, framework of risk management as well as the structure of organization-based risk management
- Stipulating the guidelines to assess organization-based risk and providing the continuous risk management
- Identifying and reporting critical risks (past and future), changes and risk management plan to the company's committee.
- Supervising and auditing the risk management process as well as the result of organization-based risk management
- Driving the operation to comply with policy and guidelines of risk management all over the organization.



- Driving development the capacity of personnel and realizing the risks and control throughout the organization continually.

### 3. Risk Assessment

To consider risks and its impact on achieving objectives of the organization shall be proceeded as follows

- Defining risk assessment criteria
- Specifying acceptable risk level
- Making risk lists

The Company provided the review of organization-level risk assessment due to changes of objectives and financial targets. In 2015, the company could prioritize risks significant to the organization from very high to very low. The risk in unacceptable level will be made as risk management plan including 4 critical risks such as 2 Strategic Risk and 2 Operation Risks.

### 4. Making Risk Management Plan

Risk management and activities have been provided to ensure that risks are in acceptable level according to risk assessment. The committee will assign the risk owner to make risk management plan and present Key Risk Indicator to trace operations and assess that such risk is reduced to acceptable level.

### 5. Risk Monitor and Report

It is reporting the risk management result to the committee; the risk owner shall identify the problems and obstacles, exercise risk management plan effectively and improve risk management plan so that the chief executive officers and the committee will audit risk condition and make a decision efficiently and promptly.

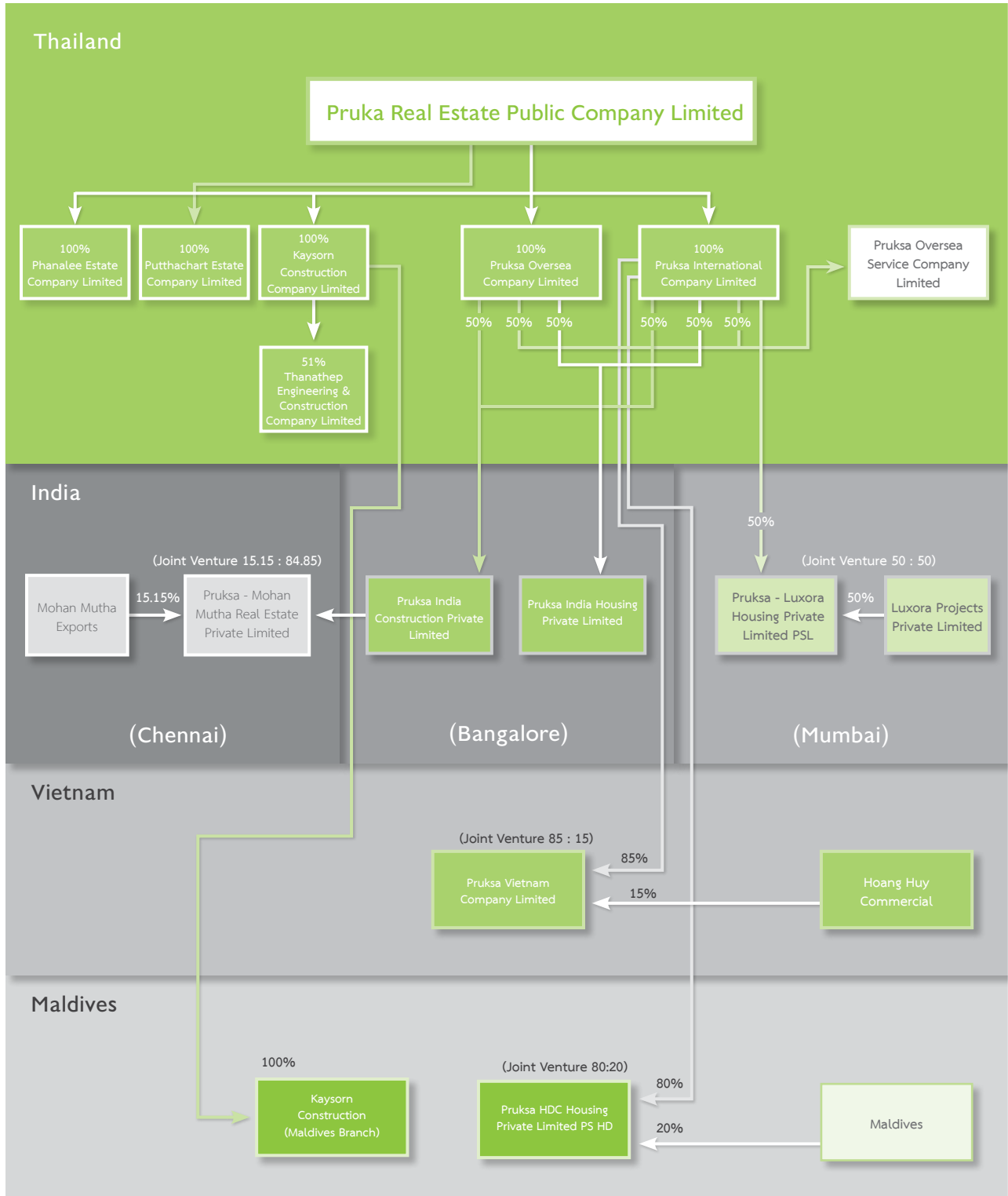
Besides, during interim, if there are any risks that the management team and risk management committee see that they may significantly affect the company, it will be defined for the risk undertaker and additional risk management plan and reported to committee periodically so as to perceive the progression of operation to ensure that

- the risk management plan is used correctly and effectively.
- Perceiving the mistakes after using risk management plan
- Making and improving risk management plan in accordance with changing situations or ineffective plan.

(G4-6, G4-7, G4-9)

## Subsidiaries's Structure of Pruksa Real Estate Public Company Limited

as of December 31, 2015



No.	Company Name	Address	(G4-8) Business Type
<b>(G4-5) Head Office</b>			
1.	Pruksa Real Estate Public Company Limited	SM Tower, 27 <sup>th</sup> Floor, 979/83, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development for residential purposes, including townhouses, single detached houses, and condominiums
<b>Subsidiaries ( Pruksa Precast Factory)</b>			
2.	Pruksa Precast Factory 1-5	54/1 Moo 4, Ladsawai Sub-District, Lamlookka District, Pathumthani 12150	Precast concrete factory and Precast fence and pillar factory
3.	Pruksa Precast Factory 6-7	69/5 Moo 11, Khlong Nung Sub-District, Khlong Luang District, Pathumthani 12120	Precast concrete factory and Precast fence and pillar factory
<b>Subsidiaries</b>			
4.	Kaysorn Construction Company Limited	SM Tower, 29 <sup>th</sup> Floor, 979/95, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Construction contractor and housing decoration
5.	Putthachart Estate Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/99, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development
6.	Phanalee Estate Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/97, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development
7.	Pruksa Overseas Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/100, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development in other countries
8.	Pruksa International Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/98, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development in other countries
9.	Pruksa Overseas Services Company Limited	SM Tower, 27 <sup>th</sup> Floor, 979/84, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Regional operating headquarters (ROHs) support and service for the industries under the group or the company's branches inside and outside Thailand.

No.	Company Name	Address	Business Type
10.	Pruksa India Housing Private Limited	Ferns Icon, Unit No.7, 1 <sup>st</sup> Floor, Daddanekundi Village, Next to Akme Ballet, Marathahalli Outer Ring Road, Bangalore-560 037 Karnataka, Republic of India	Real estate development in India
11.	Pruksa India Construction Private Limited	Ferns Icon, Unit No.28, 1 <sup>st</sup> Floor, Daddanekundi Village, Next to Akme Ballet, K.R Puram Hobli, Outer Ring Road, Bangalore-560 037, Republic of India	Construction contractor in India
12.	Kaysorn Construction Limited, Maldives Branch	2 <sup>nd</sup> Floor, HDC Building, Hulhumale, Republic of Maldives	Contractor for housing decoration in Maldives
<b>Joint Ventures</b>			
13.	Pruksa-HDC Housing Private Limited	2 <sup>nd</sup> Floor, HDC Building, Hulhumale, Republic of Maldives	Real estate development in Maldives
14.	Muhan Mutha Lifespaces Privat Limited	Brooklyn Business Centre, 6th Floor West Wing, 103-105, Poonamallee High Road, Chennai-600085 Tamil Nadu, Republic of India	Real estate development in India
15.	Pruksa-Luxora Housing Private Limited	Soham House, Hari Om Nagar, Off. Eastern Express Highway, Mulund (East), Mumbai – 400081, Maharashtra, Republic of India	Real estate development in India
16.	Pruksa Vietnam Company Limited	Unit A, 8 <sup>th</sup> Floor, No.116 Nguyen Duc Canh, Cat Dai Ward, Le Chan District, Hai Phong, Vietnam	Real estate development in Vietnam
17.	Thanathep Engineering and Construction Company Limited	Lim Charoen 2 Building, 3th Floor, 37/1, Vipavadee Road, Samsennai, Phayathai, Bangkok 10400	Construction contractor



(G4-34)

## Good Corporate Governance

### Management Structure of the Company

It consisted of company committee and 5 sub committees including audit committee, risk management committee, corporate governance committee, nomination and remuneration committee and executive committee

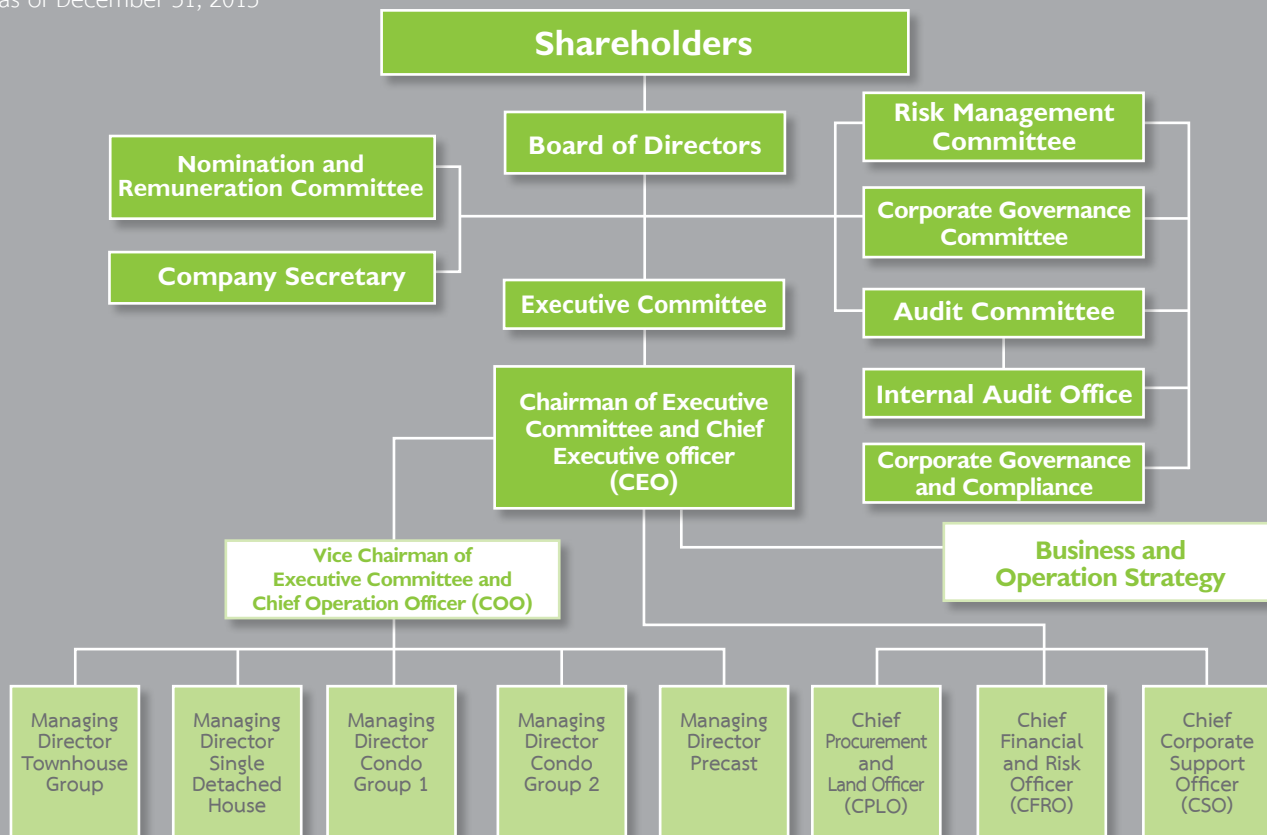
Each committee will define the scope of duty and responsibility according to the policy of good corporate governance.

In 2015, Pruksa emphasized on anti-corruption matters and participation in the project of “ Anti-corruption collective action coalition of Thai Private Sector” along

with supporting and promoting every level of personnel to have conscious to fight against every kind of corruption. Accordingly, the company defined the policy to prevent and withstand corruption in accordance with the policy of good corporate governance and code of conduct of business operation by specifying that the committee and executives shall be a good model with duties to supervise and support anti-corruption policy.

### Organization Structure of Pruksa Real Estate Public Company Limited

as of December 31, 2015





## Policy of Corporate Governance and Business Code of Conduct

Pruksa gives precedence to compliance with principles of good corporate governance with universal standard and in accordance with the policy of Stock Exchange of Thailand and criteria of ASEAN Corporate Governance Scorecard (ASEAN CG Scorecard). The committee made and approved the policy of good corporate governance and instruction of business code of conducts for the committee, executives and employees of the Company. Nevertheless, it was to support good business code of conduct and thus the Company provided the revision of business code of conduct in every year so that it was updated and corresponding with the operational plan for both short and long term strategy of the Company. In July 2015, the company revised the manual of code of conduct with in-house public relation so that they would realize such importance by arranging “CG DAY” and printing the code of conduct manual for the committee, executive and employees to read, sign and ratify so that they would strictly comply as if it was a part of “Work Regulations of The Company”. This showed good corporate governance and transparency of business operation of the Company being aware of the shareholders, customers, employees and stakeholders that will support the Company to have sustainable growth.

Principles of good corporate governance of the Company consisted of 7 sections as follows

1. Company Committee
2. Rights of Shareholders
3. Equal Treatment to Shareholders
4. Roles of stakeholders

5. Data disclosure and transparency
6. Internal control and risk management
7. Philosophy and Code of Conduct

(G4-35, G4-38, G4-42)

### I. The Board of Directors

The Board of Directors has responsibility for all shareholders and plays a major role to monitor management of the company by recognizing the risk condition for benefit of shareholders and stakeholders including benefit for society and environment with following details (See details in Annual Report 2015)

(G4-40)

The Company emphasized on Board Diversity such as professional skill, specific expertise and gender. In 2015, the Company made a questionnaire about qualification and development of board of directors and delivered it to every directors to survey the opinions about what knowledge or proficiency that the directors should have to be recruited by the Company to support the structure changes of the company in the future. However, the Company is in the middle of recruiting female directors for diversity of board of directors structure.

(G4-39)

There are 11 the board of directors (as of December 31, 2015) including 10 male and 1 female directors 2 were in during 30 - 50 years old and 9 directors were more than 50 years old. Besides, there are 6 independent directors and non-executive directors. an independent directors has experiences about business of the company that is Mr. Adul Jantanajulaka (5 independent directors include Dr. Phisit Liartham, Mr. Weerachai Ngamdiwilaisak, Mr. Adul Jantanajulaka, Dr. Piyasawat Ammaranan and Dr. Anusorn Saengnimnuan more than 1/3 of all directors and one non-executive directors includes Mr. Vichien Mektrakran and 5 executive directors. Besides, the chairman (Dr. Phisit

Liartham) is not an Executive Directors, and has no relations with the management team.

## 2. Rights of shareholders

- 2.1 Basic rights of shareholders
- 2.2 Rights of committee's remuneration consideration
- 2.3 Annual general meeting
- 2.4 Shareholding structure of the company
- 2.5 A Chance for shareholders to propose the agenda of meeting, nominate the committee and submit questions in advance before the meeting.
- 2.6 Operation on annual general meeting date
- 2.7 Disclosure of meeting resolution
- 2.8 Dividend Payment
- 2.9 Auditor appointment and remuneration specification

## 3. Equitable Treatment of Shareholders

The company is responsible for the fair and equitable treatment of all the shareholders including minor shareholders and foreign shareholders. The minor shareholders will be protected in term of rights about direct and indirect advantages of the shareholders that have authority so that every shareholder will be equally treated including equal basic rights.

## 4. Role of Stakeholders

The Company respects rights of stakeholders and defines its as regulations in code of conduct of the Company to ensure that the rights according to any relevant law of the stakeholders such as shareholders, employees, executives, customers, trade partner, creditors along with the public and society will be taken care of and it promotes cooperation among each group of stakeholders according to roles and duties. nevertheless, it is to make the business of company go on well, stably that can respond fair benefit for every party. however, the company makes socxial responsibility report (sustainable development report) according to framework of Global Reporting Initiative (GRI) separately from the annual report

- 4.1 Defining policy of stakeholder treatment
- 4.2 Policy and regulation about effective environmental use
- 4.3 Policy and regulation about non-infringement of intellectual property or copy right
- 4.4 Policy about anti-corruption and bribery
- 4.5 Guidelines of monitoring/ evaluating the result of compliance with anti-corruption policy

- 4.6 Procedures of risk assessment due to corruption
- 4.7 Regulations about corporate governance and control to prevent and monitor corruption - based risk
- 4.8 Training for employees to have knowledge about policy and regulation of anti-corruption of the Company
- 4.9 Education and training for employees in term of environment
- 4.10 Complaint
- 4.11 Employee remuneration payment policy
- 4.12 Infringement of law associated with labor, employment, consumer, commercial competition and environment In 2015, the Company did not take any operations to infringe law associated with labor, employment, consumer, commercial competition and environment
- 4.13 Operation by the supervisory section In 2015, the Company announced the data from milestones within specified time and thus it was not operated by any supervisory sections

## 5. Disclosure and Transparency

The Company has a policy to disclose any financial and non-financial information completely and adequately that can be always reliable and punctual. It is published in various formats through the Form of annual listing (Form 56-1) annual report, website of the company in both Thai and English and mass media. The company provides investor relation institute to be the representative coordinating between the company and shareholders, security analyst and the relevant.

## 6. Internal Control and Risk Management

The company provides internal control system and internal audit that covers every term including finance, operation, compliance with law, relevant regulations and risk management

## 7. Philosophy and Code of Conduct

The Company announces "Business code of conduct manual" as the guideline of practice together with the regulations of the consortium under morality, virtue and integrity by covering safety of society, community and environment, anti-corruption, law abiding and principles of human right.

(G4-DMA (Anti-Corruption))

## Anti-Corruption Policy



Pruksa participated in the project of “Anti-corruption collective action coalition of Thai private sector” and emphasizes on anti-corruption matters along with supporting and promoting every level of personnel to have conscious to suppress every kind of corruption. It thus defines the policy to prevent and suppress corruption in forms of bribery in the operation supervision policy in accordance with the law, regulations and orders as well as the policy of good corporate governance and business code of conduct of the Company. It is specified that the committee and executives shall be a good model of complying with anti-corruption policy with duties to supervise and support anti-corruption policy and they communicate with the employees and trade partner constantly and review suitability and measures to be in accordance with the changes of business, regulations, law anti-corruption act (Vol.3) B.E. 2558. Nevertheless, the outsiders will perceive the intention of the company and thus, it propagate anti-corruption policy to employees, outsiders, customers, shareholders, investors

and public via notices, website and Report Form 56-1 and 56-2 The Company defines anti-corruption matter as a part of core value of the organization. The committee specifies it as measures and regulations of anti-corruption that every level of employee shall comply under principles of internal control corresponding with corruption-based risks. The executives and employees will be conveyed and personnel will be trained and educated to have knowledge and understanding about regulations. Besides, it is also added in orientation curriculum for the new employees.

The Company is determined to suppress corruption and manage works of personnel from recruitment, remuneration assessment, promotion and employment to be in accordance with the law for more effective anticorruption actions.

Furthermore, the company also defines the regulations and procedures about whistleblowing and complaints about corruption through various channels and the officers who inform the clue will be protected, rewarded and granted certificate. Plus, the Company also has a policy to uphold justice and protect the executives and employees who deny corruption



## Participation of Stakeholders

(G4-24, G4-25, G4-26, G4-27)

### Assessment of Impact on “Stakeholder”

To operate business, Prukسا is aware of “stakeholders” that are involved in roles and weight differently by considering priority and effects relating to “stakeholders” in various methods for further development and improvement.

In 2015, Prukسا let Thaipat Institute to study and review the data from documents relating to sustainable development of real estate business to be initial data for the academic meeting such as A Snapshot of Sustainability Report of GRI (Global Reporting Initiative) in Construction and Real Estate Sector and documents of The Sustainability Yearbook 2015 of RobecoSAM in real estate sector including the consortium

with real estate business that is considered DJSI (Dowjone Sustainability Index) and ranked by RobecoSAM

Besides, it arranged the academic meeting to screen all issues from relevant documents through Materiality Test by considering in 2 perspectives such as level of Influence on Stakeholder Assessments and Decision and Significance of The Organization’s Economic, Environmental and Social Impacts with participation of discussion and scoring from the executive in each sector of the Company.

(G4-24, G4-25, G4-27)

### Strategy and Responses on Stakeholders

To operate business, Prukسا is aware of “stakeholders” with involvement in different roles and weight by considering from priority and effects related to “stakeholders” with various methods for further development and improvement. The company considers the issues of subject matters in “upper right corner” with high influence on stakeholders’

assessment and decision and high significance of social, economic and environmental impact such as anti-corruption, safety and health of customers, training and education etc. such matters will be used as guideline to define the strategy and responses on each group of stakeholders as follows



(G4-24, G4-26, G4-27, G4-31, G4-37, G4-49, G4-57, G4-58)

Stakeholders	Regulations and responses on stakeholder	Responding to expectations of stakeholders	Communication channels
Customers	<ul style="list-style-type: none"> <li>- The Company created values for customers in term of both delivering quality product and service and upgrading the standard unceasingly with satisfaction survey of customers in each procedure so that the result is used for further development and improvement</li> </ul>	<ul style="list-style-type: none"> <li>- The result of satisfaction survey will be summarized and submitted to the executives and the relevant so that the result will be analyzed and improved continuously.</li> <li>- Arranging activities to build up good relationship with customers</li> <li>- Disclosing the information about product and service completely without distortion</li> </ul>	<ul style="list-style-type: none"> <li>- Pruksa Contact Center 1739</li> <li>- <a href="http://www.pruksa.com">http://www.pruksa.com</a></li> <li>- Live Chat (<a href="http://www.pruksa.com">http://www.pruksa.com</a>)</li> <li>- Facebook : Pruksa Family Club</li> <li>- E-mail : <a href="mailto:cc@pruksa.com">cc@pruksa.com</a></li> <li>- Postal Mail : Corporate Communication Division, Pruksa Real Estate PCL.</li> </ul>
Employee	<ul style="list-style-type: none"> <li>- The Company focuses on developing and creating good work culture and environment with a policy and guideline of human right management such as recruitment, indiscrimination in terms of race, color, religion, or sex and there is no child labor or forced labor and everybody has an equal chance to be recruited as an employee of the company</li> </ul>	<ul style="list-style-type: none"> <li>- There are channels of petition of employees with need survey for yearly improvement</li> <li>- The promote safety for employees to prevent injury, accident and sickness from work</li> <li>- The develop potentials and capability of personnel continually so that they can work efficiently and achieve the target</li> <li>- The allocated incentives through Reward &amp; Recognition Program to promote the employees to work with full potentials for self - development</li> <li>- The provides the welfare and benefits for the employees and their families from the first date of work.</li> <li>- Awarded for employees who work for 10 and 20 years etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Tai-Rom journal</li> <li>- Intranet</li> <li>- Pruksa Newspaper</li> <li>- Digital Signage</li> <li>- E-mail : <a href="mailto:cg@pruksa.com">cg@pruksa.com</a></li> <li>- SMS</li> <li>- Application Line : Pruksa Engagement</li> </ul>
Community and society	<ul style="list-style-type: none"> <li>- It defines the policy of social responsibility and arranges activities to support the community, society and environment so that the community in which the community is located has better life quality including self-operation and cooperation with government sector, private sector and community</li> </ul>	<ul style="list-style-type: none"> <li>- It provides various channels of accepting the petitions of nearby communities such as survey of the area that is directly affected. In 2015, there was a compliant during construction and the Company has resolved it already.</li> <li>- Report an “Environmental Monitoring Report” also built good relationships with the community</li> <li>- Creating communal activities to gather comments and suggestions of the citizens surrounding the projects’ areas in order to plan effective procedures to minimize the potential impacts, and thus allowed citizens to carry on their daily lives as usual.</li> </ul>	<ul style="list-style-type: none"> <li>- Pruksa Contact Center 1739</li> <li>- <a href="http://www.pruksa.com">http://www.pruksa.com</a></li> <li>- <a href="http://www.youtube.com/PruksaFamilyClub">www.youtube.com/Pruksa FamilyClub</a></li> <li>- E-mail : <a href="mailto:cg@pruksa.com">cg@pruksa.com</a></li> <li>- Postal Mail : Corporate Communication Division, Pruksa Real Estate PCL.</li> </ul>

(G4-24, G4-26, G4-27)

Stakeholders	Regulations and responses on stakeholder	Responding to expectations of stakeholders	Communication channels
Government sector / institute	<ul style="list-style-type: none"> <li>- Supporting operations of the government sector</li> </ul>	<ul style="list-style-type: none"> <li>- In 2015, the executive was the representative of private sector in real estate business to propose the suggestion to the prime minister and attend the meeting with the government sector to propose opinions and guidelines such as Pracharat Housing Project</li> </ul>	<ul style="list-style-type: none"> <li>- Pruksa Contact Center 1739</li> <li>- <a href="http://www.pruksa.com">http://www.pruksa.com</a></li> <li>- E-mail : <a href="mailto:cg@Pruksa.com">cg@Pruksa.com</a></li> <li>- Postal Mail : Corporate Communication Division, Pruksa Real Estate PCL.</li> </ul>
Shareholders	<ul style="list-style-type: none"> <li>- It is determined to bring satisfaction to shareholders by recognizing long-term value growth of the company with good and sustainable returns</li> <li>- It discloses data transparently and reliably to the shareholders</li> </ul>	<ul style="list-style-type: none"> <li>- It arranges the annual general meeting according to AGM Checklist in 2015, Pruksa got 100 scores from assessment of AGM Checklist which is in excellent level</li> <li>- A Chance for shareholders to propose the agenda of meeting, nominate the committee and submit questions in advance before the meeting.</li> <li>- Service stamp duty in the proxy for proxies attend the meeting without charge at the document examination registration. To reduce the burden of stamp duty to supply its shareholders.</li> </ul>	<ul style="list-style-type: none"> <li>- Annual general meeting</li> <li>- Annual Report</li> <li>- Sustainability Report</li> <li>- <a href="http://www.pruksa.com">http://www.pruksa.com</a></li> <li>- Postal Mail : Corporate Communication Division, Pruksa Real Estate PCL.</li> </ul>
Trade partner	<ul style="list-style-type: none"> <li>- The Company has a policy to treat with trade partner according to principles of corporate governance and provides the trade partner selection and assessment with transparency that is auditable and it complies with the regulations of commercial competitions with integrity and proper returns</li> <li>- It develops the potentials by arrange labor skill and quality training</li> </ul>	<ul style="list-style-type: none"> <li>- The supply of goods and services as a standard under the playing field. The criteria for selection and the contract form.</li> </ul>	<ul style="list-style-type: none"> <li>- Pruksa Contact Center 1739</li> <li>- Application Line (Line ID : @pruksacg)</li> <li>- <a href="http://www.pruksa.com/whistleblowing-disclosure">www.pruksa.com/whistleblowing-disclosure</a></li> <li>- Email : <a href="mailto:CG@pruksa.com">CG@pruksa.com</a></li> <li>- Postal mail : CEO/Chairman of the Audit Committee</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>- The Company emphasizes on operating business under fair and moral competition by supporting and promoting the free and fair commercial competition policy without monopoly and it does not have a policy to join commercial competition with any methods to derive data of opponents illegally and immorally.</li> </ul>	<ul style="list-style-type: none"> <li>- Operating under the rules of the competition. Non-confidential information on competitors with how dishonest And not aimed at damaging the reputation of a competitor.</li> </ul>	<ul style="list-style-type: none"> <li>- Pruksa Contact Center 1739</li> <li>- <a href="http://www.pruksa.com">http://www.pruksa.com</a></li> <li>- Postal mail : ceo/chairman of the Audit Committee</li> </ul>





# Economic Operation





(G4-9, G4-DMA (Economic Performance))

## Economic Performance

### Business and Product Structure

Pruksa runs a business of real estate development, namely single detached houses, townhouses, and condominiums covering a vast majority Bangkok and Metropolitan areas, including in the strategic Bangkok's Central Business District that has high growth potential. In 2010, the Company expanded to other provincial areas, namely Nakhon Pathom, Chonburi, and Phuket, and in 2011, the Company launched

the first projects in Khon Kaen and Phuket. Apart from this, during 2014 – 2015, the Company expanded its horizontal product line targeting the market segments of higher price-points, along with reinvigorating the brand identity to be more precise for the management of each business unit to satisfy the demands of various customers and allow the business to grow continuously.

(G4-9)

From 1993 to 31st December 2015, the Company has launched a total of 494 residential housing projects.

The total revenues are classified by each product type as follows;

Product Type	Fiscal Year ending 31 <sup>st</sup> December 2015					
	2013		2014		2015	
	Million Baht	%	Million Baht	%	Million Baht	%
Townhouses (Thailand)	20,669	52.9	22,791	53.0	23,023	44.8
Single detached houses (Thailand)	9,195	23.6	9,776	22.7	10,135	19.7
Condominiums (Thailand)	8,450	21.6	9,694	22.5	17,236	33.5
Overseas	497	1.3	441	1.0	278	0.5
<b>รวม</b>	<b>38,811</b>	<b>99.4</b>	<b>42,702</b>	<b>99.2</b>	<b>50,672</b>	<b>98.5</b>
Other revenue*	37	0.1	79	0.2	568	1.1
<b>Revenue from Sale of Real Estate</b>	<b>38,848</b>	<b>99.5</b>	<b>42,781</b>	<b>99.4</b>	<b>51,240</b>	<b>99.6</b>
Other Revenue	193	0.5	246	0.6	198	0.4
<b>Total Revenue</b>	<b>39,041</b>	<b>100.0</b>	<b>43,027</b>	<b>100.0</b>	<b>51,438</b>	<b>100.0</b>

Remark : \* Other revenue consists of revenue from land sale and revenue from construction

**(G4-17)**

For 2015, the Company and its subsidiaries received total revenues of 51,438 million Baht, which is 8,411 million Baht higher or equivalent to a 19.5% increase from the total revenues of the previous year. The main factors contributing to the revenue increase include the revenue growth from selling real estate that is equivalent to 8,459 million Baht or a 19.8% increase when comparing to last year's revenues from real estate. The revenue from real estate is equivalent to 51,240 million Baht, which consists of revenues from the following product types. Revenue from townhouses is equivalent to 23,023 million Baht, which is the main product line of the Company and its subsidiaries. Next, revenue from condominiums is equivalent to 17,236 million Baht, which received tremendous growth this year of 7,542 million Baht increase, or a 77.8% increase, due to the fact that many condominium projects completed the construction this year and can transfer the ownership, thus significantly contributing to the revenue increase in this product type. Lastly, revenue from single

detached houses is equivalent to 10,135 million Baht, which is 359 million Baht higher or equivalent to a 3.7% increase.

The Company and its subsidiaries received net profits of 7,670 million Baht, or equivalent to 14.9% of total revenues, for 2015. The net profits have increased from previous year's net profits by 1,016 million Baht, or a 15.3% increase. The main factors are the increase in revenues from selling real estate, especially the higher revenues from condominiums and the ability to control and manage expenses in the sale and management of the Company and its subsidiaries, even though the cost of goods sold have increased. The net profit of the Company is equivalent to 7,680 million Baht, and the loss attributable to non-controlling interests is equivalent to 10 million Baht.

**(G4-9, G4-EC1)****Economic Performance Data of Pruksa Real Estate Public Company Limited in 2015**

<b>Economic Performance</b>	<b>Amount (Baht)</b>
<b>Direct Economic Value</b>	
Revenues	51,437,943,568
<b>Distribution of Direct Economic Value</b>	
Cost of real estate sales	33,984,260,287
Employees' Remunerations and Benefits	3,346,640,278
Transactions with creditors	4,232,138,693
Transactions with state agencies	3,721,886,477
Investments in the community	480,217,838
<b>Cumulated Economic Value</b>	<b>5,672,799,995</b>

**Remark** : Transactions with state agencies consist of Corporate Income tax equivalent to 1,798,000,408 Baht, Specific business tax equivalent to 1,691,006,805 Baht, and Transfer fees equivalent to 232,879,264 Baht, totaling of 3,721,886,477 Baht.

**Source** : Financial statements of 2015 and Annual Report of 2015



(G4-DMA (Indirect Economic Impacts), G4-EC8, G4-DMA (Market Presence))

## Overview of the housing market situation in 2015



Throughout the year of 2015, the world economy has still been in decelerating state. Several significant countries have had to issue additional measure for economic stimulation even though the economy of United States has tended to be continuously recovered. However, the increase in policy interest rate has been signaled. It was forecasted that it would certainly affect the world financial market while Chinese economy has been in stagnant and continuous deflation state, affecting countries in Asia region as well as Thailand. The export, agriculture, industry and tourism have been decelerated. However, tourism has begun recovery in the second half of the year period. The public sector spending as the main motivation of national economic drive

has caused the positive signal for the overview meanwhile housing market has significantly grown both in the group of people with housing demand which has been supported from economic stimulating measure of real estate sector, and the group of foreign and Thai investors.

Thailand housing market value in 2015 was approximately 511,000 million Baht having proportion in Bangkok Metropolitan Region at maximum for 69%, the East for 12%, the Central, the North and the South for 5% equally, and the Northeast for 4%.

Table shows the housing market value of Thailand classified into region for 2015

	The North*	The Northeast*	The Central*	The East*	The South*	Bangkok and Metropolitan Region	Total
Market Value (million Baht)	23,264	20,590	26,767	60,994	24,805	354,799	511,219
Percentage	5	4	5	12	5	69	100

**Remark** : \* Market value from analysis by Brand Management and Corporate Marketing Department, Corporate Marketing, Pruksa Real Estate Public Company Limited.

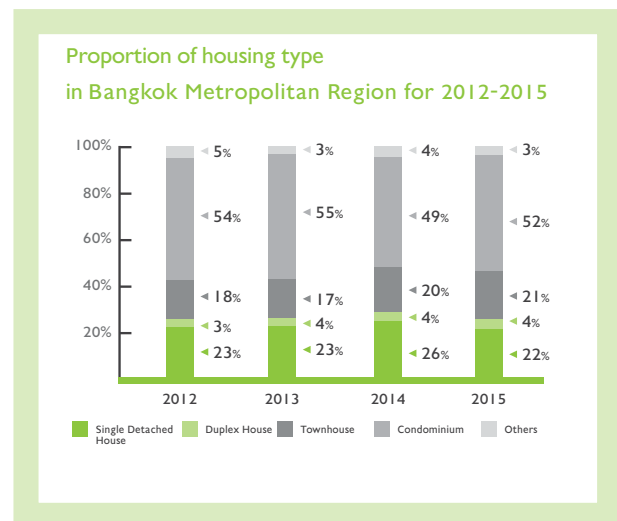
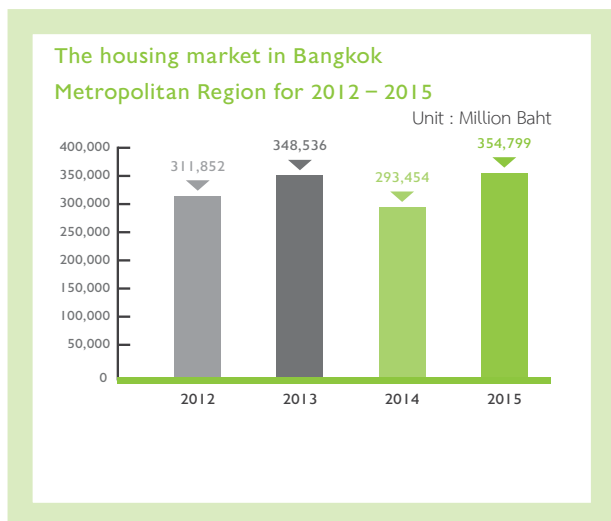
**Source** : Brand Management and Corporate Marketing Department, Corporate Marketing, Pruksa Real Estate Public Company Limited.

## Housing Market in Bangkok Metropolitan Region



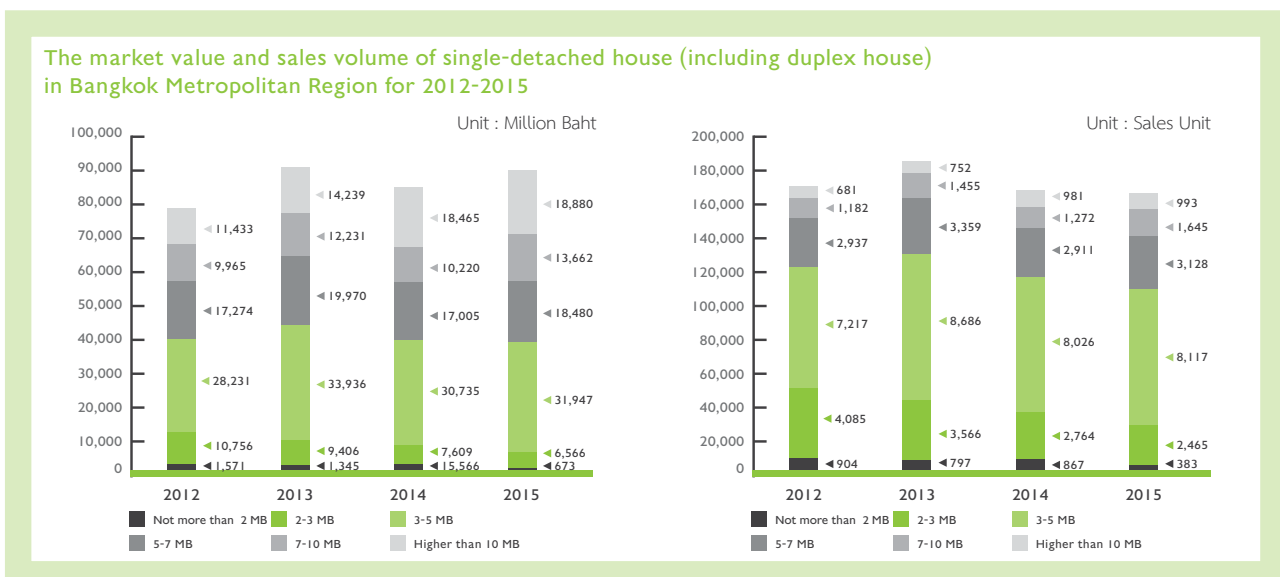
In 2015, the housing market in Bangkok Metropolitan Region has had more buying volume from the group of both Thai and foreign investors, affecting increase in growth for the overview of housing market for 21% when compared with Year 2014. However, it has been partly resulted from more newly opened projects in high-end and premium level.

The proportion of townhouse and condominium market increased at 51% and 20% (respectively) and the proportion of single-detached house decreased to be 22% meanwhile the proportion of duplex house was the same at 4%.



### Single Detached House (Including Duplex House) in Bangkok Metropolitan Region

The value of single detached house market (including duplex house) in Bangkok Metropolitan Region for 2015 was 90,208 million Baht. The growth increased for 5% from 2014 at price level of 7-10 million, maximally increasing for 34%. The price level of 3-5 million Baht has still dominated maximum market proportion at 35% of total market value of single detached house (including duplex house).

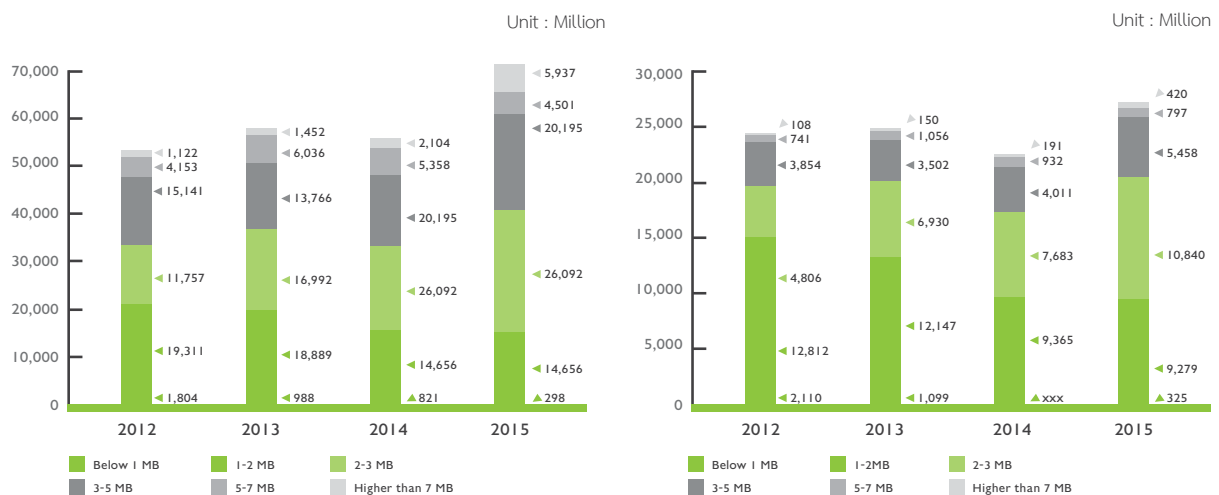


When compared with sales volume and average selling price in 2014, average selling price increased for 4% at 2.6 million Baht (in 2014, average selling price was at 2.5 million Baht) due to increase in duplex prices of the newly opened projects.

### The townhouse Market in Bangkok Metropolitan Region

The value of townhouse market in Bangkok Metropolitan Region for 2015 was 71,679 million Baht, increasing for 28% from 2014. The market share of Pruksa Real Estate Public Company Limited increased for 30% and it has still dominated maximum market share as the townhouse market leader at price level of not more than 5 million Baht in the proportion of 85%.

The Market value and sales volume of townhouse in Bangkok Metropolitan Region for 2012-2015

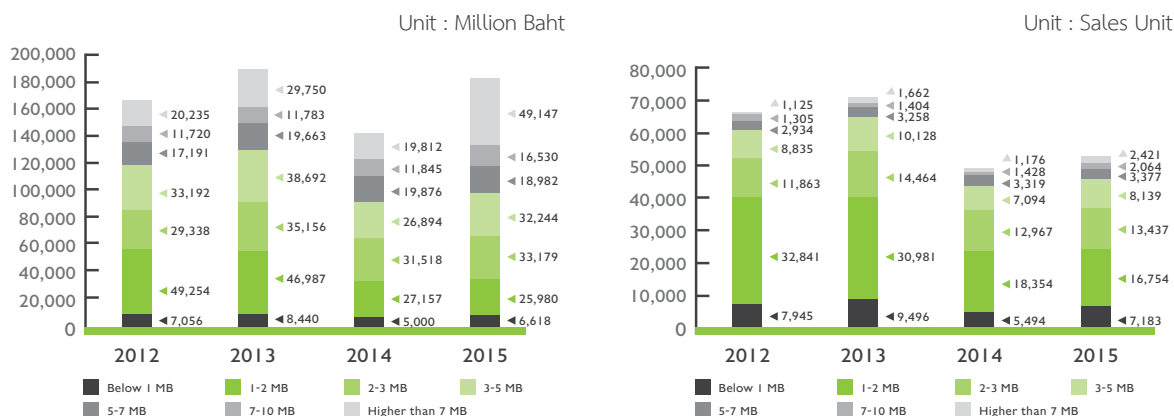


When compared with sales volume and average selling price in 2014, average selling price increased for 4% at 2.6 million Baht (in 2014, average selling price was at 2.5 million Baht) due to increase in townhouse prices of the newly opened projects.

### The Condominium Market in Bangkok Metropolitan Region

In 2015, the entrepreneurs have started to mutually create business alliance in more developments of condominium projects at the level of more than 10 million Baht in business district. The customer group has been expanded into the groups of Thai and foreign investors, affecting growth of condominium market at price level of more than 10 million Baht up to 148% from 2014.

### Market value and sales volume (number of units) of condominium in Bangkok Metropolitan Region for 2012-2015.



When compared with sales volume and average selling price in 2014, the finding indicated that amount of sales volume decreased for 25% and average selling price increased for 17% at 3.4 million Baht (in 2014, average price was at 2.9 million Baht) due to the growth of condominium at price level of more than 10 million Baht.

### The housing Market situation in Provinces

Due to continuous deceleration of the provincial economy whether in agricultural, industrial and tourism sectors, in accompany with lack of the consumer's confidence on the projects that have not yet been completed for construction particularly the contract cancellation of the condominium projects with major cause from construction delay, these have affected the deceleration of the overall residence market in upcountry in every provincial part around 28% when compared with Year 2014. Rayong, with growth due to increase in purchasing demand quantity of people who have migrated to work and startup of new housing development projects, has been exceptional. The total market size in provinces were around 156,420 million Baht or 31% of the country

### Housing Market trend for 2016

According to the consideration on supportive factor of the housing market that has forecasted the trend of Thai economy for 2016 by Bank of Thailand, it has included the following:

- 1) growth rate of GDP will be 3.5%
- 2) general inflation rate will be increased around 0.8%,
- 3) investments of the governmental sector would be increase by 8.2%
- 4) investments of the private sector would be increase by 3.9%.

All of them have been the indicator reflecting positive sign for improved adjustment of the economy of Thailand. Furthermore, public sector has aimed for investments in communication infrastructure for 19 projects with value of 1.8 trillion Baht which has been the stimulating tool of economy and domestic investment and sustainability of long-term national development. In addition, real estate stimulating measure has been the transmitting force for increase in the consumer confidence. Therefore, it was forecasted that the trend of residence market in Bangkok Metropolitan Region in 2016 will be expanded for 5-10% and market value will be approximately 371,000-391,000 million Baht. The average selling price of the horizontal residence will be increased and varied based on land cost and construction cost which have been increased beforehand while condominium market has still dominated maximum market proportion of 50-55%. In addition, residence market in upcountry has been forecasted to remain continuously deceleration.



Create Value  
for Sustainable



# Environmental Operation





(G4-50, G4-DMA (Biodiversity), G4-DMA (Overall))

## Environmental Operation

(G4-14, G4-EN12, G4-EN13, G4-DMA(Emissions), G4-DMA(Energy), G4-DMA(Water))

### Environmental Impact Prevention and Mitigation Measure

Pruksa realizes the importance of environmental impact caused by the business operation and project construction of the Company. So, it makes an environmental impact analysis report to analyze and evaluate the impact and define the measures to prevent and mitigate the environmental impact around the project. The environmental impact assessment is divided into 3 phrases including before construction, during construction and during operations.

The Company analyzes the impact around the project, monitors environmental quality, inspects, evaluates and concludes about the result of inspection of compliance with conditions of environmental impact prevention and mitigation measure and it submits the report to relevant government sector such as Office of Natural Resources and Environmental Policy and Planning, provincial natural resources and environment office, district office, local administration organization. The operation in 3 phrases cover following environmental composition and values

- Physical resources: air quality, air pollution, noise, vibration, soil collapse, water quality etc.
- Biological resources: water treatment system, urban ecology etc.
- Utilization value of humans: used water, wastewater, water drainage, flood prevention, waste management, electricity system, fire prevention etc.
- Value to life quality: health and social impact, occupational health and safety etc.



(G4-14, G4-15)

### Environmental impact prevention and mitigation measure of the company




In 2015, there are 5 condominium projects of the company that are under construction according to environmental impact prevention and mitigation as follows





- The Tree Elegance Tiwanon
- Chapter One Midtown Ladprao 24
- Plum Condo Rangsit
- Plum Condo Central Station
- Plum Condo Laemchabang



Examples of project construction according to environmental impact prevention and mitigation measure are as follows

## Example of the Tree Elegance


Physical Resources		
Environmental Impact	Prevention and Resolution	Environmental Quality Inspection
1. Dust and Air Pollution  	1. Building opaque fences around the land with 3 meter height and stretching canvas for another 3 meter to limit the area of project proportionately  2. Installing the canvas from the bottom to the highest floor of the building to prevent dust diffusing to nearby buildings  3. Cleaning truck wheels before leaving the project and providing the staffs to clean and sweep out sand, soil in front of the project and nearby areas	1. There are project officer to meet nearby residents regularly throughout construction period and give the contact number for 24 hours including installing the comment box at the guardhouse to accept possible petitions  2. Checking total suspended particulates (TSP) and dust with size not over 10 micron (PM10) inside the project area every day when the foundation is built and reporting the inspection result every week. After that, the inspection is conducted once a month throughout the construction period  3. Making the report of compliance with environmental impact prevention and mitigation measure in every 6 months
2. Noise  	1. Building the fence around the area with 3 meter height and stretching canvas for another 3 meters to reduce noise for 18 Decibel  2. Constructing the foundation with bored piles  3. Operating construction during 08.00 -17.00 hrs. and making a prior notice to nearby residents in case of construction beyond specified term	1. Inspecting noise in construction site every day of foundation construction and reporting the inspection result every week. After that, inspection is conducted once a week throughout construction period  2. Making report of compliance with environmental impact prevention and mitigation measure in every 6 months
(G4-14, G4-15) 3. Water Quality  	1. Providing the water treatment system that can support wastewater of 15 cubic meter/day and the treated water shall not have BOD over 20 milligram/ liter before draining to public pipe  2. Providing the staffs to clean toilet and supervise water treatment system to work effectively	1. Inspecting leakage of water from toilets so that it is clean and odorless that can disturb nearby residents.  2. Checking water quality from water treatment system once a month throughout construction period with following indexes of wastewater quality inspection such as PH, BOD, Suspended Solids, TKN, Sulfide, Fat Oil & Grease, Total Dissolved Solids

Biological Resources		
Environmental Impact	Prevention and Resolution	Environmental Quality Inspection
Biological Resources 	The environment in project area is urban ecology and there are no significant biological resources in the project and nearby area	Operating according to biological resource impact prevention and mitigation measure strictly
Utilization Value of Humans		
1. Water Drainage and Flood Prevention 	Providing temporary gutters with 1 meter width and 1 meter depth and slopes of 1:500 around the project area and gathering water into the clarifier so that the sediments precipitate before draining to public pipe.	Inspecting the amount of cumulative sediments in the gutter, clarifier and dredging up the sediments regularly in every month.
2. Waste Management 	<ol style="list-style-type: none"> <li>1. Not leaving construction materials in public area or places that may affect nearby residents</li> <li>2. Providing at least 5 240-liter waste bins in construction area and each day, there must be undertaker to gather wastes from any points and dispose them.</li> <li>3. Providing the staffs to clean the location of dustbin, dumpsite and reiterating the officers to comply with sanitary principles strictly to prevent odors that disturb nearby residents</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspecting the waste dumpsite once a month throughout construction period</li> <li>2. Inspecting waste container regularly once a month to prevent insect and animals that are disease carriers. In case the containers are damaged or malfunctioned, they shall be repaired and replaced throughout construction period</li> </ol>
3. Fire Prevention 	<ol style="list-style-type: none"> <li>1. Providing adequate extinguishers</li> <li>2. Providing signs of instruction on every extinguisher</li> <li>3. Providing training and practicing evacuation in case of fire</li> </ol>	Inspecting fire prevention and alarming system to be always functioned. If it is damaged or malfunctioned, it shall be immediately resolved

### Utilization Value of Humans

Environmental impact	Prevention and Resolution	Environmental quality inspection
4. Traffic  	<ol style="list-style-type: none"> <li>1. Providing the security guard to facilitate the vehicles that enter or leave the project area with convenience and safety</li> <li>2. Providing the traffic marks and signals and approaches of mark and signal installation for project construction at day and night</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspecting the project name and direction arrows to be clearly seen. If they are damaged or malfunctioned, they shall be immediately operated</li> <li>2. Gathering statistics of accident, causes of accident and damages from vehicles relevant to construction activities of the project throughout construction period</li> </ol>

### Value to Life Quality

Social Impact  	<ol style="list-style-type: none"> <li>1. Providing the security guard in the project throughout 24 hours</li> <li>2. Providing CCTV around the project and CCTV Control Room to inspect tidiness and safety of the project</li> </ol>	<p>Providing the project officers to visit nearby residents and give their name and contact number for 24 hours and installing comment box at the guardhouse to accept possible petitions</p>
--	--	---



## Environmental management of Pruksa Precast Factory



In 2015, Pruksa Precast Factory Lamlukka is certified of Green Industrial (GI) level 2 from Ministry of Industry by improving environment inside the factories in many terms such as adding green area for good health of employees, dust prevention and others.

### (G4-15)

And Pruksa Precast Factory Navanakorn is certified of Green Industrial (GI) level 2 from Ministry of Industry and it starts using Solar Cell with lighting and water pumping system to reuse water for plant watering and gardening in factory area to reduce electricity resource and water resource. Wastewater from concrete production of the system is taken into Concrete Recycling. Accordingly, sand and stone will be separated

and reused and cement water will be brought back into production process again so no wastewater is drained to the community or public area.

### Environmental impact prevention and mitigation operation of Pruksa Precast Factory

The Company invests and develops environmental prevention and management system inside Pruksa Precast Factory : PCF in both PCF1 PCF5 in Lamlukka and PCF6 and PCF7 in Navanakorn by providing management system and machines to control possible impact from operations so that it will not affect occupational health of the employees, internal and external environment with following details



Dust Collector



Compacting Concrete

### Dust prevention and disposal system

The company installed Dust Collector, Shuttering cleaner with dust collect, cleaning pallet with dust collector) and constructed and installed the machines in closed concrete mix factory to prevention diffusion of concrete particles from production process that may irritate respiratory system of the undertakers

### Noise prevention and mitigation in factory

The Company is aware of noise during operation and thus installs Compacting Concrete that can control and reduce noise that may affect occupational health of undertakers and nearby community.

(G4-EN2, G4-DMA (Effluents and Waste))

### Waste management left from Production process

The Company is aware of environmental impact as a result of waste left from management process of readymade

concrete such as sludge from molding table etc. thus, it uses efficient system and machines in production process to reduce the quantity of wastes and this will mitigate environmental impact by destroying sludge or other wastes outside and it manages wastes according to rules and regulations of the government sector.

(G4-EN2, G4-DMA (Effluents and Waste))

### Wastewater management of Batching Plant

Water in production process of Ferro-concrete will have high alkalinity when passing Mixer Batching Plant and it is toxic to environment. The company thus builds the clarifier and installing Recycling concrete so that when sediments in water precipitate, water can be reused in concrete production process again. Sands and stones are extracted and used as concrete mixture. The sediments from clarifier will be used to cover the road so there are no leftovers from production and it is environmentally friendly and the first Green Factory in Thailand that uses such system in Precast Concrete production



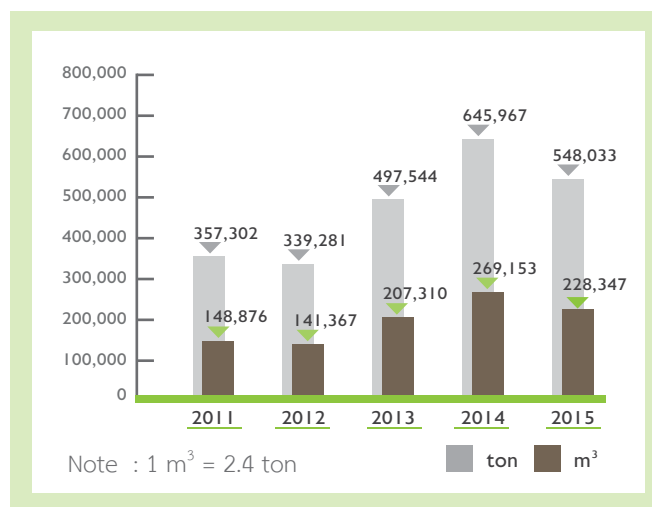
**Table to show the progress in managing the impact on environment**

Machinery / System	2011	2012	2013	2014	2015
Dust Collector	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.
Shuttering cleaner with dust collecting system	Machine Investment 3.6 million Baht.  The maintenance cost 25,000 Baht per year.	The maintenance cost 50,000 Baht per year.	the maintenance cost 50,000 Baht per year.	Machine Investment 3.6 million Baht.  The maintenance cost 50,000 Baht per year.	The maintenance cost 70,000 Baht per year.
Batching Plant shutdown				Investment 111 million Baht	The maintenance cost was around 30,000 Baht per year.
Compacting concrete which reduces noise pollution	Added the installation of Machine 10.6million Baht.  The maintenance cost was around 125,000 Baht per year.	The maintenance cost 125,000 Baht per year.	The maintenance cost 125,000 Baht per year.	Added the installation of Machine 10.5 million Baht.  The maintenance cost was around 125,000 Baht per year.	The maintenance cost 325,000 Baht per year.
Oiling machine for pallet surface: PCF1)		Added the installation of Reduce Waste 2 million Baht	The maintenance cost was around 50,000 Baht per year.	The maintenance cost was around 50,000 Baht per year.	The maintenance cost was around 50,000 Baht per year.
Oiling machine for pallet surface and shuttering)	The maintenance cost was around 50,000 Baht per year.	The maintenance cost was around 50,000 Baht per year.	The maintenance cost was around 50,000 Baht per year.	The Machine Investment 3.2 million Baht to reduce waste  The maintenance cost 50,000 Baht per year.	The maintenance cost 110,000 Baht per year.
Oiling machine for long bed pallet surface and shuttering: PCF7				Machine Investment cost was around 10 million Baht to reduce waste and eliminate the leftover oil from production.	The maintenance cost 3,000 Baht per year.
Sediment Pond	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.	The maintenance cost 3,000 Baht per year.
Recycling system				The Company invested 9 million Baht in the Recycling System.	The maintenance cost 30,000 Baht per year.

(G4-DMA (Materials), G4-EN1)

## Concrete Use

To produce Ferro-concrete parts of the company each year, capacity varies with house sale in each year. The main material in production process is concrete and it is main capital of production resulting in high resource usage and it may affect environment. Hence, the company uses the concept from SGA (Creative innovation of employees) about “Key joint Size Decrease” and accordingly, it can adjust the mixture of concrete with less cement resulting in lower production capital but its strength of structure is still corresponding with engineering principles. The cement is decreased for 35 Kg./ Cubic meter with usage statistic as follows



(G4-DMA (Materials), G4-EN1, G4-EN2, G4-EN8, G4-EN10, CRE2, G4-DMA (Water))

## Water management

Pruksa Precast Factory Lamukka has water management system as follows, water used in concrete production is filtered water and the company has a water filter factory from water sources in the factory and public sources and filters it for concrete production. Water used for plants in the factory area is derived from aboveground water sources inside the factory. Water is

used with ultimate value and benefit without relying on water supply. In 2015, it has the proportion of water usage from filter factory for 40% compared to the whole quantity of the factory and Pruksa Precast Factory reuses water for plants and water from recycling system is used to mix concrete in production process again. The quantity of water use and type of water source is as follows

Water source type	used water quantity	percentage and total volume of reused and recycled water
Water Supply (m <sup>3</sup> /year)	46,000	-
Quantity of Reused water from concrete production process (m <sup>3</sup> /year)	4,800	10 %
Quantity of Reused water from other sources (m <sup>3</sup> /year)	7,200	17 %
Total volume of used water (m <sup>3</sup> /year)	58,000	27 %

## The result of environmental quality inspection in Pruksa Precast Factory

With determination to manage environment continually at Pruksa Precast Factory, the company can summarize the result of environmental quality inspection in each issue as follows

### Result of Air Quality Measurement at Workplace

Location	Total Dust : Unit mg/m <sup>3</sup>					
	Standard Value	2011*	2012	2013	2014	2015*
Pruksa Precast Factory1	15	N/A	0.109	0.761	0.105	N/A
Pruksa Precast Factory5	15	N/A	1.67	1.09	1.59	0.47
Pruksa Precast Factory6	15	N/A	N/A	N/A	N/A	2.13

Remark : Standard as per the notices of Ministry of Interior on work safety about environment (chemicals) B.E. 2520

\* in 2011, Factory PCF 1 and PCF 5 were affected by floods and there was no air quality inspection

\* in 2015, Factory PCF 1 had no production and there was no air quality inspection

### Result of Noise Level Measurement at Workplace

Location	Noise Level Leq 8 Hrs : Unit dB(A)					
	Standard Value	2011*	2012	2013	2014	2015*
Pruksa Precast Factory1	90	N/A	77.1	75.3	73.5	N/A
Pruksa Precast Factory5	90	N/A	71.7	74.3	72.2	72.5
Pruksa Precast Factory6	90	N/A	N/A	N/A	N/A	79.1

Remark :

Standard as per the notice of ministerial regulation on standard specification of safety, occupational health and environment management related to heat, light and noise B.E. 2549

\* in 2011, Factory PCF 1 and PCF 5 were affected by floods and there was no noise inspection

\* in 2015, Factory PCF 1 had no production and there was no noise inspection

(G4-EN22, G4-EN38)

## The result of wastewater inspection

PARAMETER	The Result of Inspection			
	Standard Value	Measured Value		Unit
		Pruksa Precast Lumlukka	Pruksa Precast Navanakorn	
	5.5 - 9.0	7.14	9	-
Temperature	<40	31	31	°C
Color	Is not abomination	Is not abomination	Is not abomination	-
Oder	Is not abomination	Is not abomination	Is not abomination	-
BOD	<20	20	14	mg/l
COD	<120	74	77	mg/l
Suspended Solid (SS)	<50	38.2	18	mg/l
Total dissolved Solids (TDS)	<3,000	528	820	mg/l
Total Kjeldahl Nitrogen (TKN)	<100	4.3	12	mg/l
Oil & Grease	<5	4	3.3	mg/l
Sulfide	<1	-	<0.13	mg/l

Remark : Notification of The Ministry of Industry No. 2 ( In 1996 ) Issued under the Factory Act, in 1992. The defining feature of effluent discharge from the plant. Notification on Royal Thai Government Gazette on General Issue , no. 113, Section 5๓, Date 27 June 1996



(G4-EN30, G4-DMA (Transport))

**Standard of product transport for safety**

Pruksa Precast Factory has good and effective transport system to deliver Precast sheet to the construction site safely and without damages and it has transport standard as follows

1. Making Transport Rack to contain works separately according to the shape of precast sheet for tidiness and the works do not fall from the truck



Transport Rack Wall



Transport Rack Bathroom Pod



Transport Rack Beam



Transport Rack Slab

2. Inspection of securing Rack and Latching works with the transport truck



Wall



Slab and Beam

3. Inspecting the transport truck, equipment and readiness of the driver



4. Providing the parking lot in factory so that the transport truck can park before exporting in the morning and the trucks shall not be parked outside that obstructs traffic and it can reduce accident.



5. Surveying the route before transporting to clears any obstacles that may cause dangers during transporting such as electric wire, signal cables and selecting the routes that transport can be performed safely without troubling the community.



(G4-EN3)

### Electrical Energy Usage

The Company's production capacity of precast concrete will change according to the real estate sales in each year. The amount of electrical energy usage for machinery to produce precast concrete in 2015 is shown as follows;

Pruksa Precast Factory	Amount (Baht)	Electricity Fee/ Concrete Amount (Baht/m <sup>3</sup> )
Lamlukka District, Pathumthani Province	10,245,371.73	70.17
Nawanakorn District, Pathumthani Province	10,654,519.79	109.29
Total	20,899,891.52	179.46

(G4-EN15)

### Transportation Energy Usage

The expenses for the transportation of precast concrete to Pruksa's various residential projects in 2015 are shown as follows;

Pruksa Precast Factory	Amount (Baht)
Lamlukka District, Pathumthani Province	121,358,895.75
Nawanakorn District, Pathumthani Province	61,967,690.00
Total	183,326,585.75

(G4-EN31, G4-DMA(Energy))

## Environmental Expense and Investment

In 2014, Pruksa used budgets of investment and expenses for Pruksa Precast Factory in amount of 1,684 Million Baht to increase 2 more factories and they were the first Green Factory of Thailand that applied Concrete Recycling system to bring wastewater and concrete scrapes back in use in production process and sand and stones are separated to be reused without any leftover from the production process. This included improvement and maintenance of the existing

factories to increase potentials of production and upgrade production process to be modern and energy-saving that can less affect the environment.

During 2015-2016, Pruksa starts using strategy and work plan to improve work process and to consider long-term investment for environment with budget and expenses for research and development and operation in any processes for 48 million Baht.

(G4-SO11, G4-DMA (Environmental Grievance Mechanisms))

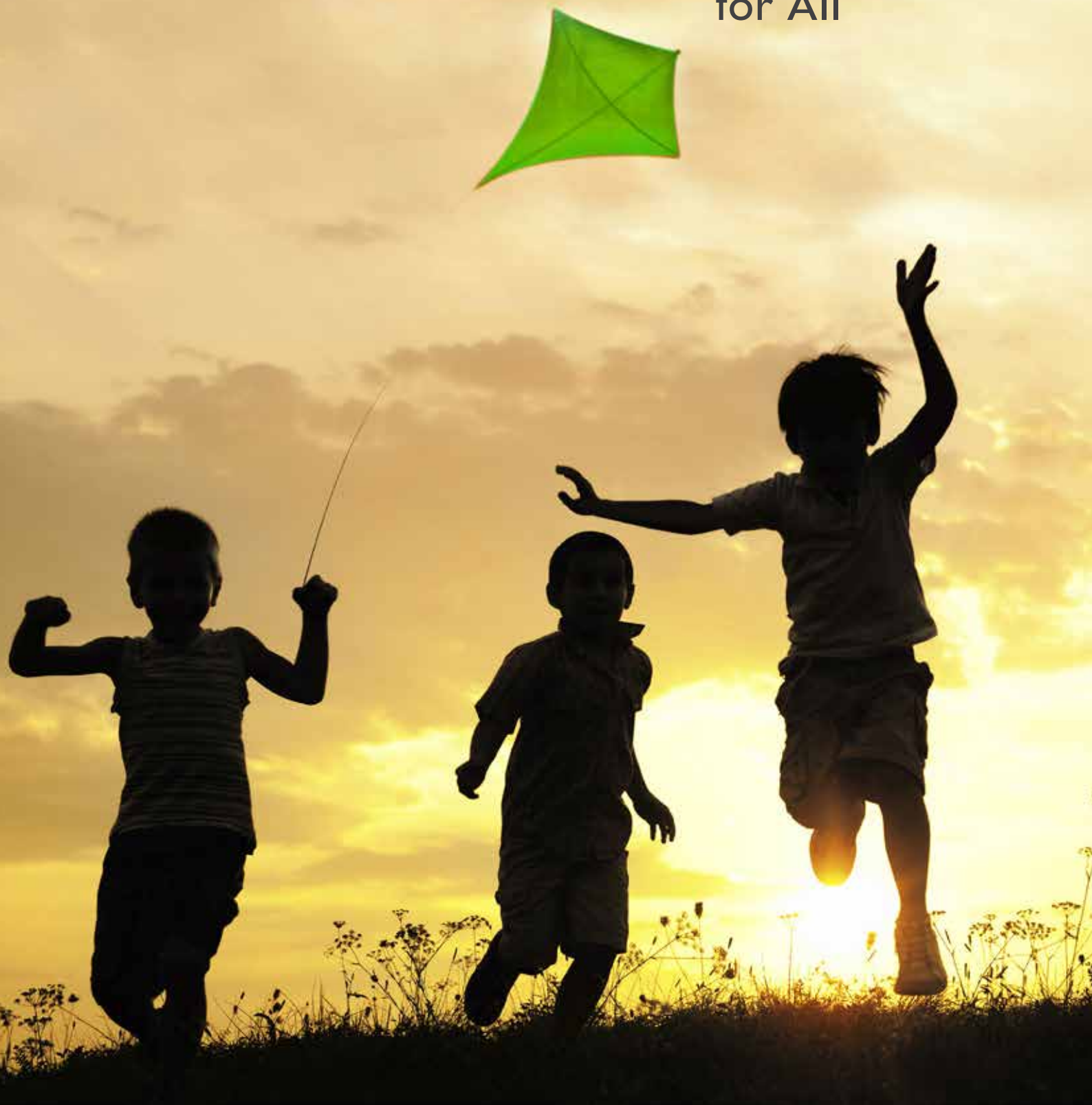
## Number of Complaints about Environmental and Social Impact

Apart from channels of petitions for customers of the company, Pruksa is also determined to grow sustainably together with nearby society and community and it provides the channels of complaints for every group of stakeholders so that they will have a chance to give opinions or suggestions for business operation of the company and it provides various channels for full facilitation.

In 2015, there were 19 people who petitioned about the social and environmental impact in writing (via [www.pruksa.com](http://www.pruksa.com) and post) and Pruksa exercised management process and resolution monitoring from accepting cases to the final resolution completely

No.	Possible Impact	Number (subject)
1	The residences/ nearby areas are damaged	8
2	Dusts	4
3	Traffic	3
4	Wastewater	2
5	noise	1
6	Physical safety	1
<b>Total</b>		<b>19</b>

Think Create  
Value Happiness  
for All





# Social

Operation





## Social Operation Social Responsibility Policy

(G4-DMA (Public Policy))

### Social Responsibility Policy

Pruksa emphasizes on nearby community and society by realizing that it is a part of the society that will mutually move forward for developing the society and environment for sustainability with following Pruksa CSR's policy

**Pruksa Real Estate PCL focused on developing real estate business  
To promote economy and society and conserve environment  
By producing quality product and services  
With values that the employees work from heart  
according to principles of corporate governance  
And recognize benefit of every group of stakeholders**

Besides, the company develops social responsibility operation to be the business strategy to respond social needs. It is Creating Share Value : CSV for sustainable growth by exercising expertise of the company to create economic values for the organization and society with sustainability and holds it as in-house regulations the examples of CSV of the company include Pruksa Precast and Pruksa REM (Real Estate Manufacturing) development for accommodation construction that reduces environmental impact. This makes the company able to control quality and business administration with ownership transfer to customers and earn increasing income every year etc.



(G4-DMA (Local Communities))

## Participation in social and community development for sustainability

In the company participated in developing the society which is a part of CSR after Process that the company emphasizes and it has continually operated including as following 3 terms

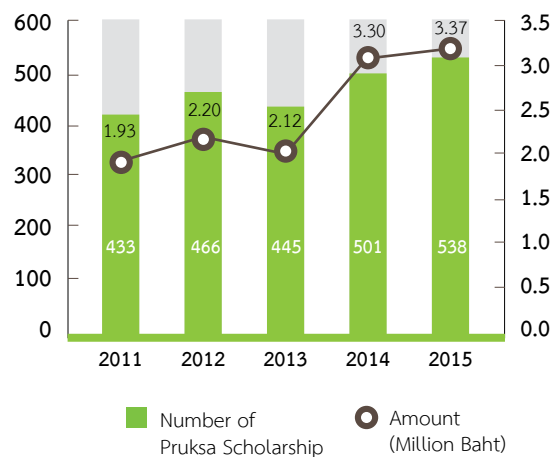
### I. Education and youth development

Pruksa promotes giving opportunities of education and developing youths that will be foundation of quality people. The company supported and made many project that promoted education such



Project of “Pruksa Scholarship” that has been operated for 13 years to support the scholarship for children of customers, employees and youth in the community in primary level up to graduate level. It also supported scholarship in engineering field for those who have knowledge and proficiency in graduate level and they will be essential power to develop the country. In 2015, there were 538 Pruksa Scholarship for youths in total amount of 3.37 million Baht.

Pruksa Scholarship Summary during 2011-2015



■ **The executive** was an honored lecturer to propagate and educate about how to operate real estate business, about construction technology, religion including living for leading organizations, mass media and educational institutions such as

- Thailand Economic Outlook 2016, Thailand's future economy, how it grows in new context, arranged by Bangkok Biz News



- Strategy and Innovation for Business in Asia (SIBA) arranged by Management College, Mahidol University
- Seminar of "IAA 2015 Investment Analysts Conference" arranged by Investment Analyst Association
- Academic Seminar on "HR Day 2015 : Maximizing People Value During Global Downturn" arranged by Personnel Management Association of Thailand
- Lecture in topic of "Real Estate Market- Case study of Marketing of Pruksa" for graduate students, Faculty of Commerce and Accountancy
- Lecture in topic of "Operation planning in Real Estate Business" for graduate students, Faculty of Engineering, Chulalongkorn University
- Professional Introduction lecture of "Engineer Inspiration" for undergraduate students, Faculty of Engineering, Sripratum University



■ **Giving the land of 136 Rai** in Bangkhuntian District to King Mongkut's University of Technology Thonburi to develop as the creative innovation research and development center that will be beneficial to national economy and society and it is developed as the learning center of students and nearby community.

Participating in 1 help 9 project to develop educational quality and create green area by educating about growing trees, fruit tree, garden tree, vegetables and waste separation to be recycled as compost for sustainability to 9 schools in nearby community as follows

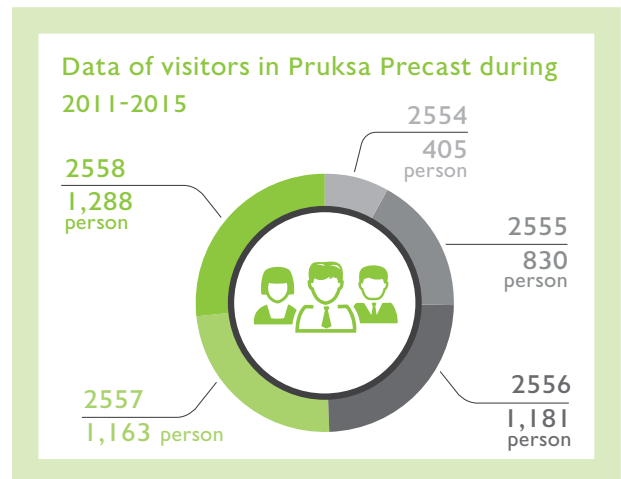
1. Prasertwittayathan School, Phranakorn Sri Ayuthaya
2. Wat Sawngarom School, Chonburi
3. Darunwitwittaya School, Bangkok

4. Karn Thamma Hakin Wat Po Chalem Lak School, Chacheangsao
5. Wat Kasang School, Phranakorn Sri Ayuthaya
6. Wat Latsai School, Phranakorn Sri Ayuthaya
7. Wat Chang School. Pratumthani
8. Linchee Uthit School, Pratumthani
9. Wat Tung Krapanghom School, Nakhonpratom



Supporting the students from any educational institutions and leading organizations to visit and learn about modern house construction with technology of readymade concrete production with world-class standard at Pruksa Precast Factory in project of “Pruksa Precast Factory Learning Center”. In 2015, there were 26 educational institutions and leading organizations that were interested in field trip such as Chulalongkorn University, Kasetsart University, King

Mongkut’s University of Technology Thonburi, Assumption University, Silpakorn University, Asian Institute of Technology (AIT), Thammasart University, Rangsit University, walailak University, Rajamangala University of Technology Phra Nakorn, Sakonnakorn Rajabhat University, Ratchaburi Technical college, University of Malaya, and leading organizations. Total visitors included 1,288 people increasing for 10.75% from the total amount of visitor in 2014.





## 2. Social and Environmental Term

The Company realized being a part of taking care of society and environment which is one of the policies that the company continually emphasizes on by supporting government sector, organizations and foundations including activities beneficial to the society.

● **Project of blood donation** for nationwide patients by participating with Blood Donation Center, Thai Red Cross in project “Pruksa Voluntary mind for blood donation in occasion of 60<sup>th</sup> anniversary celebration of Her Royal Highness Princess Maha Chakri”. In 2015, the total amount of donated blood was 250,400 CC



● **Project of “Pruksa Caring 2015”** with health promotion activities for customers and community included free health checkup and activities for education such as growing vegetables from leftovers as well as increasing green area in the community by giving plants species etc.. such activity was arranged at Pruksa Project 65/2 Rangsit- Klong 2, Pruksa House 86/1 Latkrabang- Suvarnabhumi, Delight Wongwaen-watharaphon, Delight Bangna- Srinakarin, Pruksa Town Next Pinklao - Puttamonthon Sai 4, The Tree Privata, Condolette Pixel Sathorn, Chaptor One the Campus Kaset, The Privacy Ngamwongwan, Pruksa Avenue, Plum Condo Bangkae, Plum Condo Bangyai Station, Pruksa Ville 46/2 Rangsit- Klong 3, the Plant City Nawamin, The Connect 19/1 Chaengwattana and Chaptor One the Campus Ladprao 1.





Participating in activity “Bike For Dad” to celebrate His Majesty the King in occasion of 80<sup>th</sup> anniversary.



Activity of “generosity for children” by donating money, learning equipment, sports equipment, student uniform and toys at Border Patrol Police School and Wat Klongko School, Chonburi



“Pruksa, Generosity for Nepal” by donating 500,000 Baht to Thai Red Cross to assist the injured due to earthquake in Nepal.



Project of “Environmental management by community” together with environment office, Bangkok to promote the community to attend the training to manage domestic waste for benefit by processing fermented solution and compost along with wastewater management in the community with Pruksa 40 Chalong Krung- Latkrabang as the model project.





### 3. Religious and Cultural Term

Throughout 2015, the Company promoted the executives, employees and family to participate in maintaining religion and arranging activities to succeed traditions and cultures as follows.

■ **The company supported** the painters and team to paint the wall around crematory at Wat Promwongsaram to arrange the ceremony of funeral of Somdet Phra Nyanasamvara, the Supreme patriarch



■ **Activity of making merit in new year** occasion for auspicious fortune and listening to dharma about “This New Year, life is getting better” from Phra Phayom Kalayano



■ **Project “Dharma for happiness”** is the activity to promote executives, employees and families to spend free time for benefit by participating in practicing the Dharma at many places such as The Young Buddhists Association of Thailand, Wat Sunantawanaram in Kanchanaburi Province, Buddhadasa Indapanno Achieves (Suan Mokkh Bangkok)



Activity of succeeding Thai Tradition in Songkran Festival, by inviting customers and communities to mutually make merit and sprinkling water onto the Buddha image, and water-pouring ceremony for elders and enjoying splashing water in Songkran Festival

Activity of candle ceremony in the First Day of Buddhist Lent by offering the candles and bathing-ropes at Wat Sriwarenoi, Wat Thippawas, Wat Saengthamburaram, wat Noisuwannaram, and Wat klong Pladpliang



### Supporting social development with other organizations

In 2015, Pruksa supported the project to develop society with other institutes in 3 terms including education and youth development, social and environmental term, religious and cultural term for 623 projects in total amount 54,264,579.27 Baht by supporting social and environmental term the most.

CSR -After -Process 2015	Number (Project)	Budget (baht)
1. Education & Youth Development	19	2,231,510.00
2. Religion Art & Culture	60	1,938,000.00
3. Society & Environment	544	50,095,069.27
<b>Total</b>	<b>623</b>	<b>54,264,579.27</b>

(G4-DMA (Employment), G4-DMA (Lobor/Management Relations))

## Treatment to Labor

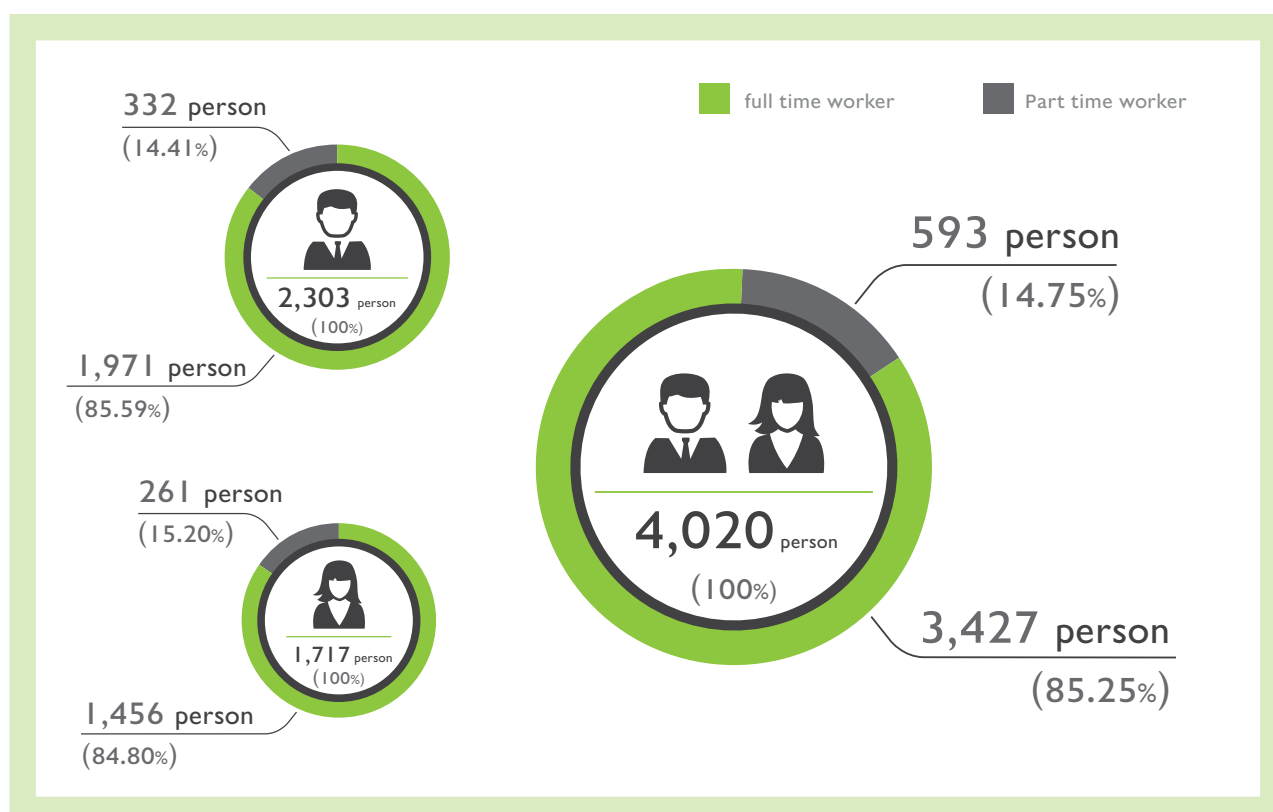
Employees of Real Estate Public Company Limited are most essential resources. Therefore, the company emphasizes on developing and building up good work cultures and environment promoting teamwork and well as treating employes with politeness and respecting individuality.



(G4-9, G4-10, G4-EC6)

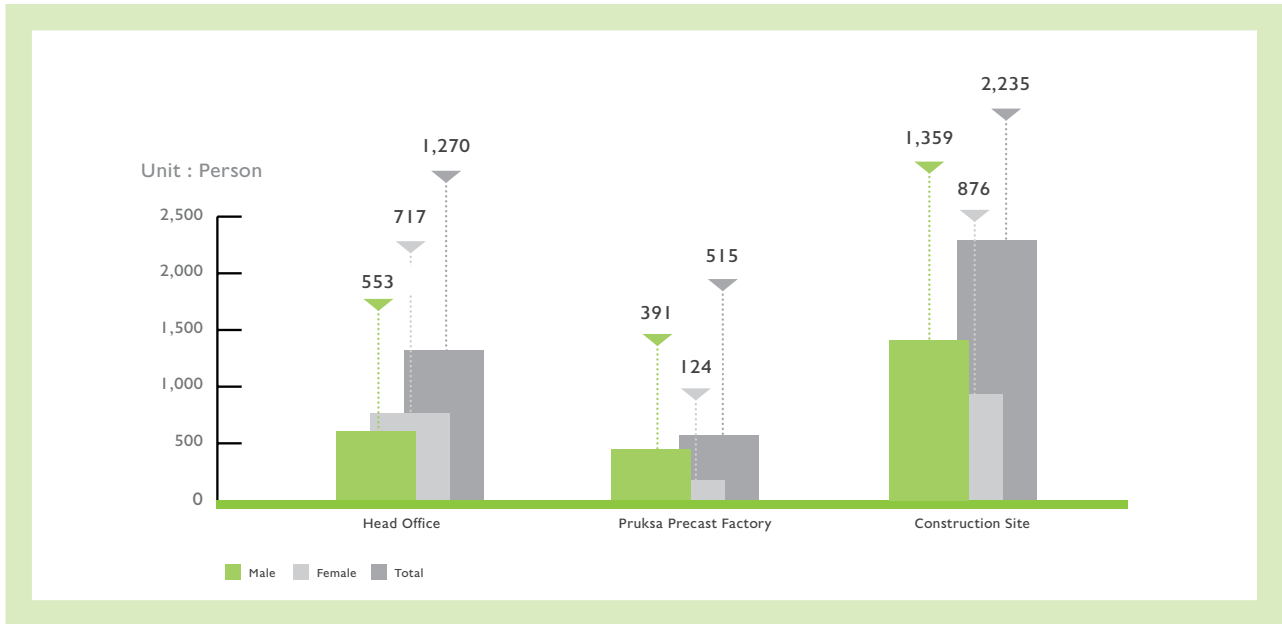
## Employee's data

Total amount of employees in 2015 by type of employment contract and gender



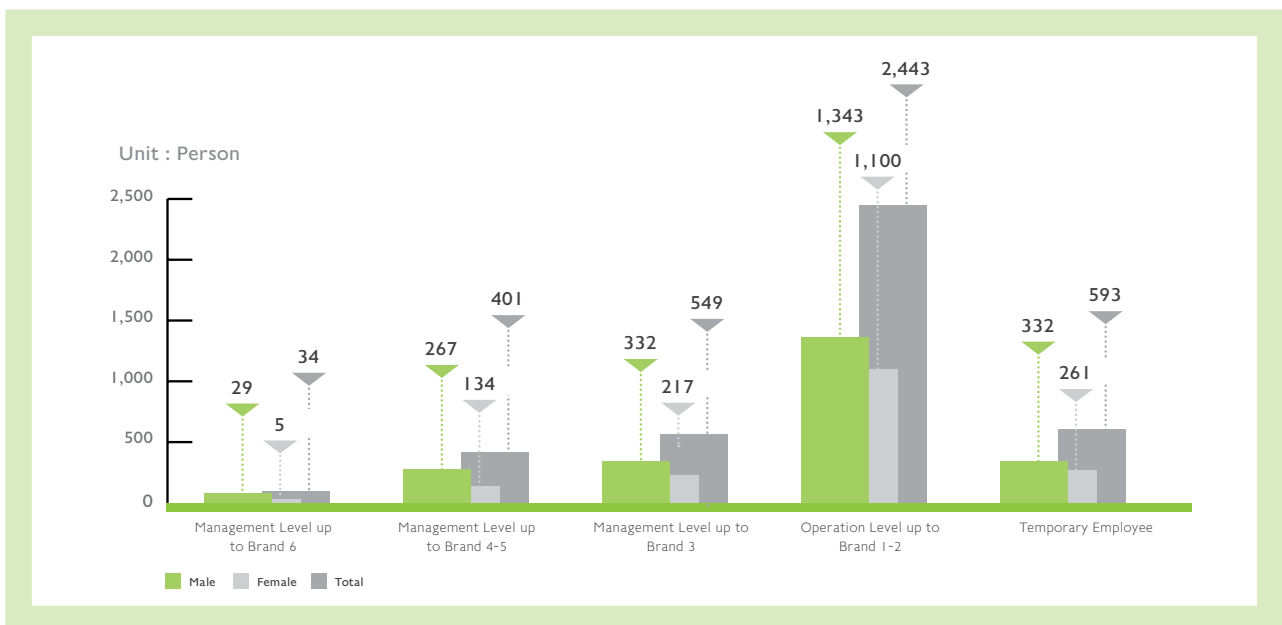
(G4-9, G4-10, G4-11, G4-EC6)

Total amount of employees in 2015 by workplace and gender



(G4-9, G4-10, G4-11, G4-LA12)

Total amount of employees in 2015 by employee level and gender



(G4-DMA (Occupational Health and Safety))

## Safety, Occupational Health and Work Environment

(CRE6)

### Policy of safety, occupational health and work environment

Pruksa cares about life and health and is determined to promote safety for employees to prevent injury, accident and sickness from work and control insecurity that that is involved in business operation of the Company by defining the policy of safety, occupational health and work environment as the guidelines of practices of the employees with transmission to every level of employee as follows

- The company realizes that safety in work is duties of every employee in every level to mutually practice for their own safety and others along with properties of the company throughout operation time. Importantly, they shall comply with the relevant law



and regulations strictly and every employee has rights to give opinions on work condition improvement and safe work methods.

- Supporting to develop and improve work environment, safe operations and methods of using personal safety equipment as well as maintain good sanitation of every employee unceasingly.
- Promoting to arrange safety activities to stimulate conscious of employees such as training, incentives and public relation about safety
- Every level of commanders shall be a good model



- that can lead, train, instruct, motivate and take responsibility for every employee to work with safety in accordance with the regulations of safety strictly
- Monitoring and reviewing operations about occupational health and safety for continuing development and improvement.

(G4-I5)

Nevertheless, Pruksa also complied with universal safety standard strictly by exercising the occupational health and safety management system with certification of OHSAS 18001:2007 including TIS standard 18001:2554 in condominium construction process. In 2015, the company started using Safety Certify system to certify safety standard created by the company so that the projects will have same safety standard in accordance with the principles of management and law and this project is used in flat project of the Company.

### Regulations of Safety, Occupational Health and Work Environment

To make operations in terms of occupational health and safety effective and cover operations according to the standard with same practice in every sector, the company defines the policy-based regulations as follows

1. Policy of operations in terms of safety, occupational health and environment in construction covers works of employees, contractor, supervisor, consultant and other relevant people.
2. Policy of operations when accidents occur from work includes investigation and prevention list so that they will not recur.
3. Policy of personal safety equipment covers every activity of operations.
4. Regulations and measures for safety of project contractor are identified in the contract attachment
5. Safety management plan in each project

(G4-LA7)

**Operation Control for safety**

The Company controls operations in any high-risk activities with clear regulations by inspecting each type of operation regularly and having regulations for safety depending on the activity type such as fire prevention from work in highland, works with hazard chemicals, photocopier usage etc.

**Operations in term of occupational health and safety**

The Company has an operation plan in term of occupational health and safety with risk assessment in any activities in the organization to control and prevent risks not to affect physical matters, or bring any diseases or hurt mind condition of employees. It included training for employees about characteristics of work from the first place with continuous

review, practicing to support possible contingency so that the employees will understand the operational procedures with communication in term of occupational health and safety in various channels such as SMS, E-Mail, Board and Road Show activities for the employees and the relevant.

**Safety of material, equipment and chemicals usage**

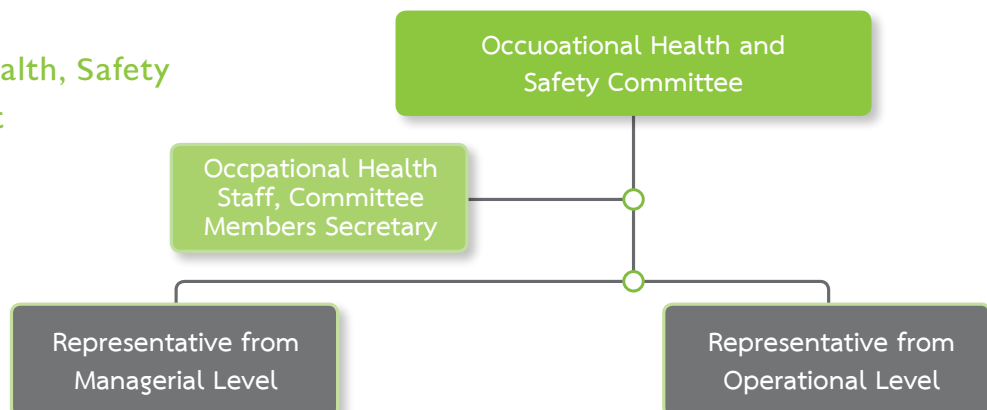
- Selecting materials that are not hazardous to customers and undertakers includes materials and furniture without Volatile Organic Compounds (VOCs) such as Formaldehyde.
- Controlling chemicals storage by categorizing them and educating the employees about Safety Data Sheet (SDS) of chemicals with clear indication signs according to regulations and standard of the company.
- Inspecting materials and equipment from Audit Supplier to ensure that the materials meet the standard.

**Management structure in terms of occupational health and safety includes**

- Top Management
- Safety, occupational health and environment Committee
- Safety Management
- Corporate Safety Committee
- Safety Operation

(G4-LAS)

**Occupational Health, Safety and Environment Committee**



The company provided safety, occupational health and work environment committee (Commander level) from appointment and election of in-house employees (Operation level) for 13 committees to make operations in term of safety, occupational health and work environment effective by defining clear roles and duties, reporting and proposing the measures or resolution in accordance with law associated with safety.

#### Training Employees to have conscious about safety and occupational health

In 2015, the company provided training about safety and occupational health including 9 curriculums to ensure that the employees and relevant people have knowledge about safety, accident and diseases from work from training center registered with Ministry of labor and the participants would receive the certificate.

(G4-LA7, G4-EN27)

#### Prevention of risk from work-based Diseases

The company emphasized on taking care of the employees to have good health and thus provided the medical team from leading hospitals to conduct annual medical checkup

for every level of employees including operation level and management level so that they have good occupational health. Besides, it was to reduce disease and risk from accidents and it was a main policy to take care of employees. The company hence defined the regulations of care covering any conditions of work of the employees such as

- Construction site, factory employees that may be affected by dusts, noise and they are likely to have respiratory diseases; the company provided health checkup before works and prepared safety mask to prevent from dusts as well as provided first-aid equipment etc.
- The employees that provided services had risks from stress during works; the Company arranged the project of “Clinique for Happiness” with expert doctors from the hospital to consult and suggest solutions to recover mind condition and get them prepared for works etc.

(G4-LA15)

The Company is certified it meets the universal standard according to occupational health and safety management in process of condominium construction.



The Company set a target to reduce accidents (Zero Accident) to develop life quality of employees. According to statistics in 2015, we could see that there was no accident at headquarter but in construction line and Pruksa Precast Factory, there was decreasing accidents for male employee but more accidents for female employees compared to the previous year.

(G4-LA6)

### Work Accident Statistic Summary from 2012-2015

Unit : %

	Gender	2012	2013	2014	2015
<b>Head Office</b>					
Injured Rate (IR) (%)	Male	0	0	0	0
	Female	0.12	0.053	0	0
Occupational Disease Rate (ODR) (%)	Male	0	0	0	0
	Female	0	0	0	0
Leave Day Rate (LDR) (%)	Male	0	0	0	0
	Female	0.12	0.213	0	0
Absentee Rate (AR) (Number of hours per year)	ชาย	0	0	0	0
	Male	0	0	0	0
The number of deaths from work.	Female	1,612.90	2,272.73	0	0
	Male	0	0	0	0
	Female	0	0	0	0
<b>Constuction Work</b>					
Injured Rate (IR) (%)	Male	0.07	0.465	0.421	0.330
	Female	0.01	0.058	0.030	0.147
Occupational Disease Rate (ODR) (%)	Male	0	0	0	0
	Female	0	0	0	0
Leave Day Rate (LDR) (%)	Male	1.12	4.938	2.345	0.550
	Female	0	0.087	0.902	2.458
Absentee Rate (AR) (Number of hours per year)	ชาย	0	0	0	0
	Male	60,925.50	96,590.91	44,318.18	8,522.73
The number of deaths from work.	Female	0	1,704.55	17,045.45	38,068.18
	Male	1	2	2	2
	Female	0	0	0	0
<b>Precast Factory</b>					
Injured Rate (IR) (%)	Male	1.2	0.768	1.056	0.640
	Female	0.22	0	0.132	0.160
Occupational Disease Rate (ODR) (%)	Male	0	0	0	0
	Female	0	0	0	0
Leave Day Rate (LDR) (%)	Male	5.46	1.537	3.828	1.760
	Female	0.33	2,273.73	1.320	0
Absentee Rate (AR) (Number of hours per year)	Male	26,881.72	7,954.55	16,477.27	6,250.00
	Female	0	0	5,682	0
The number of deaths from work.	Male	0	1	1	0
	Female	0	0	0	0

## Personnel development and professional progress promotion

(G4-DMA (Training and Education))

### Policy of employee training and potential development

**Pruksa** is determined to develop potentials and capability of personnel continually so that they can work efficiently and achieve the target in current and future position. Training is categorized by skill and knowledge necessary for works with 6 following sections

#### 1. On boarding program

Every new employee will learn about how to adapt themselves to be compatible with in-house culture. Moreover, the company will appoint the mentor from the sectors in which the new employees are to take care of them in first 4 month so that they can adapt themselves to work with the organization smoothly.

#### 2. Career Group

For employees that are separated by career such as curriculum of standard of installation, Real Estate Manufacturing etc.

#### 3. Quality & Safety

It is the curriculum in term of quality and safety specified by law

#### 4. Leadership & Expertise

For employees of leader level and executives by emphasizing on development to grow in career path in accordance with Leadership Competency.

#### 5. Personal Development

For employees who need to increase more knowledge for self-development apart from professional knowledge such as Gen Y that adds values for self-development etc

#### 6. Information Technology

It is the curriculum related to system or applications that are necessary for works such as Advance Excel Etc.

### Employee Training and Development in 2015

In 2015, the company provided 95 internal trainings for 421 sets as well as delivered the employees to attend public training for 66 curriculums with 66 sets. The monthly average was 40 sets and the total amount of 487 sets in such year. This covered employees in operation level, executives in basic level, intermediate level And advance level and covering all career groups. The result of satisfaction survey of in-house training was 91.59% with budget for personnel development of 17 million Baht

### Number of curriculums of training divided by training institutions in 2015

Training	Number of curriculum	Number of set
In-House Training	95	421
Public Training	66	66

(G4-LA9)

**Average Number of training hours categorized by level of employee in 2015**

Employee level	(Hour / person / year)
Operation-level employee Band 1-2	13.77
Basic-level executive Band 3	19.59
Intermediate-level executive Band 4-5	42.29
Advance-level executive Band 6 and above	13.29

(G4-LA9)

**Average number of training hours categorized by gender in 2015**

Gender	(Hour / person / year)
Female	18.72
Male	17.39

The Company defined the training of “Human Right” for newcomers that started working from 1 January – 31 December 2015 including 482 people or 14.21% of all employees in amount of 3,392 people, 321 employees are male and 161 employees are female.

**Average training hour about “human Right Curriculum” categorized by gender in 2015**

Gender	(Hour / person / year)
Female	0.09
Male	0.19

(G4-DMA (Diversity and Equal Opportunity))

**Equal support of professional progression**

Pruksa has an annual training plan corresponding with the position and necessity of training in each year and it develops e-learning system to support self-learning in the future. Besides, the company also promotes the employees that have expertise in each field to be the lecturer to create knowledge in the company and provide training to the employees. The in-house lecturer will attended Train the

Trainer program with policy of Talent Management to support unceasing and sustainable growth of the company. It is to create leaders and executives in new generation in the future with process to consider personal qualification and potential in management and practice including Performance. It also has a policy of Succession Planning to prepare the succession and replacement of essential position in the organization to get the undertakers prepared to take care of the business and organization systematically.

Thus, the company emphasizes on training and development for talent employees and successors by providing the curriculum of training for both group of employees to respond the policy and get prepared for them such as Future Leader Program, Mini MRE (Mini Master of Real Estate) to prepare the intermediate-level executives to have knowledge and understanding in real estate business to grow as advance-level executives of the organization. This program takes 90 hours and it is continually arranged in 2015 for 6 years

### Performance Management

The company has a system of performance management to support the employees to work efficiently and effectively in accordance with the ultimate target of the company that is to create satisfaction and impression to customers. The company defines roles and duties about performance management of employees as follows;

- The commander has duties to manage performance of employees under his supervision to achieve goals by assigning the missions that are in accordance with target and strategy of the company and distributing the work plan to employees to comply. It is to promote effective work and to evaluate performance of employees according to work process specified by the company including performance development of employees under their supervision by developing knowledge, capability and implanting them to be responsible through instruction, assignment and training.
- The employees have duties to comply with the missions to achieve their assignments and meet the standard of performance and be responsible for self-development for better performance.

- The Company applies principles of Balanced Scorecard with target to balance management in terms of finance, customer's satisfaction, process improvement, employee development and innovation creation as well as products, services and management innovation. The target of the company is distributed to any levels of employees with Key performance Indicator (KPI) that each employee will have Key Performance Indicator – KPIs together with the leader according to concept of Balanced Scorecard.

The Company has monitored success of indicators regularly. The strategic indicator will be made as Executive Dash Board for weekly and monthly monitor to ensure that the objectives of the organization are reviewed and updated in accordance with the business circumstances of the organization and the personal indicator will be reviewed and assessed in term of personal performance twice a year so that every sector can respond the in-house objectives.

In term of motivation, the Company allocated incentives through Reward & Recognition Program to promote the employees to work with full potentials for self-development and the company designed Compensation & benefit Program including Quarterly Incentive and Bonus (Every 6 month) and Long-term Incentive for employees to motivate them to put their full effort and dedication in works and improve their performance continually. Moreover, the data of assessment will be used to manage human resource in other terms such as consideration for promotion, fair wage adjustment and employee development etc.



(G4-LA2)

## Policy and Regulations about return, welfare, provident fund

(G4-LA13, G4-DMA (Equal Remuneration for Woman and Men))

The Company has a policy of remuneration payment to motivate operations of the employees to achieve specified target by using the concept of BSC (Balance Scorecard) and Key Performance Indicator (KPI) as the instrument to manage remuneration payment according to overall operation as well as various welfare to build up good relationship between employees without difference between salary rate and basic remuneration between female and male employees (Rate 1:1) salary adjustment, bonus twice a year, incentive by performance, commission etc.

The Company has registered establishing the provident fund on 21 February 2003 with TISCO Asset to be saving and guarantee for the employees and their families. Furthermore, the employees will receive tax benefit such saving amount is not compulsory and depends on work age of the employees.



(G4-EC3)

In year round 2015, the total amount in provident fund in company's part in minimum rate of 5-10% by using criteria of members' work age to calculate percentage is 111,217,604 Baht with reserve budget according to provident fund plan of 111,217,604 Baht that covers all entitled employers.

However, in 2015, there were 2,866 employees or 87.69% who are the members of such fund from 3,286 employees with qualifications according to the requirement of provident fund application

**To deposit the cumulative money (employee) and subsidy (employer) will be equally calculated for both employee and employer's part (After probation)**

Work age (from the attendance date)	Cumulative ratio of the employee	Subsidy rate of the company
below 1 year	5%	5%
From 1- 3 years	6%	6%
From 3-5 years	7%	7%
From 5-7 years	8%	8%
Up to 7 years	10%	10%

## Term of payment

- The payment for the employee dismissed from membership of the fund can be divided as 2 cases
  1. Resignation
  2. Resigning from membership (the employees cannot return )
- Cumulative payment of the employees and reserve from the company will depend on work age of the members

Work age (from the attendance date)	Cumulative ratio of the employee	Subsidy rate of the company
below 1 year	100%	0%
From 1- 3 years	100%	25%
From 3-5 years	100%	50%
From 5-7 years	100%	75%
Up to 7 years	100%	100%

### (G4-DMA (Labor / Management Relations), G4-LA2)

The company provides the welfare and benefits for the employees and their families from the first date of work. The employees with the same level (by Band) will receive equal welfare without discrimination in terms of gender, race, age and religion. The welfare and benefits include life insurance and health insurance covering medical treatment cost and their family (spouse and 2 children). The daily employees will receive the insurance with coverage of 100,000 Baht in case of death.

Besides, other welfare and benefits that the employees receive include social security, uniform, subsidy in case of death, subsidy for public utility, scholarship for child, welfare of accommodation purchase, Fitness & Sport Club, workman's compensation fund in case of injury/ accident caused by works, gift in case of admitting in the hospital, subsidy in case of natural disasters as well as the wreath in the funeral along with the years of service award for employees who work for 10 and 20 years etc.





(G4-DMA (Human Rights))

## Human Right Management Guidelines



(G4-DMA (Forced or Compulsory Labor), G4-HR3, G4-DMA (Non-discrimination), G4-DMA (Child Labor), G4-HR5, G4-I5)

The Company has a policy of recruitment in clause 4.5 that “The Company will hold morality to procure and employ staffs without discrimination in terms of race, religion, color or sex by considering from the suitability of duties and responsibilities by individual” There are no child labors or forced labors G4-DMA (Forced or Compulsory Labor) and in clause 4.7 “the Company will disapprove recruiting employees to work in any positions that the commander or subordinates are relatives or family members” This equalize opportunity for everyone to be recruited as the employees of Pruksa Real Estate Public Company Limited

by emphasizing on capability and suitability with such position. Furthermore, the company also complies with the law about hiring disabled people by coordinating with the government sector, any disability associations to promote the disable to get a job. Nevertheless, in 2015, the Company was unable to employ disabled staffs but contributed money to Fund for Empowerment to Persons with Disabilities for 2,518,500 Baht as the expenditure for protection and development of life quality of the disabled people.

Think Creater Value  
For most of the quality





# Product

Responsibility





(G4-DMA (Product and Service Labeling))

## Responsibility for product



(G4-PR3, G4-DMA (Products and Services))

### Products and Services

**Pruksa** is the first real estate entrepreneur that uses world-class modern technology in house construction under the name of Pruksa Precast. It is construction with Ferro-concrete sheets produced at Pruksa Precast factory of the Company for Townhouse, detached house and condominium to increase quality of building to meet universal Standard.

The house wall composed of Ferro-concrete is more durable than construction with general brick for many times. Every piece passes quality control system and there are no problems like general brick and facing. Using readymade concrete wall carries weight of the house and it does not require post and beam and so there are more utility spaces in the house with beautiful interior design and decoration. With Ferro-concrete pieces produced from the factory and installed at the construction site, it can reduce waste problems that may have impact on environment and it reduce pollution of noise and dust including traffic issue in construction site.

(G4-DMA (Customer Health and Safety), G4-I5, G4-SO2)

### Standard and Safety of product

**Pruksa** defines the standard of production and complies with the regulations and laws completely according to corporate governance by recognizing the safety and impact on health of customers. It selected materials with standard certification such as products with TIS or product standard certified by the country of distributor. This included materials that release substance not harmful to users and health specified by product standard such as selecting the roof tiles with no composition of asbestos, designing the building in accordance with the provisions of Allocation Act and Construction Act completely. Moreover, it also designed the building that can resist horizontal and vertical earthquake certified by AIT (Asian Institute Technology) for safety of consumers.



(G4-12, G4-PR3)

## Quality Operational standard of Pruksa

Pruksa has operation processes that are corresponding with and covering the business cycle to respond vision of the company with determination to be number one brand in customer's heart called as (Process : P) from the Pre - Operation (P0) to the final process in value supply chain including unceasing improvement (P16)



## Explanation of work process by order process 0 (P0) - Process 16 (P16)

No	Process
P0	<b>SBU Business Plan : Project Feasibility Study 1</b> Studying the land with feasibility of marketing and financial return for Stakeholder with standard of the Company
P1	<b>(G4-DMA (Land Degradation, Contamination, and Remediation), CRE5, G4-SO2, CRE7)</b> <b>Land Acquisition : Land Price Negotiation and Project Feasibility Study 2 with land purchase approval</b> The land purchase process of the company is to purchase land with good and potential location to be property with added value for the residents. It would purchase land that the owner desires to sell only and free from legal process without force or any illegal or non-transparent methods. Every plot of land will consist of the company agent from many sectors to negotiate about land trading so that it is transparent in both the company and land owner.  The Company also purchases land that can be used as the route for transporting construction materials and team without impact on nearby community and customers of the project. During construction, if any routes are damaged, they shall be repaired or improved for better condition.
P2	<b>Project Concept Design Concept : Project Concept and Project Feasibility Study 3</b> When the Company derives the land for project development, the team will design the project with public utility, house model with concepts of cozy and pleasant residence with ultimate benefit. Besides, the direction of house is designed in accordance with the landscape architecture so that the project quality and residents can stay with happiness and low maintenance cost.
P3	<b>Prelim Design &amp; Detail Design PCM : Recruiting house designer</b> To design the house in each project with complete functions for quality residency, it selects the materials with convenient usage, value, beauty and long life usage. The water draining and treatment system is designed according to good sanitation principles with instruction manual for customers to prolong usage life of any parts in the house and it is the way to save environment.
P4	<b>(G4-DMA (Procurement Practices)</b> <b>Estimate &amp; Budgeting : project budget and cost estimation Project Feasibility Study 4</b> Price estimation by design
P5	<b>Sourcing : Sourcing and Selecting any types of contractor</b> It selected the contractor or supplier with products as same as the design with good before and after sale service to deliver quality project and houses. It also has procurement process of Bidding or e-Auction for reasonable price and the customers can purchase house in the project with good quality and reasonable price.  Nevertheless, the contractor or supplier with good overall operation will be considered to work with the company next times.
P6	<b>Government Permit : Any permissions</b> Permissions for every relevant type of operation of the company will be conducted in accordance with the law and regulations strictly.
P7	<b>Procurement : Bidding and hiring the contractor for material price</b> Bidding and hiring the contractor for material price so that the company will get the contractor/ distributor with best qualification according to price and terms or conditions of employment

No	Process
P8	<p>(G4-SO2)</p> <p><b>Mock up House Construction : sale office and house model construction</b>            The initial construction, land covering, public utility works, house model will emphasize on working following the plan and supervising project construction without troubling nearby community including being responsible for any complaints (if any) and quickly resolving the problems</p>
P9	<p>(G4-DMA (Marketing Communications))</p> <p><b>Marketing : Marketing</b>            Any marketing methods will be media not disturbing the environment or causing dangers such as installation that may obstruct visibility etc.</p>
P10	<p><b>Sale &amp; CRM Credit : sale and consultancy about house purchase and credit for customers with CRM Service</b>            Sale for customer will include giving true and complete information to support decision of purchasing house of the customers with credit service. The Company will cooperate with every financial institution so that the customers will get highest benefit to perceive terms and conditions of each financial institution and it is deemed a part of service together with the financial institution.</p>
P11	<p>(G4-SO2)</p> <p><b>Construction &amp; Quality Control : Constructing houses and public utilities with quality inspection</b>            During house construction, the company will supervise the impact on nearby communities including noise, water drainage, dust caused by construction. The construction of the company results less dust than general operation because the company constructs with modern technology of precast sheet (Readymade Ferro - concrete sheet) inside the factory. Every piece is checked and controlled to reduce releasing pollution from construction and transport (Greenhouse gas) directly and indirectly and reduce the amount of waste. Accordingly, every house has good quality and work standard before delivered to customers.</p>
P12	<p><b>Payment : paying money to the contractor and paying by installment according to progress of works</b>            Payment is approved to the contractor according to performance of each process</p>
P13	<p><b>Inspection Quality Control &amp; Transfer : The customer inspects and accepts the house with ownership transfer</b>            The customer inspects and accepts the house and work revision as the customers inform is likely to decrease due to quality improvement from design and continuing construction.</p>
P14	<p>(G4-DMA (Security Practices))</p> <p><b>Juristic Person : Property Management and Housing Juristic person management</b>            To manage and supervise the project before residing- during stay- delivering to juristic person, the Company will have particular sectors that supervise public utility with specific duties including lighting system, water drainage, cleaning in the project, road, public park and security especially the fact that the company will be strict on procuring quality company with performance inspection of security guard and instruments to inspect performance of security guard for ultimate effectiveness with safety for resident in the project. Therefore, the company can reduce a lot of problems of insecurity in the project</p>
P15	<p><b>After sale service and building up good relationship with customers : managing house repair after sale and CRM</b>            The Company defined the standard of repairing in term of quality and term in each type of work (SLA) as the regulations to be strictly practice. Every house with repair list will be recorded in the system as data of operation and data of the relevant people. The customers will also receive good complete and quick services within specified term. Before repair- during repair- after repairs, we have a team of service that will contact customers all the time to perceive and assess the result of service and report the executives. Such result of services bring high satisfaction to customers</p>
P16	<p><b>Continuous Improvement Process และ Supply Chain Reversing P1 - P16</b>            Reviewing work process in each step and developing and improving operations continually to deliver quality product to customers.</p>

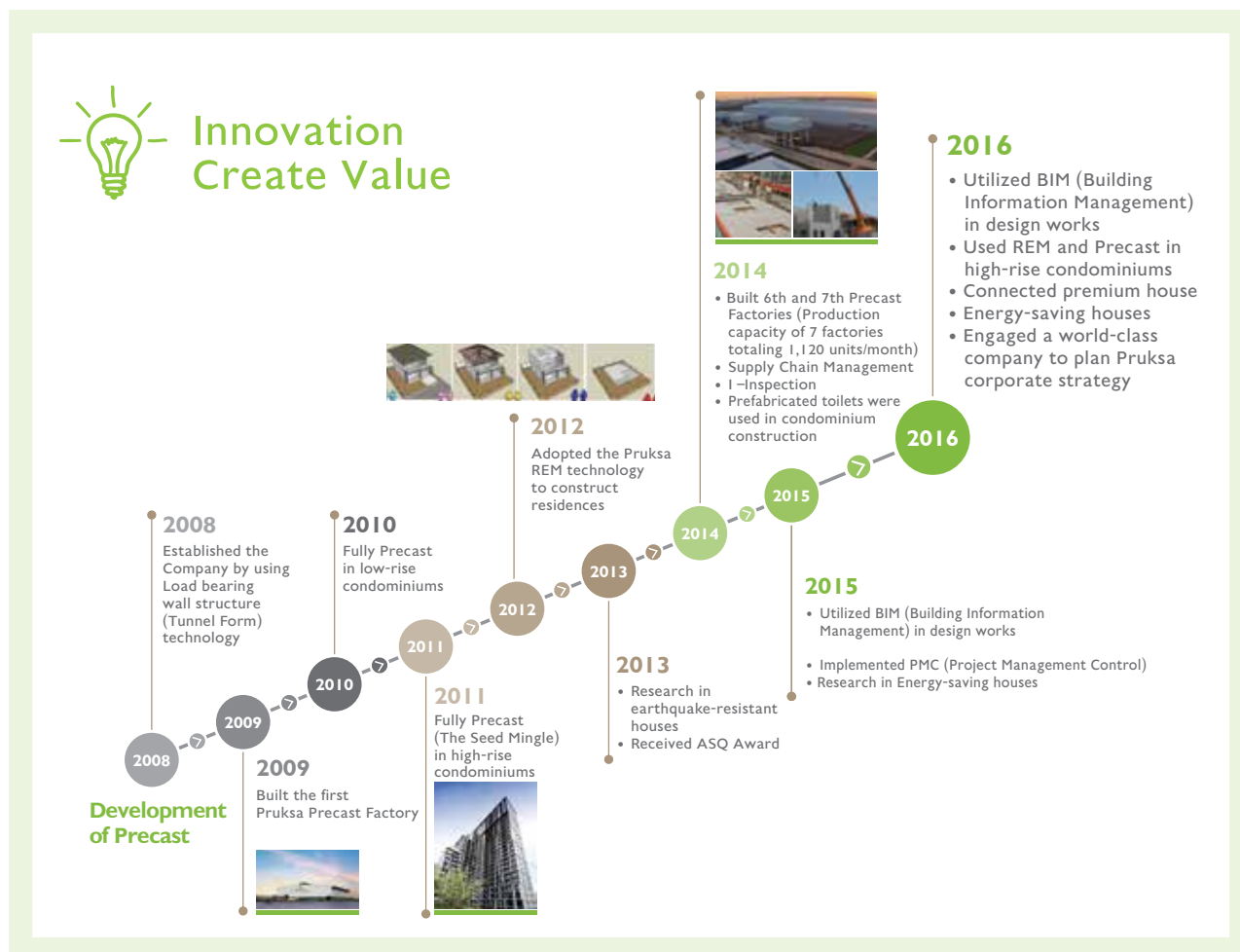
(G4-DMA (Marketing Communications))

## Unceasing product and service development

The Company emphasizes on research and development continually so that the residences to be delivered to customers will be complete and corresponding with ultimate needs of customers. Currently, Consumer & Market Intelligence and Pruksa Innovation Center have mutually worked to survey the research and analysis about Consumer insight with Segmentation as well as survey all housing projects in market (Supply) throughout the country with adequate database to perceive the number and needs in residence market of consumers. It is divided as format of residence, location and price level. However, the company will use such result to support developing new projects in the future.

Moreover, the company surveys and researches about satisfaction and needs of the customer of the company in each term including reservation, sale, ownership transfer, house quality, service as well as materials or products with new innovation with inspection and review to meet the needs of customers before real use with different methods but corresponding with target group. It can be applied for service improvement and delivering quality accommodation of the company.

For 20 years, the company has bring various innovation in development continually to achieve the vision of the company to be Top of Mind Brand



The Company defined Road map in both short and long term plan with innovation to solve problems and increase effectiveness in construction process as well as raise quality of the products with universal standard. This includes creating value for customers by developing products that meet the needs of customers and Consumer 4 Mega Trend such as Green Revolution, Digital Lifestyle, Aging/Health Society and Safety Concern etc. to be modern house that can respond all lifestyle and needs of customers.

However, the Company emphasizes on High value added that is suitable with every product group with integration and creation of innovation from participation of in-house employees in form of Closed Innovation as well as receiving Open Innovation to be applied with products focusing on business alliance from construction material manufacturer, educational institutions, academicians and technicians in Thailand and foreign countries to develop products as Long-term Partnership

Unceasing creative innovation can be divided as following 3 terms

### 1. Process Creative Innovation

The Company creates innovation in Supply Chain Management by studying feasibility of the project to design products suitable for each customer group, develop design, and draw the 3D plan in design system called as BIM (Building Information Model) through management Information system (MIS) that will connect to the same database to reduce mistakes of database that is different between sectors. Such database will be applied in construction management that the company develops to be in accordance with REM (Real Estate Manufacturing) or it is application of production process in production industry with house production in Mass Customized type; it is the house construction system that can customize construction with work process control to be in proper order.

### 2. Service Creative Innovation

It is an innovation to develop and improve services such as developing house acceptance with Tablet, services via Online: Live Chat to provide information about products, accept repair and complaint via Facebook, online house reservation and payment with Pruksa Application on mobile phones to be another channel that customers can access data more conveniently.

### 3. Product Creative Innovation

The Company researched to develop product quality with standard and meeting customers' need in reasonable price. In 2015, the Company hired the consultant about energy-saving building from Germany to mutually study and create the model of energy-saving house at the Plant Estique Pattanakarn and it was certified of green building from DGNB Certified, Germany and it is anticipated to be finished within 2016. This would be a guideline of selecting materials in the future with emphasis on environmentally-friendly materials and reducing energy use as it is one of causes of global warming

### Continuous Improvement to Creative Innovation for customers

One of essential mechanism that drives Creative Innovation to deliver valuable house and services to customer is continuous improvement. The company provides the activity of employee assembly to suggest the guidelines of development and improvement of work in Small Group Activity (SGA) since 2008 and it created more than 3000 SGA works till present.





Small Group Activity (SGA)

In 2015, the company applied process of analysis and improvement of Lean Six Sigma referred to as Define-Measure-Analyze-Improve-Control (DMAIC) as the foundation of systematical critical thinking that can be extended to advance improvement that significantly affects field or organization level. It is also upgrading to universal standard from outstanding SGA activities with many awards and real applications.

### “i-Inspection”

Program of “i-Inspection” : an appointment with customers to inspect the house by calling and recording the result in paper form is found many problems and inadequate effective with some problems of defect resolution. Moreover, some lists are not exact to customers’ need. With such problem, the company developed the system of appointment and repair management through Tablet to deliver houses to customer more quickly with effectiveness and highest satisfaction of customers. This is the innovation of the company and in business of real estate development.

### “CLAMP installed on Precast Wall ”

Originally, installing Precast needed Prop to seize Precast wall which required expertise of the technicians and using props in operation area has high risk of accidents. Thus, the company had an idea to develop the equipment that can help fix the precast wall in house construction with Precast system with CLAMP and JIG equipment that can reduce times and increase quality of installation and safety of the undertakers. This is the innovation of house installation with precast system.

From internal work contest to outstanding propagation to society, the company selected outstanding works for national contest such as Thailand Kaizen Award arranged by Technology Promotion Association (Thai-Japan) (TPA) which is an institution that is widely accepted. In 2015, Pruksa sent works for contest and got rewards for 3 topics including reserve and transfer, C-Line magnet and low pressure leakage repair and there were many companies paying attention to visit quality improvement event of Pruksa for exchanging knowledge.



(G4-DMA (Security Practices), G4-DMA (Customer Health and Safety))

## Security operation in the project

Pruksa managed and supervised security in projects starting from before residing to delivering to juristic person. The company established specific sector that supervised public utility works, public services including lighting system, water drainage, cleaning in the projects, road, and public park etc. especially security with safety system such as installing CCTV in front of the project and many points with possible risks, installing Double Gate Security, electric teeter to inspect all cars that enter or leave the project. Besides, it also provided the security guards to take patrol at many points, sticker for cars, seal to enter or leave the project and card exchange in case of accessing the project.

### Qualification of security guards

The Company procured the company with quality to check the history and profile of security guards to gain confidence with ultimate safety for customers in the projects. Currently, it can reduce the problems of insecurity in the project. However, the company stipulates the qualification of security guards to recruit quality people to perform duties including age over 20 years old, military exemption or passing military education, being health without disability, insanity or severe contagious disease. They shall have certain domicile And never be punished in criminal case before and they also people free from warrant of arrest or not being in the middle of trial for criminal case.



(G4-HR7)

### Measures of security in the project

Nevertheless, to increase effectiveness for every security guard, the company provides both theoretical and practical training to get them ready to perform duties regularly and to realize personal rights that they shall practice to any persons in the project and outsiders. The company defines it as security measures in the project as follows

1. Providing the quality patrol to supervise the project thoroughly all day and night long.
2. Controlling quality of performance of all security guards to perform duties strictly and be always alert
3. Inspecting the area of establishment to find defects for improvement and resolution of services for ultimate safety
4. Checking the work problems and resolution as well as monitoring the works
5. Providing trainings for security guards before practices in real area
6. Providing emergency center for information, accident and any defects with urgent resolution
7. Providing telephones at the guardhouse so that the members can inform the situation or to facilitate any matters
8. Inspecting safety from outsiders by defining that they shall fill out letter of permission to enter the project area and exchange the card as evidences at the guardhouse. The security guard shall inspect and monitor if such people visit that place according to the notice or not.
9. Performing duties by not infringing human rights of both insiders and outsiders

(G4-PR1, G4-PR5)

## Management for satisfaction of customer

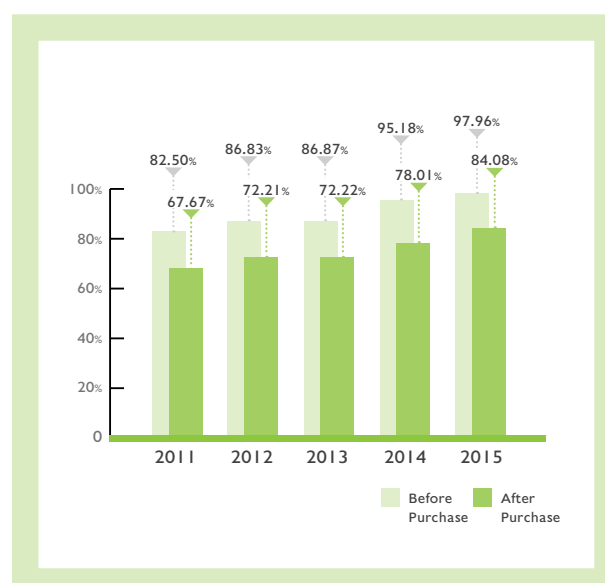
Pruksa has targets to be number one brand and thus emphasizes on management and good relationship with customers by assessing satisfaction of customers in each procedure from contact with the company to work delivery to juristic person. The result of satisfaction survey will be summarized and submitted to the executives and the

relevant so that the result will be analyzed and improved continuously. Customers' satisfaction survey is stipulated as follows

Satisfaction survey	Assessment methods
1. Data Service	The customers will do satisfaction survey through automatic responsive system after the customers use data service from Pruksa Contact Center 1739
2. Project Visit	Satisfaction Survey on the date the customers visit the project
3. Booking and Contracting	Satisfaction Survey on the date the customers book the house and sign contract sale agreement
4. Ownership transfer and house delivery	Satisfaction Survey on the date the customers receive the house key
5. Residency after 3 - month ownership transfer	The customers do satisfaction survey through Pruksa Contact Center 1739 after 3-month ownership transfer
6. Repair or complaints service	The customers do satisfaction survey through Pruksa Contact Center 1739 after the officers repair or resolve the problems as the customers requested
7. Services of housing development/ condominium juristic person after delivering public utility for 3 years, 5 years, 7 years and 10 years	The customers do satisfaction survey through Pruksa Contact Center 1739 after the housing development/condominium juristic person finds the juristic person or accepts public utility.

### Customers' satisfaction Survey

In 2015, Pruksa exercised the innovation of i-inspection which is creative innovation by the employee of the company with after sale service officer in every project to increase effectiveness of after sale service to bring satisfaction to customers because it can record the repair notice list completely which is corresponding with the data identified the customers and it can respond their needs quickly. Furthermore, the company also improved the process of "complaint and problem notices from customers" by specifying proper repair time of each work type (Service Level Agreement) in accordance with customers' needs and that they are more satisfied.



(G4-SO11, G4-EN27, G4-PR2)

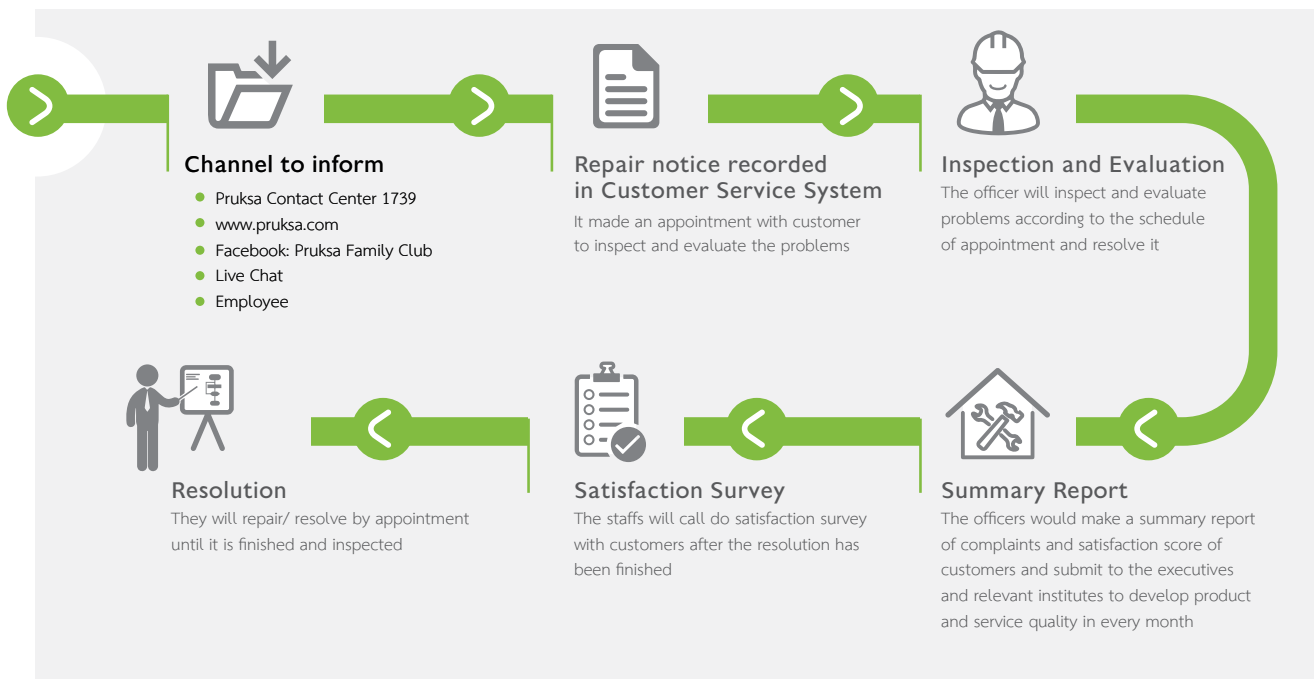
### Number of contact data through channels of the company in 2015

In 2015, there were 349,437 people who contact Pruksa Contact Center 1739, Facebook and online chat to ask for information and notify the problems and there were only

19 cases related to social and environmental impact and the company has resolved them as well as analyzed the causes to define the prevention approaches in the future.

(G4-27)

### Process of problem and complaint management for customers



(G4-I6)

## Participation in sustainability Network



**Pruksa** participated in network of doing activities for society by cooperating with any networks of government sector, private sector and public sector to operate any activities beneficial to the community and society. It is also the mechanism that drives development that is beneficial to society and community.

(G4-I5)

The Company realized business operation that is friendly to children in the establishment, roles in market and roles in the community and environment, thus, it signed the MOU of “program of business operation friendly to children” together with government sector, private sector to show its intention that the Company used Children’s Rights and Business Principles – CRBP mutually developed by United nations Children’s Emergency Fund (UNICEF) Save the Children Organization and United Nations Global Compact as it emphasizes on good life quality and living of Thai children and it is a part of social responsibility policy that the Company has given precedence and operated continuously.

Furthermore, the company also supported educational and youth development by signing an MOU in the project of “1 Save 9” together with Office for national education standard and Quality assessment (Public Organization) or ONESQA to give assistance to develop educational quality in educational institutions.

(G4-EC7, G4-SO6)

The Company also supported the government policy in Pracharat project to construct accommodations for low-income people including soldiers, police officers, bureaucrats and general people to have better life with their own residence.

(G4-I5)

Besides, the company and chief executive officers of the Company participated in other networks for society as follows

- Government : Giving suggestions and guidelines to develop and stimulate real estate market and accommodation project for low-income people
- Thai Listed Company Association : being the member of CSR Club to make benefits for public and share information, experiences and knowledge of CSR development
- Thai Condominium Association : being the member and the chief executive officer of the Company is the president of Thai Condominium Association
- Thai Real estate association: the chief executive officer of the company is the advisory committee of Thai Real Estate Association
- Thai Appraisal Foundation: the chief executive officer of the company is the president of Thai Appraisal Foundation which is non-government organization.
- Thai Property Management Association: the executive of the company is the honorary advisor of Thai Property Management Association.



# Independent Assurance Statement

## To Pruksa Real Estate PCL on the Sustainability Report 2015

Pruksa Real Estate Public Company Limited requested Thai Pat Institute (the Foundation for Thailand Rural Reconstruction Movement under Royal Patronage) to carry out an assurance engagement response to the Sustainability Report 2015

### Criteria for report preparation

- The Global Reporting Initiative (GRI) Sustainability Reporting Guidelines version 4, in accordance with the Guidelines using 'Core' option

### Criteria for assurance standards

- The AA1000 Assurance Standard (AA1000AS 2008)

### Addressee

The intended users of this assurance statement are the management of Pruksa Real Estate PCL and its associated stakeholders.

### Scope of Assurance

The scope of this assurance engagement based on Type 1, AccountAbility Principles: evaluation of adherence to the AA1000 AccountAbility Principles and to the GRI Sustainability Reporting Guidelines version 4 in accordance with 'Core' option. The scope of this assurance engagement response limits to the material aspects information, and does not provide conclusions on the reliability of the performance information.

### Disclosures Covered

The assurance engagement is based on information that is publicly disclosed on the Sustainability Report 2015 of Pruksa Real Estate PCL for the year ended 31 December 2015.

### Methodology

We carried out Type 1 moderate assurance in accordance with AA1000AS. The Type 1 engagement requires us to report on the nature and extent of adherence to AA1000 APS. To achieve moderate level assurance we have used the criteria in AA1000AS to

evaluate adherence to AA1000APS. We undertook the following procedures:

- Reviewed the policies, practices, management systems and processes and performance information to be included within the Sustainability Report 2015 of Pruksa Real Estate PCL
- Analyzed information on performance provided in the Sustainability Report 2015 of Pruksa Real Estate PCL as a source of evidence to evaluate adherence to the principles and guidelines
- Inquired the processes Pruksa Real Estate PCL undertaken to adhere to the principles of inclusivity, materiality and responsiveness
- Assessed the extent to which Pruksa Real Estate PCL has applied the GRI Reporting Framework including the Reporting Principles and GRI G4 Construction and Real Estate Sector Disclosures
- Provided observations/recommendations to Pruksa Real Estate PCL in accordance with the Scope of Assurance based on defined criteria

### Findings and Conclusions

- Based on the scope of assurance using the AA1000AS (2008), we conclude that Pruksa Real Estate PCL has applied processes and procedures that adhere with the principles of inclusivity, materiality and responsiveness as set out in the AA1000APS (2008); and
- Based on the scope of assurance using the GRI G4 Reporting Framework, we conclude that Pruksa Real Estate PCL has followed Reporting Principle and Standard Disclosures in a reasonable and balanced presentation of information and consideration of underlying processes for preparing the report

### Observations and Recommendations

Nothing came to our attention which caused us to believe that the Sustainability Report 2015 of Pruksa Real Estate PCL did not adhere to the Principles. To improve future reporting of Sustainability in accordance with AA1000APS, we have made following observations:

**Inclusivity:** The report shows engagement of stakeholders in various channels as well as brief practices to stakeholders. However, it is also recommended that key topics and concerns raised during stakeholder engagement process should be included in the next reporting period.

**Materiality:** Pruksa Real Estate PCL shows briefly its reporting process. However, more detailed in each stage are preferred such as the way to select materiality aspects and boundaries.

**Responsiveness:** Pruksa Real Estate PCL demonstrates its intensive response to the material issues that affect sustainability performance through governance structure, sustainable policy, strategies, and performances. However, to determine targets and timeline should consider S.M.A.R.T. concept (Specific, Measurable, Achievable, Relevant, and Time Bound).

To improve future sustainability reporting in relation to GRI Reporting Framework, we have made the following suggestions:

- In Organizational Profile, additional disclosure requirements on supervised workers include contractors and sub-contractors who delivering projects and building services should be provided according to the Construction and Real Estate Sector Disclosures (G4-10), also the percentage of total employees covered by collective bargaining agreements should be reported (G4-11).
- In Specific Standard Disclosures, it should be clearly and precisely indicated the disclosure on management approach (DMA) and indicators of Procurement Practices (G4-EC9), Public Policy (G4-SO6), Marketing Communication (G4-PR7) and Local Communities (G4-SO2).
- Performance Disclosure on Local Communities should additionally provide the number of persons voluntarily and involuntarily displaced/resettled by development, broken down by project (CRE7) as a Sector Specific Indicator.
- Performance Disclosure on Customer Health and Safety should be indicated the percentage of significant product and service categories for which health and safety impacts are assessed for improvement (G4-PR1), the total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services (G4-PR2).
- Performance Disclosure on Product and Service Labeling should be indicated the total number or percentage of assets that have achieved a

certification, rating or labeling within a portfolio (buildings and construction projects), and level of certification attained (CRE8) as a Sector Specific Indicator.

### Competencies and Independence

Thaipat Institute is a public organization established in 1999 with its roles in researching, training, and consulting in corporate responsibility and sustainability practices. Thaipat Institute is an AA1000AS (2008) Licensed Providers granted by AccountAbility, the creator and proprietor of the AA1000 Assurance Standard. Thaipat Institute has become the first GRI Organizational Stakeholder in Thailand since 2010 and has been certified as GRI training partner in Thailand, Indonesia, Malaysia, Philippines, Vietnam, and Singapore. Our team has the relevant professional and technical competencies and experience in corporate responsibility and sustainability for several years. During FY2015, we did not provide any services that relate to the report writing process to Pruksa Real Estate PCL that could conflict with the independence of this work.

For Thaipat Institute



By Vorranut Piantam

Bangkok  
20 March 2016



## PRUKSA'S GRI G4 Content Index General Standard Disclosures



General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>STRATEGY AND ANALYSIS</b>				
G4-1	9			
G4-2	16 - 19			
<b>ORGANIZATIONAL PROFILE</b>				
G4-3	Front Cover			
G4-4	Front Cover			
G4-5	Back Cover, 21			
G4-6	10, 20			
G4-7	20 - 22			
G4-8	21			
G4-9	20 - 22,33,63-64			
G4-10	63, 64			
G4-11	64			
G4-12	78-80			
G4-13	13 - 15			Thailand's Most Admired Company 2015 By BrandAge Magazine and Company Magazine
G4-14	41 - 44			EIA (Environmental Impact Assessment) By Office of Natural Resources and Environmental Policy and Planning
G4-15	Inside cover, 10, 30, 41, 45, 65, 67, 74, 77, 87			<ul style="list-style-type: none"> <li>- Social Enterprise By Royal Thai Government</li> <li>- CSV (Creating Share Value) By Thaipat Institute</li> <li>- Global Reporting Initiative (GRI)</li> <li>- Thailand's Most Admired Company 2015 By BrandAge Magazine and Company Magazine</li> <li>- AGM Checklist By Annual General Meeting</li> <li>- EIA (Environmental Impact Assessment) By Office of Natural Resources and Environmental Policy and Planning</li> <li>- GI (Green Industrial) By Department of Industrial Promotion Ministry of Industry</li> <li>- OHSAS 18001:2007 By Occupational Health and Safety Assessment Series</li> <li>- AIT By Asian Institute of Technology</li> <li>- TISI 18001:2554 By Thai Industrial Standards Institute Ministry of Industry</li> <li>- CRBP (Children's Rights and Business Principles)</li> </ul>
G4-16	87			<ul style="list-style-type: none"> <li>- Social Enterprise By Royal Thai Government</li> <li>- CRBP (Children's Rights and Business Principles)</li> </ul>

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>				
G4-17	10, 33			
G4-18	10 - 12			
G4-19	10 - 12			
G4-20	10, 12			
G4-21	12			
G4-22	-		Not to restate organization	
G4-23	10, 11			
<b>STAKEHOLDER ENGAGEMENT</b>				
G4-24	27 - 29			
G4-25	27			
G4-26	27 - 29			
G4-27	27 - 29, 86			
<b>REPORT PROFILE</b>				
G4-28	10			
G4-29	10			
G4-30	10			
G4-31	28 - 29, Back Cover			
G4-32	10, 90 - 97			
G4-33	88-89			
<b>GOVERNANCE</b>				
G4-34	23, 88 - 89			
G4-35	24			
G4-36	-	74		
G4-37	28 - 29			
G4-38	24			
G4-39	24			
G4-40	24			
G4-41	-	126 - 127		

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
G4-42	24			
G4-43	-	124 - 125		
G4-44	9	79		
G4-45	9, 16 - 19			
G4-46	9, 16			
G4-47	9, 16			
G4-48	9			
G4-49	28 - 29			
G4-50	40 - 52			
G4-51		114 - 116		
G4-52		80		
G4-53			Not applicable : Proprietary information	
G4-54		114 - 116		
G4-55			Not applicable : Proprietary information	
<b>ETHICS AND INTEGRITY</b>				
G4-56	13			
G4-57	28 - 29			
G4-58	28 - 29			

## G4 SPECIFIC STANDARD DISCLOSURES

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>CATEGORY : ECONOMIC</b>				
<b>Economic Performance</b>				
G4-DMA	32 - 33			
G4-EC1	33			Auditor by KPMG Phoomchai Holdings Co., Ltd.,
G4-EC2	16			
G4-EC3	72			
<b>Market Presence</b>				
G4-DMA	34 - 37			
G4-EC6	63, 64			
<b>Indirect Economic Impacts</b>				
G4-DMA	16, 34 - 37			
G4-EC7	16, 87			Social Enterprise By Royal Thai Government
G4-EC8	34 - 37			
<b>Procurement Practices</b>				
G4-DMA	79			
<b>CATEGORY : ENVIRONMENTAL</b>				
<b>Materials</b>				
G4-DMA	47			
G4-EN1	47			
G4-EN2	45, 47			
<b>Energy</b>				
G4-DMA	40, 52			GI (Green Industrial) By Department of Industrial Promotion Ministry of Industry
G4-EN3	51			
<b>Water</b>				
G4-DMA	41, 47			GI (Green Industrial) By Department of Industrial Promotion Ministry of Industry
G4-EN8	47			
G4-EN10	47			
CRE2	47			

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>Biodiversity</b>				
G4-DMA	41			
G4-EN12	41			
G4-EN13	41			
<b>Emissions</b>				
DMA	41			
G4-EN15	51			
<b>Effluents and Waste</b>				
G4-DMA	45			GI (Green Industrial) By Department of Industrial Promotion Ministry of Industry
G4-EN22	49			
<b>Products and Services</b>				
G4-DMA	77			
G4-EN27	67, 86			
<b>Transport</b>				
G4-DMA	50			
G4-EN30	50			
<b>Overall</b>				
G4-DMA	40 - 52			
G4-EN31	52			
<b>Supplier Environmental Assessment</b>				
G4-DMA	79 - 80			
<b>Environmental Grievance Mechanisms</b>				
G4-DMA	52			
<b>Land Degradation Contamination and Remediation</b>				
G4-DMA	10, 79			
CRE5	10, 79			
<b>CATEGORY : SOCIAL</b>				
<b>LABOR PRACTICES AND DECENT WORK</b>				
<b>Employment</b>				
G4-DMA	63			
G4-LA2	72, 73			

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>Labor / Management Relations</b>				
G4-DMA	28, 63, 73			
<b>Occupational Health and Safety</b>				
G4-DMA	65			- OHSAS 18001:2007 By Occupational Health and Safety Assessment Series - TISI 18001:2554 By Thai Industrial Standards Institute Ministry of Industry
G4-LA5	66			
G4-LA6	68			
G4-LA7	66, 67			
CRE6	65			
<b>Training and Education</b>				
G4-DMA	69			
G4-LA9	70			
<b>Diversity and Equal Opportunity</b>				
G4-DMA	70			
G4-LA12	64			
<b>Equal Remuneration for Women and Men</b>				
G4-DMA	72			
G4-LA13	72			
<b>Supplier Assessment for Labor Practices</b>				
G4-LA15	67-68			
<b>Labor Practices Grievance Mechanisms</b>				
G4-DMA	28			
<b>HUMAN RIGHTS</b>				
<b>Investment</b>				
G4-DMA	74			
<b>Non-discrimination</b>				
G4-DMA	28, 74			
G4-HR3	28, 74			

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>Child Labor</b>				
G4-DMA	74			CRBP (Children's Rights and Business Principles)
G4-HR5	10, 74			
<b>Forced or Compulsory Labor</b>				
G4-DMA	74			
<b>Security Practices</b>				
G4-DMA	80, 84			
G4-HR7	84			
<b>SOCIETY</b>				
<b>Local Communities</b>				
G4-DMA	56			
G4-SO1	27, 30			
G4-SO2	10-12, 27, 77, 79 80, 86			
GRE7	79			
<b>Grievance Mechanisms for Impacts on Society</b>				
G4-DMA	30			
G4-SO11	52, 86			
<b>Anti-corruption</b>				
G4-DMA	26			
<b>Public Policy</b>				
G4-DMA	Inside Cover page, 55			CSV (Creating Share Value) By Thaipat Institute
G4-SO6	Inside Cover page, 87			
<b>Anti-competitive Behavior</b>				
G4-DMA	30			
<b>Supplier Assessment for Impacts on Society</b>				
G4-DMA	30			

General Standard Disclosures	Page Number		Direct Answer	External Assurance
	Sustainability Report 2015	Annual Report 2015		
<b>PRODUCT RESPONSIBILITY</b>				
<b>Customer Health and Safety</b>				
G4-DMA	77, 84, 86			- AIT (Asian Institute of Technology) - TISI 2554:18001 By Thai Industrial Standards Institute Ministry of Industry)
G4-PR1	85			
G4-PR2	86			
<b>Product and Service Labeling</b>				
G4-DMA	77			
G4-PR3	77, 78			
G4-PR5	85			
CRE8	Inside Cover page, 4-7			
<b>Marketing Communications</b>				
G4-DMA	80, 81			



CALL


**1739**

[pruksa.com](http://pruksa.com)

**Pruksa Real Estate Public Company Limited**

27<sup>th</sup> Floor, SM Tower, 979/83, Phaholyothin Road,

Samsennai, Phayathai, Bangkok 10400

 [PruksaFamilyClub](https://www.facebook.com/PruksaFamilyClub)

[www.pruksa.com](http://www.pruksa.com)