

**PSH**

บริษัท พุกกะโฮลดิ้ง จำกัด (มหาชน)  
PRUKSA HOLDING PUBLIC COMPANY LIMITED



**CREATING  
A  
SUSTAINABLE  
FUTURE**

## **Sustainability Report 2016**

**Pruksa Holding Public Company Limited**



บริษัท พุกกา โฮลดิ้ง จำกัด (มหาชน)  
PRUKSA HOLDING PUBLIC COMPANY LIMITED

## **Pruksa Holding PCL's Corporate Social Responsibility Policy**

*G4-DMA(Public Policy), G4-1*

Pruksa Holding PCL and subsidiaries are determined to operate the business for consistent growth and to build maximum satisfaction for all groups of stakeholders, under the principles of social and environmental responsibilities. The focal point on responsibility starts from accommodation development process to obtain products that are safe and friendly to consumers and relevant stakeholders. Activities are executed in 'CSR in Process' format, together with providing support and encouragement on social responsibility in education and youth development, as well as social, environmental, religious and cultural dimensions, which are executed in 'CSR after Process' format. With this, the Company has devised Corporate Social Responsibility policy (CSR) and Anti-Corruption policy by way of regulating 8 principles; fair business operations, anti-corruption, respect for human rights, fair treatment of labor, responsibility towards consumers, environmental preservation, social and community development, nurturing and spreading innovation, to serve as guidelines for executives and staff members to abide by for a sustainable future.



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**“Pruksa Holding will continue to be determined in generating growth, together with developing and paying back to the society, under the principles of good corporate governance for years to come.”**



A handwritten signature in black ink, appearing to read 'Thongma', located in the bottom left corner of the page.

Mr.Thongma Vijitpongpun  
Group CEO, Pruksa Holding Public  
Company Limited

## Message from Group CEO

*G4-DMA (Economic Performance), G4-DMA (Indirect Economic Impacts), G4-EC8, G4-I*

Pruksa Holding PCL is of the intention to operate the business that achieves sustainable growth and create ultimate satisfaction to all groups of stakeholders, along with displaying acts of responsibility towards to the society. The Company has applied the principle of Sufficiency Economy a philosophy attributed to the late King Bhumibol Adulyadej, in business operations and work processes to be based on honesty, virtue, and supportive of every level of staff member to adhere to the principle of good governance and employ wisdom in generating creativity, delivering quality products and services to clients, while at the same time maintaining balance between business goals and responsibilities towards the society and the environment. This is in order for the Company to harmoniously co-exist with the community and genuinely achieve sustainable growth.

Economy-wise, the Company developed and delivered over 20,000 accommodation units in 2016, which facilitated employment and growth to a lot of relevant businesses, with the Company's emphasis on stakeholders along the value chain and work processes; from land acquisition all the way to transfer of administrative and property management works to

the juristic persons. In this regard, it is also in the Company's attention to develop business partners and alliances. In 2016, the anti-corruption policy has been formally established.

In terms of society and environment, the Company has continuously taken on a number of social responsibility projects in educational aspect under "Pruksa Scholarship Project", granted to elementary to university students. In 2016, this scholarship was also granted to vocational students and the Company has initiated some new campaigns, for instance, "Pruksa Value Creation for the Society Campaign" and "Creation of Architectural Innovation"; a collaboration with the Faculty of Architecture, Chulalongkorn University. In terms of social responsibility, the Company has initiated "Pruksa Caring: Green Living Health 2016", providing a free health check-up for customers and the general public. This is a project that has been in action for 14 consecutive years, as well as "Pruksa Voluntary Mind for Blood Donation", which has been operated for 11 years straight.

Furthermore, the Company has been involved in the "Synergizing to a New Perspective, Generating Jobs for the Disabled" project of

the government, and participated in the project hosted by the Ministry of Social Development and Human Security to drive forward the direction to operate the business with social awareness and for the benefits of senior citizens.

With the Company's strong dedication to social responsibility, several awards had been won in 2016 from different organizations and institutes; BEST HERO FACTOR, specializing in CSR, Awards of Excellence by EIT-CSR Awards 2016, Thailand Sustainability Investment Award and the Company's Sustainability Report has been granted the Recognition Award for the fourth year consecutively. Also, the Company has been selected among the ESG100 securities as the organization that has an outstanding performance in environmental, social and governance aspects (ESG). These valuable awards are solid proof of the Company's transparent operations, with strict adherence to the principle of good governance and value creation for the society.

Pruksa Holding will continue to be determined in generating growth, together with developing and paying back to the society, under the principles of good corporate governance for years to come.



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# Awards and Honors

G4-15



## 1 Investors' Choice Awards 2016

The Company received Investors' Choice Awards 2016 following a successful achievement; scoring 100 full scores in the assessment on the quality of Annual General Meeting of Shareholders arrangement for 4 consecutive years. This honorary award is indicative of the Company's emphasis on information disclosure and equal treatment of shareholders according to criteria required of listed companies. This achievement also helped enhance the governance rating of the Thai stock market to be of the international standard.



## 2 Certificate of ESG100 Company CRE8

The Company received Certificate of ESG100 Company from Thaipat Institute as a result of being selected to be in the Universe group of ESG100 Securities in 2016. Among 621 other listed companies, Pruksa's achievement was due to its excellent performance in areas concerning the environment, society and governance (ESG) for the second consecutive year.



## 3 EIT-CSR Awards 2016 CRE8

The Company received the Prime Minister's trophy; EIT-CSR Awards 2016, in the outstanding award category from the Engineering Institute of Thailand Under H.M. The King's Patronage (EIT). Criteria were based on the operating performance in social and environmental responsibility, comprising of building design and construction management for convenience and safety of users, management and corporate governance for public benefits, public utility and environment.



#### 4 AFEO Honorary Member Award

Mr. Thongma Vijitpongpun was granted AFEO Honorary Member Award in the Philippines from ASEAN Federation of Engineering Organization (AFEO) as a potential organizational leader who plays key roles with knowledge and skills and has provided contribution in engineering to the society and the nation all along.



#### 5 Collective Action Against Corruption (CAC)

The Company was one of 39 companies that received the certificate verifying membership of the Collective Action Against Corruption (CAC), confirming the Company's emphasis on transparent business operations according to the principles of corporate governance and its clear standpoint on tangible anti-corruption protocols.



#### 6 BEST HERO FACTOR CRE8

The Company had been rated "BEST HERO FACTOR" from Thailand's Most Admired Company 2016 survey, hosted by Monograph Magazine. The Company was selected as a result of its outstanding performance in CSR, with the highest score in the real estate business group.



**7 Sustainability Report Award 2016** CRE8

The Company received Sustainability Report Award 2016, Recognition for the fourth consecutive year from CSR Club, Thai Listed Companies Association, with the support of the Securities and Exchange Commission, the Stock Exchange of Thailand and Thaipat Institute in disclosing ESG information in the form of Sustainability Report which is beneficial for investors.



**8 Thailand Sustainability Investment 2016** CRE8

The Company was selected to be one of the listed companies in Thailand Sustainability Investment 2016 listing or “Sustainable Stock”, serving as an alternative for investors who wish to invest in listed companies with outstanding performance in environmental, social and governance aspects (ESG). It is also a way of supporting listed companies with sustainable business operations with a thorough awareness of the society and the environment.



**9 International Quality Crown Award 2016**

The Company was the only Thai company that received the 30th “International Quality Crown Awards 2016”, Gold category, from Business Initiative Directions (B.I.D.), which is an organization that places emphasis on quality and innovation. This event took place in London, the United Kingdom.



### 10 “Outstanding Real Estate Project” Trophy 2016

The Company received “Outstanding Real Estate Project” trophy 2016 following the assessment conducted by the Agency for Real Estate Affairs. Four projects got selected as the most outstanding real estate projects; Plum Condo Paholyothin 89, Condolette Midst Rama IX, Fuse Chan-Sathorn and Baan Pruksa 74/3 (Srinakarin-Theparak).



### 11 Thailand Top Company Awards 2016

The Company received Thailand Top Company Awards 2016, in the “Employee of the Year Award” category from the University of the Thai Chamber of Commerce and Business+ Magazine. The criteria were based upon the outstanding operating performance in the group of companies in being an employee-oriented organization in terms of welfare, training and recognition of employees’ values as well as career growth opportunities.



### 12 Model Organization in Safety Performance Award – Provincial Level

The Pruksa Precast Factory at Navanakorn received “Model Organization in Safety Performance Award – Provincial Level” from Division of Labor Safety at the Department of Labor Protection and Welfare Building.



### 13 “Excellent Organization” Certificate

The Pruksa Precast Factory at Navanakorn and Lumlukka received “Excellent Organization” certificate from the governor of Pathumthani, following both factories’ operations that comply with the protective and preventive measures on drug abuse in the organization.



**14 Thailand Kaizen Award 2016**

The Company received Golden Award from the I-Inspection program; an intelligent home inspection application, and Silver Award from its design success; clamp attached to precast walls in Thailand Kaizen Award 2016 ceremony from Technology Promotion Association (Thailand-Japan).



**15 BCI Asia Top 10 Developers Awards 2016**

The Company received “BCI Asia Top 10 Developers Awards 2016” from BCI ASIA and FuturArc Magazine for the sixth consecutive year. This award is usually granted to real estate development company with outstanding design achievement and of high quality. Three of the Company’s condominiums were qualified; the Tree Rio Bang Aor Station, the Tree Elegance Tiwanon and Plum Condo Extra Rama II.



**16 Editor’s Choice Awards 2016**

The Plum Condo Chaengwattana Station, developed by Pruksa Real Estate PCL, won the Editor’s Choice Awards 2016, in the category of ‘most worthwhile condominium project of the year’ from an online media in real estate; Think of Living. The Project is unique with its location, design, composition of facilities inside the project and the overall worthwhileness.



**17 3 Excellent Energy Conservation Housing Awards 2016**

The Company received 3 awards in 2016 organized by Department of Alternative Energy Development and Efficiency (DEDE) including;

1. Award for Excellent Energy Conservation Housing in terms of Environment for CV56 The forest House Design of Delight @Scene Watcharaphol-Jatuchot Project.
2. Award for Excellent Energy Conservation Housing for DV56 The Arise House Design of Delight @Scene Watcharaphol-Jatuchot Project.
3. Award for Excellent Energy Conservation Housing for Plus House Design.

# Pruksa Way

G4-56

## Pruksa Holding PCL's Vision, Mission and Values

<b>Vision</b>	Pruksa Holding strives to be the leader of real estate company in Thailand which has a variety of business and service to match with new life style and serve all customers' need completely.
<b>Mission</b>	Pruksa Holding is dedicated to fulfilling our customer's dreams by delivering happiness and new lifestyle for all members in the family.

### Values



#### Customer Focus

Strive to search and understand all groups of customers' need and satisfy them with quality home and impressed service



#### Collaboration

Work as a united team to create an impressed outcome for customers



#### Creative Innovation

Create an innovation for creative products and over expectation and impressed service to customers



#### Discipline

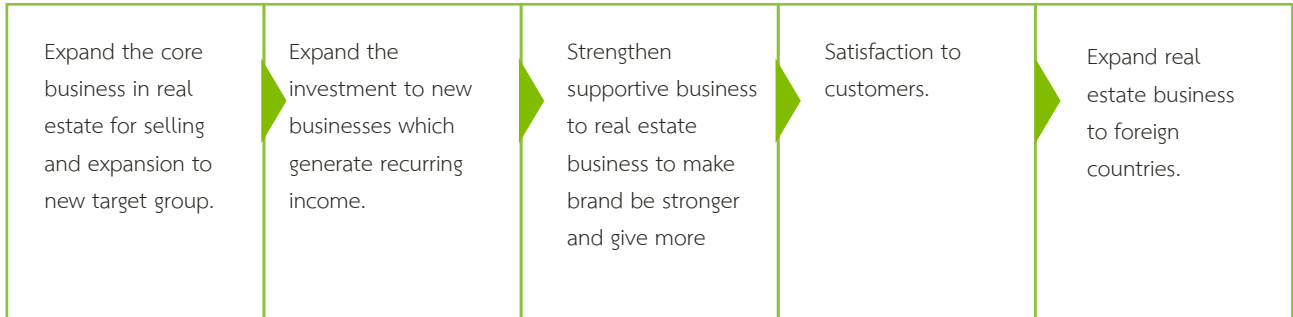
Have discipline in working on time according to schedule with quality outcome



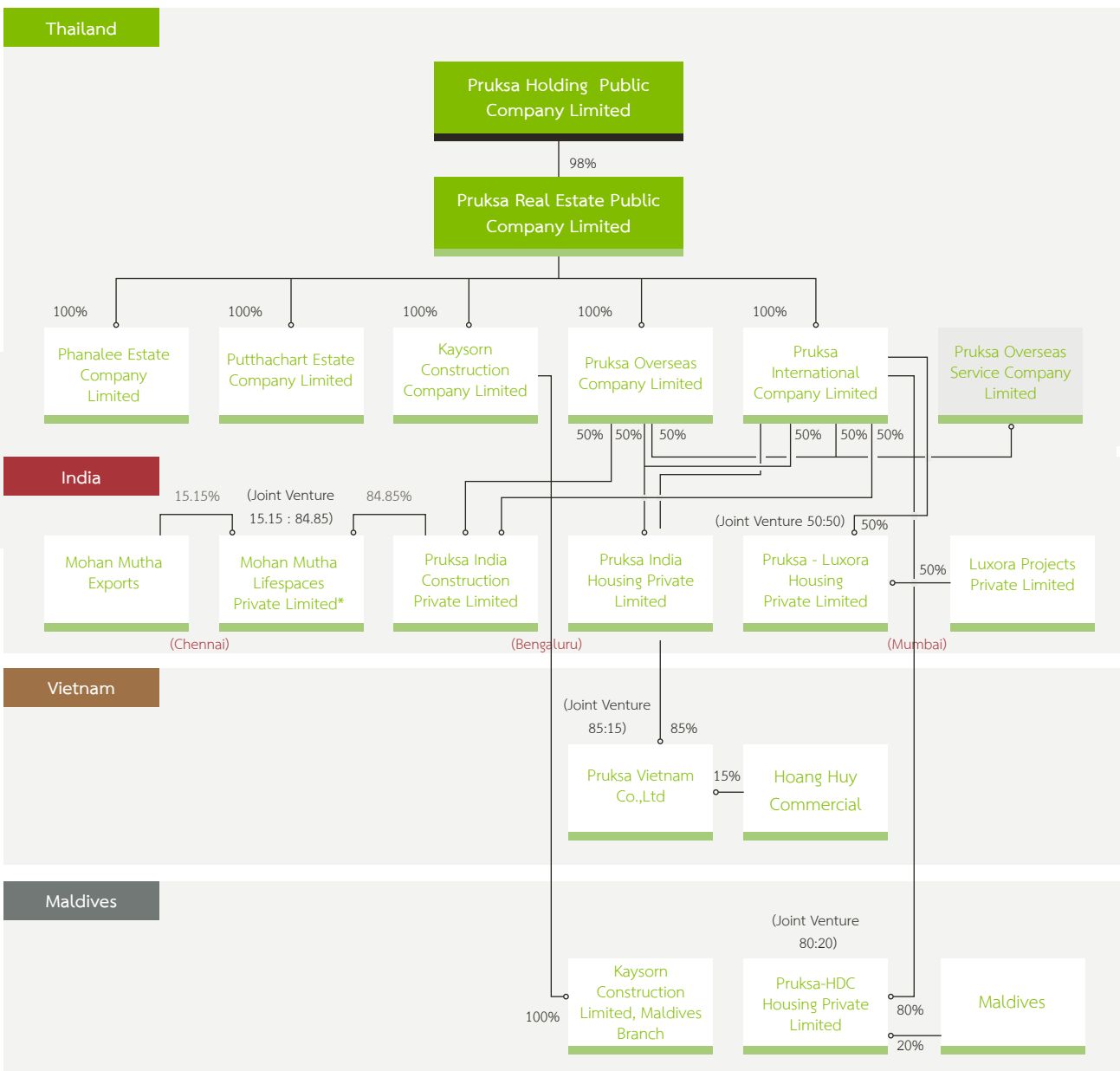
#### Ethics

Think, speak and do for customers' benefits which are fair and useful to all stakeholders

## Pruksa Holding PCL's Objectives G4-1



## Company Profile Shareholding Structure G4-7, G4-9, G4-17



\* Pruksa-Mohan Mutha Real Estate Private Limited

Company Name	Address	Type of Business <i>G4-8</i>
Pruksa Holding Public Company Limited <i>G4-3, G4-7</i>	SM Tower, 28 <sup>th</sup> Floor, 979/88 Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400 <i>G4-5</i>	Real estate development for sales
Pruksa Real Estate Public Company Limited	SM Tower, 27 <sup>th</sup> Floor, 979/83 Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development
<b>Company Subsidiaries <i>G4-17</i></b>		
1. Kaysorn Construction Company Limited	SM Tower, 29 <sup>th</sup> Floor, 979/95 Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Construction contractor and housing decoration
2. Putthachart Estate Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/99 Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development
3. Phanalee Estate Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/97, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Real estate development
4. Pruksa Overseas Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/100, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Investment
5. Pruksa International Company Limited	SM Tower, 30 <sup>th</sup> Floor, 979/98, Phaholyothin Road, Samsennai, Phayathai, Bangkok 10400	Investment
6. Pruksa Overseas Service 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.
7. Pruksa India Housing Private Limited	Ferns Icon, Unit No. 7, 1 <sup>st</sup> Floor, Doddanekundi Village, Next to Akme Ballet, Marathahalli Outer Ring Road, Bangalore-560 037 Karnataka, Republic of India	Real estate development in India
8. Pruksa India Construction Private Limited	Ferns Icon, Unit No. 7, 1 <sup>st</sup> Floor, Doddanekundi Village, Next to Akme Ballet, Marathahalli Outer Ring Road, Bangalore-560 037 Karnataka, Republic of India	Construction contractor in India

Company Name	Address	Type of Business <i>G4-8</i>
9. Kaysorn Construction Limited, Maldives Branch	2 <sup>nd</sup> Floor, HDC Building, Hulhumale, Republic of Maldives	Construction contractor and housing decoration in Maldives
<b>Company Joint Ventures</b>		
1. Pruksa-HDC Housing Private Limited	2 <sup>nd</sup> Floor, HDC Building, Hulhumale, Republic of Maldives	Real estate development in Maldives
2. Mohan Mutha Lifespaces Private Limited (Pruksa-Mohan Mutha Real Estate Private Limited)	Brooklyn Business Centre, 6th Floor West Wing, 103-105, Poonamallee High Road, Chennai-600085 Tamil Nadu, India	Real estate development in India
3. Pruksa - Luxora Housing Private Limited	Soham House, Hari Om Nagar, Off. Eastern Express Highway, Mulund (East), Mumbai - 400081, Maharashtra, India	Real estate development in India
4. Pruksa Vietnam Co.,Ltd	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

# About The Sustainable Development Report 2016

G4-18

G4-28, G4-30, G4-33

**Pruksa Holding PCL's Sustainability Development Report is produced on an annual basis and 2016 marked the eighth year that this report has been published. The information in the report covers the Company's operating performance in economic, social and environmental aspects; containing records of activities taking place from January 1 to December 31, 2016. Details and information disclosed in this report have been trusted by external bodies. In terms of publication channel, this report has been recorded in a CD-ROM and distributed to shareholders together with the Annual Report 2016. The content has also been made available in the website [www.pruksa.com/csr](http://www.pruksa.com/csr), for the Company's stakeholders to follow up on the operating performance and significant matters taking place throughout the course of the year. Also, historical information presented in previous reports can be accessed in order to keep track of the Company's sustainable development milestones.**

## **Reporting Guidelines** G4-15, G4-32

The company disclosing the operating performance accordance with the Global Reporting Initiative (GRI) in Construction and real estate Sector Disclosures based on the G4 Guidelines. Meanwhile, the disclosure of reporting level is in accordance with the core criteria, and the presentation of the Company's operations also aligns with the global Sustainable Development Goals (SDGs) 2030.

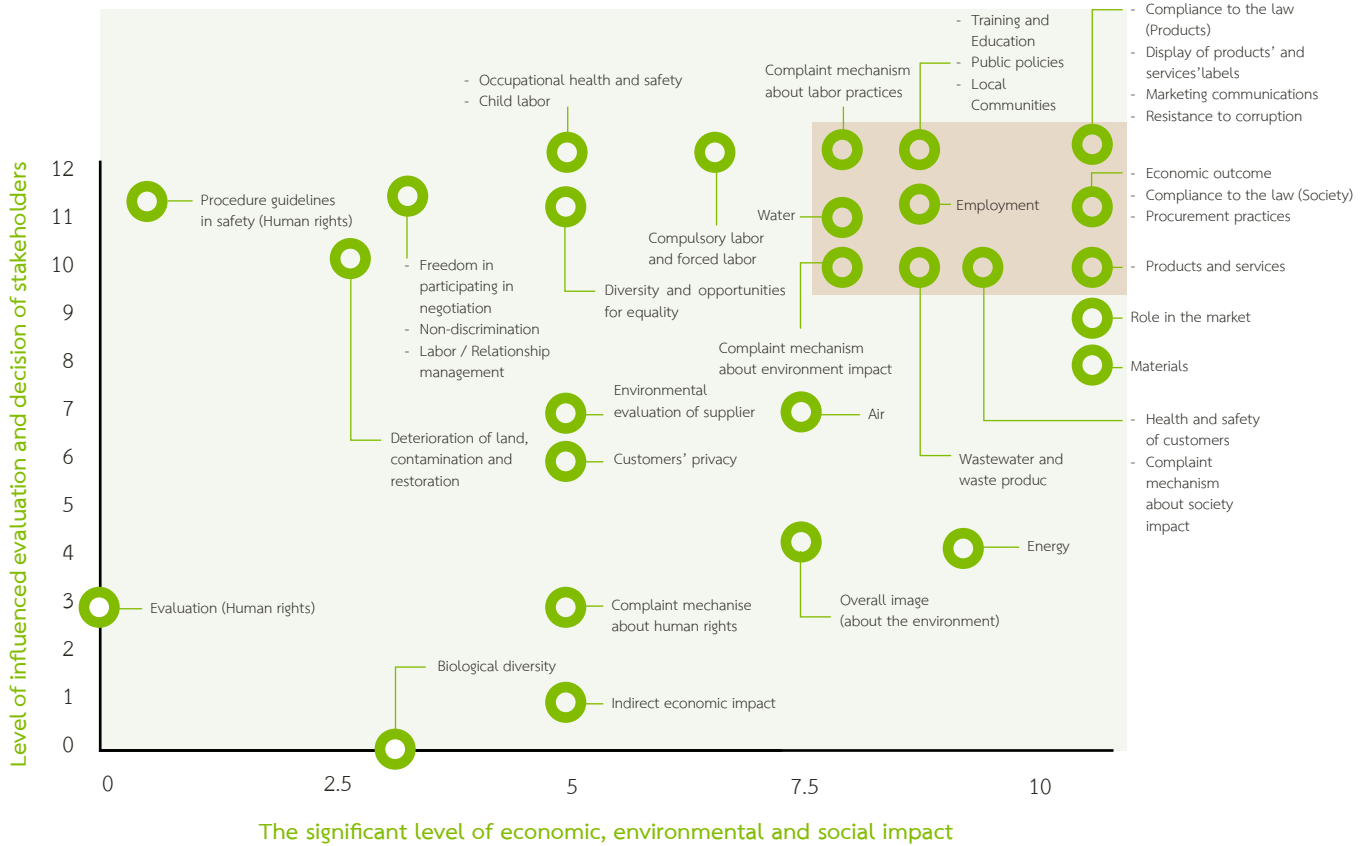
## **Boundaries of Report** G4-6, G4-23

Pruksa Holding PCL framed the content and the reporting scope by using significant matters that can potentially affect the Company's sustainable business operations as the main criterion. This is inclusive of businesses that are operated in Thailand; comprising of Pruksa Real Estate PCL, which the real estate business operator (Townhouse, Single-Detached House and Condominium), Pruksa Precast Factory and other supporting business units.

## **Pruksa Holding PCL's Materiality** G4-19, G4-25

The Company has arranged a meeting to screen and prioritizing material aspects to make essential analyses, with consideration of the economic, social and environmental impact, against the views, influence of assessment and decisions of relevant stakeholders. Considerations are made according to the priority and potential impact that these matters might have on each group of "Stakeholders".

Material Aspects's Pruksa Holding Company Limited G4-19



Pruksa Holding PCL's Significant Matters

Material Sustainability Aspect Assessment according the GRI G4-19	Boundary of Significance within the Organization G4-20	Boundary of Significance without the Organization G4-21	Topics Presented in the Report	Page
<b>Economic</b>				
1. Economic Outcome	All Business in Thailand	Customers, Business Partners, Shareholders	- Economic Operation	35-39
2. Procurement Practices	All Business in Thailand	Business Partners	- Procurement Practices Policy and Strategy	42
<b>Environmental</b>				
3. Water	All Business in Thailand	Community	- Water Management	56-57
4. Wastewater and Waste Product	All Business in Thailand	Community	- Management of Wastewater - Management of Leftover Effluents form Production	58 58

Material Sustainability Aspect Assessment according the GRI <i>G4-19</i>	Boundary of Significance within the Organization <i>G4-20</i>	Boundary of Significance without the Organization <i>G4-21</i>	Topics Presented in the Report	Page
5. Products and Services	All Business in Thailand	Customers	- Continuous Responsibility on Products and Services	91-95
6. Complaint Mechanism about Environment Impact	All Business in Thailand	Community	- Management of Complaints relates to social and environment effects - The Number of Matters with Social and Environmental Impact in 2016	59 59
Social				
7. Employment	All Business in Thailand	Employees	- Valued Labor Management	62-64
8. Training and Education	All Business in Thailand	Employees	- Employee Development and Equal Opportunity	76-77
9. Complaint Mechanism about Labor Practices	All Business in Thailand	Employees	- Guidelines on treatment of and responses towards stakeholder	20
10. Local Communities	All Business in Thailand	Community	- The development communities and societies for sustainability	79-90
11. Resistance to Corruption	All Business in Thailand	Employees, Customers, Business Partners, Government Offices	- Anti-bribery and corruption policy	30-33
12. Public Policy	All Business in Thailand	Employees, Executives, Customers Business Partners, Community, Shareholders	- Corporate Social Responsibility Policy	2

Material Sustainability Aspect Assessment according the GRI <i>G4-19</i>	Boundary of Significance within the Organization <i>G4-20</i>	Boundary of Significance without the Organization <i>G4-21</i>	Topics Presented in the Report	Page
13. Compliance to the law (Society)	All Business in Thailand	Community	<ul style="list-style-type: none"> <li>- Valued labor management</li> <li>- Compensation and welfare management</li> <li>- Occupational health, safety and workplace environment</li> </ul>	62-64 65-66 67-75
14. Complaint Mechanism about Society impact	All Business in Thailand	Community	<ul style="list-style-type: none"> <li>- Guidelines on treatment of and responses towards stakeholder</li> <li>- Management of complaints related to social and environment effects</li> </ul>	24-25 59
15. Health and safety of customers	All Business in Thailand	Customers	<ul style="list-style-type: none"> <li>- Continuous responsibility on product and services</li> </ul>	91-100
16. Display of Products and Services' Labels	All business in Thailand	Customers	<ul style="list-style-type: none"> <li>- Standard workflow process (P9-P10)</li> </ul>	99
17. Marketing Communications	All business in Thailand	Customers	<ul style="list-style-type: none"> <li>- Operation regarding human rights (Emphasized marketing media and advertisement that support and respect children)</li> </ul>	78
18. Compliance to the Law (Products)	All business in Thailand	Customers, Community	<ul style="list-style-type: none"> <li>- Continuous responsibility on product and services</li> </ul>	91-100

Contact information in case of further queries regarding this report *G4-31*

CSR Department, Pruksa Holding PCL

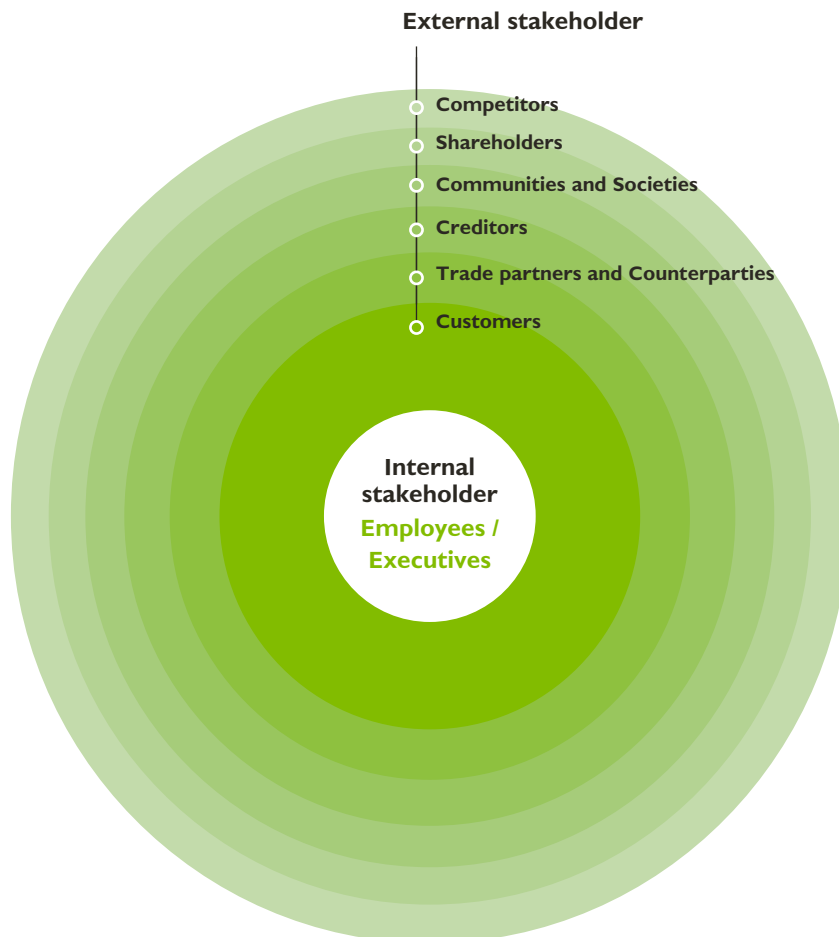
Tel. 0 2298 0101 E-mail: [csr@pruksa.com](mailto:csr@pruksa.com)



# Stakeholders Engagement

G4-25

In operating the business, the Company is fully aware of the fact that each group of “stakeholders” is of different degrees of roles and relevancy, with consideration of positive and negative impact, both directly and indirectly, in order to be able to respond effectively to needs and expectations of all parties. In this regard, stakeholders can be classified in order of importance as below:



## Guidelines on treatment of and responses towards stakeholders

Internal Stakeholders G4-24	Guidelines on Stakeholder Treatment	Response to stakeholder's expectation G4-27	Communication and channel G4-26
Employees/ Executives	<ul style="list-style-type: none"> <li>The company will select to hire a person suitable for the job equitably, taking into account required qualifications, educational degrees, experience, and other related criteria with no prejudice on genders, ages, nationalities, or religions</li> <li>The company has a compensation policy consistent its short-term and long-term performance as reflected in the company's annual profitability and Balanced Scorecard KPIs</li> <li>Employee welfares include provident funds, welfare for housing purchase, social security fund, Fitness &amp; Sport Club, Compensation Fund in case of work-related illnesses/ accidents, Visiting gift in case of inpatient care, financial aid in case of natural disaster, financial aid for funeral wreaths, etc</li> <li>The company takes responsibility in maintaining a working environment that is safe for the lives and properties of the employees and strictly adheres to labor laws</li> <li>The company maintains a policy to develop its employees' expertise and continuously improve its employees to efficiently do their jobs and to prepare themselves for career growth</li> <li>The company relies on the principle of human rights in its employment process, adhering to the ethical principle in its selection and hiring of human resource and refraining from discrimination against nationalities, religions, colors, or genders. It, instead, focuses on appropriateness and responsibilities of the job for each candidate. The company also abstains from engaging in child labor or forced labor.</li> </ul>	<ul style="list-style-type: none"> <li>Salary</li> <li>Overtime allowance</li> <li>Salary increase</li> <li>Bonuses paid twice a year</li> <li>Performance-based reward</li> <li>Commission</li> <li>Employer's contribution to provident fund</li> <li>Social Security Fund</li> <li>Annual leave</li> <li>Military leave</li> <li>Maternity leave</li> <li>Uniform</li> <li>Financial aid in case of death</li> <li>Scholarship for descendants</li> <li>Welfare for housing purchase</li> <li>Fitness &amp; Sport Club</li> <li>Compensation Fund in case of work-related illnesses/ accidents</li> <li>Visiting gift in case of inpatient care</li> <li>Financial aid for funeral wreaths</li> <li>Gift for employee's wedding ceremony</li> <li>Policy to give monetary reward to the employees with 10<sup>th</sup> and 20<sup>th</sup> years of work, etc</li> </ul>	<ul style="list-style-type: none"> <li>Intranet</li> <li>Pruksa Newspaper: sent to employees twice a day</li> <li>Digital Signage: for intra-office communication</li> <li>E-mail, SMS</li> <li>Application Line : Pruksa Engagement</li> <li>Meeting/ gathering for executives and employees</li> </ul>

External Stakeholders <i>G4-24</i>	Guidelines on Stakeholder Treatment	Response to stakeholder's expectation <i>G4-27</i>	Communication and channel <i>G4-26</i>
Customers	<ul style="list-style-type: none"> <li>The company is determined to create, provide, and administer its products and services to the customers with high quality and ethical standard</li> <li>Deliver quality products and services that meet respective standards under equitable commercial conditions, resolve to continuously and vigorously uplift its standards, and disclose information regarding its products and services in a complete, accurate, and honest manner</li> <li>Provide to customers sufficient and accurate information of the company's products and services in a timely manner to ensure that the customers have sufficient information for their decision making and refrain from giving exaggerated information in advertisement or other communication channels, which may result in misunderstanding about quality, quantity, or other conditions of the products and services</li> <li>Promptly respond to customers' need and arrange to have a system and communication channels through which customers can effectively give suggestions on or complain about the quality of the company's products and services</li> <li>Maintain confidentiality of customers' information. Refrain from using customers' information for unlawful uses. Refrain from disclosing customer's information to external parties except in the case required by laws</li> </ul>	<ul style="list-style-type: none"> <li>Summarize a customer satisfaction survey and present to the executives and relevant parties and use the information for analysis and improvement of customer satisfaction</li> <li>Arrange activities that enhance relationship between the company and customers such as Pruksa Caring, project that aims to promote healthiness for customers</li> </ul>	<ul style="list-style-type: none"> <li>Telephone : Pruksa Contact Center 1739</li> <li><a href="http://www.pruksa.com/whistleblowing-disclosure">www.pruksa.com/whistleblowing-disclosure</a></li> <li><a href="http://www.youtube.com/PruksaFamilyClub">www.youtube.com/PruksaFamilyClub</a></li> <li>Email : <a href="mailto:cc@pruksa.com">cc@pruksa.com</a></li> <li>Line ID : @pruksacg</li> <li>Letter: To Corporate Public Relations Department, Pruksa Real Estate Public Company Limited</li> </ul>

External Stakeholders G4-24	Guidelines on Stakeholder Treatment	Response to stakeholder's expectation G4-27	Communication and channel G4-26
Partners	<ul style="list-style-type: none"> <li>The company adopts Trade Partner Treatment Policy which rests on the Principle of Corporate Governance (CG) in the procurement and hiring of contractors. The company welcomes all trade partners to propose bids, sales prices, or jobs in a transparent, fair, open, and equitable manner. In case that trade partners are approached from executives, employees, or any other persons asking for direct or indirect unearned compensation, return, or other benefits, except for justifiable compensation, return, or other benefits, in return for trade partners' own business advantages or in the case that the procurement and selection of contractors is done in a non-transparent, unfair manner or in a way leading to elimination of trade partners, such trader partners can promptly inform the company of the incidence and give suggestions to ensure transparent and fair procurement and hiring process for every counterparty. The company is committed to treat every partner/counterparty with fairness and equitability</li> <li>The company is determined to develop and maintain sustainable relationship with its trade partners and counterparties in aspects of quality and economics of products and services, technical quality, and trustworthiness between the two parties</li> <li>All executives and employees are prohibited to receiving benefits, directly or indirectly, from trade partners</li> <li>Refrain from procuring from trade partners that are related to oneself, such as family member and relatives, or from the suppliers that are owned or partnered by oneself</li> <li>Refrain from using information obtained through procurement process to gain personal benefits for oneself or others</li> </ul>	<ul style="list-style-type: none"> <li>Compete based on equitable information</li> <li>Have clear rules regarding evaluation and selection of trade partners and counterparties</li> <li>Use appropriate forms of contract</li> <li>Put in place management and tracking system to ensure compliance with conditions set in the contracts and to prevent against frauds and misconducts in every step of procurement process</li> <li>Make payment to counterparties on the time and in conditions agreed between the two parties</li> </ul>	<ul style="list-style-type: none"> <li>Telephone : Pruksa Contact Center 1739</li> <li>www.pruksa.com/whistleblowing-disclosure</li> <li>Email : cc@pruksa.com</li> <li>Line ID : @pruksacg</li> <li>Meeting between trade partners and executives</li> </ul>

External Stakeholders <i>G4-24</i>	Guidelines on Stakeholder Treatment	Response to stakeholder's expectation <i>G4-27</i>	Communication and channel <i>G4-26</i>
Creditors	<ul style="list-style-type: none"> <li>The company set up a clear policy and guidelines related to credits, especially guarantee conditions, capital management, and incidence of default, for both trade creditors and financial institutions to prevent default and ensure strict covenant/condition compliance</li> </ul>	<ul style="list-style-type: none"> <li>Repay its debt on time according to the prescribed conditions to prevent default</li> <li>In loan repayment, interest payment, and collateral or guarantee, the company strictly adheres to promises or agreed covenants</li> <li>Should events that may significantly affect the company's financial status or its ability to repay the debts occur, the company will manage its capital and inform lenders to collaboratively find preventions or solutions to best prevent possible damage</li> <li>Strictly comply with creditors' conditions and covenants</li> </ul>	<ul style="list-style-type: none"> <li>Telephone : Pruksa Contact Center 1739</li> <li><a href="http://www.pruksa.com/whistleblowing-disclosure">www.pruksa.com/whistleblowing-disclosure</a></li> <li><a href="http://www.youtube.com/PruksaFamilyClub">www.youtube.com/PruksaFamilyClub</a></li> <li>Email : <a href="mailto:cc@pruksa.com">cc@pruksa.com</a></li> <li>Line ID : @pruksacg</li> <li>Letter: To Corporate Public Relations Department, Pruksa Real Estate Public Company Limited</li> </ul>

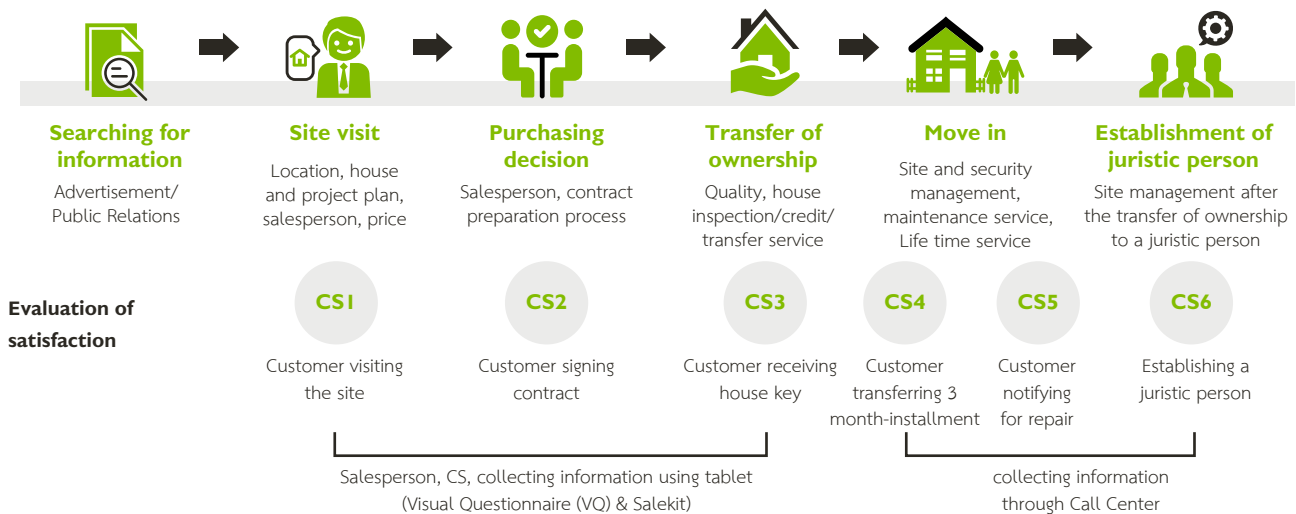
External Stakeholders G4-24	Guidelines on Stakeholder Treatment	Response to stakeholder's expectation G4-27	Communication and channel G4-26
Communities and societies	<ul style="list-style-type: none"> <li>The company places high value on the surrounding communities and societies and, thus, determines social responsibility policy to act as a framework to which directors, executives, and employees can adhere in the execution of CSR activities during the work process (CSR in Process) and the CSR activities in the overall level (CSR after Process), which can be divided into 3 aspects: education and youth development, religion and culture, and society and environment.</li> </ul>	<ul style="list-style-type: none"> <li>Have in place a business policy that highly values environment and strictly comply with the rules and regulations related to environment</li> <li>Establish a clear Corporate Social Responsibility (CSR) policy to be abided by within the organization</li> <li>Encourage its employees to have social and environmental responsibility awareness</li> <li>Respect local traditions and cultures in each locality/country in which the company operates</li> <li>Regularly organize and participate in CSR activities to improve the communities in which the company is situated. Such CSR activities are held by the company itself or held in collaborations with government entities, educational institutes, non-profit organizations, and local communities.</li> <li>Appropriately cooperate in the arrangement of activities with the communities in the company's operating areas</li> <li>Prevent accident, control the company's operation, and regulate waste disposal in the standard limits</li> </ul>	<ul style="list-style-type: none"> <li>Telephone : Pruksa Contact Center 1739</li> <li><a href="http://www.pruksa.com/whistleblowing-disclosure">www.pruksa.com/whistleblowing-disclosure</a></li> <li><a href="http://www.youtube.com/PruksaFamilyClub">www.youtube.com/PruksaFamilyClub</a></li> <li>Email : <a href="mailto:cc@pruksa.com">cc@pruksa.com</a></li> <li>Line ID : @pruksacg</li> <li>Letter: To Corporate Public Relations Department, Pruksa Real Estate Public Company Limited</li> </ul>

External Stakeholders G4-24	Guidelines on Stakeholder Treatment	Response to stakeholder's expectation G4-27	Communication and channel G4-26
		<ul style="list-style-type: none"> <li>Promptly and effectively respond to the incidence affecting environment, communities, human lives, and properties which is a consequence of the company's operation and fully cooperate with government agents and relevant agencies</li> </ul>	
Shareholders	<ul style="list-style-type: none"> <li>Act with integrity and make decision based on cautiousness and fairness to all shareholders in order to achieve the optimal benefit of the overall shareholders</li> <li>Present the company's status, performance, financial and accounting performance and other reports regularly, comprehensively, and truthfully</li> <li>Present the company's positive and negative trends based on realistic assumptions, supporting data, and rationales to all shareholders equally</li> <li>Refrain from seeking benefit for personal interest of oneself or others by using the company's nonpublic information or engaging in any conduct possibly resulting in conflict of interests with the organization</li> </ul>	<ul style="list-style-type: none"> <li>Arrange Annual General Meeting of Shareholders according to AGM Checklist Standard</li> <li>Give opportunities to shareholders to propose additional agenda, nominate the company's directors, and submit questions prior to the AGM</li> <li>Provide a free-of-charge service for tagging stamp duty on the proxy form at the registration desk to reduce the shareholders' burden of finding stamp duty</li> </ul>	<ul style="list-style-type: none"> <li>Annual General Meeting of Shareholders</li> <li>Annual Report</li> <li>Sustainability Report</li> <li>www.pruksa.com</li> <li>Letter : To Group Chief Executive Officer, Pruksa Holding Public Company Limited or Chairman of Audit Committee, Pruksa Holding Public Company Limited</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>The company is determined to maintain its leading position in real estate business, operating under ethical and moral competition framework. It promotes free and fair trade competition policy, refrains from monopolistic actions obliging trade partners to sell only its products, and abstains from obtaining competitors' information by illegal or unethical means.</li> </ul>	<ul style="list-style-type: none"> <li>The company is determined to maintain its leading position in real estate business, operating under ethical and moral competition framework. It promotes free and fair trade competition policy, refrains from monopolistic actions obliging trade partners to sell only its products, and abstains from obtaining competitors' information by illegal or unethical means.</li> </ul>	<ul style="list-style-type: none"> <li>Telephone : Pruksa Contact Center 1739</li> <li>www.pruksa.com/whistleblowing-disclosure</li> <li>Email : cc@pruksa.com</li> <li>Line ID : @pruksacg</li> <li>Letter : To Group Chief Executive Officer, Pruksa Holding Public Company Limited or Chairman of Audit Committee, Pruksa Holding Public Company Limited</li> </ul>

## Managing Customers' and Stakeholders' Satisfaction

With Pruksa Holding's vision and determination to become strives to be the leader of real estate company in Thailand, the Company places great emphasis on managing customers' and stakeholders' satisfaction by way of evaluating customers' satisfaction in every touch point; from initial contact for project information all the way to services following the transfer of property management obligations to the juristic person as follows:

### Consumer Touch Point

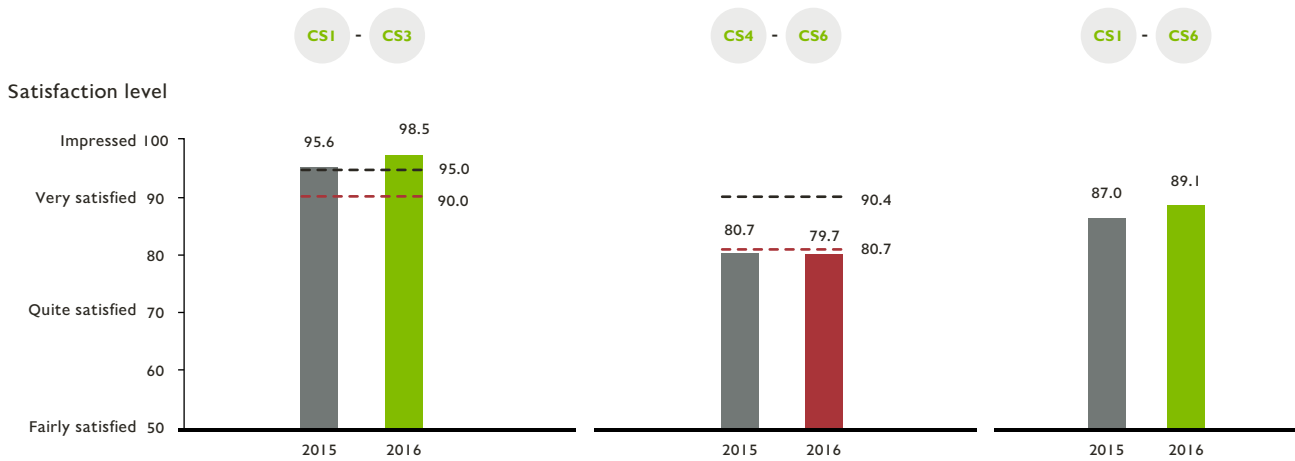


Consumer Touch Point	Assessment Methodology
1. Satisfaction in information service and site visit (CS1)	Customers rate their satisfaction via Customer Relation Management (CRM) system using the project's tablet right after visiting the site.
2. Satisfaction in salesperson's service provision regarding the reservation and contract preparation processes (CS2)	Customers rate their satisfaction via Customer Relation Management (CRM) system using the project's tablet on the day of making reservation and signing sales contract.
3. Satisfaction in transfer of ownership process (CS3)	Customers rate their satisfaction via Customer Relation Management (CRM) system using the project's tablet on the day that customers receive house keys.
4. Satisfaction in the living condition 3 months after ownership transfer (CS4)	Call the customers via Pruksa Contact Center 1739 to ask for satisfaction rating 3 months after ownership transfer.
5. Satisfaction in submission of maintenance requests and complaints (CS5)	Call the customers via Pruksa Contact Center 1739 to ask for satisfaction rating after technicians already fixed the problems notified by customers.
6. Satisfaction in transfer of ownership to the village committee or the juristic person (CS6)	Call the customers via Pruksa Contact Center 1739 to ask for satisfaction rating after the appointment of the juristic person and receipt of the projects' public utilities. The evaluation is to be carried out continuously in the 3 <sup>rd</sup> , 5 <sup>th</sup> , 7 <sup>th</sup> and 10 <sup>th</sup> year.

## Overall customer satisfaction G4-PR5

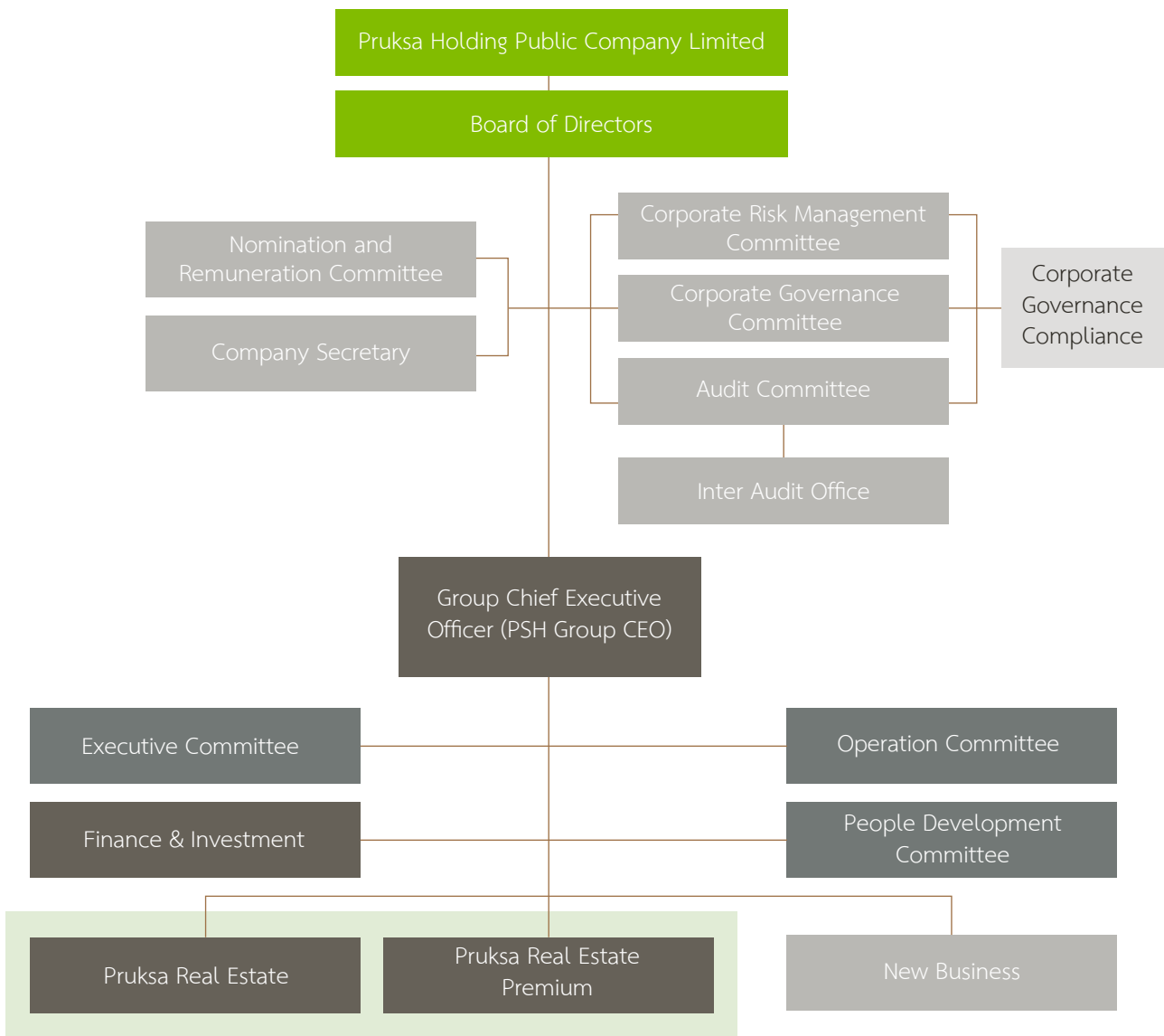
From the operating performance in 2016, it has been found that customer satisfaction rating in general has increased to 89.3%, which is 2.3% higher than that of 2015. The satisfaction rating can be classified into two phases; finding initial information to transfer of ownership and after transfer of ownership. The satisfaction rating of the first phase (finding initial information to transfer of ownership) stood at 98.5%, which is 2.9% higher than that of 2015 and the satisfaction rating of the second phase (after transfer of ownership) stood at 79.7%, increasing by 1.6% from that of 2015.

G4-PR1



# Good Corporate Governance

## Organizational Structure G4-17, G4-34



## Anti-Corruption and Anti-Bribery Measure Policy

G4-DMA (Anti-Corruption)



Aware of the fact that corruption hinders the economic and social development, creates unfair treatment in the business, damages business ethics, weakens the company's competitiveness and trust domestically and internationally, and jeopardizes the stakeholders' confidence in the company, the company upholds the principle not to support any business, group, or person engaged in the seeking of improper benefits, directly or indirectly, by wrongful exercise of power.



The Company has confirmed an intention to participate in the Collective Action Coalition together with the Thai private sector to stand against corruption in the organizations. In this regard, the Company has been certified a membership status by the Collective Action Coalition Committee on April 22, 2016.

On this occasion, the Company has invited contractors, manufacturers, suppliers and business partners to jointly sign an agreement to stand against corruption in the organizations to mutually acknowledge the Company's policy in strict compliance with the principles of corporate governance which is of the international standard and coherent with the Stock Exchange of Thailand's policy. The ultimate objectives of the cause are to encourage ethical business code of conduct and to stand against dishonesty, bribery and all sorts of corrupt acts.

## Roles and Responsibilities

In order to clearly determine anti-corruption measures for the company and its subsidiaries, the company establishes roles and responsibilities of relevant parties as in the following:

### Responsibilities of Board of Directors

- Determine and approve anti-corruption policy
- Approve and review anti-corruption guidelines
- Supervise and control to ensure effective anti-corruption system

### Responsibilities of Audit Committee

- Audit the company and its subsidiaries to ensure adequate internal control
- Audit to ensure effective compliance with anti-corruption policy

### Responsibilities of Group CEO

- Support and supervise to ensure that all employees and relevant parties comply with the company's anti-corruption policy, anti-corruption measures, and related rules and regulations and communicate such policy, measures, rules and regulations to all employees and relevant parties
- Revise appropriateness of the company's various systems and measures in response to changes in the business and changes in laws and regulations

### Responsibilities of Executive indirector position and above

- Supervise to ensure that anti-corruption measures are exercised for risk identification, risk investigation, and risk management in a timely and appropriate manner
- Support the development of procedure and personnel to achieve organization's anti-corruption goals

### Responsibilities of Employees

- Understand and comply with anti-corruption measures and other related measures (if any) and attend necessary trainings determined by the company

- Promptly notify responsible persons when witnessed or acknowledged any conduct suspected to be corporate corruption and co-operate in the investigation on such suspected conduct
- Employees must abstain from engaging in corruption activities, whether directly or indirectly, and must strictly adhere to the company's measures and processes, especially employees working in corruption-prone areas, such as procurement, credit, sales, human resource, supporting function, and investment function.

#### Responsibilities of Internal Audit

- Audit and review to determine whether the operation is carried out in a way that is consistent with relevant policies, measures, regulations, and the laws to make sure that the company has adequate and appropriate internal controls against corruption, and report the findings to Audit Committee.

#### Responsibilities of Corporate Governance

- Give consultation and advice on anti-corruption
- Supervise anti-corruption work and operation
- Coordinate with relevant units in the education on anti-corruption
- Report the performance and the result of other actions related to anti-corruption issues to Corporate Governance Committee

#### Responsibilities of Risk Management

- Develop tools to evaluate corruption risk and drive internal units to evaluate corruption risk
- Summarize the evaluation of corruption risk and report to Enterprise Risk Management Committee
- Compile corruption risk controls contemplated by each department and review corruption risk at least every 3 years.

#### Responsibilities of Human Capital Management

- Manage human resource in a way consistent with corporate anti-corruption measures

- Manage to have selection, orientation, training, and penalties related to anti-corruption operation
- Encourage anti-corruption culture in the organization and discourage activities that may be considered to be corruption

#### Responsibilities of Accounting and Tax

- Record and keep data and document related to accounts and tax
- Proceed accounting flows according to the generally accepted accounting standards
- Control expense disbursement based on the company's disbursement procedure and the operating expense disbursement approval manual that is consistent with anti-corruption measures

#### Responsibilities of Communication and Brand Management

- Communicate and circulate anti-corruption policy, anti-corruption manual, and anti-corruption activities to create anti-corruption conscious
- Communicate the company's anti-corruption activities and operation to the public

### Controlling Framework

#### 1. Internal audit system

The company determines its work procedures with clear segregation of duties and step-wise approval processes by command structure. The work procedures are governed by internal control system and review and audit system to ensure consistency with anti-corruption measures. Work procedures are audited by Internal Audit Department. All employees must adhere to the company's work procedures and the company's regulations.

#### 2. Guideline on Anti-corruption Compliance

The company determines processes and guidelines to prevent corruption risk by major types of corruption activities as follows:

### 2.1 Giving and receiving bribe

- All levels of directors, executives, or employees must refrain from asking or receiving benefits or properties that may result in wrongful practice or non-practice of their duties or result in the company's loss of its proper benefit
- All levels of directors, executives, or employees must refrain from proposing or giving benefits or properties to external parties that may result in illegal or wrongful practice or non-practice of those parties' duties

### 2.2 Giving or receiving gifts, souvenirs, business reception, or other benefits

- Employees must refrain from giving or receiving gifts or other benefits from trade partners or business stakeholders, except those given the festivals or traditions with appropriate value. Employees should reasonably consider whether to receive such gifts or other benefits and consult with supervisors of the matter accordingly
- Employees must refrain from giving or receiving cash, checks, bonds, stocks, gold, jewelries, real estates, or other properties of similar nature
- Gifts or souvenirs with appropriate value given in proper occasions such as calendars, diaries, or stationaries given in New Year's Festival are permissible
- Employees who receive gifts and/or other properties with value exceeding 3,000 THB (three thousand baht) must notify their direct supervisors and return such gifts and/or properties to the giver or, alternatively, send to Gift Allocation Committee unless such gifts and/or properties are perishable or have limited useful lives
- Employees should refrain from hosting or receiving business reception that are

considered to be excessive for the relationship between the company and the party having business relation with the company

### 2.3 Political support

- The company do not provide, directly or indirectly, political support to any political party, political group, or politician, and do not allow using its properties for such purpose.

### 2.4 Donation for charity and public interest and giving support

- Donation of money or properties for charity and public interest, as well as provision of financial support, must be proceeded in a transparent, lawful, and ethical way and must not have negative impact on the public
- Giving and receiving money or properties for charitable purpose must not be used as an excuse for bribery
- Disbursement of allowance for charity and provision of financial support must be done in compliance with the company's procedures and the disbursement approval manual. Disbursement must be supported by clear objectives and traceable evidence. Written consultation from Legal Department should be obtained in case of legal concerns. Management's judgment is employed in case of non-legal concerns.

## 3. Employee rotation

The company encourages rotation for employees working in corruption-prone areas, such as procurement.

## 4. Guidelines for monitoring/ evaluation of anti-corruption compliance

The company utilizes several approaches to encourage its staff to participate in the anti-

corruption effort, such as training/VDO broadcasting during employee orientation. It also monitors compliance with anti-corruption policy by arranging anti-corruption surveys on the company's executives and employees.

#### 5. Guidelines for corruption risk control and monitoring

The company arranges to have corruption risk tracking and evaluation process imposed in its manual of standard procedure and provides whistleblowing channels for its employees, general public, and government, etc. The company established three anti-corruption policies to guide its directors, executives, and staff to execute their duties with awareness not to engage in corruption or seeking of unearned benefits. Such policies include Anti-corruption Measures PO-Q-GRC-003, Company Order on Whistleblowing PO-Q-GRC-004, Company Order on Giving and Receiving Gifts, Souvenirs, Receptions, and Other Benefits PO-Q-GRC-005.

#### 6. Employee training on anti-corruption policy and practices

The company provides internal training on anti-corruption policy and practices for employees responsible for or related to anti-corruption tasks as well as send the employees to attend external training sessions arranged by governmental and private organizations. The training is provided to employees since the beginning of their work and continuously repeated afterward through the use of various media, including VDOs and Billboard. Anti-corruption policy and practices are also stipulated in Business Ethics Manual, Whistleblowing procedures, company orders on giving and receiving gifts, souvenirs, and other benefits, and anti-corruption measures.

With this, the Company always supports regular provision of knowledge to staff members via the following activities:

- Incorporation of Pruksa Ethic Training Course as part of the new staff orientation program. Everyone is required to attend this course and pass the test. At the end of the course, new staff members must sign ratification in the Code of Conduct manual provided on the first day of employment. In 2016, there were a total of 697 new staff members, with 100% attendance of this training course.
- Arrangement of the CG test to encourage an awareness of code of conduct and good governance to executives and staff members at least once a year.
- Arrangement of an annual CG Day whereby cooperation is well received from directors, executives, headquarters' staff members, staff members operating at Pruksa Precast Factory and other projects.
- Regular communication to staff members to encourage awareness of the significance of good governance and anti-corruption practices via articles or other public relations channels of the Company.
- Constant communication to executives and staff members on corruption issues and disciplinary actions in order to prevent and discourage any potential violation of ethical conducts.

#### Guidelines for whistleblowing / Complaint of the Corruption

Employees must not be ignorant or negligent when witnessed or acknowledged any conduct that violates the company's orders or the conduct suspected to be corruption. Employees must inform supervisors or responsible persons of such conducts. When in doubt, employees can request consultation from supervisors or form the Corporate Governance Department.

## Whistleblowing Channels

The company put in place a clear and accessible whistleblowing channel to receive complaints on corruption-related activities from executives, staff, customers, and trading partners, having specialized personnel to manage the reported incidence according to the company's procedures. The company stands ready to give justice to every party involved, as well as to protect the whistleblowers as specified in its Whistleblower Policy. The company also gives rewards and CEO's certificates to people who report corruption activities to the company.



### Website

[www.pruksa.com](http://www.pruksa.com) (Icon: Whistleblowing, Disclosure to the Chairman of the Company's Board of Director, The Chairman of Audit Committee, The Chairman of the Board of Executives, and Group CEO)



### Directly complain to

Group CEO / The Head of Internal Audit / Top Management of Internal Audit / supervisors



### By Post

Attention : Group CEO or Chairman of audit committee of Pruksa Holding Public Company Limited. S.M. Tower 28<sup>th</sup> floor, No. 979/83 Phaholyothin road, Samsennai Sub-District, Phyathai District, Bangkok 10400



### Telephone

Contact Center 1739



### E-mail

[cg@puksa.com](mailto:cg@puksa.com)



### Line ID

@pruksacg





# CREATING ECONOMY

— FOR —

A SUSTAINABLE FUTURE

G4-8

**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.

**Direct Economic Value**

**Revenues**  
**47,173**  
 Million Baht

**Total Sales of**

G4-9

**44,414**  
 Million Baht



launched a total of  
**174** residential  
 housing projects

**Distribution of Direct Economic Value**

Cost of real estate sales	Employees’ Remunerations and Benefits	Transactions with creditors	Transactions with state agencies	Investments in the community
<b>31,184</b> Million Baht	<b>3,224</b> Million Baht	<b>1,627</b> Million Baht	<b>3,235</b> Million Baht	<b>89</b> Million Baht

# Economic performance

G4-DMA (Economic Performance)

G4-13, G4-22

**Pruksa Holding Public Company Limited (“the company”) was established following the restructuring plan of Pruksa Real Estate Public Company Limited. The company completed its share exchange offering by swapping its own shares with the shares of Pruksa Real Estate PCL on November 25th, 2016, resulting in Pruksa Real Estate PCL becoming the company’s subsidiary. As this restructuring was regarded as merging of businesses under common control, the company prepares consolidated financial statements by consolidating the financial statements of Pruksa Real Estate PCL into the company’s financial statements as though the merging took place at the beginning of 2016.**

In addition, the company exhibits consolidated financial statements of Pruksa Real Estate PCL in 2015 (before restructuring) for the purpose of comparison. As at November 25<sup>th</sup>, 2016, the number of Pruksa Real Estate PCL purchased back was equivalent to 97.90% of Pruksa Real Estate PCL’s issued shares. After the completion of the tender offer, shares of the company was listed in the Stock Exchange of Thailand on December 1<sup>st</sup>, 2016, replacing the shares of Pruksa Real Estate PCL., which was delisted from SET on the same day.

## Economic value 2016

G4-9, G4-EC8, G4-DMA (Market Presence), G4-DMA (Economic Performance), G4-DMA (Indirect Economic Impacts), G4-8

For 2016, the company registered total sales of 44,414 MB, increasing by 2,029 MB or 4.8%, from total sales of 42,385 MB in 2015. There were 69 newly opened projects in 2016 with a total project value of 59,712 MB, compared to 44 projects with a total value of 44,576 MB in 2015. In 2016, the company opened 50 new townhouse projects with a total project value of 33,586 MB, 10 single house projects with a total value of 9,763 MB, and 9 condominium projects with a total project value of 16,363 MB. Total revenue in 2016 was 47,173 Mb, decreasing by 4,265 MB, or 8.3%, compared

to that of the previous year. Total revenue was comprised of revenue from real estate sales of 46,926 MB and other revenue of 247 MB. The main reasons causing decrease in revenue in 2016 was decelerated economic growth and the discontinuation of government policy to support real estate industry, which was finished in 2Q2016. These factors led to slowdown in customer's transfer of ownership in the period.

## Revenue from real estate sales

as of December 31st, 2016 and 2015 by product types are as follows:

Product type <i>G4-PR3</i>	Revenue as of G4-9, G4-EC1		Unit: million baht (MB)	
			Increase (decrease)	%
	December 31 <sup>st</sup> , 2016	December 31 <sup>st</sup> , 2015		
Townhouse	23,529	23,023	506	2.2
Single House	9,413	10,135	(722)	(7.1)
Condominium	13,849	17,236	(3,387)	(19.6)
Foreign Asset	129	278	(149)	(53.6)
Total	46,920	50,672	(3,752)	(7.4)
Other *	6	568	(562)	(98.9)
Revenue from real estate sales	46,926	51,240	(4,314)	(8.4)

Note \* Other revenue included revenue from sale of land and revenue from construction

Revenue from real estate sales in 2016 totalled 46,926 MB, declining by 4,341 MB or 8.4% from the previous year. Revenue from sales of condominium expressed the largest dip, dropping by 3,387 MB or 19.7% from the previous year due to the fact that many projects were in construction phase in 4Q16 and, therefore, did not generate realizable revenue, while in 4Q15 many projects were completed, leading to transfer of ownership towards the end of 2015. Revenue from sales of single house in 2016 was 9,413 MB, also dropping by 722 MB or 7.1% on a yearly basis. Nevertheless, revenue from sales of townhouse increased by 506 MB from the previous year to be 23,529 MB in 2016. In 2016, townhouses continued to be the largest revenue contributor among all products.

The company's net profit in 2016 was 6,069 MB, or 12.9% of total revenue. Of total the net profit, 5,940 MB being net profit for the company and 128 MB being net profit attributable to the minority interest.

## Product data for 2016 G4-9, G4-PR3

Active Projects as of Dec 2016	Number of Projects	Total Project value		Revenue		Backlog		Sold		Unsold G4-9	
		Units	(Bt m)	Units	(Bt m)	Units	(Bt m)	Units	(Bt m)	Units	(Bt m)
Baan Pruksa	29	10,858	21,354	4,342	8,406	270	599	4,612	9,005	6,246	12,349
Patio	4	897	3,872	297	1,196	14	68	311	1,264	586	2,608
Pruksa Light	2	505	1,060	324	670	22	49	346	718	159	342
Pruksa Town	14	4,300	11,911	1,911	4,483	95	366	2,006	4,849	2,294	7,063
Pruksa Villette	2	325	837	123	275	14	51	137	326	188	511
Pruksa Ville	36	10,214	26,672	3,791	9,190	464	1,454	4,255	10,644	5,959	16,028
THE CONNECT	12	3,303	10,559	1,356	3,926	43	122	1,399	4,048	1,904	6,511
The Plant	2	763	2,927	447	1,650	32	125	479	1,774	284	1,152
Villette	3	1,163	3,566	740	2,391	17	67	757	2,458	406	1,108
Passorn	1	18	87	0	0	18	87	18	87	0	0
<b>Total Townhome</b>	<b>105</b>	<b>32,346</b>	<b>82,846</b>	<b>13,331</b>	<b>32,187</b>	<b>989</b>	<b>2,987</b>	<b>14,320</b>	<b>35,174</b>	<b>18,026</b>	<b>47,672</b>
Passorn	11	3,015	13,364	1,262	5,015	153	808	1,415	5,822	1,600	7,541
Pruksa Puri	1	189	813	149	616	1	4	150	620	39	193
Pruksa Village	10	2,470	9,585	1,310	4,974	133	555	1,443	5,528	1,027	4,057
The Palm	2	299	3,588	162	1,994	7	113	169	2,107	130	1,481
The Plant	15	3,344	15,831	1,324	6,684	230	1,192	1,554	7,875	1,790	7,955
Pruksa Town	4	696	3,204	293	1,253	31	158	324	1,410	372	1,793
Pruksa Nara	1	300	1,023	146	525	-	0	146	525	154	498
<b>Total Single Detach house</b>	<b>44</b>	<b>10,313</b>	<b>47,407</b>	<b>4,646</b>	<b>21,059</b>	<b>555</b>	<b>2,829</b>	<b>5,201</b>	<b>23,889</b>	<b>5,112</b>	<b>23,519</b>
Chapter One	2	2,428	7,362	0	0	742	2,495	742	2,495	1,686	4,867
Fuse	3	2,323	6,387	1,702	4,455	22	70	1,724	4,525	599	1,862
Plum condo	12	19,664	26,987	7,926	8,504	5,440	9,926	13,366	18,430	6,298	8,557
Privacy	2	576	1,130	461	876	41	78	502	954	74	177
The Tree	4	3,469	9,546	1,581	3,996	1,356	3,806	2,937	7,802	532	1,744
Urbano	2	578	3,389	186	1,393	178	923	364	2,316	214	1,073
<b>Total Condominium</b>	<b>25</b>	<b>29,038</b>	<b>54,801</b>	<b>11,856</b>	<b>19,223</b>	<b>7,779</b>	<b>17,299</b>	<b>19,635</b>	<b>36,522</b>	<b>9,403</b>	<b>18,279</b>
Finishing Project						81	317				
<b>Total</b>	<b>174</b>	<b>71,697</b>	<b>185,055</b>	<b>29,833</b>	<b>72,470</b>	<b>9,404</b>	<b>23,432</b>	<b>39,156</b>	<b>95,584</b>	<b>32,541</b>	<b>89,470</b>

## Economic data for 2016

Details of economic data	Amount (million baht)
<b>Direct economic value generated</b>	
· Revenues	47,173
<b>Direct economic value distributed</b>	
· Operating costs	31,184
· Employee wages and benefits	3,224
· Payments to providers of capita	1,627
· Payments to government <i>G4-EC1</i>	3,235
· Community Investment <i>G4-EC7</i>	89
<b>Economic value retained</b>	7,814

Note Payment to government totaled 3,235 MB, comprised of corporate income tax of 1,478 MB, specific business tax of 1,548 MB, and transfer fee of 209 MB.

Source: Consolidated Financial Statement 2016 and Annual Report 2016

## Accounting policy related to corporate income tax *G4-EC1*

Income tax expense for the year is comprised of income tax expense in the current period and deferred tax expense. Both income tax expense in the current period and deferred tax expense are realized in the income statement, except the items incurred from business combination or other items directly realized in shareholders' equity or other comprehensive income.

- **Income tax expense in the current period**

Income tax expense in the current period include tax expected to pay or tax expected to receive based on net profit or net loss occurring in the corresponding tax year using tax rates which are effective or expected to be effective on the report date and adjusted by tax-adjusted items in the previous years.

- **Deferred tax**

Deferred tax is a temporary difference between the book value of assets and liabilities and the tax basis of the same assets or liabilities. Deferred tax will not be recognized 1) if the temporary difference

is a result of first realization of assets and liabilities not caused by merging and has no impact on accounting profit/loss or corporate tax and 2) if the temporary difference is related to investments in subsidiaries and joint ventures not expected to be reversed in the near future.

Valuation of deferred tax must reflect the tax impact of expected book value generated by holding of assets or repayment of liabilities in the respective tax year.

Deferred tax is calculated using temporary differences arising from reversal of items and tax rates effective or expected to be effective on the report date.

- **Valuation of income tax expense in the current period and deferred tax expense**

The company must be aware of the impact arising from uncertainties in tax situation, which may result in increased tax expense and interest. The group believes that it has determined sufficient income tax payable to cover future tax expense, taking into

account multiple factors including interpretation of tax regulations and historical events. This evaluation rests on assumptions and projections, which may be related to judgment on future events. New information may affect the group's decision depending on sufficiency of income tax payable. Changes in income tax payable will impact income tax expense in the accounting period in which changes are made.

Deferred tax assets and deferred tax liabilities can be netted when the company obtains legal rights to deduct tax liabilities in the current period from tax asset in the current period. These tax assets and liabilities can be calculated by the same or different tax units. In case of different tax units, the company intends to net tax assets with tax liabilities in the current period or intends to recover the assets and repay the liabilities at the same time.

Deferred tax asset will be recognized only when it is highly possible that future net profit will sufficiently covers the economic benefit of such temporary tax-related difference. Deferred tax asset is revised on each report date and is deducted by the amount expected to be actually utilized.

The group proceeded to properly pay its corporate income tax and other taxes according to the rules set forth by Revenue Department.

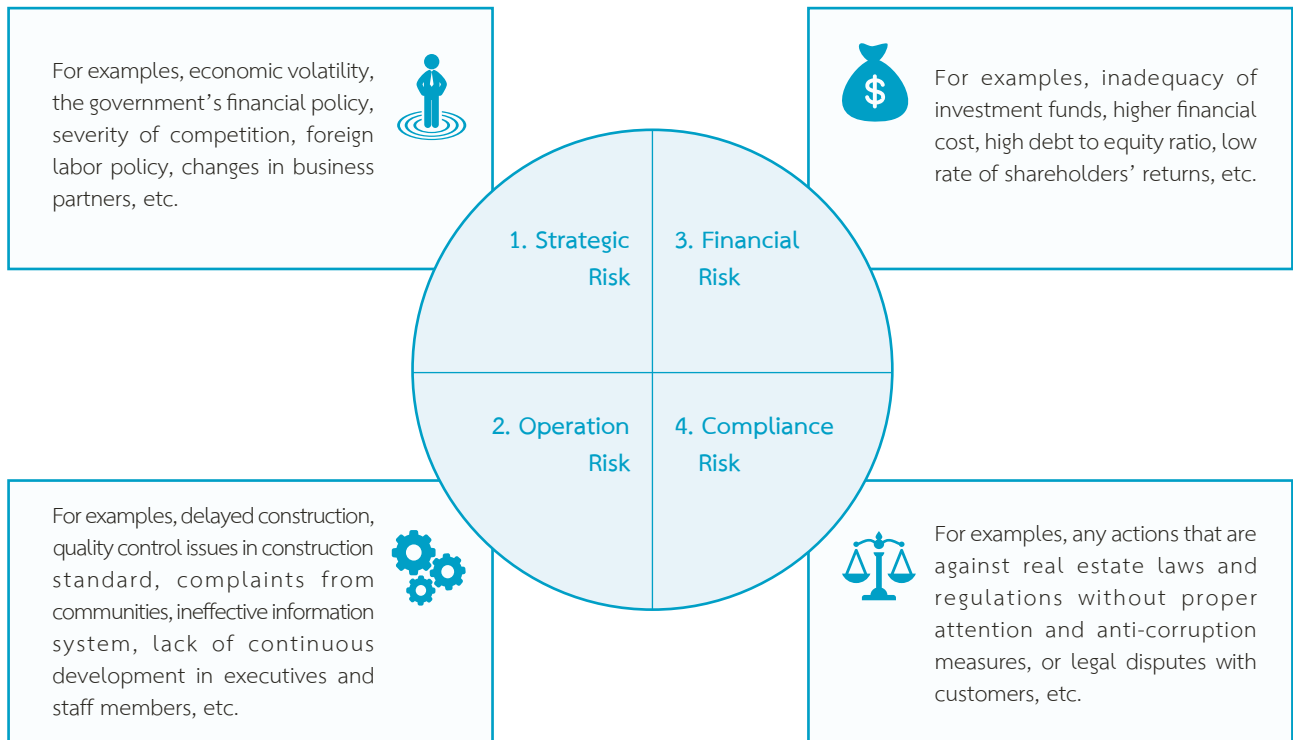
## Risk Management Strategies (Key impacts, risks and Opportunities) G4-2, G4-EC2

Organizational risks can be a challenging issue for the management team as there is a possibility for them to materialize which might significantly affect business operations. Thus, the Company has developed a concrete plan to tackle this issue by way of regulating strategies and practices to minimize negative impact on the society and stakeholders; both directly and indirectly in order to achieve sustainable growth.

### Organizational Risk Management Policy

Pruksa Holding PCL is aware of the significance of risk management which is an integral part of corporate governance and achievement of business goals. Risk management will enable the business to identify opportunities, problems and obstacles that might arise in order to prepare for contingency plans or adjust strategic directions both proactively and reactively in time, and also to alleviate and minimize the severity of potential consequences to be in an acceptable level. A careful risk management plan is one way of building confidence for investors, shareholders and stakeholders, and so it is considered a critical mechanism that enables organizational growth. With this, the Company places focus on the Internal Control Policy and Risk Management Policy, while the Audit Committee is responsible for assessing the adequacy of the internal control system in order to ensure that the system is comprehensive and appropriate for business operations. In this regard, the internationally accepted internal control framework of COSO (The Committee of Sponsoring Organizations of the Treadway Commission) has been employed in conjunction with the Enterprise Risk Management (ERM) system as a tool for the management in developing the internal control and risk management systems to be more complete.

The Company has devised Organizational Risk Management measures, covering 4 major dimensions, as follows:



With regards to the risk management structure in 2016, a qualified independent director had been appointed in replacement of the resigned director. The Organizational Risk Management Committee is comprised of 6 qualified directors; 4 of which are the Company's executives and the other 2 are independent directors, who at the same time also serve as members of the Audit Committee. In this regard, Dr. Prasarn Trairatvorakul serves as the Chairman of the Organizational Risk Management Committee and the committee meeting is to be held on a monthly basis in order to perform duties in supervising risk management activities as specified in the scope of duties assigned by the Board of Directors. Also, risk management reports are to be presented to the Board of Directors on a regular basis.

There were 12 meetings being held altogether in 2016 and the execution reports had been presented to the Board of Directors in every quarter. Key takeaways regarding organizational risk management are as follows:

- **Provision of opinions in policy making, strategy articulation and organizational risk management guidelines.**  
The Risk Management Framework had been developed in a concrete manner with greater clarity, with reference to international standards. The level of risk appetite and appropriate approaches had been agreed upon in order to serve as an operational framework for effective and systematic consideration and decision-making in organizational risk management issues.
- **Revision of the risk management plan and the organizational risk management procedures.**  
The Committee had provided opinions regarding the appropriateness of the risk management plan and Key Risk Indicator (KRI) that alerts the Company of potential risks in advance in order to adjust risk management plan to suit the actual situation, as well as to consider newly arising risks and to provide useful recommendations, for instance, legal risks related to foreign labor regulations or asset allocation risks which are normally used to identify the Company's long-term strategies.

- Preparation of operations reports for the Board of Directors and the Audit Committee.

In conclusion, the Organizational Risk Management Committee has put in place risk management protocols for the Company on a continuous basis to ensure that they remain coherent with the changing situations. The Organizational Risk Management Committee normally holds a monthly meeting in order to consider and discuss significant and urgent risks in a timely manner. This practice has been effective and efficient so far and the Company has been able to achieve its objectives and targets in creating value-added attributes for shareholders and stakeholders in a sustainable manner.

## Procurement Practices Policy and Strategy

*G4-DMA (Procurement Practices)*

### Supply Chain Management *G4-12*

The Company is determined to place emphasis on strategizing its procurement management and supply chain management focusing on the quality of products and services, by way of devising risk management procedures that cover environmental, social and governance aspects. This is in order to provide executional guidelines that are coherent with the risk levels, with consideration of quality, quantity, delivery of products and services, as well as legal regulations and quality management systems to prevent and minimize risks that can affect quality, quantity, delivery of products and services, including stakeholders' trust regarding the organization's course of actions. The Supplier Sustainable Code of Conduct and Purchaser Code of Conduct have been developed for both suppliers and staff members to strictly abide by. The content and scope of practices are governed by rules, regulations and related laws, covering such dimensions as business code of conduct, human rights, occupational health, safety, and environment, with consideration of 4 major principles as follows:

### Value for Money

Suppliers and staff members must be aware of the cost, quality and potential effects resulting from procurement activities both currently and in the future. Comparisons of alternatives and other relevant factors are to be made, e.g. marketing, technology and environment, in making purchase decisions. The lowest price quoted by a supplier is not a sole factor when it comes to making purchase decisions but it rather depends on the value score derived from the supplier selection process.

*G4-DMA (Anti-competitive Behavior)*

### Integrity & Transparency

Suppliers and staff members must openly carry out procurement procedures and allow all suppliers opportunities to compete fairly, while taking into account qualifications and potential in undertaking the jobs. Also, stakeholders, professionals and the authorized parties of the Company shall be adequately and equally informed of the procurement information and activities in a timely manner. However, the executives and/or the Procurement Committee assigned by the Company must be informed of the supplier selection results as well.

### Efficiency and Effectiveness

Staff members must consider procurement requests with a clear understanding, taking several dimensions of market conditions into account in order to articulate directions, and potential benefits by way of making analyses and developing work execution plans that will help determine the selection objective; what the most beneficial and appropriate procurement format is in a particular situation. Also, the procurement assessment report should be produced on a monthly, quarterly and annual basis in order to improve and correct any weaknesses in the process.

### Accountability

Staff members must strictly adhere to the ethical standards and occupational code of conduct, as well as consider being virtuous and righteous, utilizing one's authority effectively and being accountable for one's

performance and assigned roles. The assessment criteria are based on opinions of stakeholders who are involved in the procurement procedures.

### Risk Assessment of Supplier

*G4-DMA (Procurement Practices)*

The Company is aware of the environmental and social impact, as well as suppliers' corporate governance, by way of analyzing the importance and assessing suppliers' risk factors, which can be classified into 4 steps as follows:

- **SPENDING ANALYSIS:** This is applied to every aspect of the procurement unit, including spending records of suppliers who are classified as 'top spenders'.

*G4-HR5, G4-DMA (Child Labor), G4-DMA (Supplier Human Rights Assessment)*

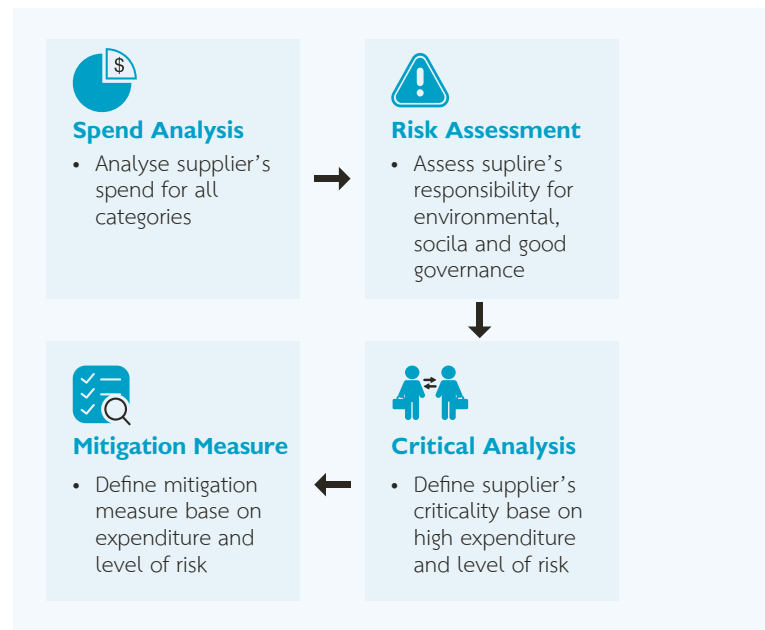
- **RISK ASSESSMENT:** The key focus is on suppliers' corporate governance outcomes, risk identification regarding the organization's sustainability in the procurement procedure such as the number of sources of products and services, potential effects on the procurement procedure, use of child labor G4-DMA (Child Labor) and effects on purchasing illegal raw materials, etc.

- **CRITICAL ANALYSIS:** The assessment criteria of suppliers' importance are as follows:
  - Partner: High Risk High Expenditure
  - Leverage: Low Risk High Expenditure
  - Risk: High Risk Low Expenditure
  - Shop: Low Risk Low Expenditure

- **MITIGATION MEASURES:** The criteria for developing mitigation measures are based on the risk assessment and critical analysis in order for the Company to be able to handle suppliers with high risks and high importance, with major principles as follows:
  - **STRATEGIC PARTNER, MARJOR/PREFERRED SUPPLIER:** Suppliers with high or very high expenditure level, supplying goods that cannot be substituted with others or goods that are classified as critical parts. These suppliers are considered to be in the high risk tier and must

be assessed every year. Site visits and interviewing executives or staff members are required. Suppliers must also prepare the plan and protocols to minimize the severity of potential risks, as well as the audit plan to ensure that suppliers' sustainable practices are in place and that the Company is capable of managing risks to be in the level that does not impact the business, communities and the environment.

- **REGULAR SUPPLIER:** Suppliers with moderate or low expenditure and risk levels. These suppliers are not included in the high risk tier and do not have to go through supplier evaluation process, sustainable practice assessment and assessment of related bodies, i.e. Sourcing Unit, SBU, Specialist, GRC, etc.



### Supplier Relation Management

*G4-DMA (Procurement Practices)*

The Company has regulated supplier management measures in order to ensure standardized practices of suppliers' operations and to ensure their ability to supply higher quantity of products, to meet targets and to maintain the quality of products, services, good relationship between suppliers and the Company, and to encourage suppliers' awareness of the Company's standpoint in sustainability issues.

The Company employs a fair and transparent approaches in selecting, assessing and inspecting suppliers, with strict adherence to the principles of corporate governance, business stability, suppliers' accountability and their ability to respond to the Company's needs. Supplier management measures include the preparation of approved vendor list (AVL) / qualified vendor list (QVL), selection of potential suppliers using questionnaires (Request for Information: RFI) and initial assessment of suppliers (Pre-Qualification Form). The assessment criteria are based on suppliers' potential in terms of their readiness to provide service, production capacity, transportation, safety, occupational health and environment, industrial standard and they must operate their businesses using the Company's direction in sustainability practices to ensure that they are qualified and have reliable management and operations. Vendor registration management is under the supervision of Vendor Registration Committee and Vendor Registration Working Team.

Furthermore, in order to leverage goods delivery risks, the Company has included the condition in the TOR, dictating that suppliers' operations must be lawful and control is to be exercised to ensure compliance as agreed, especially for risk-prone projects such as safety, occupational health and environment, etc. In this regard, risk evaluation for contractors is utilized (Contractor Management) in order to identify contractors with potential. Suppliers whose scores do not meet the requirement will not be selected.

### Supplier Inspection and Evaluation

The Company has implemented supplier inspection and evaluation processes in order to assess risks, prepare corrective actions and evaluate outcomes after executing corrective actions, with consideration of quality, quantity, safety in production and delivery according to the Company's regulations, as well as labor laws and regulations, environment laws and several quality assurance standards such as ISO 9001, ISO 14001, OHSAS 1800, etc.

## Procurement Code of Conduct

*G4-DMA (Procurement Practices)*

### Objective

The objective of procurement code of conduct is for staff members whose responsibilities are related to the Company's and subsidiaries' procurement activities to perform their duties under the principle of good governance, adhere to ethical values and honesty, transparency and hold the Company's benefits as the top priority, while fairness is to be exercised equally among all suppliers. In this regard, procurement is inclusive of employment, lease agreement or any other format of services rendered to the Company.

### Definition and Scope

This procurement management policy and strategy is to be effective on every related party that has business dealings with the Company and subsidiaries in order to ensure maximum benefits for the Company. Types of procurement can be classified into 3 main groups as follows:

1. Engineering Sourcing
2. Architecture Sourcing
3. Indirect Sourcing

### Committees related to Procurement Operations

The authorized person in considering and approving of procurement requests is required to abide by this policy in making every procurement decision as specified in the scope of authority and the designated time period. In case of delays in presenting the reports, it is to be proposed to the following authorized committees to request for an extended submission deadline. Tender Opening Committee

- Receipt of Tender and Tender Opening Committee
- Price Bid Consideration Committee
- Special Case Procurement Committee (4 Departments)
- Procurement Committee
- Top Management Committee (TMC)
- Executive Committee (ExCom)
- The Company's Board of Directors (BOD : Board of Director)

## Code of Conduct

Staff members operating procurement activities, which hereinafter are to be regarded as “employees”, must strictly adhere to and comply with the following code of conduct:

1. Employees must bear in mind the Company’s benefits at all times.
2. Employees must listen to colleagues’ and related parties’ opinions.
3. Employees must execute procurement activities with good intention, in order to reap full benefits from the expenditures being spent.
4. Employees must continuously seek knowledge about materials, technology, market conditions and production procedure.
5. Employees must execute procurement activities with honesty and sincerity.
6. Employees must politely welcome internal and external suppliers.
7. Employees must accept ones’ own obligations and that of others.
8. Employees must avoid any unfair or dishonest conducts.
9. Employees must provide advices and guidance to buyers.
10. Employees must give kind cooperation to every department.

## Conflicts of Interest

Conflicts of interest resulted from the procurement process might occur when employees place greater focus on their own benefits than the Company’s benefits, or when employees commit any reciprocal acts in business, as well as utilize one’s authority given by the Company as a buyer to call for any benefits from the sellers, for instance, benefits that influence employees’ decision regarding selection of sellers, selection of products and/or services or negotiation to finalize purchase decisions with the sellers.

## Formats of Conflicts of Interest

1. Acceptance of gifts valuing over 1,000 Baht from the seller is considered inappropriate and employees are expected to turn down such offer.
2. Employees must not express their intention, negotiate for or accept any formats of bribe and/or benefits from the seller.

3. Sample products with commercial values must be returned to the seller once the procurement process completes, unless otherwise informed by the seller due to low value of the products or due to the fact that the products are consumables.

## Corporate Social and Environmental Responsibilities *G4-EN27, G4-DMA (Procurement Practices)*

In order to comply with the Company’s policy in corporate social and environmental responsibilities being announced, which might be announced further as the business progresses, employees are required to:

1. Contact and coordinate between the seller and the Company’s Research and Development division and/or Bureau of Quality, Safety and Environment on a continuous basis regarding regulations, attributes of products or services, as well as follow up with the social and environmental impact assessment, and take required actions to obtain products and services in a sustainable manner.
2. Contact the sellers who have put in place commercial code of conduct, are constantly aware of the Company’s social and environmental responsibilities. Avoid sellers who operate the business without a proper code of conduct such as poor treatment of labor, poor working conditions, ignorance of employees’ rights, bid rigging, dishonest business operations, disclosure of trade secrets, proposing price that is lower than cost to cut prices of other sellers unfairly, or having bullying behaviors or conducting corrupt acts.
3. Ask for cooperation from the sellers to participate in social and environmental activities to be in accordance with the objective of operating sustainable business.

## Supplier Relationship Management

*G4-DMA (Procurement Practices)*

The Company is well aware of the importance of fair treatment of suppliers on the basis of fair compensation on both sides. Thus, the Company provides truthful information and accurate report, fulfills obligations, negotiates for resolutions to the problems while maintaining business relationships, and avoids situations

that are susceptible for conflicts of interest, by observing the following practices:

1. Employees must retain confidential information obtained from the sellers such as prices, patents, production schedule and product information. Disclosure of this information is allowed only when permission is given.
2. Employees must request for a price bid, comparison of price, quality and different terms and conditions in order to ensure fair competition. In this regard, covert auctions are prohibited as they are considered fraudulent, for instance, disclosing price of the first seller to the second seller to offer lower price, and use the price offered by the second seller to negotiate with the first seller to offer an even lower price.
3. Employees must maintain relationship with suppliers with fairness and must not call for or accept any properties or any other commercial benefits dishonestly from the suppliers both directly and indirectly.
4. Employees must treat every seller fairly, for instance, inform them of the price bid opportunity using the same content and at the same period of time.
5. Employees must be transparent in persuading the seller to propose price or participate in the price bid in order to ensure fair competition for every supplier.
6. Purchasing employees must be transparent in considering the prices proposed by suppliers and must be able to explain the consideration criteria and decide upon which supplier is successful in the price bid.
7. Employees must strictly protect the Company's confidential information when dealing with suppliers and keep all the information received from suppliers or price bidders strictly confidential.
8. Employees must strictly comply with all the conditions exercised on suppliers. In case of not being able to comply with such conditions, suppliers must be informed ahead of time in order to mutually find reasonable solutions.
9. The Company will not take advantage of suppliers and will always consider the benefits or potential damages in terms of the Company's reputation and image through the eyes of outsiders.
10. Employees in charge of procurement activities must

provide accurate, clear and adequate information to suppliers and equal opportunities are to be given fairly to all suppliers.

11. Employees in charge of procurement activities must listen to opinions or advices given by suppliers in order to make improvement where necessary.
12. Make negotiations on the basis of fair business relationships for both sides with open and evidence-based approaches.

## Principle of Performance

### *G4-DMA (Procurement Practices)*

The Company is aware of the importance of employees' fair treatment to stakeholders in order to ensure effective operating performance, based on the following practices:

1. Employees must perform their duties professionally and fairly. They are expected to deny inappropriate offers or advices in exchange for personal benefits in the procurement process.
2. In case suppliers turn out to be companies of employees' relatives, close friends or companies in which employees have capital relationships and/or have ownership both legally and/or factually, employees must inform their immediate supervisors so that they can assign other employees to work on these cases.
3. Executives with an authority to approve of procurement activities must use their discretion to provide advices and guidance, as well as listen to employees' opinions.
4. Executives with an authority to approve of procurement activities must control, inspect, and ensure strict compliance to the code of conduct. In case of violation to the code of conduct, further interrogation and disciplinary actions will be applied.
5. Employees must make it a priority to choose Thai suppliers, the Company's subsidiaries, affiliates or associates, where possible.
6. Employees must execute procurement activities systematically and correctly according to the academic principles, with a solid control system. Changes in work processes can be applied to be coherent with the ever-changing commercial landscape.

## Suppliers' Sustainability Code of Conduct G4-DMA (Procurement Practices)

The Company is determined to operate the business fairly and lawfully according to the principle of good governance, along with provision of support to social and environmental viability to ensure balance in every dimension and to prosper sustainably. This policy and direction have been communicated to suppliers to encourage their adoption of practices to further benefit the general public. Thus, to ensure a correct understanding on both sides, the Company has prepared this manual for suppliers to use as guidelines. In this regard, if suppliers' practices do not comply with this policy, the Company reserves its rights to make any required proceedings upon suppliers as appropriate, taking into considering potential impact or damages.

### Suppliers' Business Code of Conduct

#### 1. Business Code of Conduct

The Company focuses on strict compliance to related laws and regulations both directly and indirectly, with honesty, ethics, and transparency, and will refrain from all sorts of dishonest or corrupt acts. Meanwhile, the Company will be focusing on obtaining good quality of products and services that contribute maximum benefits to the Company, using fair means to all stakeholders, under the following principles:

- 1.1 Maintain confidentiality
- 1.2 Refrain from any conducts that lead to conflicts of interest
- 1.3 Refrain from violation of intellectual property
- 1.4 Designate channels for submitting complaints
- 1.5 Participate in mutual development and social responsibility activities

#### 2. Human Rights and Labor Code of Conduct

The Company values and respects the principles of human rights both in domestic and international levels, and also ensures that the Company's businesses are not involved with any violation of human rights by adopting practices that are beneficial to the global society such as the United Nations'

human rights principles and thus regulates that:

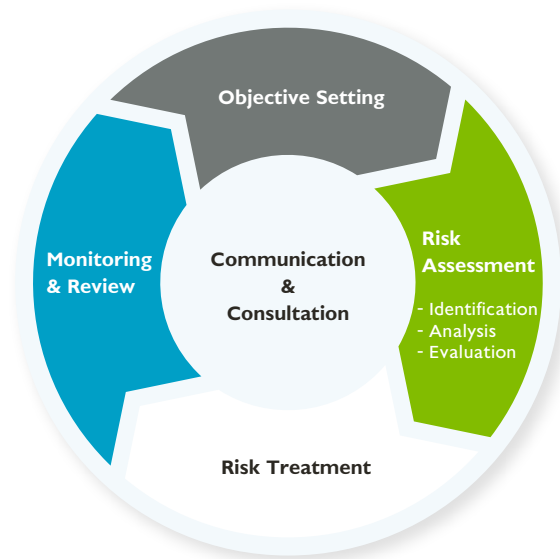
- 2.1 Suppliers should respect human rights and be aware of human dignity, equality and diversity; race, nationality, religion, gender, education, disability and fair treatment of their employees according to the international and legal standards.
- 2.2 Suppliers must refrain from executing forced labor unless employees voluntarily offer to do so.
- 2.3 Suppliers must not hire child labor whose ages have not reached the threshold regulated by law and labor protection is to be strictly exercised as required by law. *G4-DMA (Child Labor)*
- 2.4 Suppliers must accurately pay compensation and any other benefits to their employees with fairness and on a timely manner.
- 2.5 Suppliers must ensure that their employees' working hours do not exceed what has been regulated by laws. In case it is necessary for employees to work overtime, it must be on a voluntary basis.

#### 3. Safety, Occupational Health and Environment

The Company is aware of the significance of quality, safety, and occupational health and the existence of control systems related to these areas, as well as good practices for sustainable development as follows:

- 3.1 Suppliers must ensure that working conditions and environment are safe and hygienic for employees, as well as prepare adequate and appropriate safety equipment for prevention of potential danger for employees.
- 3.2 In case of emergency, suppliers must be prepared for such an incident at all times by putting in place situational assessment, protocols to handle potential consequences, cautionary plan and appropriate training courses for employees on a continuous basis.
- 3.3 Suppliers must implement a clear environmental conservation policy and be determined to use resources effectively, and utilize energy wisely and appropriately.
- 3.4 Suppliers must strictly comply with the laws regarding safety, occupational health and environment.

- 3.5 Suppliers must ensure that the production process is equipped with waste disposal and waste management system, and emission of pollutants into the air, ground and water drainage are executed safely and appropriately. It is to be ensured that monitoring, control and inspection of quality are being practiced to make sure that sewage and residue from production disposed into the environment will not cause any harmful pollutants both in the short term and in the long term.



### Ethics and Legal Compliance

- 4.1 Suppliers must operate the business with moral and ethical values and strictly comply with the laws.
- 4.2 Suppliers must operate the business without offering all sorts of bribes.
- 4.3 Suppliers must operate the business under the principle of fair competition.
- 4.4 Suppliers must prepare accurate and complete accounting reports related to business operations.
- 4.5 Suppliers must protect customers' confidential information at all times.

### Risk Awareness

*G4-EC2, G4-DMA (Procurement Practices)*

In order to encourage employees working in the procurement function to be aware of the significance of integrated organizational risk management and systematic and continuous adoption of good practices, which will take the development of procurement activities to the next level and minimize potential damages or risks from the procurement process, the Company has directed that functional risk assessment is to be executed according to the risk management process in the diagram below.

### The Penalty Provision

*G4-DMA (Procurement Practices)*

An authorized person to implement this regulation or any related individuals must proceed with care, openness and transparency, while encouraging fair competition, wise utilization of budget with the focus on value, effectiveness, efficiency and accountability of the outcomes that are beneficial to the Company. If any actions are against these regulations, either intentionally or unintentionally, or are deemed to be corrupt, or executed without the required authority, including any actions that enable price bid participants to obstruct fair competition, it is considered that such actions are against the Company's and subsidiaries' regulations, and disciplinary penalty is to be applied as follows:

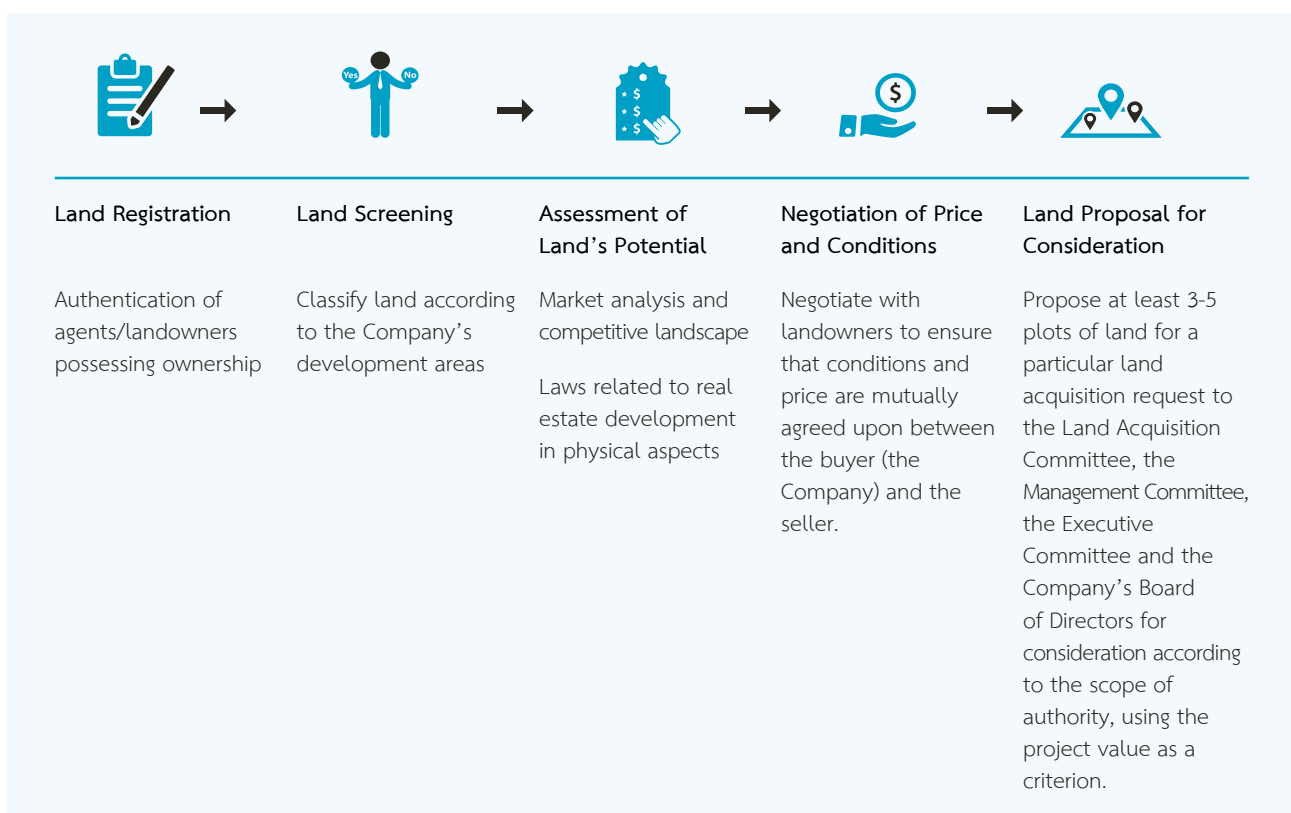
1. If the act is considered a deliberate fraud or causes great damages to the Company, the minimum penalty is the immediate dismissal from the Company.
2. If the act causes damages to the Company but not in a great degree of severity, wage cuts are to be applied to the person committing such act.
3. If the act does not cause damages to the Company but can potentially lead to formulation of problems, an admonition shall be given in writing.

Disciplinary actions in 1) and 2) are not the exceptions for the person committing the act or violating the regulations to be free of guilt from civil and/or criminal offenses (if any).

## Land Acquisition Policy G4-DMA ( Land Degradation, Contamination and Remediation), CRE7

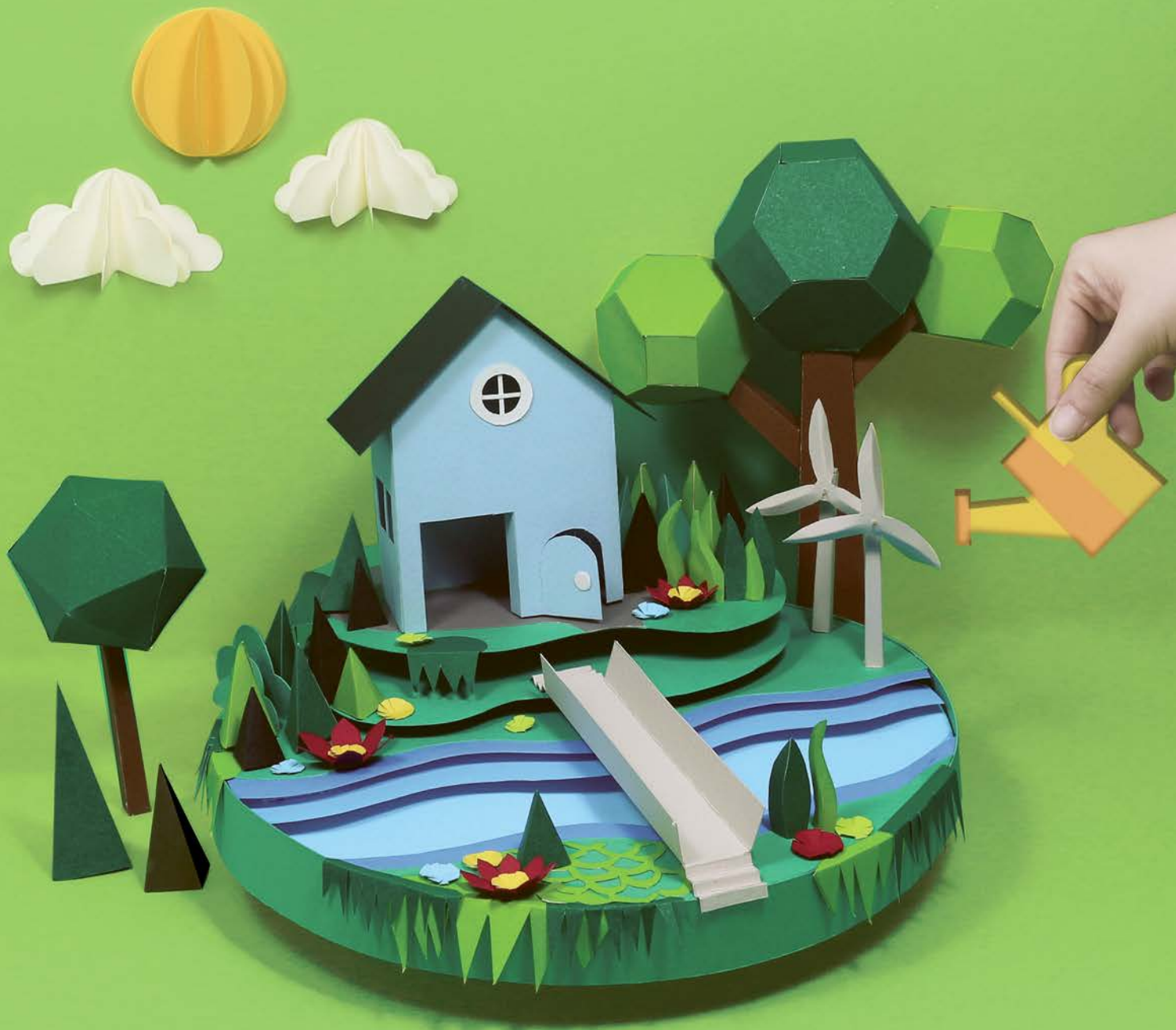
The Company has put in place the land acquisition policy and ensures transparency in every relevant process. Every decision regarding land acquisition must be made by the committee and every related party is required to compile essential information that is complete and has been properly examined prior to proposing to the Land Acquisition Committee, the Management Committee, the Executive Committee and the Company’s Board of Directors for consideration, as regulated by the scope of authority and value of the project being developed.

Land Acquisition process is comprised of:



## Land Acquisition Consideration Criteria CRE5

The Company normally compiles a report summarizing physical conditions of a particular plot of land in order to examine its physical conditions and ensure that it can be developed further without violating any conditions or regulations of the government bodies supervising the development of real estate projects, especially if such plot of land is located near to sites prone to chemical pollution such as chemical plants, landfills or airport runways. In this regard, a pleasant living environment and customers’ safety are always the Company’s top priorities.



# CREATING ENVIRONMENT

FOR

A SUSTAINABLE FUTURE

**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.

### Concrete Use

#### Cement

**499,026** Ton

regarding the reduction of key joints' sizes, enabling the adjustment of concrete mixture which can reduce the amount of cement needed for production and reduce the production cost. With this method, the amount of cement used has reduced by

**35 kilograms/cubic meter**

OR

**207,928** cubic meter

together with the use of fly ash in replacement of cement by 10% in making concrete mixture, further reducing the amount of cement by

**32 kilograms/cubic meter**



In 2016, a total of

**9 Residential projects**

proceeded their construction in compliance with EIA

CRE2

### Water management

#### Total volume of used water

Pruksa Precast Factory Navanakorn

**56,800** m<sup>3</sup>/year



**43 %**

reused and recycled water

Pruksa Precast Factory Lumlukka

**76,100** m<sup>3</sup>/year



**100 %**

reused and recycled water

Reduce transportation cost by

**4.1 Million Baht**



# Environmental Responsibility

## Activities

G4-EN15

Pruksa Holding PCL has implemented several activities that promote environmental responsibility at Pruksa Precast Factory Lumlukka and Pruksa Precast Factory Navanakorn. In 2015, Pruksa Precast Factory Lumlukka had been certified Level 2 of Green Industrial (GI) Index from the Ministry of Industry, following the improvement of landscape in the factory in several areas, for instance, addition of green spaces in the premise for employees' good health and dust prevention, etc. Also, the solar cell panels had been installed to facilitate the lighting and water pumping systems in order to reuse water for gardening purposes which can reduce the use of electricity and enable effective uses of water resources. Wastewater from concrete production is processed into the concrete recycling system, which separates stones and sand and bring them back to use again. Meanwhile, cement-based slurry water will be mixed with concrete in the production process once again, thus preventing wastewater from being released into the community or public areas.

In 2016, Pruksa Precast Factory Navanakorn initiated the certification process to obtain Level 3 of Green Industrial (GI) Index. The Company is currently preparing required documents and has implemented waste disposal system which should have been certified Level 3 of the Green Industrial Index around the middle of 2017.

### Material Management G4-DMA (Materials)

Given the Company's incorporation of construction technology that integrates the use of prefabricated steel-reinforced concrete, the effectiveness in the construction process has been improved to be of international standard. This advanced technology was originated in Germany and the Company has been using this technology in the production of several prefabricated parts which enables effective management and utilization of materials.

Pruksa Precast Factory Lumlukka also participated in the environmental governance project hosted by the Ministry of Industry and the Company passed an assessment criteria based on the environmental governance performance, signifying that the Company has properly put in place environmental governance system and has successful outcomes as seen from the production process of steel-reinforced concrete that places concerns on environmental viability.

### Utilization of Reinforced Steel and Other Materials

Pruksa Precast Factory has integrated the reinforced steel production system using an automated mesh welding plant and automated mesh welding plant with automated placing approaches for the new factory, enabling the production of reinforced steel for precast sheets to be accurate and of the same size, and ultimately reducing the amount of waste and allowing a more effective utilization of production materials.

**Utilization of Concrete** *G4-EN1*

The Company’s annual production of reinforced concrete normally varies upon the sales in each year. The main type of material used in production is concrete. The statistical record of concrete utilization is detailed in the table below.

Utilization of Concrete	2012	2013	2014	2015	2016
(Ton)	339,281	497,544	645,967	548,033	499,026
(m <sup>3</sup> )	141,367	207,310	269,153	228,347	207,928

Remark: 1 m<sup>3</sup> = 2.4 ton

High rate of concrete utilization for the production of precast concrete constitutes a major use of expenditure and resources, which can cause environmental impact in various aspects. Therefore, the Company has initiated a reduced use of cement in the concrete mixture for production of precast parts while strength of the structure is not compromised and engineering standard is maintained. This initiative originated from the SGA contest (an activity that encouraged innovative ideas from employees) regarding the reduction of key joints’ sizes, enabling the adjustment of concrete mixture which can reduce the amount of cement needed for production and reduce the production cost. With this method, the amount of cement used has reduced by 35 kilograms/cubic meter, together with the use of fly ash in replacement of cement by 10% in making concrete mixture, further reducing the amount of cement by 32 kilograms/cubic meter.

**Utilization of Recycled Materials** *G4-EN2*

Pruksa Precast Factory Navanakorn reuses 2% of sandstone that has been separated using the recycling system in concrete production, while the amount of cement-based slurry water that has been processed in the recycling system used in the production of concrete

accounts for 25% of the total amount of water used in production.

**Policy and Practices in Energy Management**

*G4-DMA (Energy), G4-EN3*

**Pruksa Precast Factory Navanakorn** *G4-EN7*

The Company has implemented several changes in the utilization of electricity and alternative sources of energy such as solar cells in the lighting system in the logistic hub area, utilization of LED light bulbs in replacement of traditional incandescent light bulbs in several areas such as the road in front of the factory. The on-off lighting system both inside and outside of the factory is equipped with the light dependent resistor (LDR) system and weekly timer. Furthermore, motion sensors are used in office buildings to control the lighting and air-ventilating fans which can save the energy.

**Reduction of Energy Utilization** *G4-EN6,*

*G4-EN19*

Pruksa Precast Factory Navanakorn has initiated several projects to reduce the use of energy as follows:

Project	Amount of Money Saved
Replace metal halide light bulbs with LED light bulbs which save electricity expenses by about 3 times.	600,000 Baht/year
Reduce the use of energy from air compressors.	20,000 Baht/year
Control the use of electricity by reducing damage charge.	360,000 Baht/year
Control the lighting system in the factory by arranging zones of utilization.	120,000 Baht/year



### Pruksa Precast Factory Lumlukka

- Specification of balanced load to maintain power factor which can save the expenses by approximately 110,000 Baht/year.
- Installation of additional breakers in several work areas so that they can be activated during blackout. This has helped reduce electricity expenses by about 80,000 Baht/year.
- Replacement of HPS light bulbs with LED light bulbs (20 light bulbs were replaced in 2016), reducing electricity expense by 50,000 Baht/year.
- Replacement of 400 T8 fluorescent light bulbs with T5 fluorescent light bulbs to save the energy by 30%, reducing electricity expense by 30,000 Baht/year.
- Installation of inverters for large motors, i.e. 3 sets of crane hoists weighing 40 tons and 2 sets of pallet stacker to save energy when starting motors.

#### CREI, G4-DMA (Emissions)

In 2016, Pruksa Precast Factory Lumlukka and Pruksa Precast Factory Navanakorn signed an MOU on “**Development Project for Preparation of Organizational Carbon Footprint in the Industrial Sector Phase 6**”, in collaboration with Industrial Environment Institute, Federation of Thai Industries and Thailand Greenhouse Gas Management Organization (Public Organization). In this regard, Pruksa Precast Factory Lumlukka and Pruksa Precast Factory Navanakorn have been selected to be pilot plants in this project by 35 participating organizations in the industrial business sector in order to calculate the greenhouse gas emission rate and prepare for effective reduction of greenhouse gas emission.

### Transportation *G4-DMA (Transport)*

Reducing environmental impact caused by transportation of precast sheets is considered a critical activity for the Company as it can indirectly cause impact on the environment. Thus, the Company has introduced the concept “Effective Transportation” which has been proposed in the Improvement Award contest (an activity that encouraged innovative ideas from employees) to improve the effectiveness of transportation activities and to reduce the number of trips (by encouraging full truck load), ultimately enabling the Company to:

#### G4-EN6

1. Reduce transportation cost by 4.1 million Baht in 2016 compared to the previous method, and reduce the use of oil which is an important source of energy and natural resource.

#### G4-EN16, G4-EN17, G4-EN19

2. Reduce the amount of toxic fume and carbon dioxide emission into the atmosphere by 88,451 kgCO<sub>2</sub>e per year (equivalent to planting 8,800 trees) and help alleviate the severity of global warming condition.
3. Delay the damage of highways, maintenance period of damaged highways and save budget for the country by having full truck load but still keep the limit for maximum weight as regulated by law.

## Pre-Improvement and Post-Improvement Comparison of Transportation Effectiveness



Factory	Pre-Improvement		Post-Improvement		Reduced Transportation Fees		Average Distance (KM)	Total Distance (Return) (KM)	Reduced Use of Oil (Liters)	CO2 (Kg CO2e/km)	Reduced Emission of CO2 (Kg CO2e)
	Number of Transportation Trips (Trips/year)	Trans- portation Cost (Million Baht)	Number of Transportation Trips (Trips/year)	Trans- portation Cost (Million Baht)	Number of Transportation Trips (Trips/year)	Trans- portation Cost (Million Baht)					
Lumlukka	16,679	56.7	15,983	54.3	696	2.37	70	97,470	19,494	2.7080	52,790
Navanakorn	16,011	54.5	15,480	52.6	531	1.81	62	65,844	13,169	2.7080	35,661
<b>Total</b>	<b>32,690</b>	<b>110.5</b>	<b>31,463</b>	<b>106.9</b>	<b>1,227</b>	<b>4.11</b>	<b>67</b>	<b>163,314</b>	<b>32,663</b>	<b>2.7080</b>	<b>88,451</b>

G4-EN17

Remark: The reduced transportation trips are due to improvement in packing system.

### Safe Transportation

1. Provision of reflective racks to make them easy to spot in order to facilitate nighttime transportation and to minimize chances of accidents.
2. Arrangement of safety equipment on transportation vehicles and make it a standard such as traffic cones, wooden wheel chocks or belts for fastening racks.
3. Provision of safety awareness training and safety talk to encourage drivers to be aware of safety when driving at all times.

### Managing Impact of Transportation during Construction Period G4-EN30

1. Survey the route to choose safe and appropriate routes that have the least impact on the surrounding communities.
2. Exercise speed control regulations in the community areas.
3. Transportation activities are to take place in periods of time that do not affect the communities.
4. Vehicle inspection is performed to ensure readiness and to prevent toxic fumes or noise pollution which can cause impact on the communities.

## Water Management

### G4-DMA (Water)

Pruksa Precast Factory Lumlukka has put in place water management system in a way that purified water is used for concrete production. There is a water purification plant that filters water from sources inside and outside of the factory to use for production of concrete and watering plants. Gardens in the factory are being taken care of using ground water sources in the factory which is considered the most effective use of water resource without having to use tap water.

### Pruksa Precast Factory Navanakorn

#### G4-EC7

The Company has invested in the recycling system to reuse water left over from production, which costs approximately 8 million Baht, as well as the water pump that brings out water from natural sources using solar cells and sprinkler system to water plants instead of using tap water, costing around 600,000 Baht. The purpose of reused water is also for watering plants and the water left over from the recycling system is reused to mix with concrete in the production process once again. The amount of water used and sources of water are as follows:

Sources of Water <i>G4-EN9</i>	Amount of Water Used <i>CRE2</i>	Percentage of Reused and Reprocessed Water <i>G4-EN10</i>
Tap water (m <sup>3</sup> /year)	40,000	
Amount of reused water from concrete production (m <sup>3</sup> /year)	9,800	25 %
Amount of reused water from other sources (m <sup>3</sup> /year)	7,000	18 %
Total use of water (m <sup>3</sup> /year) <i>G4-EN8</i>	56,800	43 %

### Pruksa Precast Factory Lumlukka

#### G4-EC7

- In 2011, the Company invested 6.3 million Baht in building water purification plant to produce water from the retention pond in the factory to produce concrete instead of using tap water. This method has been continuously in use until present.

#### G4-EC7

- In 2016, the Company invested approximately 20 million Baht in constructing the recycling system to reuse water left over from production. With this, water from the retention pond in the factory is used to produce concrete instead of using tap water. This method has been continuously utilized until present. In 2016, the use of water from purification plant can be classified as follows:

Sources of Water <i>G4-EN9</i>	Amount of Water Used <i>CRE2</i>	Percentage of Reused and Reprocessed Water <i>G4-EN10</i>
Tap water (m <sup>3</sup> /year)	41,900	55%
Amount of purified water from retention pond used in concrete production (m <sup>3</sup> /year)	34,200	45%
Total use of water (m <sup>3</sup> /year) <i>G4-EN8</i>	76,100	100%

## Wastewater Quality Inspection Report G4-EN23

PARAMETER	Inspection Outcomes			
	Standard Value	Outcomes in 2016		Unit
		Lumlukka Factory	Navanakorn Factory	
pH	5.5-9.0	7.8	7.40	-
Temperature	<40	29	31	OC
Color	Acceptable	Acceptable	Acceptable	-
Odor	Acceptable	Acceptable	Acceptable	-
BOD	<20	18	10	mg/l
COD	<120	69	60	mg/l
Suspended Solid (SS)	<50	7	3	mg/l
Total dissolved Solids (TDS)	<3,000	719	841	mg/l
Total Kjeldahl Nitrogen (TKN)	<100	17.36	8	mg/l
Oil & Grease	<5	0.33	2.7	mg/l
Sulfide	<1	-	<0.13	mg/l

Remark: The standard and announcement of Ministry of Industry Version.2 (B.E.2539) had been issued in accordance with the Factory Act B.E.2535 regarding attributes of wastewater released from industrial plants. It was announced in the government gazette, General Announcement Vol. 113, Section 5 Ngor, dated June 27, 1996.

## Prevention and Alleviation of Impact on Biodiversity G4-DMA (Biodiversity), G4-EN12

### Pruksa Precast Factory Lumlukka and Navanakorn



- Planting and maintaining trees along the fence adjacent to community areas on a regular basis to reduce the amount of carbon dioxide and minimize impact on the ecosystem.
- Using water spray system to control the amount of dust from pouring and scooping stones to mix concrete in the factory.
- Using the water truck to wash the road and street sweeper to clean off dust in the factory area in order to control the amount of dust not to affect the community.
- Utilizing reused water in the production process to get rid of water to be released into natural water sources and into community areas. The quality of water in the pond and the gutter surrounding the factory is always inspected and taken care of.
- Putting in place waste disposal system by separating waste and disposing waste using the industrial method.
- Implementing the security system and traffic facilitation system to encourage safety in areas surrounding the factory.

### Management of Leftover Effluents from Production G4-DMA (Effluents and Waste)

The Company is aware of potential environmental impact caused by leftover effluents from the production of reinforced concrete, for instance, oil residue from the casting table. Thus, effective system and machinery have been used in the production process in order to reduce the amount of effluents and minimize environmental impact caused by disposing oil residue or other wastes elsewhere. In this regard, proper waste disposal methods are exercised as regulated by related government bodies.

### Management of Wastewater from Batching Plant G4-EN22

Speaking of the water used in the production of reinforced concrete parts, once washed in the batching plant's mixer, it will be very high in alkaline content, which can be toxic to the environment. Therefore, the Company has made a sediment basin with a concrete recycling machine to reuse the water that has passed through a sediment basin in the concrete production process once again. For stones and sand that have been separated, they can also be reused in the concrete mixture and the residue from the sediment basin can be used to fill the land or the road, getting rid of leftover waste from production. This method is friendly to the environment and our factories are considered Thailand's first green factories that incorporated this system in the production of precast concrete.

### Alleviation of Environmental and Health Impact Policy G4-EN27

Pruksa Precast Factory Lumlukka and Navanakorn have implemented activities that help alleviate environmental and health impact as follows:

#### Pruksa Precast Factory Navanakorn and Lumlukka

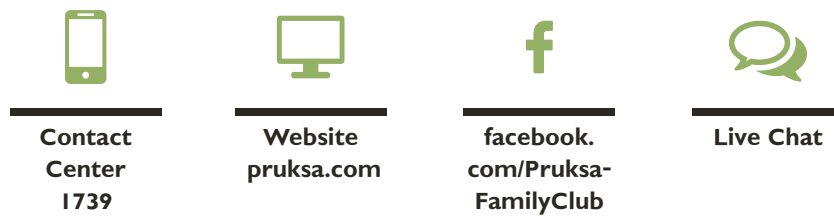


- Separating waste and disposing waste using industrial system to reuse and recycle where possible.
- Reducing the use of paper by keeping documents in a digital format, as well as using paper on 2 sides.
- Having a park to promote a healthy lifestyle and planting pine trees along the gutter.
- Using an automatic on-off lighting system in the office building, stock field, street lamps and parking lot.
- Reducing the intensity of light in places where the utilization rate is low by reducing the wattage or changing from high bay light bulbs to LED light bulbs to save the energy.
- Reducing the number of trips for transportation of precast sheets by improving packing effectiveness.
- Every transportation vehicle must turn off the engine while loading precast sheets.
- Encouraging the use of bicycles in the premise instead of personal cars.
- Using window films in the office building to reduce the heat intensity from the outside and reduce the use of electrical energy, i.e. air conditioners.

## Management of complaints related to social and environment Impact

G4-SO1, G4-EN27

Determined to grow sustainably with the surrounding societies and communities, the company put in place several complaint channels by which stakeholders can give opinions or suggestions related to the company’s business operation, such as Contact Center 1739, www.pruksa.com, Facebook, and Live Chat.



In 2016, a total of 186,748 complaint items were reported through various complaint channels, only 534 items, or 0.28%, being related to social and environmental concerns. The company has complaint management and tracking procedures that starts from recording of complaints to complaint resolution in the same fashion as in “Management of Customer Complaints”. Analysis on causes of complaints are also performed in order for the company to formulate preventive measures. Of all the complaints related to social and environmental concerns taking place in 2016, 511 items, or 96%, were successfully resolved and the remaining are in the process.



No.	Identified effect	Items
1	Damage on surrounding residence/ area	232
2	Noise pollution	113
3	Air pollution	72
4	Traffic problem	46
5	Waste problem	13
6	Water pollution	3
7	Others	55
<b>Total</b>		<b>534</b>



# CREATING SOCIAL

— FOR —

A SUSTAINABLE FUTURE

**Pruksa** focused on developing real estate business

To promote economy and society and conserve environment By producing quality products and services With values that the employees work from heart according to principles of corporate governance And recognize benefit of every group of stakeholders



**4,123 People**  
Total of employees  
in 2016 G4-10

**Pruksa Precast Factory Learning Center**

Total visitors included  
**1,288** people



**Pruksa Scholarship 2016**

**555** Scholarship  
for youths



total amount of  
**5.77** million Baht

**Participation in social and community development for sustainability**



**Education & Youth Development**

Totally  
9.2 million Baht



**Religion Art & Culture**

Totally  
0.6 million Baht



**Society & Environment**

Totally  
75.31 million Baht

# Social Operation

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## Valued Labor Management

*G4-DMA (Employment), G4-DMA (Child Labor), G4-HR6,  
G4-DMA (Forced or Compulsory Labor)*

The company places high value on fair treatments to all groups of labor as they play a critical role in the organization's success. Consequently, it is determined to create favorable work culture and environment, beginning with candidate selection and hiring process. Essentially, the company upholds ethics on candidate selection and hiring by refraining from discrimination against persons with specific ethnicities, religions, colors, genders, or physical disabilities and prioritizing the candidates' knowledge, skills, and behaviors. The hiring of employees must be lawfully done in compliance with government regulations and must not involve child labor or forced labor. This principle also applies to contractors' employees.

## Foreign Labor Management

*G4-DMA ( Non-discrimination )*

Foreign employees are directly hired by contractors or trade partners, not by the company. Nevertheless, when contractors bring foreign labor in the company's areas or construction sites, the company is regarded by laws as a provider of job and shelter and, so, bound by Section 64 of Labor Laws. Therefore, to ensure compliance with the laws and minimize legal risks, relevant parties are obliged to adhere to the following protocols:

- **Contractors:**
  1. Must ensure that 100% of foreign workers put to work in the company's projects are legal workers
  2. Must not put foreign workers younger than 18 years old to work in the company's projects
  3. Must hire foreign workers in their own quota. All foreign workers must have the same employer name as appeared in their passports or at the back of the pink cards
  4. Must maintain correct and complete information of working area and names of all project sites. If the working area is not completely identified, employers of foreign workers must promptly contact government entities to extend the working area

5. Hire or manage the hiring of foreign workers in compliance with the laws and the company's existing and future policies
- **Company's staff in charge of foreign labor management**
    1. Company's staff with supervising position in the project or other related positions must attentively monitor and control the use of foreign labor to ensure that 100% of foreign workers put to work are legal workers. In case that any contractors breach this rule, staff in charge must notify the contractor to promptly rectify within 90 days. Contractors who refuse to rectify such breach can be terminated immediately.
    2. Company's staff with supervising position in the project or other related positions must arrange to have a process to verify each foreign worker before entering the site daily and on a continuous basis
    3. In case that foreign workers bring illegal followers into the project site, staff in charge must remove such illegal followers out of the project site immediately.
    4. All projects must prepare a complete list of foreign workers of all contractors to be readily shown when requested by government agents and report actual status of foreign worker usage to executives of respective business lines so that they understand the situation and can proceed accordingly
    5. All SBUs must submit actual numbers of foreign workers to Foreign Worker Department to be reported to the company's management and/or the Board of Directors, who will utilize such information for planning purposes
    6. The company has no a policy to hire foreign workers by its own quota. Therefore, the company's staff with supervising position in the project or other staff cannot directly hire foreign workers in any case
    7. The company does not have a policy to directly contract foreign employers or foreign contractors. All contractors must be Thai entities.
    8. The company will arrange to have an external auditor to audit the use of foreign workers and related administrative system/process used in the project. Relevant parties must co-operate in the auditing process. If breaches of policy are detected in any project, such breaches will be reported to the company's management and possibly viewed as disciplinary offences.

## Employee Data G4-10, G4-LA12

### Number of Employee by Type of Contract and Gender

Type of Contract		Male		Female	
		No. of persons	% <small>G4-11</small>	No. of persons	% <small>G4-11</small>
Full-time	Executive level 6-8 <small>G4-EC6</small>	30	1.3	4	0.2
	Executive level 4-5	269	11.5	144	8.1
	Operation level 1-3	1,720	73.4	1,380	77.5
Part-time	Daily worker	323	13.8	253	14.2
<b>Total <small>G4-9</small></b>		<b>2,342</b>		<b>1,781</b>	

### Number of Employee by Type of Contract and Age

Type of Contract		< 30 years old		30-50 years old		> 50 years old	
		No. of persons	%	No. of persons	%	No. of persons	%
Full-time	Executive level 6-8 <i>G4-EC6</i>		0.0	15	0.6	19	6.2
	Executive level 4-5	1	0.1	361	13.3	51	16.6
	Operation level 1-3	934	84.7	2,036	75.0	130	42.3
Part-time	Daily worker	168	15.2	301	11.1	107	34.9
<b>Total</b>		<b>1,103</b>		<b>2,713</b>		<b>307</b>	

### Number of Employee by Area of operation and Gender

Area of Operation	Male	Female
Head quarter	686	853
Pruksa Precast Factory	154	31
Construction site	1,502	897
<b>Total</b>	<b>2,342</b>	<b>1,781</b>

## Support to Government's Social Sustainable Development Policy

### People with Disabilities Recruitment Project *G4-DMA ( Non-discrimination )*

In 2016, the company hired 18 persons with disabilities and gave 2,518,500 THB of financial contribution to the Fund for People with Disabilities. The company also participated in "Consolidating Civil State Powers in Employee of 10,000 Handicapped Workers", a project co-hosted by Thai Health Promotion Foundation and Social Innovation Foundation with a purpose to increase regulated hiring of full-time disabled workers by 25 positions starting in 2017, as stipulated in Section 35 of Labor Laws with labor laws and section 35.

## Remuneration and Welfare Benefits Management

G4-LA2

### Employee's Remuneration G4-LA13, G4-DMA

*(Equal Remuneration for Woman and Men)*

The company's employees are compensated in the forms of salary, overtime allowance, bonus, and employer's contribution to the provident fund, etc. To incentivize employees to achieve their work objectives, the company employs Balance Scorecard (BSC) and Key Performance Indicator (KPI) frameworks as primary tools in performance-based compensation management and arrange to provide various welfares to strengthen the bond between the organization and its employees. There are no gaps between female and male employees in the consideration of salary and basic compensation increase. Other compensations include biannual bonus payment, performance-based reward, and commission, etc.

### Provident Fund

To comply with Provident Fund Act B.E. 2530, the company registered its provident fund on February 21<sup>st</sup>, 2003 as a part of TISCO Master Pooled Fund, a registered pooled provident fund, to promote savings and security for employees and their families, as well as to create tax benefits for employees. Savings in the provident fund depend on the level of contribution and working period of the employees.

The company contributes 5-10% of the employees' salary to the fund and employees are given options to contribute 5-10% of their salary to the fund depending on the length of their working period.

In 2016, the company's minimum contribution to provident fund calculated at 5-10% of salary by employees' working period totaled 117,561,327 baht. Allowance for provident fund withdrawal totaled

117,561,327, sufficient for all employees eligible for provident fund withdrawal.

As of 2016, 2,573 employees have become members of the provident fund, equivalent to 83.96% of 3,279 employees eligible for the provident fund membership. Employees who join the fund have options to contribute from the minimum of 5% but not more than 15% of their salary.

### Contributions from employees and employer

Work period (starting from the first working day)	% contribution from employee	% contribution from employer
Less than 1 year	5, 6, 7, 8, 10, 12, 15	5
1 ≤ year < 3	6, 7, 8, 10, 12, 15	6
3 ≤ year < 5	7, 8, 10, 12, 15	7
5 ≤ year < 7	8, 10, 12, 15	8
≥ 7 year	10, 12, 15	10

### Payment condition

- Payment is made when the employees resign from fund membership, which occurs in 2 cases
  - Employees resign from the job
  - Employees resign from fund membership (employees can never return as member of the fund)
- Percentage of accumulated contribution from employees and employers depend on the length of working period.

Work period (starting from the first working day)	% contribution from employee	% contribution from employer
Less than 1 year	100	0
1 ≤ year < 3	100	25
3 ≤ year < 5	100	50
5 ≤ year < 7	100	75
≥ 7 year	100	100

**Employee welfares and benefits**

G4-LA2, G4-LA13

The company provides welfare and benefit programs to its employees and their families since the 1st day of work. Employees in the same band will get equivalent welfares and benefits without discrimination against genders, ethnicities, ages, and religions. Welfares and benefits include life insurance and health insurances that also cover family members (spouse and two children). Daily workers are protected by life

insurance policy with 100,000-baht limit for all cases of death. In addition, the company’s employees receive other welfares including:

- Social Security Fund
- Annual leave
- Leave for military service
- Maternity leave
- Uniform
- Financial aid in case of death
- Scholarship for descendants
- Welfare for housing purchase
- Fitness & Sport Club
- Compensation Fund in case of work-related illnesses/ accidents
- Visiting gift in case of inpatient care
- Financial aid for funeral wreaths
- Gift for employee’s wedding ceremony
- Policy to give monetary reward to the employees with 10th and 20th years of work, etc.



## Occupational Health, Safety and Workplace Environment

### Occupational Health, Safety and Workplace Environment Policy

*G4-DMA ( Occupational Health and Safety )*

The Company cares about employees' health and well-being and is determined to ensure safety for employees to prevent accidents, injuries or sickness from work, as well as to control potential danger related to business operations by way of devising safety, occupational and work conditions policy as a guideline for practices which is to be communicated to all levels of staff members.

- The Company regards that practices in work safety are the responsibility of every staff members in every level to follow for one's own and others' safety, as well as the Company's properties. The critical point is that everyone must strictly comply with relevant laws and regulations and every staff member is eligible to propose opinions to improve work conditions and processes to enhance safety.
- The Company encourages development and improvement of work conditions, safe work procedures as well as an appropriate use of safety equipment and retention of quality and hygiene for every staff member on a continuous basis.
- The Company encourages the arrangement of safety activities which will raise staff members' awareness, for instance, training, motivation and public relations with regards to safety issues.
- The Company monitors and reviews its operations related to occupational health and safety for continuous improvement.

*CRE6, G4-15*

The Company strictly adheres to the international standard in safety by incorporating the occupational health and safety management system that has been certified of the OHSAS 18001:2007 and TIS 18001:2554 standards which are international standards in the condominium construction process. In 2016, the Company had introduced the Safety Certify Program

which is a safety standard certification developed by the Company to implement the standardized system in every project in terms of managerial and legal aspects, and has now been executed in the Company's horizontal projects. Projects that meet all the required criteria in the assessment will duly receive certificates. Thus, this is reflective of the Company's emphasis on safety with a thorough control system, covering the construction of single-detached houses, townhouses and condominiums.

### Work Practices on Safety, Occupational Health and Environment

In order to ensure effective operations in safety and occupational health that comprehensively cover the required standards, the following policy and practices have been regulated:

1. The policy in safety, occupational health and environment for vertical construction projects is to be enforced on the Company's employees, contractors, project supervisors, consultants and other related parties.
2. The policy in safety, occupational health and environment for horizontal construction projects is to be enforced on the Company's employees, contractors, and other related parties.
3. The policy is to be exercised on occasion of accidents from work under the prescribed standard practices in terms of preparation of incident report, incident inspection and taking corrective measures to prevent future accidents.
4. The policy that regulates the allocation of personal protective equipment (PPE) which should cover all relevant activities in operations.
5. Safety regulations for construction service providers which should be attached with the TOR, specifying practices in occupational health and safety for the Company's contractors to abide by.
6. Safety execution plan for the project is to serve as the safety and occupational health manual for each particular project.

## Safety Regulations in Work Operations

G4-LA7

The Company has exercised appropriate control systems in high-risk activities; hot work, high work, confined space or other conditions, with clear work regulations. Currently, there are 42 sets of regulations covering a wide array of activities and work inspection is carried out constantly with clear inspection reports as follows:

1. Safety Regulations for Utilization of PPE
2. Safety Regulations for Maids
3. Safety Regulations for Fire Incidents
4. Safety Regulations for Working on High Space
5. Safety Regulations for Working in Confined Space
6. Safety Regulations for Fall Prevention
7. Safety Regulations for Working with High Temperature
8. Safety Regulations for Using Passenger Elevators
9. Safety Regulations for Working with Electrical Appliances
10. Safety Regulations for Lifting and Moving Objects (Office)
11. Safety Regulations for Walkway Management
12. Safety Regulations for Traffic Controls
13. Safety Regulations for Controlling Automobiles
14. Safety Regulations for Using Scaffolds
15. Safety Regulations for Footing Works
16. Safety Regulations for Using Caissons
17. Safety Regulations for Using Pile Driving
18. Safety Regulations for Using Bored Pile
19. Safety Regulations for Installation of Electrical Devices
20. Safety Regulations for Working with Belts, Chains and Slings
21. Safety Regulations for Working with Mobile Cranes
22. Safety Regulations for Working with Hoists
23. Safety Regulations for Using Hazardous Chemicals
24. Safety Regulations for Noise Control
25. Safety Regulations for Dust Control
26. Safety Regulations for Hazardous Waste Control
27. Safety Regulations for Road Control in Construction Sites
28. Safety Regulations for Installation of Steel Structure
29. Safety Regulations for Working with Wood Cutter
30. Safety Regulations for Demolition Works
31. Safety Regulations for Drilling Works
32. Safety Regulations for Using Vibro Machines
33. Safety Regulations for Installation of Tower Crane
34. Safety Regulations for Installation of Precast
35. Safety Regulations for Working with Radiations
36. Safety Regulations for Using Computer (Office)
37. Safety Regulations for Drug and Alcohol Control (Office)
38. Safety Regulations for Fire Incidents for High Buildings (Office)
39. Safety Regulations for Prevention of Earthquake for High Buildings (Office)
40. Safety Regulations for Using Photocopiers (Office)
41. Safety Regulations for Prevention of Tsunami
42. Safety Regulations for Working in the Office

## Safety and Occupational Health Operations G4-LA7

- Assessment of risks in different activities of the organization to control and prevent potential risks not to cause harmful impact on health, sickness or employees' mental health.
- Essential assessment with regards to laws and regulations in safety and occupational health.
- Implementation of Safety Defect Found and Fixed system which facilitates reporting of potential danger and corrective actions taken for construction projects.
- Appointment of trainers to provide knowledge on safety in construction projects via Q&S Ambassador activity.
- Arrangement of standardized labor camp as required by law in every construction project which also serves as a model project that draws interest from external bodies for a study visit.
- Development of regulations and knowledge in safety and work standards which have been translated into 4 languages for foreign labor to understand.
- Arrangement of community relations activities with the communities surrounding the project to instill good attitude on each other and to provide support to the communities.
- Inspection of machinery, equipment and devices for safety of lives and properties.
- Communication on safety and occupational health matters via several channels such as SMS, e-mail, or bulletin board, to all staff members and related parties.
- Provision of training courses to staff members to understand correct principles of work operations as well as the importance of wearing safety equipment correctly since the start of employment and ensure constant revisits on the matter.
- Implementation of practice plan in case of emergency in order to ensure staff members' readiness and understanding in procedures, methods of notification, coordination and roles and duties in case of incidents.
- Inspection of staff members' work execution to ensure that they are coherent with the Company's prescribed standards. Disciplinary actions are to be applied in case of violation.
- Detailed interrogation of incidents every time there is an incident in order to identify root causes of such incidents to be able to take the right action to control and prevent recurrence of such incidents.
- Regular reviews of the top executives to ensure the appropriateness, adequacy and efficiency of the management system with regards to safety and occupational health.
- Provision of knowledge to staff members working in the construction sites as well as conducting training need analysis in accordance with risk levels associated with each activity.
- Inspection of drug usage in staff members and external contractors on a regular basis to prevent risks of crimes and legal proceedings.

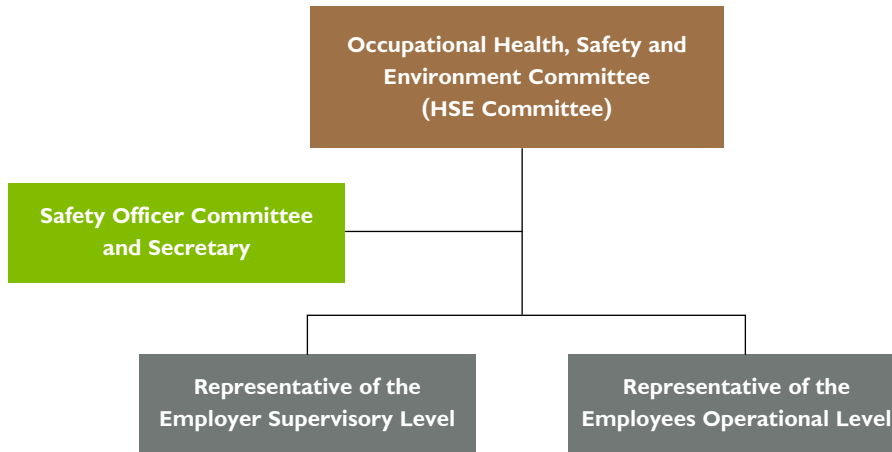
## Safety in Utilization of Materials, Equipment, Raw Materials and Chemicals

G4-LA7

- Inspection and audit of equipment and materials from suppliers are required to ensure they are of the Company's required standards.
- Raw materials selected must not be dangerous, for instance, choosing materials or furniture that do not have Volatile Organic Compounds (VOCs) such as formaldehyde.
- Control is to be exercised on the use of chemicals with classification of chemicals and ensure provision of knowledge to relevant staff members regarding Safety Data Sheet (SDS) of different chemicals such as using clear displays or signs according to the Company's regulations and standards.



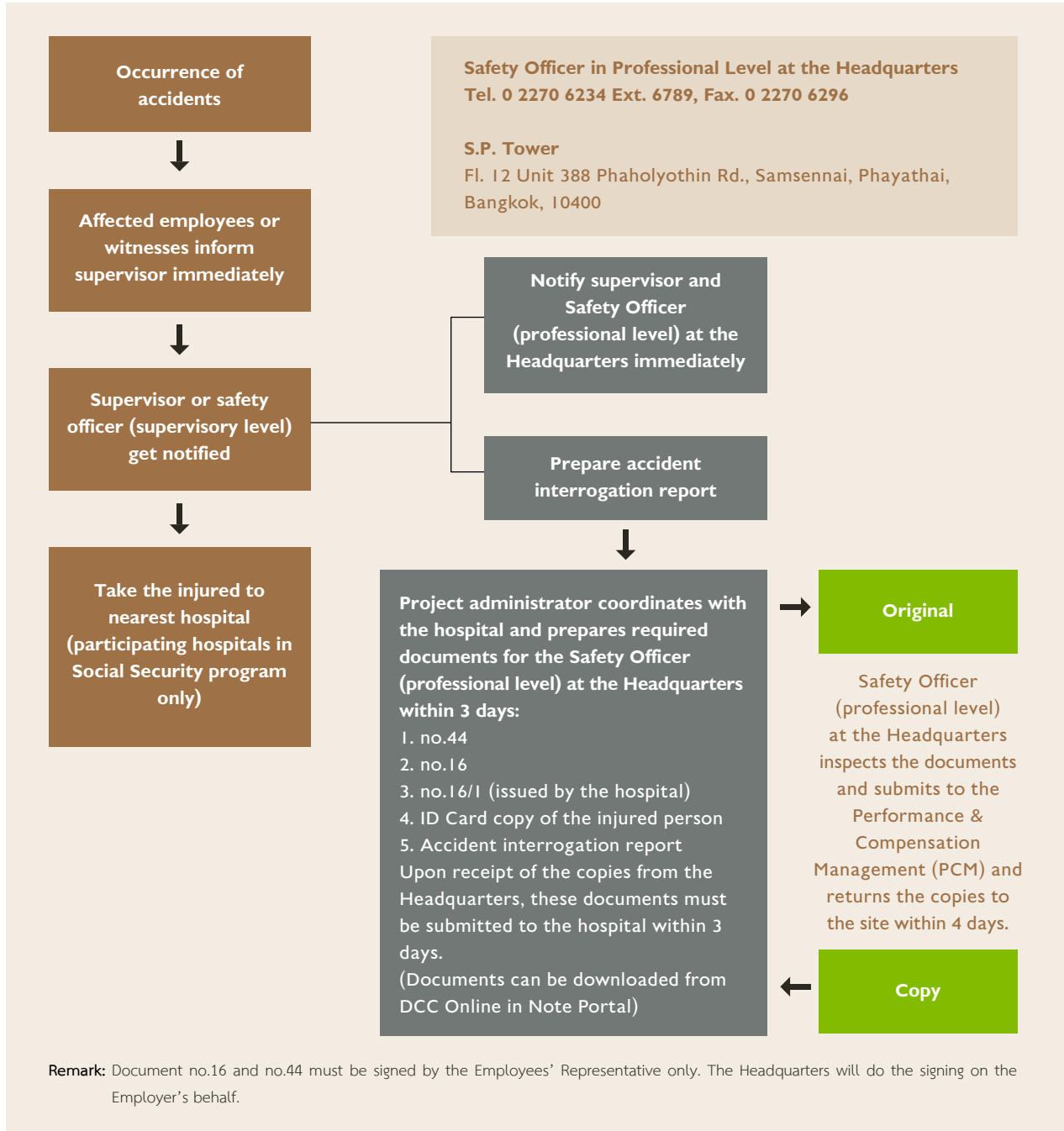
## Occupational Health, Safety and Environment Committee (HSE Committee)



The Company has established the Occupational Health, Safety and Environment Committee by means of appointment (supervisory level) and election by organizational members (operational level). The Committee is comprised of 13 members in order to facilitate effective operations of safety, occupational health and environment matters, with the following roles and responsibilities:

1. Consider the policy and execution plan in work-related and non-work-related safety in order to prevent and minimize accidents, injuries, illnesses or disturbance caused by unsafe work environment and present to the management team.
2. Report and give advices on measures or corrective actions to follow legal regulations related to work safety and standard to the management to improve safety for employees, contractors and outsiders operating in the Company’s premise or entering the Company’s premise to use particular services.
3. Encourage and support the Company’s safety activities.
4. Review safety regulations and manuals as well as safety standard for the premise and propose to the management team.
5. Survey compliance to safety policy in the premise and inspect the Company’s accident statistics at least once a month.
6. Review and consider the training program related to work safety and desired roles and responsibilities for employees across all levels and propose to the management team.
7. Lay foundation of the reporting system and communicate with all levels of staff members that notification of unsafe work environment is everyone’s responsibility.
8. Follow up with progress of the matters that have been proposed to the management team.
9. Report the annual operating performance and identify problems and advices regarding the Committee members’ performance after one year of service and propose to the management team.
10. Evaluate the operating performance in safety issues.
11. Work on other tasks related to safety issues as assigned by the management team.

**Standard Protocols for Occupational Health and Safety in Case of Accidents** G4-LA7



**Training for Safety and Occupational Health Awareness**

In order to raise awareness for employees regarding safety, the Company provided training courses in safety and occupational health in 2016, for a total of 9 courses and 52 classes to ensure that employees and related individuals are equipped with knowledge and less risk-prone to accidents and illnesses caused by work. The training was provided by the training center registered with the Ministry of Labor. Participants will receive certificates upon completion of these courses.

## Occupational Health Training Courses

Courses	Male	Female
1. Safety Awareness in Work	514	278
2. Safety Officer in Supervisory Level	686	8
3. Safety Officer in Managerial Level	150	1
4. Safety Officer in Technical Level	132	1
5. Occupational Health, Safety and Environment Committee (HSE Committee)	12	3
6. Working in Confined Space for Authorized Person, Controller, Helper and Operator	1	0
7. Controlling Cranes, Signal Provision for Crane Controller, Cohesion of Materials	44	0
8. First Aid & CPR	13	3
9. Basic Fire Extinguishing Training	317	195

### Risk Prevention for Fatal Illnesses from Work G4-LA7

The Company has prescribed the policy to take care of employees’ well-being and hygiene by arranging an annual health check-up for employees across all levels by qualified doctors from a leading hospital. Also, there are risk minimization protocols for potential illnesses and accidents from work as follows:

- Health check-up prior to the start of employment, preparation of masks to prevent health impact caused by dust particles for officers operating in construction sites and arrangement of basic first aid equipment, etc.
- Arrangement of “Happy Clinic” activity, led by qualified doctors from the hospital to provide advices on health issues to ensure that employees are mentally and physically ready to work, and to prevent and minimize risks of depression caused by work, etc.

### Fire Prevention and Extinguishing Plan

The Company has devised fire prevention and extinguishing plan, comprising of the following elements:



### Safety Measures in case of Emergency G4-LA7

1. Provision of CFC-free fire extinguishers in every 20 square meters or in places where they can be retrieved easily, with clear signs for convenience in case of fire.
2. Provision of emergency lighting system and emergency exit sign.
3. Provision of spare flashlights to be installed at every emergency exit.
4. Safety signs are to be placed at major areas.
5. Allocation of proper fire exits for employees to evacuate conveniently in time in case of fire incidents.
6. Installation of automatic smoke/fire alarms in every room if possible.
7. Provision of proper fire extinguishers in places where chemicals and/or fuel are kept.
8. Installation of no smoking sign or fire prohibition sign in places where chemicals and/or fuel are kept.
9. Electrical cords used in office areas or places where fuel is kept must be insulated as required by international electrical standard.
10. Regular inspection of emergency equipment is to be exercised.
11. Appointment of evacuation team leaders for each area in case of emergency.
12. Arrangement of fire extinguishing training on a monthly basis to ensure employees know how to use the equipment properly.
13. Arrangement of emergency drills, first aid training and fire evacuation drills on an annual basis.

The Company has integrated the accident statistics collected each year as an essential input in preparing the development plan with the aim of achieving zero accident and to improve employees' work life quality which is the matter that the Company always cares about and places emphasis on.

### Accident Statistics from Work Operations 2012-2016 G4-LA6, G4-PR2

Headquarters						
Description	Gender	2012	2013	2014	2015	2016
Injury Rate (IR) Unit : Time / 200,000 Hours	Male	0	0	0	0	0
	Female	0.12	0.053	0	0	0
Occupational Disease Rate (ODR) Unit : Disease / 200,000 Hours	Male	0	0	0	0	0
	Female	0	0	0	0	0
Lost Day Rate (LDR) Unit : Day / 200,000 Hours	Male	0	0	0	0	0
	Female	0.12	0.213	0	0	0
Absence Rate (AR) Unit : Day / 200,000 Hours	Male	0	0	0	0	0
	Female	1,612.90	2,272.73	0	0	0
Number of Deaths from Work Unit : Person / 200,000 Hours	Male	0	0	0	0	0
	Female	0	0	0	0	0

## Construction Sites

Description	Gender	2012	2013	2014	2015	2016
Injury Rate (IR) Unit : Time / 200,000 Hours	Male	0.07	0.465	0.421	0.330	0.732
	Female	0.01	0.058	0.030	0.147	0
Occupational Disease Rate (ODR) Unit : Disease / 200,000 Hours	Male	0	0	0	0	0
	Female	0	0	0	0	0
Lost Day Rate (LDR) Unit : Day / 200,000 Hours	Male	1.12	4.938	2.345	0.550	6.809
	Female	0	0.087	0.902	2.458	0
Absence Rate (AR) Unit : Day / 200,000 Hours	Male	60,925.50	96,590.91	44,318.18	8,522.73	105,681.82
	Female	0	1,704.55	17,045.45	38,068.18	0
Number of Deaths from Work Unit : Person / 200,000 Hours	Male	1	2	2	2	1
	Female	0	0	0	0	0

## Pruksa Precast Factory

Description	Gender	2012	2013	2014	2015	2016
Injury Rate (IR) Unit : Time / 200,000 Hours	Male	1.2	0.768	1.056	0.640	0.270
	Female	0.22	0	0.132	0.160	0.270
Occupational Disease Rate (ODR) Unit : Disease / 200,000 Hours	Male	0	0	0	0	0
	Female	0	0	0	0	0
Lost Day Rate (LDR) Unit : Day / 200,000 Hours	Male	5.46	1.537	3.828	1.760	0.405
	Female	0.33	2,273.73	1.320	0	5
Absence Rate (AR) Unit : Day / 200,000 Hours	Male	26,881.72	7,954.55	16,477.27	6,250.00	852.27
	Female	0	0	5,682	0	11,364
Number of Deaths from Work Unit : Person / 200,000 Hours	Male	0	1	1	0	0
	Female	0	0	0	0	0

From the statistics in 2016, the accident rate at the headquarters was zero, but the accident rate at construction sites increased slightly, while that of Pruksa Precast Factory dropped from the year before.

## Employee Development and Equal Opportunity

### Training and Potential Development

#### Policy *G4-DMA ( Training and Education )*

The Company has put in place human resource development plan in order to ensure effective performance. The training program is classified into 6 areas by skill sets and knowledge required for work operations as follows:

#### 1. On-Boarding Program

The purpose of the on-boarding program is to encourage new staff members to understand better about the organization and to adapt themselves to the organizational culture. The Company prepares training courses for new staff members and assigns a mentor, who is a representative of the department, to take care of newcomers and facilitate adaptation during their first few months.

#### 2. Career Group

- Real Estate Manufacturing Approach in Construction
- Project Budget Management
- Sales Skill Development
- Customer Service Skill Development
- Foreman Skill Development
- Home Care Service Skill Development

3. **Quality & Safety** is a course required by law for a certain groups of staff members, for instance, security officers, supervisory, managerial and technical staff members.

- ISO Version 2015 for management
- Transition from OHSAS to ISO45001

#### 4. Leadership & Expertise

This course has been designed for supervisory and managerial staff members, with the focus on development for career advancement which is coherent with the Company's leadership competencies. Leadership Development Program 1 was held in 2016 and Leadership Development Program 2 will continue to be executed in 2017 as part of the Company's leadership competency development.

#### 5. Personal Development

This course is for staff members who would like to seek additional knowledge other than career-related knowledge for personal development.

#### 6. Information Technology

For examples, Advance Excel, CRM on Tablet, Building Information Modeling (BIM)

The Company develops an annual training plan and ensures its necessity and relevancy to each job position. Transportation and accommodation allowances are allocated to staff members who live upcountry and have to travel to the training venues as part of the Company's training and development plan.

Moreover, the Company encourages staff members who have expertise in particular areas to play the role of internal trainers in order to retain the knowledge base within the organization and to share knowledge with fellow staff members. In this regard, internal trainers will have to attend 'Train the Trainer' course in order to develop their training skills.

### Career Path and Equal Opportunities

#### *G4-DMA (Diversity and Equal Opportunity)*

Every staff member is required to mutually develop individual development plan together with one's supervisor by taking their strengths and weaknesses into account and making priority of areas to be developed. In this regard, the 70-20-10 developmental approach is utilized; meaning that:

- 70% Experiential Learning: Giving challenging assignments with the aim of stretching one's capabilities. Staff members will be given support by the Company in order to take on such challenging tasks. The aim of this assignment is to develop leadership skills and participants are required to understand different expectations, i.e. job's targets, achievement, lessons learned, applications, transfer of knowledge and assessment criteria.

- 20% Coaching & Mentoring: Staff members will be given guidance from top executives, experts or mentors. They will receive feedback from their supervisors or team meetings in order to learn from each other among team members.
- 10% Formal Learning: For instance, attending training courses.

Staff members are to articulate their future positions both in the short-term and long-term periods in order to effectively prepare their individual development plans for future transfer of positions in the same level or promotion to a higher level.

### Staff Members' Training and Development Records

In 2016, the Company had arranged 80 internal training courses altogether, attended by 428 batches of staff members. Meanwhile, there were 151 public training courses, attended by 154 batches of staff members. The average number of staff members attending training courses each month was 49 batches, totaling 582 batches for the whole year. Participants included operational staff members, junior supervisors, intermediate supervisors and top executives, covering all areas of operations. In this regard, the average satisfaction rating for in-house training courses was 92.76% and the budget allocated for human resource development activities amounted to 24 million Baht.

#### Training Course

	Number of Courses	Number of Batches
In-House Training	80	428
Public Training	151	154

#### Staff Members' Training Record by Gender G4-LA9

	(Hour/Person/Year)
Average training hours of all staff members	21.18
Average training hours of female staff members	16.81
Average training hours of male staff members	24.50

#### Staff Members' Training Record by Level G4-LA9

	(Hour/Person/Year)
Average training hours of operational staff members (Band 1-2)	31.68
Average training hours of junior supervisors (Band 3)	20.12
Average training hours of intermediate supervisors (Band 4)	34.00
Average training hours of senior/executive supervisors (Band 5 up)	28.90

## Operation Regarding Human Rights

*G4-DMA (Diversity and Equal Opportunity), G4-DMA (Non-discrimination), G4-DMA (Child Labor)*

The company acknowledges that an enterprise must have respect in human lives and dignity as such respect is a foundation of human resource management and development, as well as a building block of social human relations. It, therefore, encourages the conducts that are shouldered by basic human rights and equality, placing no prejudice on people with different ethnicities, colors, genders, languages, religions, political believes or other believes, social statuses, endowments, or their origins.

### *G4-HR3*

The company emphasizes equality in its candidate selection and personnel hiring, refraining from discrimination against persons with specific ethnicities, religions, colors, genders, or physical disabilities. In 2016, the company hired 18 persons with disabilities and gave 2,518,500 THB of financial contribution to the Fund for People with Disabilities. In addition, the company treats employees with respect for their honor, dignity, and personal freedom. All employees are protected against unauthorized use, disclosure, or transfer of personal information, such as biography, health history, work history, or other personal data, to unrelated third parties that may cause damages to the owner of information or other persons, except such use/disclosure/transfer of personal information is done as part of duties, is required by laws, or is done for the benefit of the general public. Furthermore, the company gives its employees opportunities to make pleas if they do not receive fair treatment or if their rights are violated, and encourages its employees to give information or make complaints related to violation of human rights. In 2016, there was no complaints related to violation of human rights from the company's employees or stakeholders outside the company.

### *G4-HR5*

Aside from equality and equal opportunity for internal personnel, the company also places high value on equality in procurement, sourcing, and treatment of trade partners and counterparties, emphasizing competition on equal information. Trade partners and counterparties must not involve in illegal activities or activities that violate human rights, such as child labor, etc. In 2016, the company emphasized marketing media and advertisement that support and respect children in "Privacy Policy" at [www.pruksa.com](http://www.pruksa.com), by which it develops news, marketing media and advertisement with accurate information and inspires children to have positive behaviors, consistent with the company's promise given to Mr. Anand Panyarachun, UNICEF Ambassdor for Thailand in the Signing Ceremony of Children's Rights and Business Principles (CRBP) Project. *G4-15*

## The development communities and societies for sustainability

G4-DMA ( Local Communities )

Pruksa Holding PCL and subsidiaries have implemented practices to ensure compliance to related laws and regulations, as well as social responsibility and cooperation in helping, supporting and volunteering in activities that are beneficial to the community and the society in order to encourage economic stability and social and cultural rehabilitation. In 2016, the Company had participated in economic, social and environmental development activities as part of its corporate social responsibility policy with the focus on ‘CSR in Process’, meaning that the Company is accountable for its products and services and ensures continuous improvement, as well as ‘CSR after Process’ that has been actively executed, with key emphasis on 3 dimensions as follows:

### I. Education and Youth Development

Pruksa Scholarship 2016 G4-EC7



The Company provides academic scholarships on a continuous basis to elevate Thai children’s educational opportunities. In 2016, it has been the 15th consecutive year that the Company provided scholarships to students in every educational level as follows;

- 1,000,000 Baht scholarship for Masters’ degree students in Construction, Engineering and Infrastructure Management (CEIM), Asian Institute of Technology (AIT).
- 2,150,000 Baht scholarship for 50 students in the Bachelor’s degree and vocational degree levels.
- 2,622,000 Baht scholarship for 504 primary and secondary students who are children of customers, employees and for schools located in the community in the Bachelor’s degree and vocational degree levels.

### High-level executives as guest speakers



Mr. Thongma Vijiitpongpun and high-level executives participated as guest speakers in the seminars to give knowledge about real estate business to educational institutions and business organizations, such as Chulalongkorn University, Thammasat University, SCG, and Kasikorn Bank, etc.

### Pruksa Precast Factory Learning Center Project



The company encouraged students from educational institutions and interested persons from business organizations to visit and learn about the world-class precast production technology and housing construction techniques using precast concrete at Pruksa Precast Factory. In 2016, there were 1,126 visitors from 22 educational institutions and leading business organizations visiting the factory, 12.58% declining from the previous year. Interested educational institutions included Chulalongkorn University, Thammasat University, King Mongkut's University of Technology Thonburi, Shinawatra University, Asian Institute of Technology, Bangkok University, Kasetsart University, Chiangmai University, Silpakorn University, Ratchaburi Technical College, King Mongkut's Institute of Technology Ladkrabang, Assumption University, Thai Appraisal Foundation, SGC, Provincial Electricity Authority, etc.

**PRUKSA-CHULA: ARchitectural Innovation SynTax (ARIST) G4-DMA (Products and Services)**



Pruksa, in collaboration with Faculty of Architecture, Chulalongkorn University, held “PRUKSA-CHULA: ARchitectural Innovation SynTax (ARIST)” activity to encourage research and innovation in accommodations and to share knowledge between a private sector organization and an educational institute by allowing opportunities for architecture students from different universities all over Thailand, for examples, Chulalongkorn University, Bangkok University, Mahasarakham University, Rajamangala University of Technology Lanna, Chiang Mai, Vongchavalitkul University Nakhon Ratchasima, Rajabhat University Nakhon Ratchasima, Rangsit University, Chiang Mai University, Maejo University, Khonkaen University, etc. The objective is to optimize both theoretical and practical learning in developing value creation for customers, under the consultancy and guidance of teachers and the Company’s professionals in 6 projects as follows:

- Practical Learning: 2-storey single-detached house and prefabricated restroom designs
- Practical Learning: Green balcony in condominiums
- Practical Learning: Small-sized condominiums
- Practical Learning: Large-sized condominiums
- Workshop: Condominiums for elderly residents
- Workshop: Townhouse in Trend 2017

**2B-KMUTT : Civil Batch 11**



The Company has been support to King Mongkut’s University of Technology Thonburi for Young Civil Engineer Camp (2B-KMUTT: Civil Camp Batch 11) in collaboration with King Mongkut University of Technology Thonburi, Bangmod Campus for the 8th consecutive year in order to encourage higher secondary students who are interested in pursuing their higher education in civil engineering over 60 Students from all over Thailand to learn and get hands-on experiences.

## 2. Society and Environment

In 2016, the Company had provided supports in several social and environmental projects, for instance,



### Making Merits in Remembrance of the late King Bhumibol Adulyadej

The Company provided 2,000 chairs to the First Army Area, 15,000 sets of food and 17,000 bottles of drinking water to citizens coming to pay respect to the royal remains of the late King at Sanam Luang.

Donation of Land for Royal Project Development  
G4-EN13



The Company granted 144 rais of land in Khlong Sam sub-district, Khlong Luang district, Pathumthani, in response to HRH Princess Maha Chakri Sirindhorn’s direction in developing Rama 9 reservoir project, which will use the concept of Kaem Ling to help agriculturists during the dry season and to store water to alleviate flood crises.

“10,000 Jobs for the Disabled” G4-HR3



Participated in “10,000 Jobs for the Disabled” project in collaboration with Ministry of Social Development and Human Security and 6 professional organizations; Thai Chamber of Commerce, the Federation of Thai Industries, Thai Bankers Association, Thai Retailers Association, Stock Exchange of Thailand, and Thai Listed Companies Association, in order to encourage employment of disabled citizens in Thailand.

“Art for All” Project



Participated in “Art for All” project to design clothes for over 150 disabled children (with blindness, deafness, loss of limbs and mental disability) who have applied for the project. Apart from participating in this activity, employees also got to learn to live together under the concept of “pushing the limits”.

Provision of Support on National Children’s Day  
G4-S06



Granted 1 million Baht to the First Region Provincial Police’s Wife Club on occasion of the National Children’s Day to support police’s children with special needs and to build morale for policemen who perform their duties well and sacrifice for citizens’ happiness.

Pruksa Caring : Green Living Healthy G4-EC7



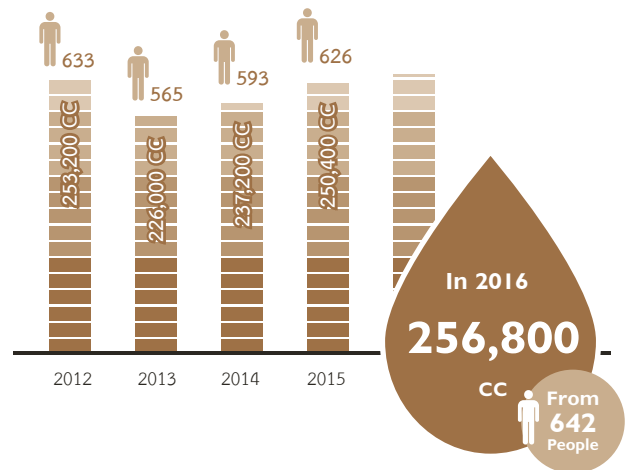
Held “Pruksa Caring : Green Living Healthy” project for the 14th consecutive year with free health check-up for customers and members of nearby communities to have good health and take care of their well-being. In 2016, there were more than 4,000 interested participants.

Pruksa’s Volunteer and Blood Donation Activity



The company arranged “Pruksa Blood Donation Project” to provide help for patients in need of blood transfusion. In 2016, a total of 256,800 CC of blood were donated by executives, employees, and participating people. In addition, the company supported Ban Bang Khae Social Welfare Development Center for Older Persons by purchasing “Grandma’s Cookies” to give to the blood donors as snacks, helping elderly people to utilize their time to good use and generate revenue.

Number of Blood Donors and Blood Volume Delivered to The Thai Red Cross Society 2012-2016



Age-Friendly Business Operations *G4-16*



Pruksa is 1 among 30 organizations that places emphasis on getting involved with the Department of Older Persons, Ministry of Social Development and Human Security to drive forward business operations for the society and the elderly citizens.

Offering Lunch for Disabled Children



The Company offered lunch to disabled children to share happiness of eating good and nutritious food at the Foundation for the Welfare of the Crippled in the Royal Patronage of HRH the Princess Mother.

Children-Friendly Business Operations Project *G4-16*



The Company’s executives and employees participated in Children’s Rights and Business Principles – CRBP knowledge-sharing session as part of ‘Children-Friendly Business Operations’ project, hosted by ThaiPAT Institute in order to build capabilities in assessing performance of children-friendly businesses as well as to seek for opportunities in supporting children’s rights according to essential practices required of the organization.

Provision of Water Tanks to Prasert Wittayathan School *G4-EC7*



The Company donated 3 water tanks that can hold 2,000 liters of water to Prasert Wittayathan School, Ayutthaya, following the water shortage crisis in the dry season so that the school has enough water for daily consumption and for watering vegetable plots.

“Pruksa-Student Shared Value” Project G4-EC7, G4-EN13, G4-S06



Placing high importance on the principle of Corporate Shared Value (CSV), the company arranged “Pruksa Shared Value for Society” The scholarship and funding for community development is 570,000 baht. Project to encourage college students in universities and vocational institutions all over the country to participate in the CSV efforts by exploring communities and proposing projects to improve community, society, and environment. The projects must be creative and practical, and generate value to the community society in a sustainable way. There were 60 projects proposed by interested students, the top 3 of which have been implemented as follows:



Construction of a new school Building for special children at Mae Lak Nurn Tomg, Chiangrai by Rajamangala University of Technology Krungthep



Transformation of community waste into vegetable plots to fight alkaline soil and water in a sustainable way at Ban Naam Daeng Border Patrol Police School, Chantaburi by Rambhaibarni Rajabhat University



Development of sustainable community water management system at Ban Oom Huam, Tak by Eastern Asia University

Donation of Old Calendars to the Blind



The Company’s executives and employees donated old calendars to Education Technology for the Blind in Pakkret district to make braille alphabets learning media for the blind.

“Direct Purchase from Rice Growers” Project



Pruksa advocated the project to support rice farmers and mitigate the rice price problem by inviting its executives and staff to sign on the common purchasing order in order to buy the rice directly from the farmers.

3. Religion, Arts and Culture

Over the course of 2016, the Company had been actively involved in religious, cultural and traditional activities as follows:

Thai Islamic Center G4-S06



The Company donated 1 million Baht to support the operations of Thai Islamic Center in educational causes and important activities of the Muslim community in Thailand.

“Dharma for Happiness” Project



The Company encouraged employees and their families to participate in Dharma practice courses such as enhancement of life quality, Dharma practice on Makha Bucha Day, insight meditation course, moral family course, basic insight meditation training to improve concentration and wisdom. The aim of this activity is to adapt the knowledge to daily lives and make oneself and others happy.

**Pruksa’s 4th Merit Making Activity on Buddhist Lent**



Executives and employees lived the tradition of the Buddhist Lent by making merit and offering large candles and essentials, as well as conducting good deeds, cleaning the temple and painting the walls of the restrooms on occasion of the Buddhist Lent at Khao Pueng Temple, Ratchaburi.

**CEO Grants Dharma Teaching on the New Year Occasion**



Khun Thongma Vijitpongpun granted Dharma book titled “A Record of Good Deeds and Buddhist Teachings” written by Reverend Grandfather Dune Atulo to employees on occasion of the New Year 2016.

**Social Development Projects in Collaboration with Other Organizations**

In 2016, the company supported social development projects in collaboration with other organizations in three aspects, education and youth development, society and environment, and religion and culture, granting financial support of 85,209,864.43 THB to 790 projects.

**“LIVE TOGETHER” by Pruksa Ville**



Pruksa Ville project encouraged religious activities for customers and employees by giving alms and listening to teachings from Phra Maha Sompong Talaputto on occasion of the major religious day.

**Together We Unite to Do Good Deeds**



The Company held “Always in Remembrance” activity and invited Pruksa Ville 57 (Pattanakarn 38) customers to express their loyalty and gratitude towards the late King Bhumibol Adulyadej. Participants gave alms to Buddhist monks to contribute merit to the late King and participated in “9 Teachings of the Father” exhibition to integrate the royal guidance in everyday lives.

Social Development Projects in Collaboration with External Organizations	Number of project	Budget (THB)
Education and youth development project	15	9,256,560.00
Religion and culture development project	17	633,615.41
Society and environment development project	758	75,319,689.02
<b>Total</b>	<b>790</b>	<b>85,209,864.43</b>

## Participates in Community and Societies for sustainable G4-16

The Company holds community activities in collaboration with different networks in the public and private sectors as well as the general public, which is a significant mechanism that enables the development of economy, society and the environment, by way of participating in the sustainability network's activities as follows:

- Support the government's policy in the public housing project to build accommodations for low income earners; citizens, soldiers, policemen and government officers to uplift their quality of lives and have their own places to live in.
- Become a member of the collaboration network in operating children-friendly business in the premise itself, the market, the community and the environment in the 'Children-Friendly Business Promotion' project with UNICEF, Save the Children Association, United Nations Global Compact, and public and private sector organizations. The Company also arranged a training program together with Thaipat Institute about operating children-friendly business for the management team and related staff members to use as guidelines in their work operations.
- Become a member in the collaboration network to encourage and support the development of educational standard in the 'Bilateral Agreement in the Business Premise' project together with the Office of Vocational Education Commission, Ministry of Education in order to enhance Thailand's vocational education to be of international standard and to equip educational personnel with preparedness for the incorporation of the AEC.
- Become a member in a network that supports age-friendly business together with Thaipat Institute and Department of Older Persons, Ministry of Social Development and Human Security.
- Become a member of the network that supports employment of the disabled according to Section 35 as part of 'Creating 10,000 Jobs for the Disabled' project, hosted by Social Innovation Foundation and Thai Health Promotion Foundation, in collaboration with Ministry of Labor and Ministry of Social Development and Human Security.
- Become a member of the Collective Action Coalition against Corruption (CAC) to mutually find solutions for corruption issues by way of regulating policies and practices in turning down bribery, including all sorts of corrupt acts as guidelines for executives and staff members across the organization to strictly abide by.

Furthermore, the Company also places emphasis on public interests and community development activities, with consideration of the citizens' safety and the communities' properties in order to prevent and minimize crimes and drug issues. These activities are, for instance, prevention and prohibition of drugs utilization, helping southern border policemen who are injured or dead from performing duties as well as improvement of patrol operation room, crime and drug prevention activities, etc.

In 2016, the Company and top executives had joined in with several other networks and participated in social development activities as follows:



#### Public and private organizations

such as Engineering Alumni Association, Chulalongkorn University, Faculty of Commerce and Accounting, Thammasat University, Economics Association, Chulalongkorn University, Kasikorn Bank, etc. The Company also assigned trainers to share guidelines in developing and managing the organization, as well as investing in the real estate business to students, staff members of public and private organizations and entrepreneurs.

#### Thai Listed Companies Association

Joined in the CSR Club membership to contribute to the public, share information, experiences and knowledge in CSR operations and development.

#### Thai Condominium Association

Joined in the membership program and the Company's top executive also assumed the position of the President of the Thai Condominium Association.

#### Thai Real Estate Association

The Company's top executive assumed the position of Advisory Committee of the Thai Real Estate Association.

#### Thai Appraisal Association

The Company's top executive assumed the position of Vice Chairman of the Thai Appraisal Association, which is a non-profit organization.

#### Property Management Association of Thailand

The Company's top executive assumed the position of Honorary Advisor of the Property Management Association of Thailand.

## Continuous Responsibility on Products and Services

*G4-DMA (Customer Health and Safety), G4-DMA (Product and Service Labeling), G4-DMA (Products and Services)*



### *G4-PR1*

Pruksa Holding PCL is always determined to place emphasis on compliance to regulations, laws and product standards under the principle of good corporate governance, with major considerations to safety, occupational health and potential impact on customers' health. With this, the Company selects raw materials whose quality have been certified, for instance, products with a TIS certification or products that have been certified by the manufacturing countries, materials that produce emission of substances that do not have harmful impact on users (low VOC) as required by the standard, for examples foundation piles, steel or cement with TIS labels, roof tiles with no asbestos mixture, E1 grade laminate floor and furniture, and building designs that have been in accordance with legal regulations, Real Estate Development Act and Construction Act, etc.

Furthermore, the Company has incorporated horizontal and vertical building designs that can withstand earthquakes which have been certified by the Asian Institute of Technology (AIT) for customers' safety. Emphasis is also placed on innovation development

that aims to integrate with the products to respond to consumption trends in a sustainable manner, covering 4 Consumer Mega Trends; safe and durable house, hygiene-oriented and comfortable house for everyone including elderly residents, energy-saving house and modern house with technology for more convenience.

It has always been the Company's resolution to create maximum satisfaction for customers and so research and development activities are always on top of the Company's priority in order to deliver accommodations that fully satisfy customers' needs in the most effective of ways. In this regard, Consumer and Market Intelligence team and Innovation Center have collaboratively conducted research and analyses regarding consumer insights of each customer segment, as well as surveyed all the real estate projects in the Thai market (supply side). The available database is sufficient to understand more deeply of the demands in the real estate market, which can be classified into formats of accommodations, locations, and price levels. Going forward, the Company will be utilizing outcomes of this research as an input for development of new projects.

## Continuous Improvement in Construction Technology

1993	Introduced cast-instituted load bearing wall structure-tunnel technology for townhouses.
2004	Introduced the RC load bearing wall prefabrication for some categories of single-detached houses and townhouses, with the construction of a precast concrete factory, starting from semi-automated carousel system to manufacture bearing walls for houses.
2005	Developed and introduced fixed mold system in the manufacturing process at Factory 2 to produce fences and parapet. Currently, this factory has been modified to produce prefabricated restrooms (concrete). Factory 3 is mainly used for production of prefabricated reinforced concrete floors, slabs and special elements, and bearing walls for houses. Factory 4 mainly produces bearing walls for condominiums and townhouse façade.
2010	Improved the system and expanded Factory 5 to be a carousel plant with a fully-automated carousel system which has the highest production capacity in the world. In manufacturing prefabricated reinforced concrete, an automated machine and computer control system are used in every procedure, for instance, assembly of parts using shuttering robots, automated mesh plant, automated concrete paver machine, which is the most modern and technologically advanced machine in the world, yielding standardized and high quality concrete sheets used for manufacturing bearing walls for houses.
2013	The Company had expanded Pruksa Precast Factory to be a carousel plant with a fully-automated carousel system which has the highest production capacity in the world. In manufacturing prefabricated reinforced concrete, an automated machine and computer control system are used in every procedure. The factory is located in Khlong Nueng sub-district, Khlong Luang district, Pathumthani, close to Navanakorn Industrial Estate on the land space of 130 rais.

### Innovation Create Value

**2008** Established the Company by using Load bearing wall structure (Tunnel Form) technology

**2009** Built the first Pruksa Precast Factory

**2010** Fully Precast in low-rise condominiums

**2011** Fully Precast (The Seed Mingle) in high-rise condominiums

**2012** Adopted the Pruksa REM technology to construct residences

**2013**

- Built 6th and 7th Precast Factories (Production capacity of 7 factories totaling 1,120 units/month)
- Supply Chain Management
- I-Inspection
- Prefabricated toilets were used in condominium construction

**2014**

- Received ASQ Award

**2015**

- Utilized BIM (Building Information Management) in design works
- Used REM and Precast in high-rise condominiums
- Connected premium house
- Energy-saving houses
- Engaged a world-class company to plan Pruksa corporate strategy

**2016**

- Utilized BIM (Building Information Management) in design work
- Implement PMC (Project Management Control)
- Research Energy Saving Home

Over the course of the past 20 years, the Company has been focusing on incorporating innovative approaches to support and develop different procedures to be more comprehensive in order to materialize the Company's vision to become 1 among 10 companies in Asia with sustainable business growth and good governance practices and ultimately become the 'Top of Mind Brand' for customers.

The Company had revised the organizational structure to be coherent with the vision, and integrated policy and execution plan to incorporate innovation and uplift organizational capabilities and ultimately strengthen competitive advantages. Innovative features have been applied to improve every aspect of the Company's supply chain management process, in what is known as Pruksa Creative Innovation Intelligence which covers every dimension of the business, Product Creative, Innovation, Process Creative Innovation and Service Creative Innovation. The Company encourages staff members in every function to participate in development initiative via several activities, for examples, Small Group Activity (SGA), Continuous Improvement Project (CI Project), Best Practice and Show and Share activity, etc. In 2016, the Company initiated an Innovation Award contest to encourage staff members to work in a cross-functional approach which engages processes across the Company's supply chain to create values for customers. The prize allocated for this contest accounted for 1% of the revenue in order to stimulate corporate culture that values creative innovation.

In order to build and sustain innovation, it is impossible for any one individual to do it on one's own and therefore cooperation and engagement are required from top executives all the way to operational staff members, governed by the prescription of strategic plan and business directions both in the core business areas and support functions to gear towards the objectives. This is in order to form linkages, identify, support, and push forward the innovation from internal and external sources that have been proved of their value-added

qualities and practicality in a tangible manner, in a way that is known as C&D (Connecting and Development). The Company has developed short-term and long-term roadmaps to utilize innovation as a means to solve problems, enhance effectiveness in the construction process and improve the quality of existing products to be more internationally standardized, as well as to maintain and expand the business to cover a larger portion of the market share in the future and further develop the business to satisfy demands of new customer groups with the key focus on creating high value-added features that are suitable for each product group. This can be achieved by way of integrating and creating innovation from staff members' participation in a Closed Innovation approach, while at the same time adopting innovation from external sources, known as Open Innovation, to add value to our products. The emphasis is on the creation of business alliance; with manufacturers of construction materials, educational institutes, and academic professionals both in Thailand and overseas, to jointly develop the products and form long-term partnership.

### 3 Aspects of Innovation Development

1. **Process Creative Innovation** is the original source of innovation or creation, as seen from several innovative process of the Company, namely:
  - Incorporation of precast concrete production technology from Germany which utilizes the advanced automation system in production.
  - Utilization of supply chain management process in land acquisition, project feasibility study and product design to satisfy needs of each customer segment.
  - Improvement in the design process to be in a three-dimensional format, known as BIM (Building Information Model), which links with the SAP database and facilitates price valuation, precast production, purchasing, and construction management in order to align with the construction processes.

- Development of the REM construction system (Real Estate Manufacturing) which utilizes the industrial manufacturing methodology to produce accommodations in a mass customization approach, with an inspection and quality control process throughout the construction period (In process Quality Control) in every stage (Quality Built-in Process). This has improved the construction effectiveness by 30-50% and the Company received International Quality Crown Award 2016 certificate in excellence and innovation aspects from BID Institute, London, England.

## 2. Service Creative Innovation

- Cooperation with relevant government offices such as signing MOUs with Metropolitan Waterworks Authority and Metropolitan Electricity Authority to improve the speed of service for customers.
- Improvement of the house inspection system using tablets.
- Incorporation of Better Living Service; the information service that suggests contractors for customers and the general public in case they would like to renovate their houses.
- Contact Center 1739 which is the channel for receiving complaints and maintenance requests, as well as the allocation of CS Center to coordinate inspection and maintenance appointments to suit customers' convenience. Inspection of work quality is also included in this service.
- Information and news service via [www.pruksa.com](http://www.pruksa.com) and online service for accommodation reservations and making appointments.
- Pruksa Application for information service via mobile devices for customers' convenience.
- Arrangement of activities to encourage good relationships with customers.

- Provision of knowledge and advices, management of the juristic person as well as prescription of standard responsibilities and training for outsourced service providers to improve work effectiveness.

## 3. Product Creative Innovation *G4-PR1, G4-EN27*

to improve products to be of world-class standard, for instance:

- Collaboration with business alliances; suppliers or educational institutes on research and development activities to improve product quality to be of better standard and suit customers' needs under reasonable price, for instance, prefabricated thresholds, prefabricated window and door frames, water tanks with built-in pumps, instant garbage bins or prefabricated restrooms.
- Development of houses that can withstand the tension of earthquakes.
- Construction of a model house 'Pruksa Plus House' according to 4 Consumer Mega Trends, focusing on the use of environment-friendly and energy-saving materials at the Plant Estique Pattanakarn 38, which has been certified 'green building' in Platinum Level by DGNB Institute, Germany (German Sustainable Building Council).
- Arrangement of PRUKSA-CHULA: ARchitectural Innovation SynTax, ARIST activity in 2016, featuring the contest for students of Faculty of Architecture, Chulalongkorn University to propose their architectural ideas for horizontal and vertical accommodation projects and further develop these ideas for actual projects in the future.

Following a continuous improvement of product and service quality, the overall customer satisfaction rating in 2016 has improved as follows:



- Customers' satisfaction after moving in has increased to 77.9%, increasing by 1.6% from the previous year.  
*G4-PR1*
- Customers' satisfaction in maintenance works or handling of complaints has increased to 85.2%, increasing by 2.6% from the previous year.
- Customers' satisfaction in transfer of ownership to the village committee or juristic person has increased to 68.4%, increasing by 0.6% from the previous year.

The Company lives by the principle of improvement and creation of innovation in every stage, production of products with international standard and high quality of service, in order to create value for money, emotional value, functional value, and value of time, and ultimately maximum satisfaction for customers. Also, the Company is aware of environmental conservation by way of executing 'CSR in Process' activity in every business procedure; R&D, design, production and delivery, as well as 'CSR after Process', which engages customers and suppliers to help the society and communities in various aspects.

The Company is confident that the policy 'Think and Create Values for Customers' and Creation of Shared Value (CSV) are two major factors that will enable sustainable and continuous growth for the Company.

## Environmental Impact Assessment for Residential Projects G4-EN27

Pruksa Real Estate, a company in Pruksa Holding Group Public Company Limited, is constantly aware of possible environmental impacts resulted from construction in its residential real estate business. The company, therefore, arranges to have environmental impact assessment (EIA) reports to analyze and evaluate the impacts of construction on the surrounding environment and to determine necessary measures to prevent and mitigate such impacts. The assessment report is performed in 3 phases: pre-construction, during construction, and post-construction.



The company put in place a process to analyze the impacts of its construction to the surroundings of the project, to monitor the quality of environment, as well as to measure, evaluate and summarize tracking results of compliance on EIA conditions to related governmental bodies, such as Office of Natural Resources and Environmental Policy and Planning, Provincial Offices of Natural Resources and Environment, district offices, and local governmental bodies. The 3 phases of analysis cover the following environmental components and values:

<b>Physical environmental resources</b>	Quality of air, air pollution, noise pollution, vibration pollution, soil erosion, quality of water, etc.
<b>Biological environmental resources</b>	Waste water treatment system, Urban ecology, etc.
<b>Human utilization value</b>	Usable water, wastewater, water drainage, flood prevention, waste management, electricity system, fire prevention, etc.
<b>Quality-of-life value</b>	Impact on health, society, occupational health and safety, etc. <small>G4-PR1</small>

G4-I4, G4-PR1, G4-SO1, G4-I5

In 2016, a total of nine residential projects, or 100%, proceeded their construction in compliance with Environmental Impact Assessment (EIA) as in the followings:

 <p><b>Townhouse category</b> Pruksaville 94 Rassada-Koekaew</p>	 <p><b>Condominium category</b></p> <ul style="list-style-type: none"> <li>• Plum Premium (Paholyothin 89)</li> <li>• Plum Condo (Chaengwattana)</li> <li>• Plum Condo (Pinklao Station)</li> <li>• Plum Condo (Ramkamhaeng)</li> <li>• The Tree (Sukhumvit 64)</li> <li>• The Privacy (Ladprao-Sena)</li> <li>• Urbano (Rajavithi)</li> <li>• Chapter One ECO (Ratchada - Huaikwang)</li> </ul>
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## Pruksa Value Chain G4-12

The company has a workflow process (Process: P) that encompasses the entire value chain, starting from the first (P0) to the last process (P16). Each process is continuously improved and developed.



## Explanations of standard workflow process from P0 to P16

Process	Details of standard workflow process
P0	<p><b>SBU Business Plan : Project Feasibility Study 1</b></p> <p>Study the location that offers marketability and proper rate of return compared with the company's benchmark</p>
P1	<p><i>G4-DMA (Land Degradation, Contamination and Remediation), CRE5, G4-SO2, CRE7</i></p> <p><b>Land Acquisition : Negotiation on land purchase</b></p> <p>Project Feasibility Study 2 and Approval on land purchase</p> <p>The company's land acquisition process aims at acquiring the land plots situated in potential locations that offer added value to the residents, choosing only the plots willingly sold by the owners and have no legal issues. The land must not be sold by force or acquired by illegal acts or non-transparent means. In an acquisition of each land plot, representatives from each party must be present in the negotiation process to ensure transparency for the benefits of both the company and the land owner.</p> <p>In addition, the company seeks to purchase land plots suitable for the transportation of construction material and construction crews, ensuring that the surrounding residential areas and customers of the project are not affected by the movement in-and-out of the site. If the roads are damaged during the construction, the company will promptly repair or improve the condition of the roads.</p>
P2	<p><b>Project Concept Design Concept : Project Concept and Project Feasibility Study 3</b></p> <p>After an acquisition of the land for project development, a designing team will design the project layout, project infrastructure, and housing style in the concept that ensures livability and land use optimization. The house layout is designed based on landscape architecture to make a quality, cozy project that requires low maintenance.</p>
P3	<p><b>Prelim Design &amp; Detail Design PCM : Procurement of Architect and Housing Design</b></p> <p>The housing design focuses on comprehensive functions that support quality living and high-quality material that is classy, durable, easy to maintain, and offers good value. Water drainage and wastewater treatment system are designed on the ground of good sanitation. Housing usage manuals are also provided to the owners to ensure durability of the housing components as well as to promote environment preservation.</p>
P4	<p><b>Estimate &amp; Budgeting : Project cost estimation and budgeting Project Feasibility Study 4</b></p> <p>Project cost estimation is carried out based on project design.</p>
P5	<p><i>G4-DMA (Procurement Practices)</i></p> <p><b>Sourcing : Selecting and hiring contractors</b></p> <p>The company selects contractors or suppliers that offer product specs that match with those specified in the project design and provide good before- and after-sales services to deliver quality projects and housing units. In the hiring of contractors or suppliers, the company employs Bidding or e-Auction processes to ensure good valued services with reasonable prices, resulting in good valued and reasonable priced housing units for the customers.</p> <p>Contractors or suppliers with proven performance will be considered for further works in the future projects according to the company's the procurement and hiring procedure.</p>

Process	Details of standard workflow process
P6	<p><b>Government Permits</b></p> <p>The company will strictly comply with the relevant laws and regulations in obtaining all government permits concerning the work of the company.</p>
P7	<p><b>Procurement : Auction and hiring contractors</b></p> <p>The company will arrange an auction of material-cost contractors to hire the most qualified contractors/ distributors and to ensure appropriate hiring condition and agreement.</p>
P8	<p><b>Mock up House Construction</b></p> <p>The initial construction phase of the project, starting from soil filling, infrastructure building, to mockup house construction, focuses on following the determined project timeline without creating disturbance to the surrounding communities. The company will put in place a special management team responsible for handling complaints (if any) and prompt complaint response and resolution.</p>
P9	<p><b>Marketing</b></p> <p>All marketing media will be carefully placed to avoid disturbance to the surrounding environment that results in danger, such as vision blocking, etc.</p>
P10	<p><b>Sale &amp; CRM Credit : Consultation on house purchase and housing mortgage and CRM</b></p> <p>In the sales process, the company will supply complete and actual information to the customers to help them make an informed purchase decision. In the mortgage consultation process, the company will coordinate with all financial institutions to ensure maximum benefit to the customers. Customers' acknowledgment of the conditions set by financial institutions is a part of the company's consultation co-service with the financial institutions.</p>
P11	<p><b>G4-S02</b></p> <p><b>Construction &amp; Quality Control : Housing unit and project infrastructure construction and housing unit quality inspection</b></p> <p>During the construction, the company will carefully control various effects of construction to the surrounding communities, including noise, water drainage, and construction dust. As the company's construction technique relies on the use of precast concrete, construction dust in its project is considerably less than the projects employing normal construction technique. All precast concretes are made in separate plants and are thoroughly inspected for quality control before being used for building. The use of precast technique results in direct and indirect reduction of greenhouse gases from construction and transportation processes as well as decrease of waste products, and assured housing quality control before delivering to customers.</p>
P12	<p><b>Payment : Payment to contractors based on percentage of completion</b></p> <p>The company approves payment to contractors based on actual percentage of completion of the work.</p>
P13	<p><b>Inspection Quality Control &amp; Transfer : Customer acceptance and transfer of ownership</b></p> <p>The customer examines and accepts the unit. The number of defect corrections requested by customers tends to decline as a result of continuous improvement of product quality that starts from the housing design to construction.</p>

Process	Details of standard workflow process
P14	<p><i>G4-DMA (Security Practices), G4-PR3</i></p> <p><b>Juristic Person : Property Management and Juristic Person management</b></p> <p>In the village management starting from the first move-in to customer residing and, finally, to transferring of management responsibility to juristic persons, the company employs a specific unit to take care of common project services and infrastructure, such as lighting system, water drainage system, common roads, parks, and security services. The company is especially scrupulous in the hiring of quality security companies and constantly monitors the performance of the security guards using various monitoring tools to make sure that the security guards maximize their work effectiveness to create safety for the village dwellers. This has significantly reduced safety-related incidences.</p>
P15	<p><b>After sales service and customer relationship management: After-sale repair and maintenance service and CRM</b> <i>G4-PR3</i></p> <p>The company clearly determines and strictly complies with Repair and Maintenance Service Level Agreement (SLA) that encompasses both quality and timing aspects. Repair requests will be recorded in the system so that the operation data and the information of relevant parties can be stored for later. In addition, the customers will receive quality, complete and timely services. Customer service team will constantly update to the customers the progress of the service before, during, and after the repair in order to collect and evaluate customer feedbacks and report such feedbacks to the company's management. This results in utmost customer satisfaction.</p>
P16	<p><b>Continuous Process Improvement and Supply Chain (Revert P1 - P16)</b></p> <p>Continuously review and improve each work process to ensure delivery of quality products to the customers.</p>



# Independent Assurance Statement

## To Pruksa Holding PCL on the Sustainability Report 2016

Pruksa Holding PCL or Pruksa requested Thaipat Institute (the Foundation for Thailand Rural Reconstruction Movement under Royal Patronage) to carry out an assurance engagement response to the Sustainability Report 2016

### Criteria for report preparation

- The Global Reporting Initiative G4 Sustainability Reporting Guidelines, in accordance with the '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 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 Global Reporting Initiative G4 Sustainability Reporting Guidelines, in accordance with the 'Core' option. The scope of this assurance engagement 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 2016 of Pruksa for the year ended 31 December 2016.

### 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 2016 of Pruksa
- Analyzed information on performance provided in the Sustainability Report 2016 of Pruksa as a source of evidence to evaluate adherence to the principles and guidelines
- Inquired the processes Pruksa undertaken to adhere to the principles of inclusivity, materiality and responsiveness
- Assessed the extent to which Pruksa has applied the GRI G4 Reporting Framework including the Reporting Principles and GRI G4 Construction and Real Estate Sector Disclosures
- Provided observations/recommendations to Pruksa 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 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 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 2016 of Pruksa 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 several means to engage and obtain stakeholder's interests and expectations as well as rationales behind its stakeholder identification process. However, it is recommended that results of its action and the linkage between action and relevant content disclosure should be relatively addressed.

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

*Responsiveness:* Pruksa demonstrates its intensive response to the material issues that affect sustainability considerations through its governance structure, policies, actions and performances against its commitment. However, Pruksa should indicate sustainability plan for achieving the SDGs, including measurement, performance monitoring system and stakeholder feedback process may be further continuously addressed.

Pruksa has in place the underlying processes for preparing the report content indicated on Standard Disclosures including Construction and Real Estate Sector Disclosures. To shape future sustainability reporting in according to GRI Reporting Framework, Pruksa has room to improve on principles for ensuring report content and quality, such as balance and comparability.

In addition to the recommendations, there are a number of suggestions:

- In General Standard Disclosure, the organization's supply chain should be indicated by infographic or equivalent visual representation, also the percentage of total employees covered by collective bargaining agreements should be reported.
- In Specific Standard Disclosures, it should be clearly and precisely indicated the disclosure on management approach and indicators of Market Presence, Indirect Economic Impacts, Procurement Practices, Biodiversity, Emissions, Effluents and Waste, Security Practices, Anti-competitive Behavior and Public Policy.
- Performance Disclosure on Occupational Health and Safety should be indicated percentage of the organization operating in verified

compliance with an internationally recognized health and safety management system.

- Performance Disclosure on Economic Performance should be indicated risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure, etc.
- Performance Disclosure on Local Communities should additionally provide the number of persons voluntarily and involuntarily displaced/resettled by development, broken down by project.
- 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 and level of certification attained.

### 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 GRI training partner to provide certified training programs in Thailand since 2013, and joined the GRI Data Partners program in 2016. Our team has the relevant professional and technical competencies and experience in corporate responsibility and sustainability for several years. During FY2016, we did not provide any services to Pruksa that could conflict with the independence of this work.

For Thaipat Institute



By Vorranut Piantam

Bangkok  
15 March 2017



# GRI Content Index



## General Standard Disclosures

General Standard Disclosures	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
<b>STRATEGY AND ANALYSIS</b>				
G4-1	2,3,11		No	
G4-2	40		No	
<b>ORGANIZATIONAL PROFILE</b>				
G4-3	Front Cover, 12, Back Cover		No	
G4-4	Front Cover, Back Cover		No	
G4-5	12		No	
G4-6	14		No	
G4-7	11, 12		No	
G4-8	12-13, 35, 36		No	
G4-9	11, 35, 38, 63		No	
G4-10	61, 63		No	GOALS 8 : Employment
G4-11	63		No	GOALS 8 : Freedom of association and collective bargaining
G4-12	42, 97		No	
G4-13	36		No	
G4-14	96		EIA (Environmental Impact Assessment)	
G4-15	5, 14, 67, 78, 96, 103-110, 111-116		<ul style="list-style-type: none"> <li>- Sustainable Development Goals 2030</li> <li>- OHSAS 18001:2007 By Occupational Health and Safety Assessment Series.</li> <li>- Global Reporting Initiative (GRI)</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>- TISI 18001:2554 By Thai Industrial Standards Institute Ministry of Industry</li> <li>- CRBP (Children’s Rights and Business Principles)</li> </ul>	
G4-16	89-90		No	

General Standard Disclosures	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>				
G4-17	11, 12, 29		No	
G4-18	14		No	
G4-19	14-17		No	
G4-20	15-17		No	
G4-21	15-17		No	
G4-22	36		No	
G4-23	14	not any changes in the scope and aspect boundaries	No	
<b>STAKEHOLDER ENGAGEMENT</b>				
G4-24	19, 20-25		No	
G4-25	14, 19		No	
G4-26	20-25		No	
G4-27	20-25		No	
<b>REPORT PROFILE</b>				
G4-28	14	1 January to 31 December 2016	No	
G4-29	-	1 January to 31 December 2015 (Sustainability Report 2015)	No	
G4-30	14		No	
G4-31	17		No	
G4-32	14, 103-110		No	
G4-33	14, 101-102		No	
<b>GOVERNANCE</b>				
G4-34	29		No	
<b>ETHICS AND INTEGRITY</b>				
G4-56	10		No	GOALS 16 : Ethical and lawful behavior

## G4 SPECIFIC STANDARD DISCLOSURES

Material Aspects	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
<b>CATEGORY : ECONOMIC</b>				
<b>Economic Performance</b>				
G4-DMA	3, 36		No	
G4-EC1	37, 39		No	GOALS 2 : Infrastructure investments GOALS 5 : Infrastructure investments GOALS 7 : Infrastructure investments GOALS 8 : Economic performance GOALS 9 : Infrastructure investments GOALS 9 : Research and development
G4-EC2	40-42, 48		No	
<b>Market Presence</b>				
G4-EC6	63, 64		No	GOALS 8 : Employment
<b>Indirect Economic Impacts</b>				
G4-DMA	3		No	
G4-EC7	39, 56, 79, 84, 85, 86		No	GOALS 2 : Infrastructure investments GOALS 5 : Infrastructure investments GOALS 7 : Infrastructure investments GOALS 9 : Infrastructure investments GOALS 11 : Infrastructure investments
G4-EC8	3, 36		No	GOALS 1 : Availability of products and services for those on low incomes GOALS 1 : Economic development in areas of high poverty GOALS 2 : Changing the productivity of organizations, sectors, or the whole economy GOALS 3 : Access to medicines GOALS 8 : Changing the productivity of organizations, sectors, or the whole economy GOALS 8 : Indirect impact on job creation GOALS 8 : Jobs supported in the supply chain GOALS 10 : Economic development in areas of high poverty GOALS 10 : Foreign direct investment GOALS 17 : Foreign direct investment

Material Aspects	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
<b>Procurement Practices</b>				
G4-DMA	42-48, 98		No	GOALS 1 : Economic inclusion GOALS 5 : Economic inclusion GOALS 8 : Economic inclusion
<b>CATEGORY : ENVIRONMENTAL</b>				
<b>Materials</b>				
G4-DMA	52-53		No	
G4-EN1	53		No	GOALS 8 : Materials efficiency GOALS 12 : Materials efficiency/recycling
G4-EN2	53		No	GOALS 8 : Materials efficiency GOALS 12 : Materials efficiency/recycling
<b>Energy</b>				
G4-DMA	53-54		No	
G4-EN3	53		No	GOALS 7 : Energy efficiency GOALS 7 : Renewable energy GOALS 8 : Energy efficiency GOALS 12 : Energy efficiency GOALS 13 : Energy efficiency
G4-EN6	53, 54		No	GOALS 7 : Energy efficiency GOALS 8 : Energy efficiency GOALS 12 : Energy efficiency GOALS 13 : Energy efficiency
G4-EN7	53		No	GOALS 7 : Energy efficiency GOALS 8 : Energy efficiency GOALS 12 : Energy efficiency GOALS 13 : Energy efficiency
CRE1	54		No	
<b>Water</b>				
G4-DMA	56		No	
G4-EN8	56		No	GOALS 6 : Sustainable water withdrawals
G4-EN9	56		No	GOALS 6 : Sustainable water withdrawals
G4-EN10	56		No	GOALS 6 : Water efficiency GOALS 6 : Water recycling and reuse GOALS 8 : Water efficiency GOALS 12 : Water efficiency

Material Aspects	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
CRE2	51, 56		No	
<b>Biodiversity</b>				
G4-DMA	57		No	
G4-EN12	57		No	GOALS 6 : Water-related ecosystems and biodiversity GOALS 14 : Marine biodiversity GOALS 15 : Mountain ecosystems GOALS 15 : Natural habitat degradation GOALS 15 : Terrestrial and inland freshwater ecosystems
G4-EN13	83, 86		No	GOALS 6 : Water-related ecosystems and biodiversity GOALS 14 : Marine biodiversity GOALS 15 : Mountain ecosystems GOALS 15 : Natural habitat degradation GOALS 15 : Terrestrial and inland freshwater ecosystems
<b>Emissions</b>				
G4-DMA	54		No	
G4-EN16	54		No	GOALS 12 : Air quality GOALS 13 : GHG emissions GOALS 14 : Ocean acidification GOALS 15 : Forest degradation
G4-EN17	54, 55		No	GOALS 12 : Air quality GOALS 13 : GHG emissions GOALS 14 : Ocean acidification GOALS 15 : Forest degradation
G4-EN19	53, 54		No	GOALS 13 : GHG emissions GOALS 14 : Ocean acidification GOALS 15 : Forest degradation
<b>Effluents and Waste</b>				
G4-DMA	58		No	
G4-EN22	58		No	GOALS 3 : Water quality GOALS 6 : Water quality GOALS 6 : Water-related ecosystems and biodiversity GOALS 12 : Water quality GOALS 14 : Water discharge to oceans

Material Aspects	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
G4-EN23	57		No	GOALS 3 : Waste GOALS 6 : Waste GOALS 12 : Waste
<b>Products and Services</b>				
G4-DMA	81, 91		No	
G4-EN27	45, 58, 59, 94, 96		No	GOALS 6 : Sustainable water withdrawals GOALS 8 : Resource efficiency of products and services GOALS 12 : Resource efficiency of products and services GOALS 12 : Waste GOALS 13 : GHG emissions GOALS 14 : Ocean acidification GOALS 15 : Forest degradation
<b>Transport</b>				
G4-DMA	54-55		No	
G4-EN30	55		No	GOALS 11 : Sustainable transportation GOALS 12 : Transport GOALS 13 : GHG emissions
<b>Land Degradation, Comtamination and Remediation</b>				
G4-DMA	49, 98		No	
CRE5	49, 97		No	
<b>CATEGORY : SOCIAL</b>				
<b>LABOR PRACTICES AND DECENT WORK</b>				
<b>Employment</b>				
G4-DMA	62		No	
G4-LA2	65-66		No	GOALS 8 : Earnings, wages and benefits
<b>Occupational Health and Safety</b>				
G4-DMA	67		No	
G4-LA6	74		No	GOALS 3 : Occupational health and safety GOALS 8 : Occupational health and safety
G4-LA7	68, 69, 72, 73, 74		No	GOALS 3 : Occupational health and safety GOALS 8 : Occupational health and safety
CRE6	67		No	




Material Aspects	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
<b>Training and Education</b>				
G4-DMA	76		No	
G4-LA9	77		No	GOALS 4 : Employee training and education GOALS 5 : Gender equality GOALS 8 : Employee training and education
<b>Diversity and Equal Opportunity</b>				
G4-DMA	76, 78		No	
G4-LA12	63		No	GOALS 5 : Gender equality GOALS 5 : Women in leadership GOALS 8 : Diversity and equal opportunity
<b>Equal Remuneration for Women and Men</b>				
G4-LA13	65, 66		No	GOALS 5 : Equal remuneration for women and men GOALS 8 : Equal remuneration for women and men GOALS 10 : Equal remuneration for women and men
<b>HUMAN RIGHTS</b>				
<b>Non-discrimination</b>				
G4-DMA	62, 64		No	
G4-HR3	78, 83		No	GOALS 5 : Non-discrimination GOALS 8 : Non-discrimination GOALS 16 : Non-discrimination
<b>Child Labor</b>				
G4-DMA	43, 47, 62, 78		No	
G4-HR5	43, 78		No	GOALS 8 : Abolition of child labor GOALS 16 : Abolition of child labor
<b>Forced or Compulsory Labor</b>				
G4-DMA	62		No	
G4-HR6	62		No	
<b>Security Practices</b>				
G4-DMA	100		No	
<b>Supplier Human Rights Assessment</b>				
G4-DMA	43		No	
<b>SOCIETY</b>				
<b>Local Communities</b>				
G4-DMA	79		No	


Material Aspects	Page Number	Direct Answer	External Assurance	Sustainable Development GOALS (SDGs)
G4-SO1	59, 96		No	
G4-SO2	98, 99		No	GOALS 1 : Access to land GOALS 2 : Access to land
CRE7	49, 98		No	
<b>Anti-corruption</b>				
G4-DMA	30-33		No	
<b>Public Policy</b>				
G4-DMA	2		No	
G4-SO6	83, 86, 87		No	GOALS 16 : Anti-corruption
<b>Anti-competitive Behavior</b>				
G4-DMA	42		No	
<b>PRODUCT RESPONSIBILITY</b>				
<b>Customer Health and Safety</b>				
G4-DMA	91		No	
G4-PR1	28, 91, 94, 95, 96		No	
G4-PR2	74		No	GOALS 16 : Compliance with laws and regulations
<b>Product and Service Labeling</b>				
G4-DMA	91		No	
G4-PR3	37, 38, 100		No	GOALS 12 : Product and service information and labeling
G4-PR5	28		No	
CRE8	5, 6, 9		No	

# SDG Content Index








SDGs	Business Theme	GRI Indicators	Sustainability Report
	<b>SDG1</b> End poverty in all its forms everywhere	Access to land	G4-SO2 98, 99
		Availability of products and services for those on low incomes	G4-EC8 3, 36
		Economic development in areas of high poverty	G4-EC8 3, 36
		Economic inclusion	G4-DMA (Procurement Practices) 42-48, 98
	<b>SDG2</b> End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Access to land	G4-SO2 98, 99
		Infrastructure investments	G4-EC1 37, 39
		Infrastructure investments	G4-EC1 37, 39
			G4-EC7 39, 56, 79, 84, 85, 86
		Changing the productivity of organizations, sectors, or the whole economy	G4-EC8 3, 36
	<b>SDG3</b> Ensure healthy lives and promote well-being for all at all ages	Access to medicines	G4-EC8 3, 36
		Occupational health and safety	G4-LA6 74
			G4-LA7 68, 69, 72, 73, 74
		Waste	G4-EN23 57
		Water quality	G4-EN22 58
	<b>SDG4</b> Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Employee training and education	G4-LA9 77

SDGs	Business Theme		GRI Indicators	Sustainability Report	
	SDG5	Achieve gender equality and empower all women and girls	Economic inclusion	G4-DMA (Procurement Practices)	42-48, 98
			Equal remuneration for women and men	G4-LA13	65, 66
			Gender equality	G4-LA9	77
				G4-LA12	63
			Infrastructure investments	G4-EC1	37, 39
				G4-EC7	39, 56, 79, 84, 85, 86
			Non-discrimination	G4-HR3	78
			Women in leadership	G4-LA12	63
	SDG6	Ensure availability and sustainable management of water and sanitation for all	Sustainable water withdrawals	G4-EN8	56
				G4-EN9	56
				G4-EN27	45, 58, 59, 94, 96
			Waste	G4-EN23	57
			Water efficiency	G4-EN10	56
			Water quality	G4-EN22	58
			Water recycling and reuse	G4-EN10	56
			Water-related ecosystems and biodiversity	G4-EN12	57
				G4-EN13	83, 86
				G4-EN22	58
	SDG7	Ensure access to affordable, reliable, sustainable and modern energy for all	Energy efficiency	G4-EN3	53
				G4-EN6	53, 54
				G4-EN7	53
			Infrastructure investments	G4-EC1	37, 39
				G4-EC7	39, 56, 79, 84, 85, 86
			Renewable energy	G4-EN3	53

SDGs	Business Theme	GRI Indicators	Sustainability Report
	<b>SDG8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b>	Abolition of child labor	G4-HR5 43, 78
		Changing the productivity of organizations, sectors, or the whole economy	G4-EC8 3, 36
		Diversity and equal opportunity	G4-LA12 63
		Earnings, wages and benefits	G4-LA2 65-66
		Economic inclusion	G4-DMA (Procurement Practices) 42-48, 98
		Economic performance	G4-EC1 37, 39
		Employee training and education	G4-LA9 77
		Employment	G4-10 61, 63
			G4-EC6 63, 64
		Energy efficiency	G4-EN3 53-54
			G4-EN6 53, 54
			G4-EN7 53
		Equal remuneration for women and men	G4-LA13 65, 66
		Freedom of association and collective bargaining	G4-11 63
		Indirect impact on job creation	G4-EC8 3, 36
		Jobs supported in the supply chain	G4-EC8 3, 36
		Materials efficiency	G4-EN1 53
			G4-EN2 53
		Non-discrimination	G4-HR3 78
		Occupational health and safety	G4-LA6 74
G4-LA7 68, 69, 72, 73, 74			
Resource efficiency of products and services	G4-EN27 45, 58, 59, 94, 96		
Water efficiency	G4-EN10 56		

SDGs	Business Theme		GRI Indicators	Sustainability Report
	SDG9	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Infrastructure investments	G4-EC1 37, 39
				G4-EC7 39, 56, 79, 84, 85, 86
			Research and development	G4-EC1 37, 39
	SDG10	Reduce inequality within and among countries	Economic development in areas of high poverty	G4-EC8 3, 36
			Equal remuneration for women and men	G4-LA13 65, 66
			Foreign direct investment	G4-EC8 3, 36
	SDG11	Make cities and human settlements inclusive, safe, resilient and sustainable	Infrastructure investments	G4-EC7 39, 56, 79, 84, 85, 86
			Sustainable transportation	G4-EN30 55
	SDG12	Ensure sustainable consumption and production patterns	Air quality	G4-EN16 54
				G4-EN17 54, 55
			Energy efficiency	G4-EN3 53-54
				G4-EN6 53, 54
				G4-EN7 53
			Materials efficiency/recycling	G4-EN1 53
				G4-EN2 53
			Product and service information and labeling	G4-PR3 37, 38, 100
			Resource efficiency of products and services	G4-EN27 45, 58, 59, 94, 96
			Transport	G4-EN30 55
			Waste	G4-EN23 57
	G4-EN27 45, 58, 59, 94, 96			
Water efficiency	G4-EN10 56			
Water quality	G4-EN22 58			

SDGs	Business Theme	GRI Indicators	Sustainability Report
	<b>SDG13</b> Take urgent action to combat climate change and its impacts* * Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.	Energy efficiency	G4-EN3 53-54
			G4-EN6 53, 54
			G4-EN7 53
		GHG emissions	G4-EN16 54
			G4-EN17 54, 55
			G4-EN19 53, 54
			G4-EN27 45, 58, 59, 94, 96
	G4-EN30 55		
	<b>SDG14</b> Conserve and sustainably use the oceans, seas and marine resources for sustainable development	Marine biodiversity	G4-EN12 57
			G4-EN13 83, 86
		Ocean acidification	G4-EN16 54
			G4-EN17 54, 55
			G4-EN19 53, 54
			G4-EN27 45, 58, 59, 94, 96
		Water discharge to oceans	G4-EN22 58
	<b>SDG15</b> Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	Forest degradation	G4-EN16 54
			G4-EN17 54, 55
			G4-EN19 53, 54
			G4-EN27 45, 58, 59, 94, 96
		Mountain ecosystems	G4-EN12 57
			G4-EN13 83, 86
		Natural habitat degradation	G4-EN12 57
			G4-EN13 83, 86
		Terrestrial and inland freshwater ecosystems	G4-EN12 57
			G4-EN13 83, 86

SDGs	Business Theme	GRI Indicators	Sustainability Report
	<b>SDG16</b> Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Abolition of child labor	G4-HR5 43, 78
		Anti-corruption	G4-SO6 83, 86, 87
		Compliance with laws and regulations	G4-PR2 74
		Ethical and lawful behavior	G4-56 10
		Non-discrimination	G4-HR3 78
	<b>SDG17</b> Strengthen the means of implementation and revitalize the global partnership for sustainable development	Foreign direct investment	G4-EC8 3, 36
			G4-16 85, 89

# Questionnaire

Survey of Readers' Satisfaction towards Sustainability Development Report 2016

1. In which reader group do you belong?

- |   |   |
|---|---|
| <input type="checkbox"/> Shareholders / Investors | <input type="checkbox"/> Employees          |
| <input type="checkbox"/> Customers                | <input type="checkbox"/> Government Offices |
| <input type="checkbox"/> Business Partners        | <input type="checkbox"/> Media              |
| <input type="checkbox"/> Creditors                | <input type="checkbox"/> Students           |
| <input type="checkbox"/> Community and Society    | <input type="checkbox"/> Others .....       |

2. From which channel did you receive the "Sustainability Development Report"?

- Annual General Meeting of Shareholders
- Pruksa.com Website
- The Stock Exchange of Thailand or www.set.or.th
- Others .....

3. What is your objective of reading the "Sustainability Development Report"?

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4. Please rate your satisfaction on the presentation of the Sustainability Report

- |   |                                    |                                       |
|---|------------------------------------|---------------------------------------|
| 4.1 The content is easy to understand               | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied |
| 4.2 The content covers topics you are interested in | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied |
| 4.3 Reliability of the content                      | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied |
| 4.4 Design of the report                            | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied |
| 4.5 Overall satisfaction of the report              | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied |

5. What is your degree of interest in each chapter of the Sustainability Report?

- |   |  |  |  |   |
|---|--|--|--|---|
| 5.1 Social Responsibility Policy                                      | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.2 Messages from the Chairman of the Executive Committee and the CEO | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.3 Honorary and Sustainability Awards                                | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.4 About Pruksa Holding PCL  | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.5 About the Sustainability Report 2016                              | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.6 Engagement with Stakeholders                                      | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.7 Corporate Governance Structure                                    | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.8 Pruksa Holding PCL's Sustainability Development                   | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.9 GRI Content Index   | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.10 SDG Content Index  | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |
| 5.11 Readers' Comment Survey  | <input type="checkbox"/> Highly interested | <input type="checkbox"/> Moderately interested | <input type="checkbox"/> Slightly interested | <input type="checkbox"/> Improvement needed |

6. Please specify other comments for further improvement of the Sustainability Report

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The questionnaire can be submitted by post or via email to the following address:

CSR Department, Corporate Communication Division, Pruksa Holding PCL  
 Unit 388 S.P. Building FL.12 Paholyothin Rd., Samsen Nai, Phayathai, Bnagkok 10400  
 Email: csr@pruksa.com



Thank you for your cooperation.

Your comments will be highly beneficial for further improvement on the quality of future episodes of Sustainability Report.



บริษัท พรุคษา โฮลดิ้ง จำกัด (มหาชน)  
PRUKSA HOLDING PUBLIC COMPANY LIMITED

## **Pruksa Holding Public Company Limited**

28<sup>th</sup> Floor, SM Tower, 979/88, Phaholyothin Road,  
Samsennai, Phayathai, Bangkok 10400

[www.psh.co.th](http://www.psh.co.th)  
[www.pruksa.com](http://www.pruksa.com)