SANSIRI

2018

SUSTAINABILITY REPORT

SUSTAINABILITY REPORT 2018

SANSIRI

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CHIEF EXECUTIVE OFFICER'S MESSAGE



CHIEF EXECUTIVE OFFICER'S MESSAGE

As the leading property developer in Thailand, Sansiri commits to operate our business on the principle of sustainability - strengthening our competitive advantage amidst socio-economic changes, and increasing our capabilities to meet our stakeholders' expectations. In 2018, the global economic growth enabled Sansiri to successfully launched projects with total value of 65,199 Million Baht. As a result, we were able to penetrate the middle to low-end townhouse market and condominium markets, locally and globally, resulting in a 51 percent growth of international market despite economic slowdown in the last quarter, which was caused by stricter lending policy.

Sansiri continues to improve its business conduct by implementing the Company's Code of Conduct, and the Good Corporate Governance Principle set forth by the Stock Exchange of Thailand in the business processes. As a result, the ASEAN Capital Market Forum awarded Sansiri as the most improved corporate governance in Thailand. Nevertheless, the Company's commitment to promote and support the Children's Rights and Business Principle (CRBP), and the child-friendly business, was also recognised by UNICEF Thailand.

For the environmental dimension, Sansiri has announced "Sansiri Green Mission", the Company's strategy to become an environmentally friendly business by 2022. Our initiatives comprise of recycling innovation for zero-waste at the precast factory, solid waste-to-energy conversion in our hotel business, and sustainable building design to manage the impacts from climate change. THE LINE Phahonyothin, the first project under "Green is a New Luxury", is an example of our energy-saving project that optimises ventilation through innovative design. Moreover, residents can experience our environmental innovation, such as clean energy trading project via blockchain in T77. Collaborating with BCPG, a major company in alternative energy, Sansiri and BCPG created an energy trading platform, which allows our residents to become prosumers, in which they can exchange their excess renewable energy with their neighbours inside the community.

For the social dimension, Sansiri contributed 50.5 Million Baht through SOCIAL CHANGE programme to support the children and youth communities. For the 8th consecutive year, we continues to work with UNICEF Thailand to set children's safety zones in our business operation, and provide vaccination for children living in construction camps. To eliminate child labour, we included a clause on child labour prevention in contracts with business partners. This continuous effort has led Sansiri to become UNICEF's first 'Selected Partner' in Thailand. For Sansiri Academy, the project was awarded 'Best Sports Youth Development Programme in Thailand' at the SPIA ASIA 2018.

In 2019, Sansiri aims to develop projects that promote sustainable living experiences for customers, increase our technological competitiveness, and expand our sustainability efforts to cover all operating boundaries, in order to achieve our sustainability goals. On behalf of the Company, I would like to express my appreciation to all Sansiri employees, for their dedication to solidify our position as the leading real estate developer who has contributed to our society for Thailand's sustainable development.

Apichart Chutrakul
Chief Executive Officer

ABOUT SANSIRI

VISION

As the most preferred property developer in Thailand, we strive to be the market shaper of quality living through insightful understanding, complete your living experience and ability to elevate expectations that enrich our stakeholders.

MISSION

To be an essential part of living; not only providing a home, but also a lifestyle and unique brand experience. We are truly a part of your community and are here to serve you today, tomorrow and always

To act as a one-stop “world-class property services group” in Thailand that provides a fully-integrated range of products and services

To collaborate with all local and international stakeholders, including shareholders, business partners, employees and communities, in order to create a good life for everyone



98 WIRLESS

Sansiri's Business

Sansiri Public Company Limited operates real estate development businesses as well as providing property service and engaging in business investment. Sansiri has been listed on The Stock Exchange of Thailand under the stock symbol "SIRI".

Sansiri conducts businesses in both Thailand and oversea. The headquarter is located on the 16th Floor of Siripinyo Building, 475 Sri Ayutthaya Road, Thanon Phayathai Sub-district, Rajthevi District, Bangkok, Thailand 10400. Sales offices are also located in the United Kingdom, China and Singapore.

Sansiri's Business

Property Development

Property development for sales

includes single-detached house, townhouse, and condominium

Property development for rent

by investing in commercial building project developments and selling the rights to lease to customers, and community retail businesses under the brand "Habito"

Property Services

Property Services

are operated by Plus Property Co., Ltd.

Educational Business

Satit Pattana School

Events Management Business

for Quintessentially Event and Wedding in Thailand and overseas

Hotel Business

Escape Sansiri Hotel Collection in Hua Hin and Khao Yai

Quintessentially Lifestyle

a consulting service for individuals and corporate clients

Business Investment

Investment both in Thailand and Overseas

which are related to Sansiri's vision that focuses on the future living, including lifestyle, working life, leisure, and learning via new technology and media

(See more details of Sansiri's business on https://www.sansiri.com)

Sansiri Performance Overview

(As of 31 December 2018)

4,155 Total Employees

3,179 Full-time Employees
976 Part-time Employees

2,226 Male Employees
1,929 Female Employees

25 New Projects Launched in 2018 with the Total Value of 65,199 Million Baht

Total Revenue of 27,146 Million Baht

Total Presales of 48,341 Million Baht

5,782 Units Delivered to Customers from 97 Projects under Property Development Business, with the Total Ownership Transfer Value of 31,234 Million Baht (Including Joint-venture Projects with BTS Group PCL.)

(For further details, please refer to Sustainability Performance chapter, Annual Report 2018 or https://www.sansiri.com)

Operating Expense of 5,555 Million Baht

Employee Benefits of 2,589 Million Baht

Dividend Payment of 1,634 Million Baht

Tax Payment to Government of 772 Million Baht

Corporate Social Responsibility of 50.5 Million Baht

Our Projects

105 Single-detached House Projects

74 Townhouse Projects

172 Condominium Projects

1 Mixed Project

Project on Hand

40 Single-detached House Projects

17 Townhouse Projects

39 Condominium Projects

1 Mixed Project

(For further details, please refer to Sustainability Performance chapter, Annual Report 2018 or https://www.sansiri.com)

Sansiri Business Strategy

In 2018, Sansiri endeavours the business expansion through key strategies as follows:

- Penetrate low-priced to mid-priced townhouse market which has a few players
- Continuously focus on international market activities to expand foreign customer base
- Maintain market leadership through product and service innovation
- Seek for new growth engine through global investment
- Improve efficiency by redesigning organisation structure and working environment to support collaboration and new way of working



Wellness Real Estate

Sansiri in partnership with Tokyu Corporation and Samitivej Hospital launched the Wellness Residence and condominium projects specifically designed to accommodate the need and lifestyle of the health-conscious residents.

Townhouse Market Expansion

Sansiri expanded the townhouse market to accommodate the increasing demand by launching 7 new projects with the project value of 5,749 Million Baht in 2018.





International Market Penetration

Sansiri has penetrated the global market in order to gain more market share, and maintain the status of the leading company in the international market. At the beginning of 2018, Sansiri has established overseas sales offices in Hong Kong, Korea, Taiwan, and Japan. According to the forecast of the global and Asian economic expansion, the international presale target was set to 13,000 Million Baht, which Sansiri achieved total international presale of 13,190 Million Baht in 2018.

Digital Transformation Countermeasures

Sansiri developed projects to maintain its competitive advantage in the digital age, ensuring the Company's success, and digital strategy integration with an intent to create the utmost customer experience while maintaining a solid business foundation.

- Collaborates with Siri Ventures, a major investor in start-up companies, with a mission to create cooperation and start-up ecosystem by forming partnership with global innovations networking such as SOSA and Plug and Play. Meanwhile, Sansiri continues to develop the Home Service Application to uplift the customer lifestyle and convenience by applying a 3-year investment plan worth of 1,500 Million Baht.

- Develop technology and seek for innovation suitable for different client needs

- Adjust organisational structure to enhance working agility in the digital era.

By following the 3 aspects, Sansiri will become successful in delivering products, services and increasing work efficiency within the organisation.

Products

Sansiri adopts AI technology, Internet of Things (IoT), Wearable and robots as an innovation to facilitate the living of the residents

Services

Sansiri aims to facilitate and uplift customer service through Home Service 2.0, an application which operates on Thai voice command which will be officially launched in 2019.

Work Efficiency Enhancement

Sansiri adopted Salesforce software for better marketing and efficient customer service while Primavera software is utilised to control the construction process.

Mobilising the Organisation with Agile Working

To drive the organisation forward, Sansiri adopted the Agile way of working to develop the employee capability throughout their career path, and build a strong employee engagement towards the organisation with 3 concepts:

1. Analyse the data to develop future projects and services.

2. Simplify the work process and allow more flexibility in the workplace. Welcome ideas from all personnel. Prioritise the customer's needs. Promote Every Day is Friday concept to motivate the employees and energise the working environment.

3. Create life-long employability and develop the human capital to grow in parallel with the Company. Sansiri plans to launch "New Generation of Young Designer," a project which enables the new generation to integrate their idea with their knowledge in real estate development with a mission to design the products and services which fit the needs of new generation.



Sustainability Vision Enhancement

Sansiri is driven towards sustainability with the vision of the process involved with effective waste management, energy saving and generation, an electric vehicle sharing platform called Smart Move for the residence, and partnership with all related sectors to ensure sustainability in business.



Sansiri’s Value Chain

Land Acquisition for Project Development



- Project’s Feasibility Study.
- Customer Targeting and Competitor Analysis
- Risk Analysis, Related Rules and Regulation Concern

Design Development and Project Preparation



- Project Concept Design and Design Development
- Material Selection
- Permission from Authority
- Project Financing

Sales and Marketing Activities Planning



- Sales Plan and Marketing Activities Planning
- Selling Tools and Marketing
- Media Selection
- Mockup of Show Unit

Project Construction



- Contractor, Construction Management, and EIA Consultant Selection
- Infrastructure Construction, Precast Production, and Housing Construction
- Project Cost Management
- Quality Assurance and Quality Control

Product Delivery to Customers



- Post-Finance Facilitation
- Product Inspection and Rectification
- Transfer Process

After-Sale Services



- Customer Relationship Management
- Product Warranty
- Home Repair Service
- Juristic Person for Property Management

CORPORATE GOVERNANCE

Corporate Governance

Sansiri conducts business on a basis of good corporate governance so as to build trust with all stakeholders and enhance corporate reputation. Aiming to maximise stakeholders' benefits, Sansiri strives to drive its business in accordance with the principles of sustainability, transparency, integrity, and ethics. The corporate governance guidelines are implemented along with the policy and organisational governance structure which consists of qualified and competent Board of Directors, to ensure that the Company's business direction is complied with the corporate governance policy.

Good Corporate Governance Policy

To become excellence in corporate governance, Sansiri formed the Good Corporate Governance Policy in order to operate its business process in accordance with the Principles of Good Corporate Governance for Listed Companies, set forth by the Stock Exchange of Thailand (SET) and the Thai Institute of Directors Association (IOD).

Good Corporate Governance Policy

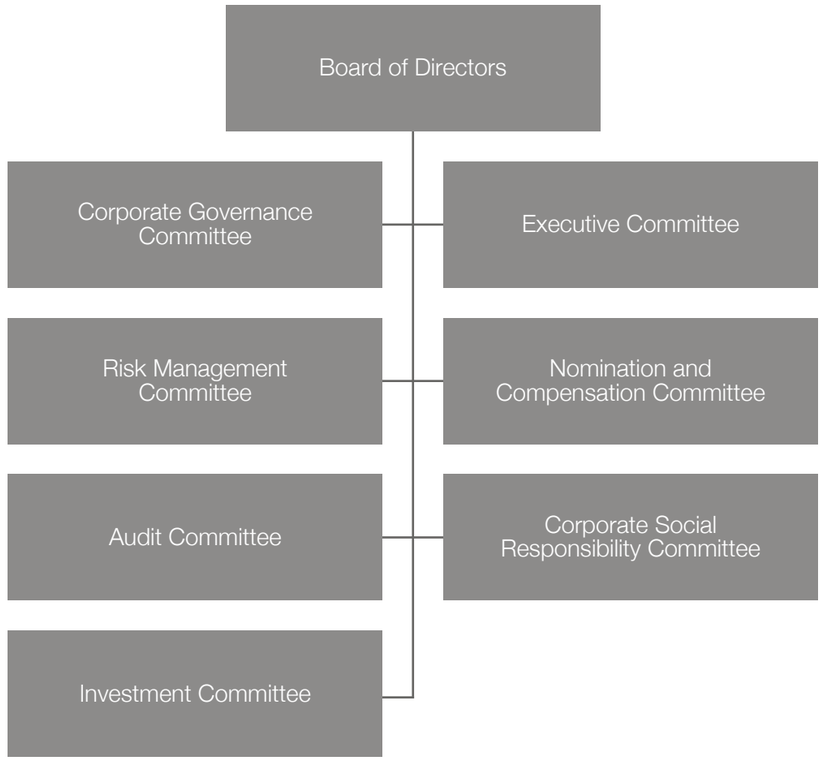
- Ensure the rights and equitable treatment to the shareholders.
- Disclose key information fairly, transparently, and promptly.
- Support the Board of Directors' responsibilities in creating business competitive advantage and preserving the Company's capital.
- Create long-term value to shareholders' equity under ethical business practices.
- Promote Anti-corruption and No Gift Policy.
- Respect regulations and human rights principles as stated in the Business Code of Conduct and Supplier Code of Conduct.
- Account the interests of both internal stakeholders (employees and executive directors of the Company and its subsidiaries) and external stakeholders (shareholders, customers,competitors, and business partners).
- Ensure all employees comply with the Corporate Governance and Code of Conduct.

(See further details on the Good Corporate Governance Policy in Annual Report 2018 and on website https://www.sansiri.com/pdf/SustainabilityReport/02-corporate-governance-and-code-of-conduct-TH.pdf)

Organisational Governance Structure

Organisational governance structure of Sansiri consists of the Board of Directors and the Sub-committees who are responsible for ensuring the alignment between Company's business direction in terms of key operation and corporate social responsibility, and Company's objective and related requirements.

Sansiri Public Company Limited's Board of Directors



Sansiri's governance structure consists of 12 directors, of which are 5 independent directors, 3 non-executive directors, and 4 executive directors. The Chairman of the Board of Directors is an independent director and the roles of the Chairman of the Board of Directors, and the President of the Company are clearly separated, in order to ensure the balance of organisational governance.

(See further details on governance structure in the Annual Report 2018 and on https://www.sansiri.com)

The Board of Directors is responsible for determining policies, course of actions, and other related matters, as well as evaluating the Executive Committee performance. Such accountability was determined with an aim to maximise benefits for the shareholders, within the frames of business ethics.

Board of Directors and Sub-Committee Responsibility

Audit Committee	Support the Board of Directors on duties related to financial reports, internal control, and internal audit system.
Nomination and Compensation Committee	Nominate and appoint directors according to the Company's criteria, and the nomination process, including ethics, leadership, and vision.
Corporate Social Responsibility Committee	Review the policies and supervise operations on corporate responsibility towards the society, community, and environment as well as appoint a working group to support related activities and campaigns. Improve and develop the business to control the potential impact on the environment and the community. Ensure the business operation operates in accordance with applicable laws and regulations.
Risk Management Committee	Review policies, strategy, and measures on enterprise risk management. Oversee, monitor, and exchange information with the Audit Committee and the organisation's internal audit unit. Assess business operations of the Executive Office.
Corporate Governance Committee	Set corporate governance and sustainability policies. Ensure business operations comply with good governance principles, business ethics, and regulatory guidelines.
Executive Committee	Devise business strategy, organisational structure, and course of action. Direct business operations to proceed in accordance with the business policy and budget set out by the Board of Directors. Monitor and evaluate the results and outcomes of the business plan.
Investment Committee	Determine the Company's investment plan of both domestic and oversea to invest or joint venture in high potential business or business related to property services. Monitor and evaluate the organisational strategy and the business expansion potential as stated in the Board of Directors' goal.

Nomination and Compensation Committee set out the appointment criteria for the Board of Directors based on professional experience, expertise, and competency to conduct Sansiri's business with vision and leadership skill. The criteria was set out regardless of gender, nationality and religion to ensure equality, maximum benefits to the Company, and efficiency in the operations.

Good Corporate Governance Effectiveness

Good corporate governance reflects the Board of Directors and top management effectiveness, senior executives' efficiency in implementing the policy, and commitment towards organisational development. In 2018, the proportion of the Board of Directors meeting attendance was 87 percent. Sansiri is recognised with a "Very good" or a 4-star level in Corporate Governance Report conducted by the Stock Exchange of Thailand (SET) and the Thai Institute of Directors Association (IOD). Within 2021, Sansiri determines to achieve the highest recognition level which is an "Excellent" or a 5-star level.

(For further details, please refer to Sansiri Annual Report 2018)

Corporate Governance Award

Sansiri is one of the two companies in Thailand who most progressed in corporate governance. On 21 November 2018, Mr. Wanchak Buranasiri attended the 2nd ASEAN Corporate Governance (CG) Awards Ceremony, a corporate governance evaluation event held by ASEAN CG Scorecard (ACGS), in Kuala Lumpur, Malaysia. Sansiri was honoured with "2 Most Improved PLCs (Thailand)" which is an award for the first two Thai listed companies who have an outstanding development in corporate governance. The award reflects Sansiri's determination to develop good corporate governance for the benefits of all stakeholders.



Code of Conduct

Conducting the ethical business is the key component of good corporate governance to reduce the risk in term of economic and corporate governance aspects. In this regards, Sansiri has established the Code of Conduct. Such code is administered by the Corporate Governance Committee as an ethical standards and guideline to ensure implementation and enforcement of the Practice of the Stock Exchange of Thailand, Anti-Corruption Policy and Sansiri Corporate Governance Policy amongst the employees.

Director's Ethics
Perform duty with transparency, conduct business in compliance with relevant regulations and review business ethics annually.

Executive's and Employee's Ethics
Perform duty according to the organisation's vision to ensure the maximum benefit of Sansiri Group and all the stakeholders.

Anti-Corruption
Prohibit bribery of goods and any benefits, donation or financial support, political favour, business relationship, and procurement.

Unfair Competition
Conduct business in compliance with the law and regulations. Conduct business in respect to local culture and tradition.

Conflict of Interest
Refrain from any acts that may cause a conflict of interest with Sansiri Group.

Customers Treatment
Treat customers with integrity. Efficiently manage organisation's information system to customers' information and privacy.

Human Rights
Treat stakeholders in accordance with The Universal Declaration of Human Rights (UDHR) and Children's Rights and Business Principle (CRBP).

Environment, Occupational Health and Safety
Manage, improve, and develop business operations to control and minimise the impact on environment, occupational health, and safety.

Information Management and Information Technology System
Record and report information accurately based on facts, including systematically and safely manage information and important documents.

Prevention of Insider Trading
Prohibit individuals from Company's confidential inside information to seek personal gains.

Intellectual Property
Protect and maintain the organisation's intellectual property from being exploited or distributed without permission.

Contract Partners Treatment
The Company or individuals must register in an Approved Vendor List according to Sansiri Group's process.

(See further details on Corporate Governance Code of Conduct on https://www.sansiri.com/pdf/SustainabilityReport/02-corporate-governance-and-code-of-conduct-TH.pdf)

In 2018, the Corporate Governance Committee revised the Sansiri Board Charter, business ethics as well as the Anti-Corruption Policy. Moreover, the Committee has assigned related departments to apply business ethics into their operational process to meet the stakeholder expectations.

Anti-Corruption Policy

Receiving Goods or Any Benefits
Employees are prohibited from accepting gifts or any forms of benefits such as hospitality activities and donations from all stakeholders. Sansiri only allows the directors, executives and employees to accept gifts worth less than 500 Baht during festive seasons or only for public relation purposes.

Giving Goods or Any Benefits
Provision of gifts or other forms of benefits for the stakeholders during the festivals must cost less than 3,000 Baht, and must get approval from the manager level or above and comply with the Company's regulations.

Financial Donation for Charity or Financial Sponsorship
Provision or acceptance of donation, fund, sponsorship, gift or other forms of charitable fund must be transparent, legal and doesn't complicit to bribery.

Political Favour
Conduct business with political neutrality. Withdraw from supporting politicians, political parties, or politically influential individuals directly or indirectly

Business Relationship and Procurement
Prohibit employees to give or accept bribe from suppliers, contractors, or any organisation including public sector and private sector. Conduct business with transparency and in compliance with the law.

(See further details on anti-corruption policies on https://www.sansiri.com/pdf/sustainability/01-Sansiri-Anticorruption-Policy-TH.pdf)

Operating business on the basis of business ethics is essential. Sansiri conducts the business with transparency and good corporate governance so as to prevent effects on the corporate image, reputation, reliability to the shareholders as well as the significant stakeholders; especially for the corruption risk during project development process of Sansiri. Corporate governance and business ethics guideline shall be followed together with other related operational guidelines to tackle corruption. Employees of all levels must acknolwdge and strictly comply with all guidelines to strengthen Sansiri's organisational culture that does not accept any unethical act or behaviour.

Anti-Corruption

Sansiri implements the Anti-Corruption Policy by establishing the necessary procedures, and responsibilities to relevant functions. The Board of Directors appointed the Corporate Governance Committee and the Audit Committee to monitor and inspect corruption practices. Other duties include raising the awareness of the employees of all levels on the anti-corruption, monitoring, and annually evaluating anti-corruption performance.

Thailand's Private Sector Collective Action Coalition against Corruption Performance

On the 12 February 2018, Sansiri became a member of Thailand's Private Sector Collective Action Coalition against Corruption, with the determination to change the business leader's perspectives on the importance of anti-corruption and prevent any forms of corruption by imposing the Anti-Corruption Policy.

SANSIRI

CAC
PRIVATE SECTOR
COLLECTIVE ACTION AGAINST CORRUPTION

(For further details please visit Thailand's Private Sector Collective Action Coalition against Corruption project at http://www.thai-cac.com)

Sansiri emphasises on raising the awareness among employees to combat corruption or unethical conduct within the organisation. "Anti-corruption Policy" training was conducted to enable the employees to achieve a better understanding of corruption acts in both internal and external business operations, as well as to the business partners to clearly understand Sansiri's intention and corporate cultures on anti-corruption.

Anti-Corruption Training

In 2018, Sansiri hosted the Anti-Corruption Training programme for more than 50 employees.



Aside from promoting anti-corruption practices with Sansiri employees, the anti-corruption guideline is also promoted to external stakeholders such as business partners to ensure that Sansiri will receive full collaboration in anti-corruption throughout the business process.

Business Partner Anti-Corruption Policy

In 2018, Sansiri addressed more than 1,500 business partners regarding the anti-corruption practices and expectation in business operation. Examples include reporting on wrongdoing or a breach of the code of conduct through determined reporting channels. The details of the incident reporter (whistle blower) will remain confidential and protected throughout the investigation. Furthermore, Sansiri has informed the business partners regarding collaboration against no-gift policy during the festive seasons.

Business Code of Conduct Reporting

Good corporate governance requires a reporting system which provide fairness and protection for the incident reporter. Sansiri acknowledge and manage all complaints regarding business ethics violation by providing fair and protective measures to the incident reporter who files complaints on the corruption and the breach of the code of conduct. The incident reporter will not be subjected to any form of retaliation including demotion, disciplinary punishment or negative consequences; even if the reporting may result in loss of business opportunity. Therefore, employees and all stakeholders can report with assurance of any wrongdoings, or submit their opinions though contact channels for further investigation and better management.

Whistle Blower Channel

E-mail	CG@sansiri.com
Post Office	Report an incident or filing complaints by sending a letter to either • Chairman of the Corporate Governance Committee or; • Chairman of the Audit Committee or; • Company Secretary (Legal Office) Address Sansiri Public Company Limited 475, Sri Ayutthaya Road, Thanon Phayathai Sub-district, Rajthevi District, Bangkok 10400
Website	https://www.sansiri.com/eng/corporate-governance

Risk and Unusual Situation Management

Risk and usual situation Management is crucial for long-term business conduct, and help the Company prepare for potential emerging risks. Effective and detailed risk management will enhance the Company's competitive advantage and sustainable development.

Sansiri sets out the policy and risk management structure to analyse, implement risk management action of both corporate and departmental level, and continuously review risk factors.

Risk Management Policy

Sansiri's risk management policy serves as a framework to improve risk management in all operational levels by revising, monitoring, and implementing the mitigation plans.

Promote risk management to be integral part of corporate governance, business planning and reporting process in both operational and strategic level.

Integrate Risk Management Policy with uncertainty control and management process to increase the return of benefits or lessen the risk of loss.

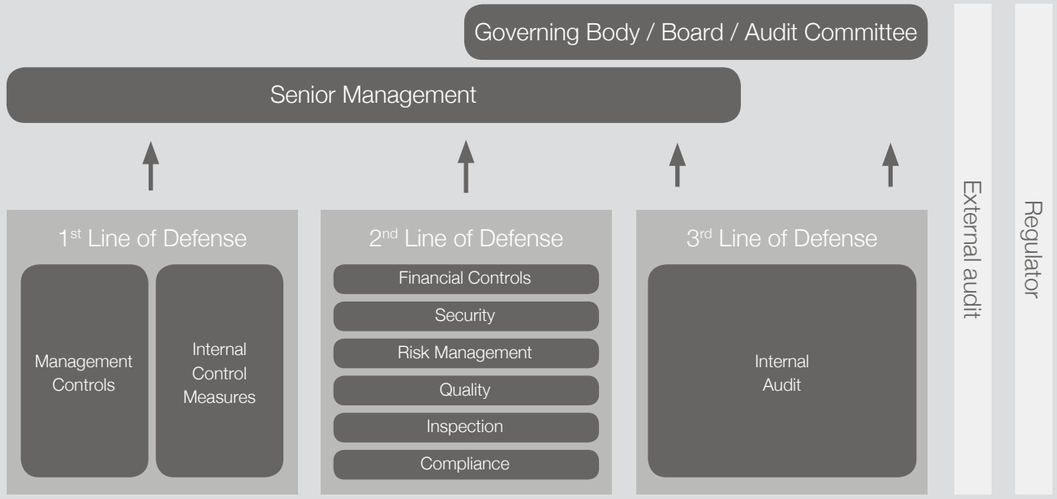
Standardise risk management by reviewing, monitoring and implementing the mitigation plans to tackle both emerging risks and existing risk. The risk owner must participate during the risk assessment process.

(See further details on Sansiri's risk management in Annual Report 2018 and on website https://www.sansiri.com)

Risk Management Structure

Sansiri develops the risk management structure to comply with the risk management policy. The risk management structure consists of the Risk Management Committee who sets the policy and approves risk management plans. Sub-Risk Management Committee is responsible for monitoring and reporting any risk to the Risk Management Committee for approval. Risk Management function under Corporate Planning and Sustainability Development Department support, coordinate, and analyse the enterprise risks in parallel with the Three Lines of Defence model. Moreover, Sansiri plans to apply the Key Risk Indicators to evaluate the risk management performance in the future.

Three Lines of Defence

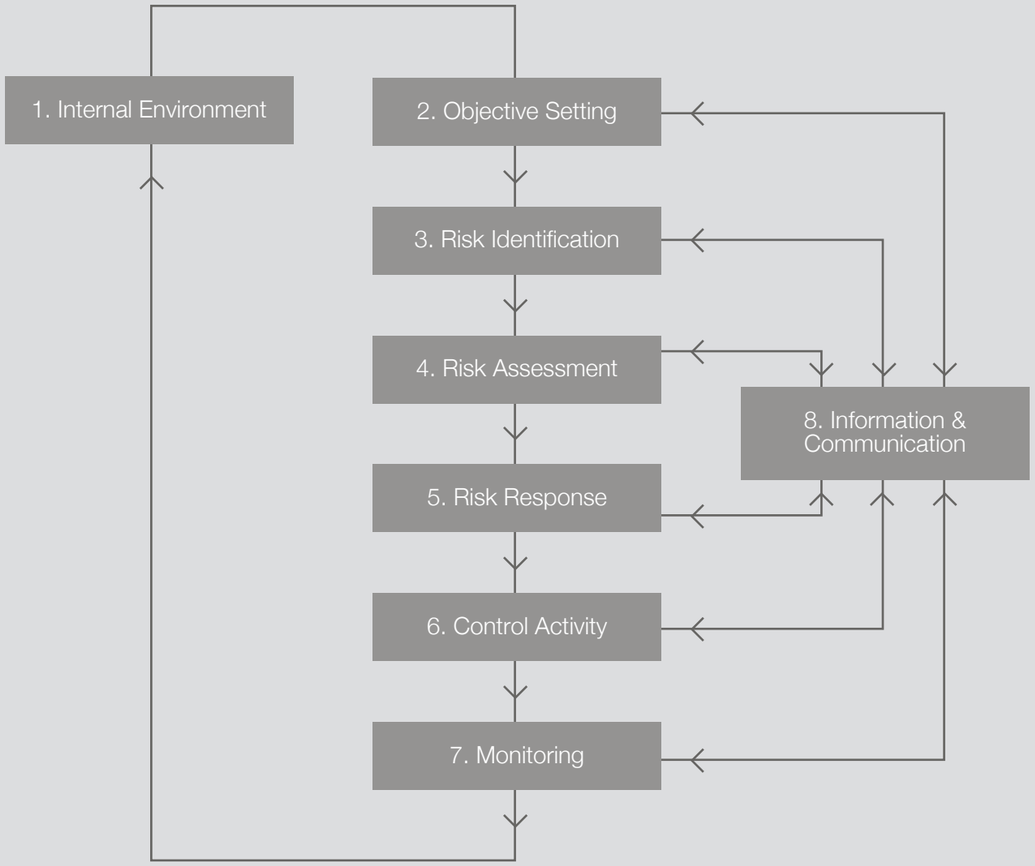


Sansiri manages risks by adopting Three Lines of Defence model according to risk management and modern audit method which enhances cooperation between each department. Three Lines of Defence is divided into different "Line." Under the 1st Line of Defence are those who face direct effects from the risks (Risk Owner). The 2nd Line of Defence comprises of risk management and operation team (Sub-Risk Management Committee) who assist the Risk Management Committee in managing and providing consultations to the Risk Owner. Internal audit (Audit Committee) forms the organisation's third line of defence which is in charge of evaluating the efficiency of mitigation plan and coordinating with the external auditor or regulators to ensure that the risk management, business operations and internal audit are carried out properly and effectively.

Risk Management Process

Sansiri determines its risk management process in accordance with COSO-ERM standard. Its objective is set to be in line with the organisational strategy and within the risk appetite by considering all internal environments such as corporate culture, management policy, operational guideline, personnel, work process, information system, and rules and regulations.

Thereafter, guidelines and policy will be implemented to identify and manage potential internal and external risk factors. Sansiri assesses and prioritises the potential risk then manages, monitors, and communicates the risks management process through information system and internal communication.



In 2018, Sansiri has established risk assessment and divided risk factors into 5 different categories according to the impact on economy, finance, society, regulations and industry competition. Afterwards the strategy and risk management measures will be adjusted accordingly to mitigate the emerging risks and reduce their severity to an acceptable level.

Risk Assessment Workshop

In 2018, Risk assessment workshop amongst top management and operational levels were held by Risk Management function in order to register and revise the corporate and departmental risk factors; and the action plans in order to effectively control and monitor emerging risks which are changing as per business situation.
Risk Management Committee has assessed the corporate and departmental risk profile, and applied the appropriate mitigating actions. According to the report, operational and strategic risks ranked the highest rate respectively. As a consequence, completeness of data transfer, human capital development, and business planning are focused and considered for proper mitigating actions.
The monitoring process on corporate and departmental mitigation plans were conducted on a quarterly basis through Sub-Risk Management Committee meeting, and biannually basis through the Risk Management Committee meeting.

Emerging Risk Preparation

According to the global trends in real estate industry, Sansiri realises the transformation at macro-level such as urban centralisation, ageing society, fast-developing innovative integration, and climate change which could result in emerging risks for the Company.

Sansiri's Emerging Risks in 2018

Sansiri contemplates on the global and regional trends in the next 3-5 years such as climate change, population growth especially in the middle class, and fast-developing innovation which will affect construction resources and consumer's behaviour. For example, the shift of customer's demand towards environmentally-friendly real estate companies who are socially responsible and adopt sustainability in conducting business. As a result, Sansiri is obliged to revise the current business process and strategy to tackle with the changes by considering the on-going situations and evaluating the future trends as well as other emerging risks such as global business expansion and the adoption of innovations to optimise Company's competitiveness.

Global Business Expansion Risk

Global business expansion is one of the key strategies for business development. However, Sansiri has prepared to adopt mitigation plans in order to manage the potential risks caused by the global market fluctuations, especially in Asia which has the most middle-class population growth. Aiming to gain more access to target customers, Sansiri has collaborated with international companies such as Luen Thai Group Limited, a Hong Kong-based company who has significant business networks in Asia. At the same time, the clients are now more accessible to Sansiri through the online channels such as Sansiri's Chinese website (www.sansirithailand.cn) and Chinese social media (WeChat and YouKu).

Loss in Innovation Competitiveness for Residential Project Risk

Sansiri anticipates the risk of loss in innovation competitiveness for residential projects as the customers become more environmentally conscious when purchasing products. Subsequently, Sansiri invested in innovation to reduce the environmental impact while delivering products which meet customer satisfaction. Innovation to reduce energy consumption has become the foundation of design such as in Cool-living Design or Breathable Condominium. Such design as well focuses on the climate change issues while ascertains excellence condition of living for residents and customer satisfaction.

Unusual Situation Management

Sansiri sets out the unusual situation management to reduce the severity, avoid the effects on cost, corporate image, and reputation, prevent the incident from escalating into crisis and ensure business continuity. Such situation involves with internal and external incidents or emergency as a result from the natural disasters, unstable situation and situation that receives media and social attention. Unusual situation management is categorised according to different severity level and the number of related stakeholder. Responsible department and working team include Call Centre, Social Media Committee (SMC), Incident Management Team (IMT), Business Continuity Management Team (BCMT), Emergency Response Team (ERT) and Crisis Management Team (CMT). In 2018, unusual situation management team constantly monitored, collected information, and hosted unusual situation management training to ensure better understanding amongst the employees as well as operational excellence.

Unusual Situation Management Performance

In 2018, 144 complaints were collected through Call Centre. 38 complaints were reported as high coordination incidents related to services, quality of the residence, the effect on the construction and task follow up. All incidents have been attended and rectified. The results of rectification were continually forwarded to the related stakeholders.

Unusual Situation Management Training

In 2018, Sansiri hosted 2 sessions of Unusual Situation Management training for a total of 27 employees with an objective to ensure a better understanding of unusual situation management.

SANSIRI SUSTAINABILITY

Sansiri Sustainability

With over 30 years of experience in real estate development, Sansiri has a vision of fulfilling the living experience of the residents, and the corporate mission to achieving long-term value for the stakeholders. Recognising the importance of business development on a basis of sustainability, Sansiri sets the direction and goals to enhance business growth, manage the environmental impact from the business activities, and conduct the business as a social organisation through innovation. Furthermore, organisational management is regularly improved to conform with good corporate governance principles, and to provide long-term benefits to all stakeholders.

After a thorough review in global trends and the sustainability context in real estate industry, Sansiri develops the sustainability management in accordance with the economic, social and environmental material topics. The sustainability performance and the sustainability development plan will be annually communicated to the stakeholders to reflect the determination of Sansiri as to achieve stakeholders' expectations in all sustainability dimensions.



Sustainability Management Structure

Sansiri establishes the Sustainability Management structure which comprises of the Board of Directors level and to the operational level. This enables Sansiri to takes into consideration the sustainable business conduct, and effectively drive the organisation towards sustainable development.

Corporate Governance Committee	■ Govern the overall business operation related to the sustainability ■ Set out the policy as well as the direction of the business operation towards sustainability
Chief Financial Officer (CFO) and Chief Operating Officer (COO)	■ Provide consultations and make key decisions on sustainable development proposed by Corporate Planning and Sustainability Development Department ■ Propose annual plan and report the sustainability performance to the Corporate Governance Committee
Corporate Planning and Sustainability Development Department	■ Set out the operational strategy to the related departments for efficient sustainable development ■ Plan, support, monitor, and record the overall performance and present to the Chief Financial Officer and the Chief Operating Officer ■ Disclose the sustainability performance via Sansiri Sustainability Report or the Company's website.

Sustainability Goals

Sansiri establishes the sustainability goals 2022 in parallel with the Company's core value in order to set the operational direction in social, economic and environmental aspects. The goals were also mean to emphasise on the corporate intention to sustainably develop the business and exceed the expectation of the stakeholders.

Sansiri's Core Values		Sustainability Goals 2022
Customer Centric	Manage the relationship and expectation of customers to ensure the highest satisfaction, safety and well-being	■ An increase of customers' satisfaction rate in every year
Challenge the Ordinary	Analyse and develop innovation in response to the global trends and the consumers' behaviours	■ The projects can fulfil the demands of ageing society and preparedness of climate change impact ■ Develop eco-friendly innovation to reduce 10 percent of resources utilisation
Goal Synergy	Analyse and manage risk to be within's the Company's risk appetite level and develop human resource's potential to drive the organisation forward.	■ All significant risks are managed to be within the Company's appetite level for achieving the Corporate vision ■ Sansiri's employees receive trainings as planned
Result Oriented	Quality control throughout the project development process	■ All of projects which are delivered to customers are certified by quality, environmental, and safety standards
Integrity	Govern the organisation in regard to business ethics including environmental and safety management throughout the supply chain	■ All employees operate in accordance with regulations and business ethics ■ All suppliers and contractors operate in accordance with regulations and business ethics ■ All of Sansiri's business units meets the environmental and safety standards

Sansiri and Global Sustainability

Sansiri has set operational guidelines for international sustainable development. Sansiri operates its business towards sustainability in accordance with Children's Rights and Business Principle (CRBP), which is developed by The United Nations Children's Fund (UNICEF), UN Global Compact, and Save the Children.

In 2018, Sansiri developed operation to align with the United Nations' Sustainable Development Goals (SDGs).

Sansiri conducted survey on business impact and analysed business opportunities from operations throughout the value chain. The survey outputs used to set and prioritise Sustainable Development Goals (SDGs) which are related to Sansiri's operation including goals at the corporate level. Sansiri has planned to conduct stakeholders' engagement and has established communication on the performance continually. Such plans are aimed to ascertain Sansiri's operational commitment towards Sustainable Development Goals (SDGs) and to collaboratively achieve the sustainability goals with the stakeholders.

SUSTAINABILITY HIGHLIGHTS 2018

Sustainability Highlights 2018

Total Revenue of 27,146 Million Baht.

Net Profit 2,046 Million Baht.

Net Profit Margin 7.5 Percent.

25 New Projects

51 Percent International Market Growth.

4,155 Total Employees.

A “Very good” or a 4-star level in Corporate Governance Report of Thai Listed Company.

Procurement Cost Reduction 515 Million Baht.

Decrease of Greenhouse Gas Emission by 1,416,650 CO_2 equivalent per year.

6,743,032 Baht Cost Saving per year From the Decrease in Purchased Electricity.

15 Percent Reduction in Solid Waste in Sansiri’s Office.

Resolved All Environmental Complaints.

Sansiri Generated Electricity from the Renewable Resource by 2,043,343 kWh per year.

No Fatality From All Sansiri Operational Area.

No Safety Complaint Regarding Non-complied Legal and Safety Regulation.

17.86 hours per person per year Average Training Hours of All Employees.

Total Budget for Training Programmes 25 Million Baht.

Hiring 1,304 New Employees.

750 Children Participated in the Kid’s Safe Zone in 11 Ongoing Projects.

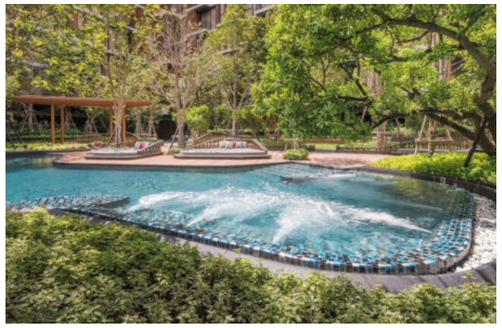
More Than 700 Children Participated in Sansiri Academy with 9 Million Baht Investment in Total.

Sansiri Consecutively Donated to UNICEF through 8 years with 265.25 Million Baht in Total.

Sansiri Academy and SPIA Asia 2018



Sansiri was honoured with “2 Most Improved PLCs (Thailand)” from 2nd ASEAN Corporate Governance (CG) Awards Ceremony in Kuala Lumpur, Malaysia hosted by ASEAN CG Scorecard (ACGS) who assessed and ranked the corporate governance performance. Sansiri was among the first two Thai listed companies who have an outstanding development in corporate governance.







Sansiri’s Mori HAUS received the “Excellence Award” in Residential Complex - Low category from Thai Association of Landscape Architects (TALA). The project concept was inspired by the verdant forest and the serenity of the lake.



Sansiri received the highest accolades on “Top Brand Engaged on Social Media” of Top Zocial in Real Estate category reflecting Sansiri’s commitment to connecting and engaging with the customers.



Sansiri was awarded the Certificate of Recognition (Gold Status) from AMCHAM CSR Excellence Award and Recognition 2017. This award is presented to the members of AMCHAM who demonstrate its commitment to creating values in business and social. Sansiri was honoured to participate in the awards ceremony for the 5th consecutive year.



Sansiri was recognised as Thailand’s first Selected Partner by UNICEF, due to its commitment to the children’s rights and continual donation for the past 8 years.

Sansiri was awarded for the Company's excellent performance in consumer's complaint and solution centre by the Office of the Consumer Protection Board, as Sansiri was the first Thai real estate organisation to provide One Stop Service and attentively resolve customer's issues.







Sansiri was awarded Bronze in Best Sports Youth Development Programme in Thailand from SPIA ASIA 2018 due to Sansiri's commitment in providing opportunity and access for the children and youth to football for the 12th consecutive year.

SUPPLY CHAIN MANAGEMENT

Supply Chain Management

In order to operate business with high quality product and service deliver to complete customer's living experience, Sansiri cooperates with suppliers and business partners along the value chain ensuring all materials and product sourcing shall meet Sansiri's standards and be responsible for the environment. Supply chain management help minimise the environmental impact of Sansiri's business processes but it is also manage the Company's reputational and financial risks.

The Project Procurement Department engaged with the suppliers and contractors to support their business conduct to comply with Sansiri Supplier Code of Conduct; which supports human rights, promotes safety among the employees and environmental management. Accountability is also to ascertain that the products meet the quality standards and are delivered on-time. Suppliers shall operate the business with Sansiri responsibly and aim to create long-term value for every stakeholders in the supply chain.

Sansiri's Supplier Management

Sansiri structured its organisation to optimise its capability in delivering high-quality projects to the customer. Sansiri set the supply chain managerial structure to ensure seamless operations on project procurement such as construction materials, products and contractors. Also, supply chain management-related functions are in charge for sourcing prospect suppliers in order to reduce the risks of supplier shortage, while ensure desirable product procurement for the potential project's design concept.

Supplier Management Structure

Supplier registration to develop the project

Supplier Management Structure comprises of Project Procurement Department, Project Development Department, Quality Control Department, Customer Relations Department and Home Care Department who will evaluate the quality of the products and services.

Product Procurement

The Project Procurement, Sustainable Innovation and Design Department as well as the Project Development Department are in charge of acquiring materials and high-quality products for the project design concept and the market demand.

Cost Estimation

The Project Procurement Department and Quantity Surveyor Department are responsible for estimating the cost of the construction materials and supplier contracts according to Sansiri's standards.

Procurement Objectives

Cost Control

In 2018, Sansiri sets the cost reduction goal from bidding at 490 Million Baht.

Product Standards

To maintain the quality of the products and the construction as well as preserve the environment and the society.

Prior to the suppliers and contractors selection, Sansiri conducts a preliminary qualification assessment, bidding, and registration. Sansiri evaluates the overall process and the quality of the products to ensure that supplier and contractor are qualified and able to meet with our procurement objectives.

Sansiri's Suppliers and Contractors 2018

Bidding and registration system allows Sansiri to procure high-quality products and reduce procurement cost as the target. Sansiri is currently on the process of developing the new supplier selection criteria which additionally considers environmental and social factors to lessen the impact on the environment and society.

17 New Suppliers

registered in 2018

515 Million Baht

procurement cost reduction from the bidding comparing to the target of 490 Million Baht

236 Total Suppliers and Contractors

in 2018

Supplier Assessment Standards

Supplier's performance is monitored and assessed twice a year by Project Procurement Department, Quality Control Department, Home Care Department and Project Development Department during and post-construction. The scope of the assessment includes overall product quality, product installation quality, warranty conditions, and cooperation with Sansiri. Suppliers and contractors who pass the quality assessment rating will be presented with incentive rewards.

Product Delivery in line with the project schedule

Product Standard, and result of safety assessment throughout the trial period

Corrective Action, problem solving speed, and efficiency

After Sales Service conforms with Sansiri's standards. The number of complaints are monitored not to exceed the target

Sansiri Quality Day

Sansiri's Project Development team, suppliers and contractors who deliver outstanding performance in product and service quality will be awarded Diamond Partner or Gold Partner in Sansiri Quality Day. The objective of the award is to encourage and maintain the quality of the suppliers as well as a positive business relationship.

Excellent Quality Awards

Single-detached House Projects	Townhouse Projects	Condominium Projects
Diamond Quality was awarded to the Project Development Department of Habitia Bond Ratchapreuk.	Gold Quality was awarded to the Project Development Department of Siri Place Rangsit and Siri Place Tiwanon.	Diamond Quality was awarded to 3 Project Development Departments of The Monument Sanampao, The LINE Ratchathewi and The LINE Wongsawang.
Gold Quality was awarded to the Project Development Department of Setthasiri Pattanakarn and Burasiri Ratchaphruek – 345.		Diamond Quality was awarded to construction managers in 3 companies.
		Diamond Quality was awarded to vendors in 3 companies.

Excellent Contractor Awards

Single-detached House Projects	Townhouse Projects
Diamond Quality was awarded to 1 company	Diamond Quality was awarded to 1 company
Gold Quality was awarded to 6 companies	Gold Quality was awarded to 2 companies

The Sustainable Operation in Supply Chain

Suppliers and contractors who operate their business with an intent not only to procure environmentally-friendly products, but also to ensure safe operation, and respect the workers' human rights, can help manage Sansiri's reputational risk. Therefore, Sansiri sets the operational guideline for the suppliers on the basis of sustainability according to Sansiri Supplier Code of Conduct. The guideline is established to ensure a strong relationship between all suppliers and Sansiri, as well as to promote standards which focus on society, environment and good governance.

Sansiri Supplier Code of Conduct



Business Ethics
Conduct business with integrity and fairness. Prohibit any actions that may lead to a conflict of interest. Keep internal information secure. Do not violate intellectual property rights. Disclose information and conduct transactions with transparency. Support the process of sustainable business development.



Human Rights and Labour
Zero-Tolerance Policy Against Child Labour. Treat employees with fairness and in accordance with applicable laws. Do not perform activities related to forced labour or human trafficking.



Quality Management
Comply with Sansiri quality management standards and processes in delivering the products and services.
Be cooperative in monitoring and correction of any error.



Occupational Health and Safety
Manage occupational health and safety at sites during an emergency or unusual situation, which the procedures are based on regulations and safety standards.



Environment
Reduce environmental impact and adapt business practices to climate change, using innovative solutions.

(See further information of Sansiri Supplier Code of Conduct at https://www.sansiri.com/pdf/SustainabilityReport/03-supplier-code-of-conduct-TH.pdf)

Supplier Auditing with ESG Criteria

In 2018, the Project Procurement Department conducted a pilot supplier audit with ESG Criteria to one of the Company's supplier whom voluntarily allow Sansiri to conduct the audit. The criteria focus principally on the sustainability in quality management, children and workers' rights as well as occupational health, safety and environment. Sansiri plans to elevate supplier auditing with ESG criteria to all suppliers and contractors in 2019-2020.

Child-friendly Supply Chain

Sansiri Code of Conduct emphasises on human rights which cover the anti-child labour in business operation, and all suppliers and contractors shall strictly comply with the principles set forth. Moreover, Sansiri incorporates Zero-Tolerance Policy against Child Labour stated in Sansiri's Term of Reference (TOR) of the procurement contract to support and encourage a child-friendly business and sustainable real estate industry. In 2018, Sansiri received neither reporting, complaints, nor signs of child labour exploitation in all projects.

Zero-Tolerance Policy Against Child Labour

Hiring child labour of age less than 15 is strictly prohibited.

Hiring child labour of age more than 18 to work in an unsafe condition is strictly prohibited as defined by the Labour Protection Act.

Prevent children from accessing the construction sites.

Parents or guardians working in the construction camps aren't encouraged to bring their children to live inside the construction camps or the workers' residents. Permissions are considered on a case to case basis if necessary.

Suppliers are prohibited in seeking benefits from the children or involved in any activities related to child labour.

Sansiri holds the rights to immediately terminate the contract or agreement if the suppliers found guilty of child labour exploitation.

Violation or negligence in the operational guideline will result in a proportional punishment and considered as a breach of contract.

In 2019-2020, Sansiri aims to improve the collaboration with the suppliers, competitors in the real estate industry, and government agencies to develop the Anti-child Labour practices in the industry, with enhanced transparency and frequency on investigation. Sansiri sets the target that all Tier 1 Supplier shall be proven that they are not involved with child labour in 2021.

ECO-FRIENDLY PROJECTS

Eco-friendly Projects

Sansiri commits to proceed on real estate development process that complies with environmental regulations as the company's responsibility to the society, especially for the community surrounding our project areas.

Managing the environmental to be effective and meet the aforementioned regulations will help minising the organisation risk in various aspects such as reputation, business continuity and confidence from all stakeholders.



" Sansiri's vision is not only developing the residential project, but we also determine to creating a lifestyle based on social and environmental responsibility. Sansiri plans to expeditiously set the sustainability and environment standards for Thailand real estate industry by emphasising on the energy-saving processes and projects while simultaneously lessening resource consumption which could result in negative impact to the global environment. "

Mr. Uthai Uthaisangsuk
Chief Operating Officer
Sansiri Public Limited Company

Realising the potential impact of environmental management, Sansiri establishes the operational policy to reduce the impact, and ensure resource consumption from all related department, efficiently including project design, precast concrete production, logistics, and construction.

Environmental Impact Management from Project Development

Sansiri ensures that projects under construction are operating responsibly to the environment, or have the least impact on the environment in order to achieve the sustainable development goal, and comply with the environmental, health and safety management.

Sansiri Environmental Management

Sansiri established the structure of the environmental management to ensure that Sansiri's Head Office, Plus Property's Head Office, Precast Factory, Escape Sansiri Hotel Collection Hua Hin and Khao Yai, Habito Mall as well as other projects developing conforming with the environmental standards.

Corporate Governance Committee

- Set and approve the sustainable development policy, and ensure business are operated under the principle of good corporate governance.
- Annually review the performance of eco-friendly projects which are responsible by the Sustainable Innovation and Design Department, as well as the Corporate Planning and Sustainability Development Department.

Sustainable Innovation and Design Department

- Collaborate with the leading global organisation from all sectors in developing and exchanging technology and innovation with an aim to protect the environment, and sustainably manage the energy consumption.

Corporate Planning and Sustainability Development Department

- Monitor and assess the organisation's sustainability performances.
- Annually review and report the sustainability performance to the Corporate Governance Committee.
- Submit the sustainability performance to all stakeholders through the annual sustainability report.

Energy and Facility Management, and Engineering Working Team

- Manage the energy consumption to use in efficient way
- Collect energy consumption data, and inspect the equipments' condition for maximum efficiency.
- Collaborate with all related departments to ensure that they comply with the energy conservation policy and Energy Conservation Promotion Act.

Human Resource and Office Management

- Collaborate with the Sustainable Innovation and Design Department to acquire innovative products and services, and raise the environmental awareness of the employees on waste sorting and recycling.

Sansiri Green Mission

In 2018, Sansiri announced “Sansiri Green Mission” the Company’s environmental strategy 2018-2022, which adopted a circular economy concept of integrating innovation and technology to conserve the environment, and enhancing resource utilisation. The strategy will be implemented on the corporate boundaries, operational boundaries as well as on products and services for Sansiri’s customers and residents.



50 Million Baht

budget 2019-2021 for sustainable energy and waste management.

10 Percent

Sansiri sets the target to reduce energy and water consumption as well as household and industrial waste by 10 percent in 2022, comparing to the base year 2017.

Eco-friendly Strategy

Waste Management
Increase the proportion of the precast concrete in condominium construction in order to reduce concrete waste from conventional construction methods.

Energy Saving & Generation
Solar cell panels will be installed in 31 residential projects within 2021, generating 2 MW of clean energy, and reducing greenhouse gas emission by 2,223 tonnes CO_2 equivalent per year.

Smart Move
Provide electric vehicles for rent as well as install the electronic car sharing and EV charger in all high-rise projects in 2018 and onwards.

Sustainability
Form an alliance in eco-friendly project design, and business management to reduce resource and energy consumption.

Solid Waste

Sansiri seeks to increase its renewable resource management and reduce waste pollution; therefore, Sansiri sets the target to reduce the solid and industrial waste by 10 percent in 2022 and establishes the waste management guideline with reference to related regulations including National Solid Waste Management Master Plan (2016-2021). Moreover, an integrated plan to manage plastic waste properly, was established in 2018.

Solid Waste Management in Sansiri’s Offices

Sansiri’s head office and Plus Property’s head office initiated waste sorting and reduced solid waste since mid-2018 to encourage proper waste disposal and public waste management. Subsequently, Sansiri targets to stop using the plastic water bottles in head offices and sales offices in 2019-2020.



Business Goal

10 Percent

Sansiri’s solid waste reduction target within 2019, in comparison to the base year 2018

20 Percent

Sansiri’s recycle rate within 2019, in comparison with the base year 2018

Performance 2018

15 Percent

reduction in solid waste (66,236.55 kilogrammes per year in 2018)

18 Percent

recycle rate for solid waste (12,311.45 kilogrammes per year in 2018)

Remark
- Currently, 15 percent of solid waste from Sansiri’s head office is transformed into compostable material while 18 percent is recycled.
- Sansiri focuses on recycling paper and plastic waste from the Sansiri’s head office and Plus Property Co., Ltd.’s head office.

Industrial Waste Management in Precast Factory

The waste management of Sansiri's Precast Factory is assessed from the quantity of industrial waste generated annually. Sansiri establishes the guideline and target of industrial waste management in the Precast Factory by replacing conventional construction method with the precast concrete in both low-rise and high-rise projects. As a result, concrete waste was reduced by 80 percent or 1,600 tonnes per year. Currently, Sansiri disposes of industrial waste such as concrete debris in the landfills.

Sansiri Precast Factory

Business Goal

80 Percent

of high-rise projects
will be constructed
by precast concrete within 2021

Performance 2018

50 Percent

of high-rise projects
were constructed
by precast concrete in 2018

Earth Blox Progress in 2018

Sansiri is developing new concrete blocks that recycled lightweight concrete debris to create pavement, ventilator, and interior decoration in Sansiri's projects. In 2018, Sansiri developed Earth Blox with business partner to ensure the production process is efficient and align with the concept of circular economy.





Sansiri Organic Waste Management

In 2018, Sansiri conducted a pilot project by installing Home Biogas, a product innovation that converts leftover foods and organic waste from the kitchen and residences into cooking gas, in Escape Sansiri Hotel Collection in Khao Yai.

Home Biogas is forecasted to reduce organic and food waste of approximately 2 kilogrammes per day or 730 kilogrammes per year as well as produce cooking gas sufficient for hotel usage of 500 hours per month or save the monthly expense of 22,500 Baht.



Waste Management in Construction Site

In 2018, Sansiri established a waste management guideline in the construction site with contractors to encourage construction workers in joining the waste sorting projects such as trash redemption for food or drinks, and crafting metal and plywood debris into shelves or shoe racks in the worker camps. Other waste generated from the construction sites can be sold to generate recurring income. Apart from waste sorting, Sansiri encourages recycling and waste disposal in landfills as well.

Solid Waste Management in Sansiri Residence

The waste management isn't limited only on Sansiri's operation areas but also encourages the residents to reduce solid waste with innovative products or knowledge sharing sessions on waste sorting while residing in the projects.

Organic Waste Disposal

600,000 Baht was invested in 10 food waste machine that can convert food waste into compost. These machines were installed in the common area of all high-rise projects in 2018 and onwards. 23 more residential projects will be equipped with food waste machine in the next 3 years. Consequently, 18 tonnes of food waste from 10 residential projects or 3,000 residential units are predicted to be converted into compost and increased to 42 tonnes once all 23 projects are equipped with the food waste machine.

Waste Sorting

Sansiri collaborates with Goo Greens to develop an application to account their waste, educate the residents on waste sorting, and host a waste sorting sessions in 2 residential projects namely, Setthasiri Charan - Pinklao and high-rise projects in Habito Mall.

Waste Management Efficiency 2018

Sansiri sets out the strategy to reduce solid and industrial waste from business operations. The waste management performance 2018 is as follows:

At the beginning of 2018, the amount of solid waste disposed was 214.22 kilogrammes per day or 88,045.3 kilogrammes per year. This following amount is Sansiri base year 2018.

In mid of 2018, Sansiri initiated solid waste sorting and solid waste disposal; as a result, the amount of solid waste was reduced by 181.47 kilogrammes per day or 66,236.55 kilogrammes per year.

Solid waste disposal rate was at 15.29 percent, exceeding the target at 10 percent in 2019-2020

In 2018, industrial waste was disposed by 2,150.8 tonnes per year.
In this regard, 2018 will be base year for the following years.

Remark
- Currently, 15 percent of solid waste in the head office is converted to compost while 18 percent are recycled.
- Concrete debris is discarded in landfills.
- Operational areas include Sansiri's head office, Plus Property's head office and Precast Factory.

Energy

Energy consumption is one of the key environmental topic for real estate sector. By managing the energy consumption, Sansiri can begin controlling the impact to climate change, and further promote efficiency in energy saving and energy consumption. Sansiri sets the energy management guideline by developing energy efficiency and innovations to increase the proportion of renewable energy in the operating areas, while simultaneously monitoring its performance. The target is to reduce the energy intensity by 10 percent within 2022, comparing to the base year 2018 in Sansiri's head office, Plus Property's head office, Precast Factory, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai, and Habito Mall.

Energy Efficiency Development Project

708,660 kWh per year

Total estimated electricity generated from the solar cell panels

Alternative Energy in Precast Factory

Renewable energy or alternative energy is one of the solutions for energy efficiency in the organisation. In 2018, Sansiri installed solar cell panels in the Precast Factory to increase the proportion of solar energy usage and reduce the electricity purchased from the external power supply.







1,366 kWh per day

estimated electricity generated from solar cell panels in the Precast Factory

27.86 Percent

of the energy is from the renewable source comparing to the total electricity consumption within the factory

Sansiri Energy Consumption 2018

6,049.28 MWh per year *
Total Sansiri Energy Consumption

Sansiri's Head Office

689.22 MWh per year or
58.49 kWh per m^2 per year
or 11.39 percent of the total energy consumption

Plus Property's Head Office

244.28 MWh per year or
95.20 kWh per m^2 per year
or 4.04 percent of the total energy consumption

Precast Factory

1,814.51 MWh per year or
19.98 kWh per m^2 per year
or 30.00 percent of the total energy consumption

Escape Sansiri Hotel Collection in Khao Yai

996.05 MWh per year or
181.07 kWh per m^2 per year
or 16.47 percent of the total energy consumption

Escape Sansiri Hotel Collection in Hua Hin

514.22 MWh per year or
98.91 kWh per m^2 per year
or 8.50 percent of the total energy consumption

Habito Mall

1,791.00 MWh per year or
153.32 kWh per m^2 per year
or 29.61 percent of the total energy consumption

47.43 kWh per m^2 per year
Sansiri Total Energy Intensity

89.51 Percent	**10.49 Percent**	**6,743,032 Baht**
purchased electricity	renewable energy	an amount of cost saving from the decrease in purchased electricity

Remark
- The energy intensity target applies to the Sansiri's head office, Plus Property's head office, the Precast Factory, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai as well as Habito Mall.
- Sansiri energy consumption refers to the electric bills in all operating areas in 2018
- In 2018, Sansiri expanded the area of data collection to Escape Sansiri Hotel Collection in Hua Hin and Khao Yai as well as Habito Mall comparing to 2017 which included only Sansiri's head office, Plus Property's head office and the Precast Factory. As a result, the energy intensity grew significantly compared to the precedent year.

Water

Sansiri acknowledge the importance of water consumption management in order to manage the risks that may occur from water waste or water conflict in the communities especially in the area where water scarcity intensifies. In 2018, Sansiri set target to reduce the water intensity in the operating area by 10 percent within 2022 in accordance with the Sansiri sustainability strategy and environmental policy in Sansiri's head office, Plus Property's head office, Precast Factory, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai, and Habito Mall.

Sansiri Water Consumption

Water Consumption (m^3 per year)		Water Intensity (m^3 per m^2 per year)	Proportion of water consumption compared to all operating areas
Sansiri's head office	40,843.64	3.47	23.09
Plus Property's head office			
Precast Factory	98,762.10	1.09	55.84
Escape Sansiri Hotel Collection Khao Yai	4,202.76	0.76	2.38
Escape Sansiri Hotel Collection in Hua Hin	15,318.38	2.95	8.66
Habito Mall	17,754.00	1.52	10.04
1.42 m^3 per m^2 per year Water intensity in all operating areas		**10 Percent** Water intensity reduction goal within 2022	

Remark
- Sansiri water consumption refers to water bills in all operating areas in 2018.
- In 2018, Sansiri expanded the area of data collection to Escape Sansiri Hotel Collection in Hua Hin and Khao Yai as well as Habito Mall comparing to 2017 which included only Sansiri's head office, Plus Property's head office and the Precast Factory.

Environmental Complaint

Sansiri conducts its business, and develops the projects in compliance with the quality standards and environmental regulations while respects to the rights of the stakeholders. As a consequence, Sansiri provides a complaint channel to receive complaint related to the environmental or social issues such as dust, noise, and hygiene through the Company's Call Centre and online channel for all stakeholders. Related departments are assigned to investigate and analyse the issues that are being reported, resolve the complaint, and report the results to the stakeholders.

Environmental Complaint		
Call Centre Tel. 1685	**Facebook** https://www.facebook.com/sansirifamily/	**Twitter** @SansiriPLC
Instagram https://www.instagram.com/sansiriplc	**Website** https://www.sansiri.com	**Complaint Channels** https://www.sansiri.com/eng/corporategovernance

Environmental Complaint Management Result

106 Complaints

were related to the environment, the project surroundings, the traffic inside the residence, damage to the community and the surroundings as well as noise pollution. However, no complaint on violation of the environmental regulations was reported.

4 Complaints

were submitted on the dust, noise, cleanliness, and vibration from construction work.

All Complaints

were resolved in 2018.

Eco-friendly Products

Climate change and population growth can cause resources constraint to Sansiri's construction process. As a result, the organisation are confronting with the risk in business continuity and the ever-changing environmental regulations. Sansiri realises the importance and searches for the eco-friendly and safe products for the residents continuously. Furthermore, Sansiri cooperates with related departments in sourcing eco-friendly products which least impact to the environment, and monitors the result as well.

Eco-friendly Product Management Structure

Sansiri sets the eco-friendly product management structure from the designing phase to the project development phase. The Sustainable Innovation and Design Department, Information Technology and Business Data Analysis Department, and Project Procurement Department are part of developing the internal operational process, and products procurement from the suppliers.

Sustainable Innovation and Design Department

Conduct research and development in finding innovations for the residence within the annual budget of 30 Million Baht. At the same time, search for eco-friendly products for Sansiri residents.

Project Procurement and Information Technology Department

Encourage suppliers to act for sustainable business operation while recruit new suppliers to reduce the risk in product shortage, and attain a variety of innovative products. Develop an online purchasing system and reduce paper usage during the supplier assessment on sustainable product manufacturing. Provide training to the Product Procurement Department to enhance the efficiency and expertise related to the materials.

Eco-friendly Product Procurement Guideline



Encourage the supplier
to operate in compliance with Supplier Code of Conduct and promote environmentally responsible operations.



Evaluate the supplier's operation
in order to monitor the quality of the product and the manufacturing process as well as the environmental management and safety at least once a year.



Allocate procurement portion
to supplier who cooperate in product development and environmentally friendly innovations.

Project Design and Eco-friendly Product Procurement Guideline

Construction materials and products producing under the responsibility to environment are essential in project development. In this regard, Sansiri set out the standard for project procurement and plan to increase the portion of eco-friendly material and products that enhance the efficiency in resource consumption throughout its life cycle. Also, Sansiri will assess for the safety standards of the product's production process based on the operational guideline for both the suppliers and contractors.

Sansiri Eco-friendly Products
To reduce the energy consumption and ensure that products are safe for the residents' health, Sansiri acquires eco-friendly products including façade, electric system, water system, water supply and sanitation systems, Heating, Ventilation, and Air Conditioning (HVAC), paint and building coating, etc.

Paint and Building Coating
use non-VOCs paint.

Electric System
utilise electrical appliance certified by energy saving label no.5 to save energy, change the refrigerant to reduce greenhouse gas emission, and use LEDs lamp.

Water System, Water Supply and Sanitation Systems
install water tank with Silver Nano technology, which can prevent algae and reduce chemical substances used to remove the algae, as well as water-saving sanitary ware.

Heating, Ventilation, and Air Conditioning (HVAC)
implement energy-saving air conditioning and ventilation system.

Others
Substitute natural woods with wooden pattern tiles and laminated woods from the planted forest. Manage green space and electricity usage in the common area.

Eco-friendly Product Procurement

Sansiri incorporates eco-friendly material in the product procurement process for the suppliers and contractors. For instance, the materials shall be tested from the credible institution, and safely produced in accordance to the Supplier Code of Conduct. The supplier selection criteria are under development and expected to be completed in 2019-2020.

Eco-friendly Product Procurement Effectiveness

To acquire high-quality and safe products for the residents, Sansiri establishes guideline in eco-friendly product procurement and management in conformance with environmental protection and promotion standards.

In 2018, Sansiri obtained construction material according to the environment protection and promotion standards or responsible sourcing. For example, electronic appliances were certified with energy-saving labels or passed the life cycle assessment while natural woods were procured from the planted forest.

Sansiri evaluates the environmental and safety aspects of the procurement process by assessing Tier 1 supplier to ensure that the supplier and contractor conform with responsible sourcing and strengthen Sansiri's supply chain management.

Low-carbon Society

Sansiri confronts with the climate change impact on the residential projects such as the effect of the flood on the business continuity, water scarcity in precast manufacturing, and extreme weather effect on the durability of the materials of the building or the common area. Understanding the effect of climate change on business operation, Sansiri intends to reduce the impact and promote Low-carbon Society. Assigned departments are responsible for designing and developing the projects suitable for the climate and environment of its location to enhance energy efficiency and energy generation from the renewable resource for a better customers' living experience.

Project Design for Greenhouse Gas Reduction

Sansiri sets the structure for the project design and procurement in order to reduce greenhouse gas emission by using efficient energy system since the design process.

Responsibility for Project Design and Eco-friendly Product Procurement

Sustainable Innovation and Design Department and Project Development Department

Assess the market demand, project value and competitors in the specific location with the Business Development Department and Marketing Product Department in order to set the project concept according to the current and prospect customer demand. Developing property technology in collaboration with SIRI VENTURES such as ventilation system in the low-rise and high-rise projects as well as electricity from the renewable resources to reduce energy consumption and greenhouse gas emission.

Design Objective on Energy Consumption and Greenhouse Gas Reduction

Sansiri sets the guideline in project design and product procurement to reduce the energy consumption rate to be lower than global real estate industry during the residing phase.

150-170 kWh per m² per year
Sansiri has determined to maintain the energy intensity at the same level or lower than the average of energy intensity in global real estates according to United Nations Environmental Programme report since 2015

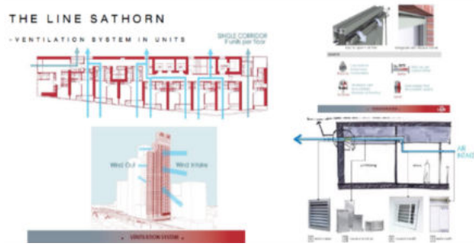
High-rise Project Concept

As Sansiri focuses on developing project to reduce the energy and the greenhouse gas emission in the high-rise project, and design residential projects to be suitable for the climate and the environment of its location, Breathable Condominium was therefore established together with alternative energy system in the common area.

Breathable Condominium

In 2018, 6 condominiums are equipped with the project ventilation system and unit ventilation system to lessen energy consumption and reduce the temperature inside the residences. Residential projects equipped with the ventilation system are

The Monument Sanampao
The LINE Sathorn
The LINE Phahon-Pradipat
The LINE Sukhumvit 101
Taka HAUS
Oka HAUS





The LINE Sathorn is one of the projects with the ventilation system certified by ASHRAE standards. The residents can reduce air conditioning usage and humidity by 11 percent and 33 percent respectively.

Sansiri designed Taka HAUS with the corridor ventilation where air can circulate through the rear balcony while the adjustable door louvers enhance the air circulation and maintain the privacy of the residents.

Pilot Project on Wind Turbine Installation in High-rise Projects

In 2018, Sansiri cooperated with Semtive in producing and installing the wind turbine in The LINE Ratchathewi to test its efficiency and suitability. One wind turbine is expected to generate 230.4 kWh per year or approximately 760.32 Baht of saving per year. Future expansion of the wind turbine to other residences is still on process.

(More information of Semtive: https://semtive.com/)

Low-rise Project Development

Sansiri emphasises on raising the proportion of renewable energy consumption in order to foster energy saving and greenhouse gas emission in low-rise projects such as single-detached houses or townhouses. Project design is mainly based on the Cool Living Designed Home concept which intends to reduce heat under the roof and increase airflow in order to reduce the air conditioning system in a long-term.

Solar Cell Panel Installation

In 2018, Sansiri partnered with BCPG Public Company Limited in solar cell panel installation in 7 low-rise projects and 3 Sansiri's rental projects comparing to the target of 31 projects which will be completed within 2022. Solar cell panel is predicted to generate 1,518.55 kWh of electricity per year. In 2018, the installed panels can reduce the energy consumption by substituting with the electricity from the renewable resources by 7,041 kWh per month.







Cool Living Designed Home

Sansiri extends the concept of the Cool Living Designed Home by developing the products and structure of the house to increase the efficiency of ventilation and heat from the house. The air and heat ventilation efficiency, resulting in a 10 percent reduction in energy consumption for air conditioning or 7,884 kWh per year.

In 2018, 12 single-detached house projects were equipped with solar cell panels, or accounted for 30 percent of total Sansiri's single-detached houses.



Solar Attic
are installed to reduce heat under the roof which will cool the indoor temperature and reduce the risk of airborne diseases.



UV Shield Colour and Heat-Absorbing Green Glass
help protect the house from the light and the heat from the sun.



Breeze Panel
help indoor and outdoor air circulation.



Roof Shade
is extended to protect the house from the sun and reduce heat transferal to inside the house.

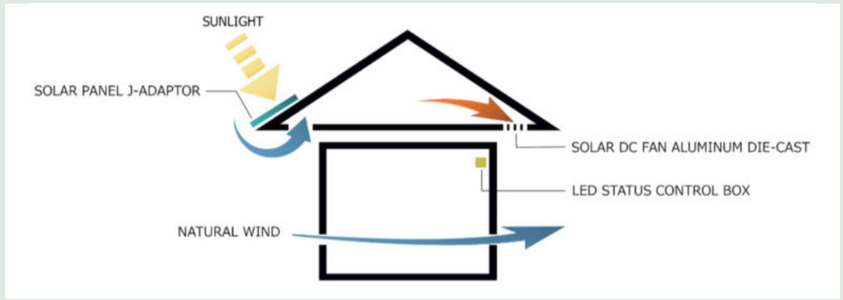


Shading Screen
is designed to optimise the use of sunlight and the wind.



Texture Wall
is designed to reduce heat transferal from the sun.

Climate change brings about high indoor humidity particularly in rooms or areas beneath the roof. High humidity can cause moisture, and pathogens to accumulate which will affect the residents' health and comfort.



Therefore, Sansiri designs a solution to lower indoor temperature and moisture as well as to increase air ventilation and reduce the risk of airborne disease by introducing Solar Attic, a solar-powered attic fan which forces the heat out of the building during the day. Solar Attic can increase the airflow, decrease the temperature in the attic and indoor as well as save the electricity used in air conditioning by 10 percent or 7,884 kWh per year.

Greenhouse Gas Emission Reduction Performance

Sansiri aims to promote a low-carbon society lifestyle by focusing on energy and resource efficiency. As a result, Sansiri's projects are mostly based on an energy-saving concept where residents are encouraged to reduce the climate impact in accordance with Sansiri sustainability objectives. Greenhouse gas emission in Sansiri's offices and businesses were monitored as well as the effectiveness of the energy-saving projects before ownership transfer.

Greenhouse Gas Emission from Sansiri Business 2018

In 2018, Sansiri emitted greenhouse gas from the business operation by 8,535.38 tonnes of CO_2 equivalent or 66.92 kilogrammes of CO_2 equivalent per m^2 per year or increased by 285 percent compared to the last year. The increasing figure is from the large scope of data collection as well as the business expansion which increase in business activities from manufacturing process, transportation, and precast concrete delivery.

Direct Greenhouse Gas Emission (Scope 1)

2,011.93 tonnes
CO_2 equivalent

Indirect Greenhouse Gas Emission (Scope 2)

4,193.97 tonnes
CO_2 equivalent

Other Indirect Greenhouse Gas Emission (Scope 3)

1,682.29 tonnes
CO_2 equivalent

Remark
- Direct Greenhouse Gas Emission (Scope 1) is calculated from gasoline and diesel fuel consumption in Sansiri's head office, Plus Property's head office, Precast Factory, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai, and Habito Mall.
- Indirect Greenhouse Gas Emission (Scope 2) is calculated from the electricity consumption in Sansiri's head office, Plus Property's head office, Precast Factory, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai, and Habito Mall.
- Other Indirect Greenhouse Gas Emission (Scope 3) is calculated from the fuel for employee transportation in Plus Property's head office, Precast Factory, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai, and Habito Mall.
- Sansiri refers to Emission Factor from the Thai National Life Cycle Inventory Database by the National Science and Technology Development Agency and Intergovernmental Panel on Climate Change.

In addition to monitoring the greenhouse gas emission, Sansiri also follow up the effectiveness of the greenhouse gas reduction in projects with the energy-saving design concept and renewable energy to ensure that Sansiri consistently provides a positive impact to the environment prior to the ownership transfer and residing phases.

Low-carbon Society Result





Energy-Saving Design Concept

Referring to the existing and ongoing energy-saving projects, Sansiri predicts that the energy consumption of the air conditioning will decrease by 10 percent or 3,263,308 kWh per year or 2,263 tonnes of CO_2 equivalent per year.

Remark:
Details on the greenhouse gas reduction are obtained from 4 energy-saving projects in 2018.

Renewable Resources

In 2018, Sansiri generated electricity from the renewable resource by 2,043,343 kWh per year, a decrease of greenhouse gas emission by 1,416,650 CO_2 equivalent per year and the saving electricity fee of over 6,743,032 Baht per year.

Remark:
Details on the greenhouse gas reduction are obtained from 14 projects which can generate electricity with renewable resources in 2018.

PRODUCT AND SERVICE QUALITY

Product and Service Quality

Sansiri commits to improve its product and service quality, in order to deliver a complete living experience to its customers and residents that exceeds their expectations. To achieving our commitment, Sansiri controls the quality of construction to meet with Sansiri's standards. Besides, Sansiri get customers and residents feedback toward our projects or services through satisfaction survey for further improvement.

Project Quality Management Structure

To comply with the Defect Prevention Policy and apply innovative solutions into the quality control process in order to optimise efficiency, Sansiri appoints a team to conduct the construction quality control and project development during pre-construction, construction, and post-construction phase which is the ownership transfer and residing phases. In addition, Sansiri provides the quality monitoring and assessment training together with an assigned team dedicated to communicate and coordinate with the Project Development Department ensuring that the products and services will meet the quality standards.

Responsibility of Project Quality Control



Product Development and Project Development Department
Cooperate with the construction managers in managing contractors and suppliers to ensure that the construction will comply with the quality control standards and the high-quality of the projects.



Quality Control Department and Construction Standard Department
Inspect the project's quality at each stage of construction to comply with Sansiri's quality standard via Quality Control Application (QC Application), and conduct trainings on quality standards to the related parties.



Customer Relations Department
Support customers during ownership transfer stage, instalment, inspection including suggestion of credit for purchasing the residence.



Call Centre Department
Provide information, receive suggestions and complaints as well as coordinate with internal departments to solve customers' issues.



Home Care Department
Amend, follow up the repair list and systematically store all records in the database.

Project Quality Management Efficiency

The Project Development Department and Quality Control Departments are responsible for the project quality assessment and construction safety.The Quality Control Department inspects quality of project and defect through QC Application.

Project Quality Management			
	Project	**Project Quality Monitoring and Assessment List**	**Project Quality Monitoring and Assessment Result 2018**
Pre-ownership Transfer	Low-rise Project	Precast concrete installation, conventional construction, above-ceiling system, site drainage system, architectural works on the floor, wall and ceiling, electrical system, sanitary work, and furnishing.	Inspect and repair the leakage found in the joints between precast concrete slabs. Inspect the architectural work and systems. Arrange a system testing before ownership transfer.
	High-rise Project	Above-ceiling inspection, site drainage system, architectural work, water and electrical system, sanitary work, and furnishing.	Inspect overall system and interior finishings. Clients conduct the final inspection prior to the ownership transfer.
Post-ownership Transfer	Ownership Transferred Projects	Construction and repair standards of single-detached house, townhouse and condominium, leak prevention system, and tile installation standards. Develop a central quality control system to reduce potential repetitive issues.	One-year warranty including system functionalities, and the unit quality after the ownership transfer.

Architectural Standard Inspection List
Floor, Wall, Ceiling, Doors, Windows, Bathrooms, Lifts, Balcony, Stairs, and Ramp.

Interior Decoration Standard Inspection List (Common Area)
Floor, Decorative Wall, Skirting, Ceiling, Doors , Switches, Plugs, Electrical Sockets, Bathrooms, Lifts, Stairs, and Signage.

Interior Decoration Standard Inspection List (Residential Unit)
Floor, Decorative Wall, Skirting, Ceiling, Doors, Switches, Plugs, Bathrooms, and Kitchen.

Landscape Architecture Standard Inspection List
Floor, Wall, Fence Gate, Security Post, Shrine, and Others.

Project Quality Performance

14 Complaints

were reported on the quality of the residential and common area.

100 Percent of Total Complaints

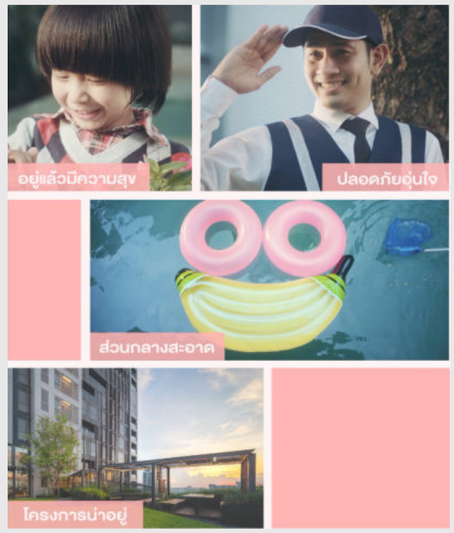
on the quality of the residential and common area were resolved.

Service Quality Management and Customer Relations

With the determination to deliver excellent service and complete living experience to Sansiri's customers and the residents, Sansiri conduct its business according to the international standard ISO 9001:2015. Sansiri conducts a customer satisfaction survey in all customer touchpoints to identify their satisfactory level towards Sansiri's products, residential projects, and services. The feedback will be analysed and utilised for further improvement on the product and service quality.

Beautiful Community

Property Management Residential (PMR) under Plus Property Co., Ltd. is assigned to organise the "Beautiful Community" project which aim to build good relationship between the residents and the juristic person through participating in activities such as Walk-and-Run for charity, donation, volunteer in repairing and painting the playground at Phonsawan Foundation, etc.



Customer Touchpoints	Customer Satisfaction Index (CSI) 2018
Touchpoint 1 Sales Department: Facilitate house or sale gallery visit, provide information to customers who interested in the project, and assist customers in the contract process.	91 Percent
Touchpoint 2 Customer Relation Department: Facilitate the process of ownership transfer to the customers, and assist customer on the defect rectification.	84 Percent
Touchpoint 3 Research and Property Strategy Department: Evaluate customer's satisfaction after moving in.	83 Percent
Touchpoint 4 Property Management Residential Department (PMR): manage the quality of residential project.	87 Percent
Special Touchpoint 1 Home Care Department: Provide customer services, and repair services for houses and condominiums within the warranty period after the ownership transfer.	93 Percent
Special Touchpoint 2 Sansiri Lounge: Inquiries on Sansiri's projects are attended by the lounge attendants trained by the Service Development. The Lounge offers a leisure experience to Sansiri's residents.	100 Percent
Special Touchpoint 3 Call Centre: Answer all inquiries from the customers and residents. Coordinate and follow up with the related departments for any issues.	95 Percent

Customer Satisfactory Survey in 2018

90 Percent

of the customers and residents are satisfied with the services, comparing to the target of 85 percent in 2018.

Residents' Safety and Well-being

Sansiri sets the operation guideline to ensure the safety of the residents throughout the process of project development; including the project design, project procurement, services, and environmental management.

Project Development and Safety Monitoring

The Property Management Residential (PMR) under Plus Property Co., Ltd. is responsible for the safety system of the residential projects according to the safety policy for post ownership transfer, while the Safety Standards function is responsible for training the safety officers of their responsible areas.

Safe Project Development

Ensuring the safety and well-being of the residents, the Quality Control Department collaborates with the Project Development Department to procure the products (100 percent) and develop the project, in which safety and residential well-being is taken into account across the work process. Therefore, all Sansiri residents can reassure that all products and services are safe and do not pose any health risks.

- Provide Environmental Impact Assessment report approval in every projects including all the safety measures.
- Design project structure, common area, and a project's fence area with a consideration of safety and privacy.
- Approve project design, and inspect the project quality and safety prior to the project procurement process.
- Construction according to the project quality control standards. Provide monthly inspection and evaluation on quality and safety performance in all areas of project development.
- Inspect the project quality and safety according to Sansiri's standard, prior to project transfer to customers.
- Inspect and resolve any quality or safety issue that arose after the project has been transferred to the customers. The Quality Control Department will be responsible for inspecting and resolving the issues.

Safety Policy of the Property Management Residential

The Property Management Residential (PMR) under of Plus Property Co., Ltd. is responsible for ensuring the safety of the property according to the Occupational Health, Safety and Environment handbook. The warranty period covers the first year of ownership transfer and aims for contract renewal from every projects managed by Plus Property Co., Ltd.

Develop safety systems
in respect to safety regulations, and seek to build a safety culture.

Establish measure to manage loss reduction
from accidents in order to achieve zero accident target.

Execute risk prevention and correction plans
efficiently to achieve all safety plans.

Build knowledge and raise awareness
amongst employees regarding work safety to meet the standard safety trainings.

Allocate resources for safe operation
in regard to occupational health, safety, and environmental management.

Establish Occupational Health, Safety and Environment handbook
to comply with safety and environment policy, aim to achieve the contract renewal with all residential projects managed by Plus Property Co., Ltd. and build the Beautiful Community.

Responsibility of Property Management Residential Department

Manage safety, environment, and well-being of all residents in Sansiri's projects.

Conduct safety activities for the residents such as annual fire drills and basic firefighting practices.

Maintain the common areas functionality such as swimming pools and roadways.

Supervise and manage project's centralised system and utilities, such as passenger lifts, sanitation systems, fire exits, fire extinguisher maps, firefighting systems, and assembly points in case of emergency.

Safety Officer Responsibilities

Sansiri Security Inspection (SSI) is Sansiri security training unit who is appointed and qualified by public and private sectors to train the Sansiri's safety officers in the project. The training aim to instruct the safety officer to become an expert in security services, to protect the residents' well-being lives, and properties. Additionally, Sansiri provided training for the safety officers to cope with emergency situations such as basic firefighting, first aid, and situations solving skills.

Check individuals and vehicles that enter and exit the projects.

Identify visitor at the entry and exit of the residential areas.

Survey risky and precarious spots in the projects.

Perform other safety duties according to standard.

Innovation and Partnership for Residential Well-being

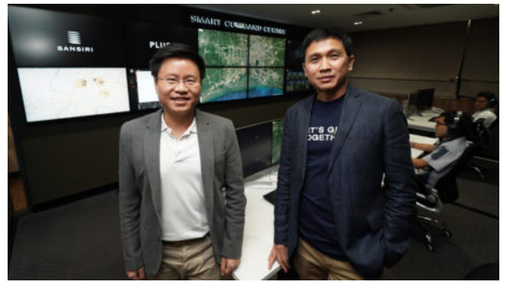
Sansiri supports the well-being of the residents by adopting a safety innovation system in the project design process, and partnership to continually deliver a complete living experience to all Sansiri residents.

Safety Innovation

Digital Fence	The Digital Fence can transmit a signal to warn the residents and security officers in case of a trespassing. In 2018, Sansiri installed Digital Fence in Kanasiri Rama II-Wongwaen, Siri Place Kalapapruek-Sathorn and Siri Place Suksawat-Rama III. In the future, the Digital Fence is expected to be installed in all low-rise projects.
Biometric	A technological innovation for face and fingerprint recognition is designed to record the contractor who enter the project, and use it for tracking purposes in case of an emergency.
Smart Access QR Code	The Smart Access QR Code is utilised in Sansiri condominium projects to help confirm the visitors's identity. The residents can send the QR code to the visitors who will then scan and enter the project.
RFID Sensor	The RFID Sensor installed in front of the cars will transmit the signal to the vehicle barrier to allow automatic entry and exit from the residence.

In 2018 Sansiri and Plus Property Co., Ltd. launched a 20-Million Baht project called Smart Command Centre, marking the first real estate's organisation in Thailand to adopt the innovation. The Smart Command Centre is designed to manage the safety and engineering system of Sansiri's projects by having specialists who will monitor 24 hours a day. The Smart Command Centre will improve the service efficiency in several aspects such as the safety of the residents, building inspection, and preventive maintenance.





The Smart Command Centre pilot project is now available in 4 projects by Sansiri including The XXXIX By Sansiri, The LINE Asoke-Ratchada, The LINE Ratchathewi and Kanasiri Rama II-Wongwaen. In 2019, 11 more residential projects will be connected to the Smart Command Centre.

Partnership for Residential Convenience

Sansiri determines to provide outstanding service and experience to the customers by collaborating with business partners.

V Pack & Move (Bangkok)
logistics services

Be Neat
housekeeping services

SCG
roof installation and thermal insulation

Villa Market
top quality products with delivery service

KIDDEEPASS
children and family activities

Thonglor International Pet Hospital
one-stop service in medical treatment for pets

Smart Move to Facilitate The Residents



Sansiri introduced Smart Move, an electric vehicle rental service such as E-scooters in the residential projects. In 2018, 5 Smart Move's EV Charging stations with the total of 11 electric vehicles were installed in Sansiri projects located near the sky train such as The LINE Chatuchak-Mochit, The LINE Asoke - Ratchada and taka HAUS.

In 2019, Sansiri will install an addition of 4 EV Charging stations and add 6 electric vehicles. Moreover, Smart Move is now in the process of development to integrate with the Home Service Application to facilitate and enhance the resident's travel experience.

*Remarks: Smart Move is available only in residential projects launched in 2018 and onwards.

The Well-being for All Ages Project



Sansiri in partnership with the Japanese conglomerate named Tokyu Corporation, who specialises in developing projects for the well-being of all ages and Samitivej Hospital, to develop the Wellness Residential project according to THE WELL BUILDING STANDARD. The Wellness Residence is a perfect residential project for health-conscious customers that seeks to provide a living experience that is healthy to the body, mind, soul and environment.

Wellness Residence is designed to accommodate the health conditions of the residents. Sansiri uses only the health-friendly materials in the property, and adopts Tele-health and Plus+Service technology to assist the customers in planning their health treatment. Additional activities such as health check-up before moving in, health education, and examination will be arrange to provide wellness to both mind and body. Additionally, customers can directly consult their health concerns with a health experts, in person or through online channels provided.

Residents' Safety and Well-being Performance

Sansiri monitors the safety and residents' well-being through complaint reports particularly in the residential projects managed by Plus Property Co., Ltd as the juristic persons.

Subsequently, Sansiri resolves the complaints and provides a preventive measure to avoid repetitive issues and ensure the utmost satisfaction of the residents.

Residential Project's Safety Performance



24 Hours
of training for the Security Officers in the residential projects.



59 Complaints
out of 96 complaints on property management were reported such as officers' services, residents' safety prevention, and theft prevention.



100 Percent
of the complaints on service provision, property management by the juristic persons, property quality and repair work quality were analysed before providing rectifications and compensation. Progress were reported to the residents accordingly.

HUMAN CAPITAL DEVELOPMENT

Human Capital Development

Human capital is a critical component in driving the organisation towards its vision, efficiency and success. As human capital development increase the opportunity for innovative business development, which derives from the diversity of thoughts and internal knowledge sharing. Besides, talent attraction and talent retention are also factors in enhancing the Company's competitive advantages, leading to the corporate success.

Sansiri human capital development is designed for employees at all levels, in order to prepare them for the changes in the digital era, and also to meet the expectation of all stakeholders. Our development programmes include skill development for high-potential employees, and activities to promote the corporate cultures, enabling employees to realise their potentials, utilise their knowledge, and advance in their career path. This programme helps motivate employees to join and grow with Sansiri.

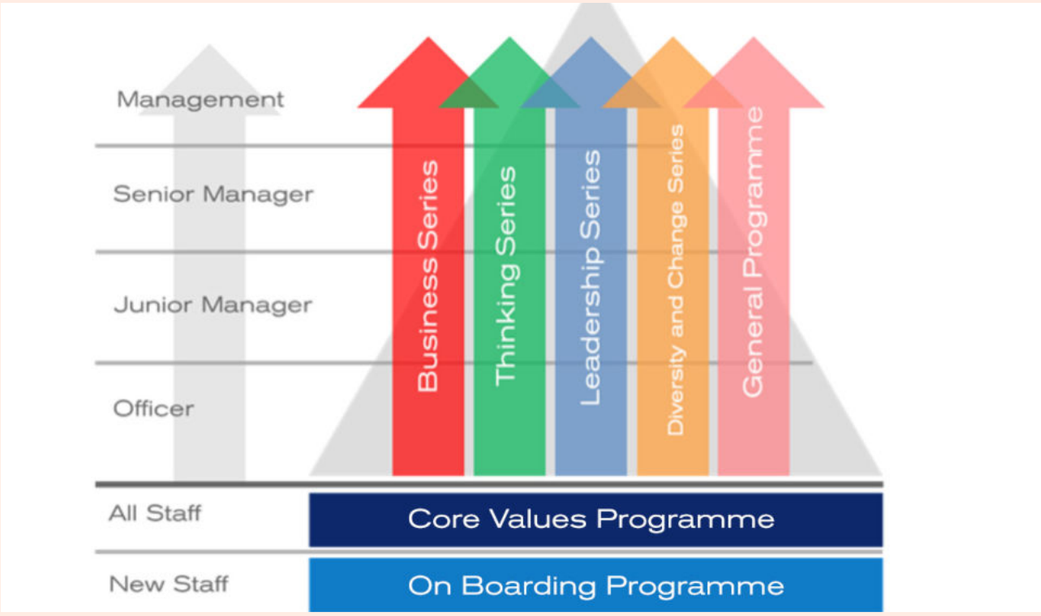
Sansiri Human Capital Development Guideline

Sansiri develops the employee skills in parallel to ensure that they understand the organisation's scope of work, allowing them become more result-oriented, and are able to integrate the information technology into their work.

The Human Resource Management Department is responsible for human resource strategy, employee development plan, and high potential employee's retention programme.

Sansiri Development Roadmap

Human Resource Management Department sets Sansiri Development Roadmap to ensure that the employees at all levels have skill and knowledge, which can be apply into their work in order to achieve their target. In 2018, Sansiri has redesigned the Roadmap for all employees by providing an action plan to improve the employee's diverse abilities and complex problem-solving skill.



Objectives for Sansiri Human Capital Development

Employee can define Corporate Strategies
for the benefits of the internal and external stakeholders.

Employee can govern, take responsibility, and develop
their team to work efficiently.

Employee becomes specialise
in their work, and can transfer their knowledge to other.

Employee can complete
the assignment and become adaptable to the corporate culture and work process.

Development Plan Categories

Business Series
Business Management and Development Programme

Thinking Series
Strategy Development and Analysis Programme

Leadership Series
Leadership Training Programme

Diversity and Changes Series
Corporate Business Management Programme

General Programme
General Programme is designed for employees at all levels; whereas, On Boarding Programme is suitable for the new joiners.

Sansiri Future Leader Programme

Sansiri develops Sansiri Future Leader Programme for senior manager and management team with the objective in developing their work efficiency, managerial skills, and career path planning. This programme include the general programme such as the Individual Development Plan (IDP) and the Challenger Programme.

Management Development Programme (MDP) – A Performance Indicator of the General Programme for the Managers

In partnership with Sasin Graduate Institute of Business Administration, Sansiri developed the Management Development Programme (MDP) by providing classroom training and project presentation. Project samples in 2018 include Waste Management and Wellness project, which are able to develop further projects for the well-being of Sansiri in partnership with Japanese conglomerate Tokyu Corporation Co., Ltd. and Samitivej Hospital.

Course and Training Programme in 2018

Sansiri implements guidelines and training programmes for all employees to ensure that they are knowledgeable, and are able to acquire efficient working skills according to the corporate goal. The courses and training programme results are constantly tracked and monitored.

Over 25 Million Baht
total budget for courses and training programmes

16.58 Hours
per person per year average training hours of male employees

19.13 Hours
per person per year average training hours of female employees

17.86 Hours
per person per year average training hours of all employees

Talent Attraction and Retention

Employees are the key factor who drive the organisation towards success. Not only they help the Company increase the current profits, but they also help prepare for future changes in the industry. As a result, Sansiri developed the talent attraction and retention programme to foster the organisational competitiveness and increase the success rate. In this regard, Sansiri continuously develops a strong relationship to increase employee engagement in order to achieve the target of “Dream Place of Work” by 2021.



“Sansiri’s objective regarding human resources is to become Employer of Choice of Talents. In order to achieve the goal, we implement the plan since the beginning of the recruitment process to attract potential personnel. Once they are a part of our team, we ensure that they are capable of adapting to the organisation and support them throughout the learning process. In addition, we foster organisational loyalty and assist in planning the successor for retired employees.”

Ms. Piyawadee Vadhanakom
Assistant Executive Vice President of Human Resources and Office Management
Sansiri Public Company Limited

Talent Attraction and Retention Guideline

The Human Resource Management Department is responsible for the recruitment process in order to increase the employment rate of potential employees, and create diversity within the organisation regardless of the gender, nationality and race. The Human Resource Management Department fosters the employee's loyalty towards the organisation by fairly evaluating the employee performance with the Key Performance Indicator (KPI) and the colleague's feedback.

Employee Recruitment

Searching for potential employees, Sansiri conveys the corporate vision and information through projects to attract targeted employees sharing a common interest with the organisation. In addition, Sansiri collaborates with the educational institutions in searching for potential students and utilise online channels for recruitment.

Employer Branding Project

For the applicants to learn about the Company and apply for the vacant positions. Sansiri Employer Branding promotes the corporate culture and working environment of the Company at the career roadshows held in national, provincial, and education institution job fairs. The Employer Branding helps to attract those who share the vision with Sansiri.

Bilateral Project

Sansiri launches projects in partnership with educational institutions to support the students' educational and working experience. Teachers and Sansiri employees, as the acting advisors, will help increase the student's career prospect and opportunity to join Sansiri.

Campus Roadshow Project

Sansiri has appointed the Recruitment Unit to attract and support recent graduate students from the academic institutions on the responsibilities in different job position at Sansiri. The objective of the Campus Roadshow is to provide guidance and a preliminary understanding of the Company for the students to prepare their future career.

Vacancy Advertisement

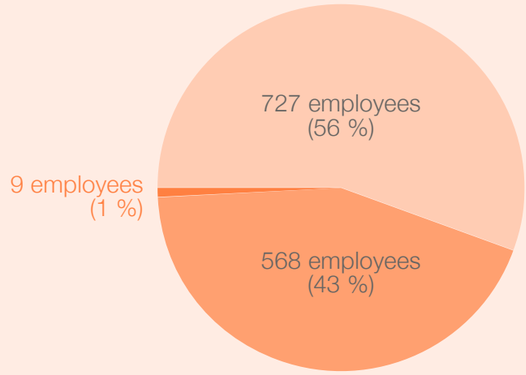
Sansiri advertises vacant positions via standard channel and online platform. Additional online channels available are Facebook, LinkedIn, and other job advertisement websites. Sansiri Career website was redesigned to be more modern, convenient and accessible via computers, tablets, and mobile phones.

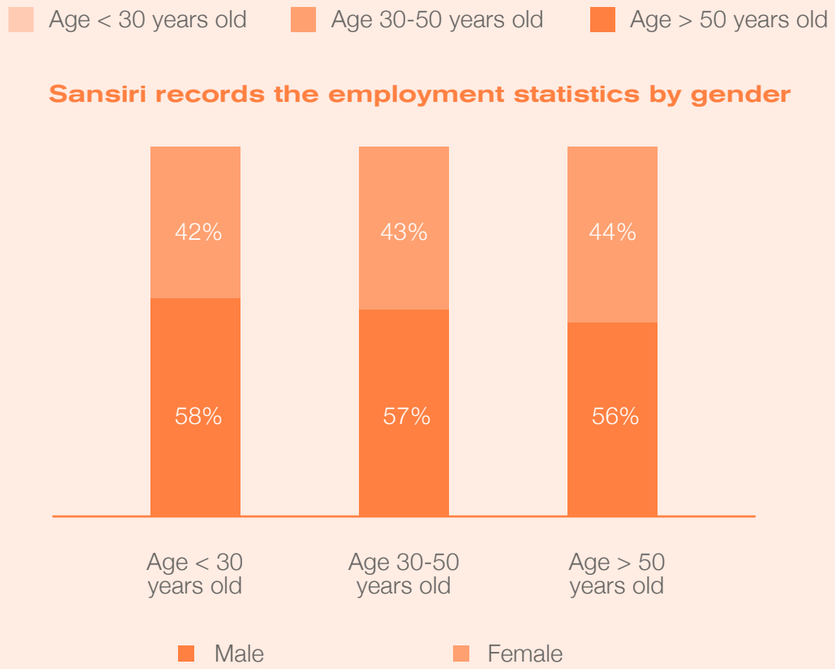
Sansiri Employment Statistics 2018

Sansiri records the employment statistics by gender and age to present the overall and trends of employment by year.

Sansiri records the employment statistics by age

1,304 employees (32 percent)
the employment rate in 2018, increased by 3 percent compared to that of 2017





Employees' Performance Assessment

Sansiri carries out the employee's performance assessment with transparency and fairness. The performance assessment is essential for indicating the employee's engagement towards their supervisors and the organisation. In 2018, the Human Resource Management Department adopted the Performance Management System to set the Key Performance Indicator (KPI), plan the career path and promote behaviour and competency that support the corporate cultures.

All Sansiri Employees (100 Percent)

are evaluated twice a year

Employees' Performance Assessment Methods

consist of Key Performance Indicator (KPI) comparing between target and actual, and the colleague's feedbacks (360 Degrees Feedback)

Performance Against KPI

are mutually agreed and consulted among the employees and their supervisors

Promotion and Pay Raise

are according to the potential and the performance of each employee

Agile Method – A Work Process for the New Generation of Employees

Aiming to become the most preferable organisation to work with by 2021, Sansiri's strategy is to adjust the internal working process to be more agile and efficient. Agile method is a working process which enables the employees to carry out cross-functional works. As a result, the employee's ability and service provision to the clients will significantly improve. This new method creates a positive attitude among the employee as they are allowed to invent and drive changes by themselves.



In 2018, Sansiri tested the Agile method in different departments such as Product Development Low-rise and High-rise, Project Development Low-rise and High-rise, and Marketing Low-rise and High-rise, Technology and Business Intelligence, and Human Resources. Specialists from all departments are enable to interact more closely, more effective in communication, and better decision-making.

"Most of the employees nowadays were born in the Millennial Era. They portray themselves as high self-confident persons and act rapidly to keep up with fast-paced technology especially in IT and start-up business."

Mr. Uthai Uthaisangsuk
Chief Operating Officer (COO)
Sansiri Public Company Limited,



#SansiriPride
Embracing the Diversity

Sansiri promotes the rights and equality of employees within the organisation. To build good relationships among the employees, Sansiri unveiled a special logo for Pride Month in June 2018 and hosted #SansiriPride activity at the Company's Co-Working Space to welcome all groups of employees such as LGBT (Lesbian, Gay, Bisexual, and Transgender).



Employee Welfares

Health Check Up Programme in Collaboration with the Hospitals

Sansiri's employees and their family members are entitled to a health check-up programme at their preferred hospitals. The check-up fee can be reimbursed within the capped budget. Moreover, discounts are applied in case of additional check-ups such as pre-marital programme, pre-parental programme, flu vaccination, etc.

Good Mental Health Support

Sansiri fosters the employee's good mental health by providing accessibility to the psychiatrist in the hospital.

Retirement Fund

Sansiri offers investment plans for the employees to select according to their needs to promote investment management after retirement.

Annual Site Visit Programme

Every year Sansiri arranges site visits to ensure the well-being of the employees working for corporate projects and exchange opinions with them to further develop the organisation.

Gym Discount Benefits

Sansiri promotes the health and well-being of the employees by providing 3 gym discount benefits at Pathumwan Princess Hotel, Bangkok Marriott Marquis Queen's Park and Fit-D Fitness Phayathai in 2018.

Health Insurance

Sansiri facilitates the employees in acquiring treatment and dental services in the designated hospitals without advance payment.

Breastfeeding Room and Children's Corner

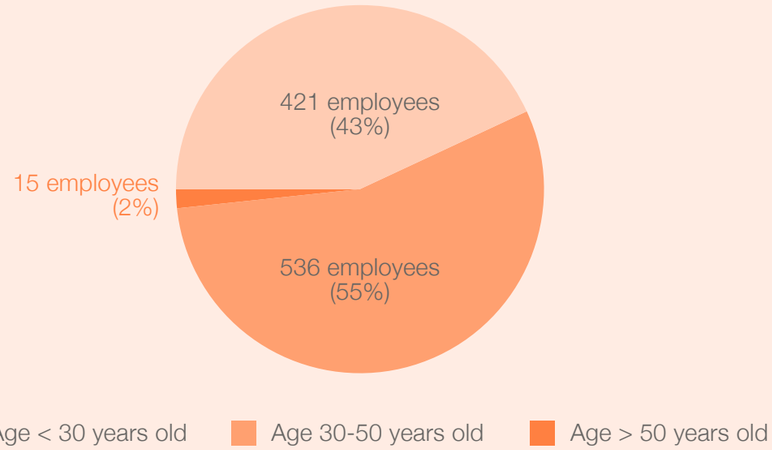
Sansiri provides the breastfeeding room to accommodate the employees as well as toys and new literatures to enhance child development.

Turnover Rate 2018

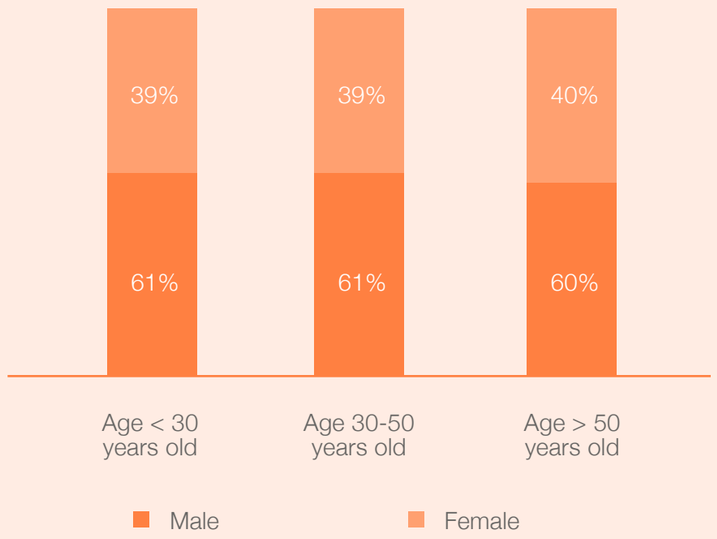
Sansiri's turnover rate is categorised by gender and age to track the efficiency in retaining the employees

Sansiri's turnover rate is categorised by age

23 percent or 972 employees
the turnover rate in 2018, increased by 4 percent compare to the Turnover Rate in 2017



Sansiri's turnover rate is categorised by gender



OCCUPATIONAL HEALTH AND SAFETY

Occupational Health and Safety

Occupational Health, Safety and Well-Being management is fundamental for every organisation in operating the business. However, implementing in business operation with caution and continuity may reflect the capability to manage the safety risk, operational efficiency and reputation. Sansiri is accountable for the well-being of the employees and realises the importance of their safety. The operational guideline was established and aligned with the safety requirements of occupational health measures to ensure safety in the responsible areas such as the residential projects, precast factory and offices. To raise awareness, educate its employees and create an understanding, Sansiri provides safety training for all employees and contractors. Safety performance is constantly and thoroughly monitored. Furthermore, additional projects will be arranged to ensure the well-being of the employees.

Occupational Health and Safety Management

Sansiri is responsible for setting the occupational health and safety structure as well as defining the risk appetite level. The occupational health and safety management are responsible by several operating areas. The safety performance in all areas will be submitted to the Human Resource Management Department.

Occupational Health and Safety Structure and Its Committee

In 2018, two safety committees consist of safety committee of Plus Property Company Limited and Safety Committee of Precast Factory, collaborated with Employee's Welfare and Well-Being function at the head office to ensure the safety of all Sansiri personnel in the workplace and on-going sites. By receiving feedback from the employees, Sansiri's welfare team will collaborate with the related function and implement preventive measure to be safe from hazards that may occur to the employees and contractors. Moreover, in case of an injury at workplace, the welfare team provides remedy, compensation and assistance to the injured employees such as covering the hospital fees.

Occupational Health and Safety Guideline

Sansiri sets the roles and responsibility according to the safety guideline stated in Sansiri Good Corporate Governance handbook to reduce the injury rate in the workplace while promotes safety culture and the well-being of the employees. Moreover, Sansiri determines to improve and develop safety management to achieve the occupational health and safety goal.

Comply With the Safety Regulations

Comply With Safety Measures

and emergency plan

Perform Duty

in respect to the surrounding communities or environment

Inspect

to reduce occupational risk

Conduct Safety Trainings

by safety experts

Restrict Individuals

to enter operation sites

Support and Promote Well-being

to all employees

Safety in Workplace

Occupational health and safety at Sansiri head office is under the responsibility of the Human Resources and Office Management Department, whom ensures the safety in the workplace for all employees at Sansiri head office and Plus Property head office as well as those working at Escape Sansiri Hotel Collection in Hua Hin and Khao Yai and Habito Mall. Moreover, the department is responsible for setting the employee benefits and activities regarding safety and well-being for the employees.

Responsibility of Human Resources and Office Management Department on Safety at the Head Office

Manage

the organisation safety performance with all of relevant business units

Coordinate and Communicate the Central Safety Management System Information

of the buildings that the Company operates

Join Safety Trainings

such as annual fire drill

Determine Welfare

to support the well-being of employees in each area

Communicate and Build Relationship between Employees

at the head office, the precast factory, projects under construction, and projects under the Company's management

Safety Responsibility in Sansiri Managed Projects

Human Resources and Office Management Department for Sansiri, Plus Property, Escape Sansiri Hotel Collection and Habito Mall monitors and manages the safety operation in all areas, as well as conduct safety inspections and provide safety training to the employees. The safety performance will be recorded and submit to the Human Resources and Office Management Department at Sansiri's head office to review the organisation's safety guideline.

Safety Inspection in Workplace

Sansiri evaluates the risks, conducts Job Safety Analysis (JSA) and inspects the safety in the workplace including the fire system in Ratchapark building and the contractor's safety system.

Safety Training / Public Relations / Safety Activity

Sansiri promotes occupational health, safety and the environment in the workplace by hosting safety officers training for the management and supervisor levels. Safety bulletins are publicised to promote safety within the organisation.

In June 2018, Sansiri provided a Cardiopulmonary Resuscitation (CPR) training and Automated External Defibrillator (AED) instruction training for a total of 214 employees working at the head office and the precast factory where newly purchased 9 AEDs were installed.





Safety at Precast Factory

Sansiri has authorised the Safety, Occupational Health and Working Environment Committee; and Environment, Safety and Occupational Health Department under Precast Factory to be responsible for safety regarding precast factory also conduct safety trainings and support safety activities. Moreover, safety performance will be reported to Human Resources and Office Management Department at Sansiri.

Safety Responsibility in Precast Factory

Sansiri appoints the Occupational Health, Safety and Environment Committee to govern and monitor the safety during the operation process such as production, delivery to the construction sites and structure installation before transferring the project to the contractors or related construction sectors.

Review Policies and Plans on Work Safety

Review the Safety Manual

and recommend safety measure in respect with regulations

Support Safety Activities and Training

in the workplace such as personal protective equipment usage

Control and Prevent the Dangers Resulting

from the operation also set out the reporting system for unsafe working conditions for employees at all levels to comply with

Consolidate Safety Performance Statistics

in operation site

Evaluate Safety Performance

of operation sites

Perform Other Duties related to Safety

as assigned by employers

Report Operational Performance

of the Safety Committee

Follow up, Review and Improve the Production Process

in order to minimise the impact on the environment

Safety Training and Activity in Precast Factory

Sansiri ensures the readiness of safety in the workplace for all employees. All personnel must attend the safety training and comply with the safety policy stated in the business code of conduct and safe operation guideline. In 2018, 1,065 of Sansiri employees and contractors attended the safety training programme.



Operation Safety for New Employees

The safety training is mandatory for all employees



Safety Training for Safety Committee

Annually set and review the occupational health and safety policy



Safety Training for Safety Officers (Supervisor level)



Safety for Cranes Operation



Weekly Safety Talk and activity to give safety knowledge at the Company's construction sites



Surveillance to prevent drug abuse in the Company



High-risk work control e.g. work at height



Checking the driver's alcohol level to prevent accident in the product delivery service



Providing knowledge to employees on health care e.g. heatstroke prevention



Promoting vaccinations to prevent diphtheria - tetanus



Safety Committee's monthly safety meeting



Annual safety check of building usage



Basic firefighting training and annual fire drill

Safety in Construction Site and Project Development

The Environment, Safety and Occupational Health Department of the precast factory is responsible for the operations in Sansiri's ongoing projects such as the structure installation of the precast concreted delivered from the factory. Once the installation is completed, Project Development Department and the construction management will take over the project and monitor the rest of the process to ensure that the contractors work in accordance with the low-rise and high-rise construction guideline. The project shall be completed within the timeframe mentioned in the project development plan and proceed to the quality control process.

Precast Concrete Installation

The Environment, Safety and Occupational Health Department of the precast factory is responsible for the safe operation including the delivery process to the construction sites and the structure installation process before transferring to the project development.

Transportation Control

Ensure the precast concretes are safely delivered, and the environmental impact of transporting is minimised

Control the Precast Concrete Installation Process

of the project to match the project's the design

Assign Engineers and Safety Officers

to instruct the installation control officers, contractors and crane drivers based on the Precast Installation Manual

Check and Monitor Employees and Contractors Provide Adequate Trainings on Safety

including, cranes usage, personal protection equipment, compliance with the Precast Installation Manual, and inspection for operational readiness

Safe Construction

Upon completion of precast concrete installation, the Project Development Department and construction managers are responsible for overseeing and directing the contractors in the construction process in order to enhance safety during the operation in accordance with the terms and conditions stated in the contracts and the manual of construction safety for supervisors.



Advise, Review and Follow Up on Safety Plans

includes preventing accidents of contractors throughout the project development



Cooperate With Contractors to Manage the Temporary Public Utility System

such as water, electricity, and waste collection area in order to keep the project clean and organised



Operate in Accordance With the Safety Operation Plan

and prevent accidents to reduce loss



Monitor and Communicate Safety Procedures

before beginning the daily operation such as Morning Safety Talk



Observe Site on a Daily Basis

and conduct meetings with the Project Development Department to discuss safety issues on a weekly basis



Suspend Payment

in the case that contractors do not comply with safety measures

Occupational Health and Safety Efficiency

Sansiri evaluates the occupational health and safety performance of the employees and contractors according to the safety measures to achieve the safety goal and reduce the injury rate in the workplace.

Safety Statistics in the Construction Sites 2018

Sansiri monitors the safety statistics in the construction sites for low-rise and high-rise projects by comparing to the safety goal. Most of the injuries in 2018 resulted from accidents in the workplace. As a consequence, Sansiri provided training and emphasised the safety measure to reduce repeated injuries in the future.

Type of Safety Statistics	Safety Performance (Cases per 200,000 hours)	Safety Goal (Cases per 200,000 hours)
Lost Time Injury Frequency Rate (LTIFR)	0.99	<1.5
Injury Frequency Rate (IFR)	1.08	< 2
Fatality	0	0

Remark
- The unit of the safety statistics in the construction sites is the number of cases per 200,000 hours including Sansiri employees and contractors.
- Safety statistics in the construction sites which are under construction phase includes Sansiri employees and contractors in high-rise projects as well as Sansiri employees in the on-going low-rise projects.

Safety Statistics in Precast Factory 2018

Sansiri tracks the safety statistics in precast concrete factory by comparing to the safety goal. Most of the injuries in 2018 were caused by negligence in the workplace. Consequently, Sansiri has increased the frequency of the factory inspection to raise the employee's awareness and reduce repeated injuries in the future.

Type of Safety Statistics	Safety Performance (Cases per 200,000 hours)	Safety Goal (Cases per 200,000 hours)
Lost Time Injury Frequency Rate (LTIFR)	1.71	0
Fatality	0	0

Remark
- The unit of the safety statistics in precast factory is the number of cases per 200,000 hours including Sansiri employees.

Safety in Office 2018

Sansiri monitors the safety statistics in the offices by comparing to the safety goal. Most of the injuries in 2018 were caused by non-compliance to safety measures. As a consequence, Sansiri has emphasised on the communication of the safety measures to reduce repeated future injuries.

Type of Safety Statistics	Safety Performance (Cases per 200,000 hours)	Safety Goal (Cases per 200,000 hours)
Lost Time Injury Frequency Rate (LTIFR)	0.92	< 1.5
Absentee Rate (AR)	1.23	< 1.5
Fatality	0	0

Remark
- The unit of the safety statistics in office is the number of cases per 200,000 hours including Sansiri employees.
- Safety statistics in the workplace includes incidents occurred in the head office - Siripinyo building and Ratchapark building, Escape Sansiri Hotel Collection in Hua Hin and Khao Yai as well as Habito Mall.

CORPORATE SOCIAL INVESTMENT

Corporate Social Investment

Social investment reflects Sansiri's social responsibility apart from the business operation which aims to maximise the profit. As children and youth are the future builder of the nation, Sansiri commits to protect and support children's rights through sustainable development projects for the children and the youth, with the determination to encourage their education and good health. In addition, Sansiri forms an alliance with international non-profit organisations to protect and foster children's rights by developing child-friendly business as well as cooperating with external organisations to achieve maximum benefits for children.

Corporate Social Investment Management and SOCIAL CHANGE

Sansiri devises the management structure for the society and children investment with the determination to set the direction, monitor, and review the investment efficiency, while ensure that the investment will align with the child-friendly business policy and Corporate Social Responsibility guideline (SOCIAL CHANGE).

Management Structure for the Society and Children Investment

Corporate Social Responsibility Committee (CSR Committee)

Responsible for Sansiri's social investment strategy and implementation. The strategy focuses on developing children and youth in 3 main aspects - education, sports, and health.

Corporate Social Responsibility Working Team operates under Corporate Planning and Sustainability Development Department.

Responsible for conducting social activities in accordance with the corporate vision as well as regularly reporting progress to the President and the CSR Committee twice a year.

With the corporate vision and strong determination to improve the quality of life to all stakeholders, Social Change was established as Sansiri's approach to support human rights and the children's welfare by promoting activities for good health and well-being of the children living in the communities in both Thailand and overseas.

Child-friendly Business Policy

Sansiri announced the child-friendly business policy in 2018 with an intent to foster children rights by sustainably solving the issues from the root causes. As a result, the business policy was reviewed and amended to become more child-friendly, and complied with anti-child labour policy. Sansiri currently partners with 150 allies to ensure non-discrimination in children rights.

- Provide breastfeeding area for the mothers to feed breast milk to their newborns in the first 6 months
- Provide parental benefits
- Create a child-friendly area in all ongoing construction projects
- Amend the anti-child labour announcement
- Create an online registration platform to identify children living in the construction camps
- Promote proper vaccination by age for the children residing in the construction camps



Corporate Social Responsibility (SOCIAL CHANGE)

In order to encourage corporate social responsibility particularly in sustainable youth development, Sansiri sets the Corporate Social Responsibility guideline or SOCIAL CHANGE in 4 aspects covering on education, sports and health. Such aspects are integrated in both business and non-business related activities by forming partnership with relevant sectors and UNICEF Thailand.

50.5 Million Baht

support for SOCIAL CHANGE in 2018.

Business Related Projects

Children Rights in Sansiri (Good Place)

Develop a child-friendly organisation for the parents and their children

The Child-friendly Space (Good Space)

Put an end to the violation of children's rights

Non-Business Related Projects

Solution Development for the Society at Large (Good Community)

Sustainably improve the quality of life for the children

Giving Hands to Children in Need Around the World (Good Global Citizen)

Contribute to UNICEF Children's Emergency Fund

(See more details on SOCIAL CHANGE on https://www.sansiri.com/socialchange)

Children's Right in Sansiri - Good Place

Aware of the importance of children's rights in the business operation, Sansiri partners with UNICEF Thailand to promote a child-friendly workplace for the parents and their children as well as provide benefits for the family's better quality of life.

Children's Rights Support Project - Good Place

Sansiri provides Mother and Child's Room or Breastfeeding Room at the headquarter in Siripinyo building, Ratchapark building and at Sansiri Precast Factory to serve as a role model in the child-friendly workplace and promote a 6-month breastfeeding period for postnatal mother employees.



Child's Corner and Breastfeeding Room
At Sansiri's headquarter, child's corners and breastfeeding rooms are provided as an area to encourage children development and enable the employees to take care of their children by themselves. An approximate average of 2 employees occupies the breastfeeding room per month or a total of 12 employees in 2018.

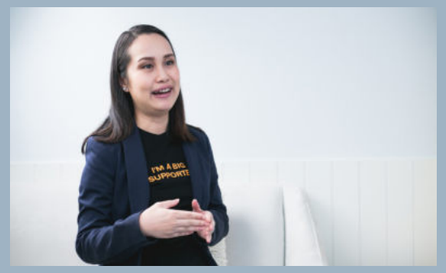


Parental Benefits
Male employees are entitled to parental leave to take care of their children and wives in both pre and postnatal period for 14 consecutive days. In 2018, 57 female employees and 35 male employees or a total of 92 employees from the headquarters, Sansiri Precast Factory and Plus Property Co., Ltd. took the parental leave.

Mom Means Business Seminar

On 8 August 2018, UNICEF Thailand hosted the seminar "Mom Means Business" with a mission to encourage breastfeeding in the workplace and raise the awareness of the importance of breastfeeding room for postnatal mothers, who would like to store the breast milk during the day and bring home to feed their children. As a result of the seminar, Sansiri arranged the breastfeeding rooms in the workplace to facilitate the mothers on such matter and received many positive feedbacks.





"After returning from my maternity leave, my colleague informed me of the breastfeeding room in Sansiri. I felt relieved and found it convenient as I could properly store the breast milk and pump it out for 10 months, previously anticipated at 6 months. Moreover, our colleagues were very supportive of breastfeeding and were very understanding. I could catch up with the meeting afterwards without worries."

Ms. Siritorn Thippayamongkoncharoen
(Assistant to Operation Manager of
Project Development High-rise 1)



Collaboration with Business Partners – Good Space

In collaboration with business construction partners, Sansiri encourage children's rights, and improve the well-beings of children in the real estate industry. Child's safety zone or The Good Space was established for children, who regularly relocate depending on the location of the construction sites, to have a safer area and to be equally accessible to education and healthcare.

Anti-child Labour in Construction Sites

Sansiri adopts fair employment to prevent and eradicate labour trafficking especially in young workers. In 2018, Sansiri together with the business partners in construction and products signed a "Child Labour Protection Agreement" to ensure all child labour activities are in conformity with the Labour Protection Act B.E. 2541 (1998) Chapter 4 Employment of Young Workers.

Child's Safety Zone - The Good Space

The Child-friendly Space (The Good Space) was established in partnership with UNICEF Thailand and construction business partners who have been working hand in hand with Sansiri since 2012. The mission is to make education and healthcare to all children less than 14 years old regardless of their nationalities while their parents or guardians are working.

Sansiri determines to ensure that the The Child-friendly Space is provided in all ongoing construction camps and all contractors aren't involve in child labour activities. Moreover, all children in The Good Space must be vaccinated and accessible to public healthcare.



Project Details in 2018

Education Support

Sansiri undertakes activities for the children including, primary education, skill enhancement, and early stages development. According to the statistics from Baan Dek Foundation in 2018, over 50 children from The Good Space are able to use their knowledge learned from the Good Space to gain admission into Wat Jedyod School in Chiang Mai.

Safety Support

Children must be protected from danger or potential accidents in the construction sites and from the exploitation of child labour.

Standard Healthcare Accessibility

Sansiri collaborated with the Ministry of Public Health, UNICEF and World Health Organisation (WHO) to promote immunisation to children living in the construction sites since 2016. In 2018, 244 children in 9 construction camps were vaccinated, and are able to better access to Thai public healthcare.

GOOD SPACE Online Registration Platform

Expanded from The Good Space initiative, Sansiri develops GOOD SPACE Online Registration Platform for children who are living in construction camps and regularly relocate, to have more access to educational system. The platform was created to resolve the issues on education continuity and documentation, which are the main hindrance of a child's ability to gain access to education and public health services.

The project is currently under development and will be officially launched in 2019. The platform will be able to record essential information such as tracking labour's rotational records, education history as well as standard vaccination history, which would enhance opportunity for education and health accessibility.

Solution Development for the Society at Large – Good Community

Besides social investment and children rights support in business operation, Sansiri extends its contribution to the society by organising campaigns with all sectors. Such collaboration aims to improve the living condition of the children in the society. Sansiri takes pride in hosting the campaign and advocating for policies such as Iodine Please and Sansiri Academy – a football coaching programme. Sansiri also promotes campaigns on children's rights such as playing, voice of the children, and to ensure equal access to education. Other campaigns are related to computer programme or start up development such as Incubator which is a partnered initiative between Sansiri Ventures and UNICEF.



Sansiri Academy

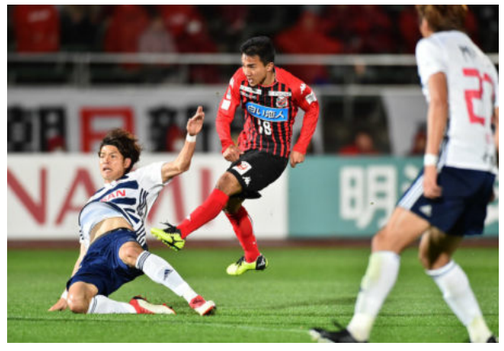
Sansiri Academy was established to promote basic football skill and sportsmanship, support sports equipment, and ensure the youth's good health. The programme is free of charge and welcomes all children to join regardless of their backgrounds and physical condition. Children participated in the programme can improve their football skills and become a football player at school or in the professional and national level. Currently, there are 6 branches of Sansiri Academy – 5 branches in Bangkok and vicinity, and one in Phuket. Over 7,000 children have participated in Sansiri Academy since its initiation in 2006. In 2018, 700 children have joined the programme.



Sansiri hosted ACT Youth Invitational 2018 at Assumption College Thonburi for the 4th consecutive years.



Sansiri Academy X Ari Football is an activity to inspire children participated in the programme in Phuket by learning football skills from current and former national football players.



Sansiri aims to enable the children in Sansiri Academy to be able to grow their career in becoming a football player at school or in professional and national level. In 2018, 10 football players were capable of developing their football career path.



"Thank you Sansiri Academy for always giving us great opportunity and support"

Nattawadee Prumnak (Amp)
Captain of the female national 19-years-old football team at Sansiri Academy Pracha Chuen

Sansiri Academy and SPIA Asia 2018



After twelve years of support in football among the youth, Sansiri Academy was awarded the bronze prize in “Best Sports Youth Development Programme in Thailand” at SPIA ASIA 2018 on 20 November 2018 held at Centara Grand Hotel at Centralworld. While 400 teams from 47 countries joined the competition, only 10 Thai sports organisations are qualified to participate.

Social Projects in Thailand and Collaboration with Foundations

Sansiri realises the direct and indirect effects of its business on children, and determines to organise donation projects for society, and also to participate in the annual seminar on children rights and sustainability. Sansiri supports a proactive development with the related sectors in order to express its determination and responsibility towards children.

Education
Scholarship for low-income students

Health
School lunch programme

Sports
Sports equipment and sports field provision

Children Well-being
Disabled children’s fund, children emergency fund and public utility fund

In 2018, Sansiri donated for charity and supported contests on better quality of life for children.

Charitable Donation

In 2018, Sansiri donated used computer equipment in the organisation comprised of 290 computers worth of 290,000 Baht to the charity organisations as well as to The Mirror Foundation, Bang Di Wittayakhom School and Huai Ton Nun Wittaya School in order to support technology and make the children accessible to the information system.









Project Innovation Contest for Better Quality of Life

SIRI VENTURES (Joint venture company) together with UNICEF Thailand supports the young generation to create programmes to improve the quality of life by arranging the contests with leading technological organisations such as Microsoft and NECTEC.

Supporting Children in Need Around the World – Good Global Citizen

Sansiri extends its social investment in Thailand to overseas with an intent to offer helps to children affected by the natural disasters all over the world according to the Children's Rights and Business Principle (CRBP). Sansiri contributes its profits to UNICEF Children's Emergency Fund and attends the international conference to promote and demonstrate good intention through its child-friendly business efforts. In 2018, Sansiri was the only private company in Thailand to be cordially invited to attend Global Child Forum, and observed UNICEF humanitarian efforts in Lebanon.

UNICEF Children Emergency Fund

Sansiri contributes to social investment by annually donating 1 Million USD or approximately 30 Million Baht to UNICEF Children Emergency Fund. In 2018, Sansiri has continued the charitable deeds for the 8th consecutive years with a total value of 265 Million Baht with no restriction in order to efficiently render help to the children affected by the natural disasters globally.



Children Migration Management: Lebanon Camp

Supporting the UNICEF Children Emergency Fund, Sansiri annually receives the invitation to observe UNICEF projects and follows up with the Global Agenda for Children's Rights. In 2018, Sansiri's representatives including Ms. Sirindra Mongkolnavin, Ms. Pitta na Patalung and Ms. Sornsin Maneewan visited and observed the aiding system to child migrants in Lebanon.





Global Child Forum

Sansiri as a child-friendly organisation who operates according to the Children's Rights and Business Principle (CRBP) was honoured to attend the 10th Global Child Forum on 11 April 2018 at the Stockholm Royal Palace where more than 300 guests from all over the world united to discuss on business operations approaches to support children's rights. The participants included global companies, civil society financial institutions, the United Nations, educational institutions and the governments.



Achievements

With its continuous effort to promote and support for children's rights for the 8th consecutive years, Sansiri become "UNICEF's Selected Partner" in 2018 which marked Sansiri the first organisation in Thailand and 1 of 20 global companies to receive the status.



Mr. Apichart Chutrakul,
Chief Executive Officer
Sansiri Public Company Limited

"Sansiri has partnered with UNICEF for the 8th consecutive years. We have supported more than 14 projects on children's rights protection and improving their quality of living. We have raised the awareness of the children's rights within Thailand and overseas. We position ourselves as a child-friendly organisation with collaboration from our allies, business partners and employees who are well aware and understand the rights and opportunity for the better life quality of the children."



Mr. Thomas Davin
UNICEF Thailand
Representative

"Sansiri is the first organisation in Thailand to be a Selected Partner of UNICEF Thailand, and listed on UNICEF international website all owing to Sansiri's determination to operate the business with the child-friendly policy. We hope that Sansiri will inspire others to conduct the similar and together drive the business towards children development and sustainability."

ABOUT
THIS REPORT

About This Report (102-45, 102-50, 102-51, 102-52, 102-54)

Sansiri Public Company Limited has developed this Sustainability Report 2018 as the third report. The report discloses the Company's management approach and performance on key sustainability topics to all stakeholders, addressing economic, social, and environmental dimensions of the Company's operation. The scope of this report covers the performance of Sansiri Public Company Limited, Plus Property Company Limited, Precast Factory, Escape Sansiri Hotel Collection Khao Yai and Hua Hin, Habito Mall and other subsidiary companies that Sansiri holds 50 percent or more of the shares and are under the Company's management. The report covers the period of 1st January to 31st December 2018 and has been prepared in accordance with the GRI Standards: Core option.

Sustainability Material Topics Identification (102-32, 102-46, 102-49, 102-56)

Sansiri's Sustainability Materiality 2018 has been compiled and prioritised through the review of external and internal factors that relate to the Company's operation. In this regard, the Corporate Planning and Sustainability Development department is responsible for considering the materiality that is significant to stakeholders, prior to approval by executive and Corporate Governance Committee and disclosure of performances in regard to Sansiri's material topics.

In 2018, the Company has the sustainable internal assessment with the sustainability working team, executive and the Corporate Governance Committee which classify important sustainability topics into 2 groups, Tier 1 and Tier 2. Sansiri will present the details and emphasise on Tier 1 performance. In this report, Sansiri did not prioritise topics regarding Corporate Governance, Business Code of Conduct, as well as risk and crisis management that affect shareholders and investors since such topics are fundamental for the organisation and need to be reported continuously.

Sustainability Identification

Identify sustainability material topics including business risks and opportunities that could have impact on business, business direction and strategies that stakeholders are interested, sustainability topics in the similar industry, as well as global trends in sustainable development.

Material Topics Prioritisation

Prioritise each material topic by taking into account the following: significance of the interest of stakeholders upon the topic, significance of the risks and business opportunities for the organisation, and the impact on such material topics.

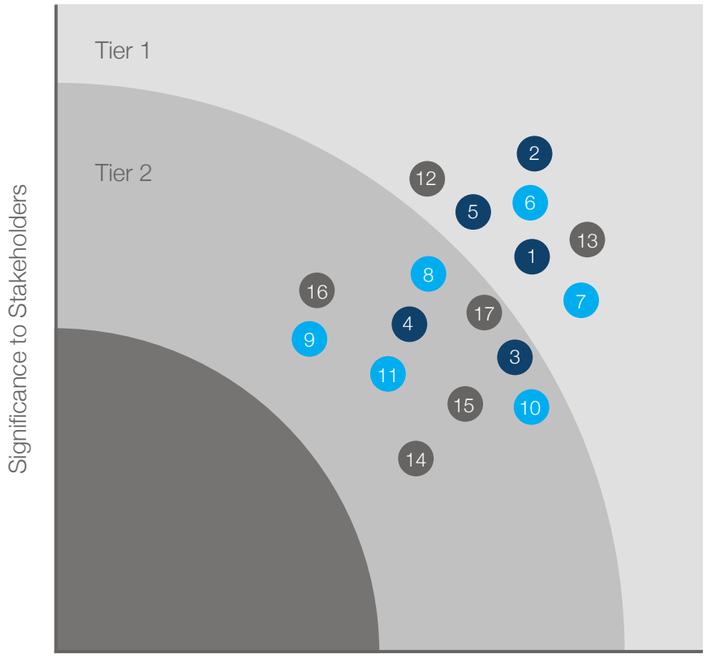
Material Topics Validation

Summarise material topics and ensure compliance against GRI Standards. Consolidated topics and the report content are reviewed and approved by the Corporate Governance Committee for disclosure in annual Sustainability Development Report.

Continual Report Development

The Company improves the sustainability reporting by gathering feedback from related stakeholders from all communication channel, to reflect the topic that stakeholders are interested and planning to verify the sustainability report content by external party in the future.

Sustainability Material Topics



Economic

1. Voice of Customer
2. Product and Service Quality
3. Risk and Crisis Management
4. Business Code of Conduct
5. Supply Chain Management

Environmental

6. Low Carbon Society
7. Eco-friend Product
8. Energy
9. Water
10. Waste
11. Environment Impact from Project Development

Social

12. Tenant Safety and Well-being
13. Human Capital Development
14. Talent Attraction and Retention
15. Diversity and Inclusion
16. Occupational Health and Safety
17. Corporate Social Investment

Sustainability Material Topics and Scope of Reporting (102-40, 102-47)

Sansiri identifies and prioritises important topics that are considered from both internal and external contexts with details of the key aspects of sustainability that have a significant impact on Sansiri and stakeholders (Tier 1 category) and the extent of the impact of such topics being presented as follows.

Sustainability Dimensions	Sustainability Material Topics	GRI Standards Material Topics	Impact Boundary					SDGs
			Internal	External				
			Executive and Employee	Customer Tenant Resident	Supplier and Contractor	Community and Society	Government	
Economic	Voice of Customer	-	√	√	√			-
	Product and Service Quality	-	√	√	√			-
	Supply Chain Management	GRI 204 : Procurement Practices GRI 308 : Supplier Environmental Assessment GRI 414 : Supplier Social Assessment	√		√			8
Environmental	Low Carbon Society	GRI 302 : Energy GRI 305 : Emissions	√	√	√	√	√	13
	Eco-friendly Product	GRI 308 : Supplier Environmental Assessment	√	√	√			8
	Environmental Impact from Project Development	GRI 301 : Materials GRI 302 : Energy GRI 303 : Water GRI 306 : Effluents and Waste GRI 307 : Environmental Compliance	√	√	√	√	√	12
Social	Tenant Safety and Well-Being	GRI 416 : Customer Health and Safety	√	√				16
	Human Capital Development	GRI 401 : Employment GRI 404 : Training and Education	√					5 8 10
	Occupational Health and Safety	GRI 403 : Occupational Health and Safety	√		√			3 8
	Corporate Social Investment	GRI 201 : Economic Performance	√			√		3

Remark - The external stakeholders that are not addressed in the table are investors and shareholders, and competitors as a result of change in the key topics of sustainability in 2018.

Stakeholder Engagement (102-40, 102-42, 102-43, 102-44)

Sansiri defines the process of engaging with all seven external and internal stakeholders, which is considered as an important element in determining the operation directions for sustainable development. Sansiri analyses the operations of the organisation to identify the groups of stakeholders that are affected. Communication with stakeholders was done in order to acknowledge the important topics that each group of stakeholders are interested. Stakeholder feedbacks are subsequently integrated into the Company's decision-making and business planning process.

Stakeholders	Stakeholder Engagement Approach	Stakeholder Expectation
Investor and Shareholder	• Annual General Meeting and Extraordinary General Meeting	• Business performance
Executive and Employee	• Quarterly meetings with employees to exchange views and feedback e.g. PSD Talk, Town Hall • Annual employee visits at factories and developing projects	• Business direction and policy • Career opportunities • Welfare and benefit • Employee development • Safety and health working environment
Customer, Tenant and Resident	• Customer satisfaction surveys throughout the operation, before and after the delivery of every project unit • Home Service Application • Call Centre 1685	• Product and service quality before and after transfer ownership • Safety Project
Community and Society	• Public hearings with communities for the preparation of Environmental Impact Assessment reports for high-rise projects	• Operation does not adversely impact the well-being of the community
Supplier and Contractor	• Monthly business partner meetings	• Business performance • Fair market competition • Transparency and responsibility
Government and Regulators	• Submission of Environmental Impact Assessment (EIA) reports to the Office of Natural Resources and Environmental Policy (ONEP) prior to the commencement of projects • Submission of the Environmental Quality Monitoring Report according to measures defined in the EIA report to ONEP every 6 months prior to the commencement of projects	• Social Inclusiveness • Legal Compliance • Transparency and responsibility • Completeness of EIA reports
Market Competitors	• Competition in the property development business	• Fair market competition

Contact Channel (102-1, 102-3, 102-53)

For more information, please contact below channel :

Corporate Planning and Sustainability Development Department
Sansiri Public Company Limited (Head Office)
475 10th Floor, Siripinyo Building, Sri Ayutthaya Road, Thanon Phayathai Sub-district,
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Tel. +66 (0) 2 201 3374
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Sustainability Performance

Economic

GRI	Description	Unit	2015	2016	2017	2018
201-1 (CRE)	Direct Economic Value Generated					
	Total Revenues	Million Baht	38,455.25	34,395.00	31,756.73	27,146.45
	Economic Value Distributed					
	Operating Costs	Million Baht	6,460.08	5,827.70	6,103.72	5,554.97
	Employee Benefits	Million Baht	2,018.44	2,221.30	2,395.82	2,588.96
	Payment to Governments (i.e. taxes)	Million Baht	1,242.00	944.29	818.88	771.65
	Dividend Payments	Million Baht	1,712.72	2,285.67	1,857.01	1,633.97
	Community Investments	Million Baht	36.47	36.37	34.43	31.50
	Philanthropic Contribution					
	Donation	Million Baht	36.47	36.37	34.43	31.50
205-3	Code of Conduct and Anti-Corruption Breach					
	Confirmed Case	Case	n/a	n/a	0	n/a
	Ongoing Case from Previous Year	Case	n/a	n/a	0	n/a
	Case under Investigation	Case	n/a	n/a	0	n/a
	Resolved Case	Case	n/a	n/a	0	n/a
	Customer Satisfaction Survey					
	Satisfaction Level (Customer Satisfaction Index: CSI)	% Actual	90.18	90.87	82.00	90.35
		% Target	>90	>90	>90	85

Remarks: Include trend explanation, restatement (if applicable), methodology for calculation, and other remark

Environmental

GRI	Description	Unit	2015	2016	2017	2018
306-2 (CRE)	Waste					
	Total Construction Waste (Precast Factory)	Tonne	n/a	1,872.62	2,050.82	2,150.80
	Non-Hazardous Waste	Tonne	n/a	1,872.62	2,050.82	2,150.80
	By Source of Waste					
	Precast Production	Tonne	n/a	1,872.62	2,050.82	2,150.8
302-1 (CRE)	Energy Consumption					
	Total Energy Consumption Within the Organisation	MWh	1,927.92	2,104.67	2,337.18	6,049.28
	Sansiri Head Office	MWh	555.01	578.38	639.94	689.22
	PLUS Head Office	MWh	264.23	285.22	277.71	244.28
	Precast Factory	MWh	1,108.68	1,241.07	1,419.54	1,814.51
	Escape Hotel (Khao Yai)	MWh	n/a	n/a	n/a	996.05
	Escape Hotel (Hua Hin)	MWh	n/a	n/a	n/a	514.22
	Habito Mall	MWh	n/a	n/a	n/a	1,791.00
302-1 CRE1	Building Energy Intensity	kWh/m²/year	67.20	73.36	78.99	47.43
	Sansiri Head Office	kWh/m²/year	51.00	53.15	54.31	58.49
	PLUS Head Office	kWh/m²/year	102.97	111.15	108.23	95.20
	Precast Factory	kWh/m²/year	72.75	81.44	93.15	19.98
	Escape Hotel (Khao Yai)	kWh/m²/year	n/a	n/a	n/a	181.07
	Escape Hotel (Hua Hin)	kWh/m²/year	n/a	n/a	n/a	98.91
	Habito Mall	kWh/m²/year	n/a	n/a	n/a	153.32

GRI	Description	Unit	2015	2016	2017	2018
303-1 (2018) (CRE)	Water Consumption					
	Total Municipal Water Consumption	m^3	58,974.00	66,308.00	70,348.00	176,880.90
	Sansiri Head Office and PLUS Head Office	m^3	34,435.00	35,154.00	36,159.00	40,843.60
	Precast Factory	m^3	24,539.00	31,154.00	34,189.00	98,762.10
	Escape Hotel (Khao Yai)	m^3	n/a	n/a	n/a	4,202.80
	Escape Hotel (Hua Hin)	m^3	n/a	n/a	n/a	15,318.40
	Habito Mall	m^3	n/a	n/a	n/a	17,754.00
303-1, CRE2	Building Water Intensity	m^3/m^2/ year	0.53	0.65	0.69	1.42
	Sansiri Head Office and PLUS Head Office	m^3/m^2/ year	3.79	3.77	3.91	3.47
	Precast Factory	m^3/m^2/ year	2.26	2.31	2.37	1.09
	Escape Hotel (Khao Yai)	m^3/m^2/ year	n/a	n/a	n/a	0.76
	Escape Hotel (Hua Hin)	m^3/m^2/ year	n/a	n/a	n/a	2.95
	Habito Mall	m^3/m^2/ year	n/a	n/a	n/a	1.52
305-1 (CRE) 305-2 (CRE)	Greenhouse Gas Emissions (GHGs)					
	Total GHGs Emissions	Tonne CO_2e	2,505.97	2,765.95	2,217.11	6,205.90
	Direct GHG Emissions (Scope 1)	Tonne CO_2e	1,331.29	1,483.58	793.06	2,011.93
	Indirect GHG Emissions (Scope 2)	Tonne CO_2e	1,174.68	1,282.38	1,424.05	4,193.97

GRI	Description	Unit	2015	2016	2017	2018
305-1 CRE3	GHGs Intensity	$kgCO_2e/m^2$/ year	93.90	96.41	74.93	48.66
305-1 CRE4	GHGs Emissions per Revenue	$kgCO_2e$/ Million Baht	65.17	80.42	69.81	314.42
307-1	Non-Compliance with Environmental Laws and Regulations					
	Total Monetary Value of Significant Fines	Million Baht	0	0	0	0
	Total Number of Non-monetary Sanction	Cases	0	0	0	0
	Cases Brought through Resolution Mechanism	Cases	0	0	0	0

Remark
- Direct GHG Emissions is calculated from Gasoline and Diesel utilisation in Sansiri Head Office, Precast factory, and PLUS Head Office employee's transportation only.
- In 2018, indirect GHG Emissions is calculated from electricity utilisation in Sansiri Head Office, Precast factory, and PLUS Head Office with an extended coverage to Escape Hotel (Khao Yai), Escape Hotel (Hua Hin), and Habito Mall.
- In 2018, GHGs intensity covered scope 1 and 2 from Sansiri Head Office, Precast factory, and PLUS Head Office with an extended coverage to Escape Hotel (Khao Yai), Escape Hotel (Hua Hin), and Habito Mall.
- GHGs Emission Factor referred toThai National Life Cycle Inventory Database and IPCC.

GRI	Description	Unit	2015		2016		2017		2018	
			Male	Female	Male	Female	Male	Female	Male	Female
102-8	Workers and Employees									
	Total Number of Employee	Persons	3,318		3,448		3,744		4,155	
			1,676	1,642	1,751	1,697	2,008	1,736	2,226	1,929
	Employment Contract									
	Permanent	Persons	2,339		2,558		2,878		3,179	
			1,179	1,160	1,295	1,263	1,521	1,357	1,712	1,467
	Temporary	Persons	979		890		866		976	
			497	482	456	434	487	379	514	462
	Age Group									
	<30 years	Persons	623		782		1, 171		1,337	
			320	303	401	381	638	533	762	575
		% of Total Employee	18.78		22.68		31.28		32.20	
			9.64	9.13	11.63	11.05	17.04	14.24	18.35	13.84
	30-50 years	Persons	2,558		2,533		2,457		2,682	
			1,278	1,280	1,273	1,260	1,300	1,157	1385	1297
		% of Total Employee	77.09		73.46		65.63		64.50	
			38.52	38.58	36.92	36.54	34.72	30.90	33.30	31.19
	>50 years	Persons	137		133		116		136	
			78	59	77	56	70	46	79	57
		% of Total Employee	4.13		3.86		3.10		3.30	
			2.35	1.78	2.23	1.62	1.87	1.23	1.91	1.38
	Employment Type									
	Full-time	Persons	2,339		2,558		2,878		4,155	
			1,179	1,160	1,295	1,263	1,521	1,357	2,226	1,926
	Part-time	Persons	979		890		866		976	
			497	482	456	434	487	379	514	462

GRI	Description	Unit	2015		2016		2017		2018	
			Male	Female	Male	Female	Male	Female	Male	Female
405-1 (CRE)	Diversity of Governance Bodies and Employees									
	Board of Directors	Persons	10		10		10		12	
			10	0	10	0	10	0	12	0
	Top Management	Persons	3		3		4		4	
			3	0	3	0	4	0	4	0
	Senior Management	Persons	54		60		68		72	
			33	21	35	25	40	28	41	31
	Middle Management	Persons	73		71		80		118	
			35	38	31	40	40	40	62	56
	Manager	Persons	340		382		421		442	
			178	162	191	191	209	212	220	222
	Supervisor	Persons	280		297		309		349	
			134	146	140	157	147	162	152	197
	Officer/staff	Persons	2,568		2,635		2,862		3,170	
			1,293	1,275	1,351	1,284	1,568	1,294	1,747	1,423

GRI	Description	Unit	2015		2016		2017		2018	
			Male	Female	Male	Female	Male	Female	Male	Female
401-1	New Employee Hires									
	Total Number of New Employee	Persons	888		1,013		1,110		1,304	
			484	404	585	428	657	443	755	549
	Rate of New Employee	% of Total Employee	26.76		29.38		29.65		31.38	
			14.59	12.18	16.97	12.41	17.55	11.83	18.16	13.21
	Number and Rate of New Employee By Age Group									
	<30 years	Persons	331		430		525		727	
			174	157	232	198	313	212	425	302
	30-50 years	Persons	544		559		559		568	
			303	241	338	221	332	227	325	243
	>50 years	Persons	13		24		16		9	
			7	6	15	9	12	4	5	4
	Employee Turnover									
	Total Number of Employee Turnover	Persons	678		671		723		972	
			340	338	384	287	350	373	591	381
	Rate of Employee Turnover	% of Total Employee	20.43		19.46		19.31		23.39	
			10.25	10.19	11.14	8.32	9.35	9.96	14.22	9.10
	Turnover by Age									
	<30 years	Persons	213		242		292		421	
			97	116	139	103	141	151	256	165
		% Turnover of Total Employee	6.40		7.00		7.80		10.10	
			5.80	7.10	7.90	6.10	7.00	8.70	11.50	8.60
	30-50 years	Persons	455		414		420		536	
			240	215	235	179	202	218	326	210
		% Turnover of Total Employee	13.70		12		11.20		12.90	
			14.30	13.10	13.40	10.50	10.10	12.60	14.60	10.90
	>50 years	Persons	10		15		11		15	
			3	7	10	5	7	4	9	6
		% Turnover of Total Employee	0.30		0.40		0.30		0.40	
			0.20	0.40	0.60	0.30	0.30	0.30	0.40	0.30

GRI	Description	Unit	2015		2016		2017		2018	
			Male	Female	Male	Female	Male	Female	Male	Female
401-3	Parental Leave									
	Employees that were entitled to parental leave	Persons	1,160		1,263		1,357		1,467	
	Employees that took parental leave	Persons	58		54		63		57	
	Employees that return to work after parental leave ended	Persons	58		47		55		n/a	
	Employees that return to work after parental leave ended that were still employed 12 months after their return to work	Persons	n/a		41		46		n/a	
	Return to Work Rate	%	100.00		87.03		87.30		n/a	
	Retention Rate	%	n/a		75.92		73.02		n/a	
404-1	Employee Training									
	Average Hours of Training per year per Employee	Hours/ person/ year	14.16		24.00		26.76		17.86	
			13.22	15.10	15.63	18.27	27.73	25.78	16.58	19.13
404-3	Employee Performance and Career Development Reviews									
	Percentage of employees received regular performance and career development review	% of Total Employee	89.49		95.68		91.35		87.69	
			44.97	44.52	48.15	47.53	48.82	42.52	46.40	41.29
	Top Management	% of Total Employee	n/a		n/a		n/a		n/a	
			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Senior Management	% of Total Employee	1.81		1.70		1.68		1.61	
			1.07	0.74	0.99	0.71	1.01	0.67	0.91	0.70
	Middle Management	% of Total Employee	2.11		2.07		2.00		2.72	
			1.04	1.07	0.97	1.11	0.99	1.01	1.40	1.32
	Manager	% of Total Employee	12.11		11.73		10.76		10.20	
			6.03	6.08	5.74	5.99	5.37	5.40	4.98	5.22
	Supervisor	% of Total Employee	9.08		8.78		7.91		7.82	
			4.33	4.75	4.20	4.57	3.82	4.09	3.37	4.45
	Officer/Staff	% of Total Employee	64.38		71.39		68.99		65.34	
			32.50	31.88	36.25	35.14	37.63	31.36	35.74	29.6

Remark
- Total number of employee included only Sansiri's employee. Information in regard to worker will be collected in the future.
- Currently, only female employees are entitled for parental leave.
- Include trend explanation, restatement (if applicable), methodology for calculation, and other remark.

GRI Context Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission / Remark
General Disclosures				
GRI 102: General Disclosures 2016	102-1	Name of the organisation	16,156,161	-
	102-2	Activities, brands, products, and services	14,16,17	-
	102-3	Location of headquarters	16,37,161	See also in Reader Survey section and website https://www.sansiri.com
	102-4	Location of operations	16	-
	102-5	Ownership and legal form	16	See also in https://www.sansiri.com
	102-6	Markets served	16-17	-
	102-7	Scale of the organisation	18-20	See also in Sansiri Financial Statements section in annual report 2018
	102-8	Information on employees and other workers	18,166	-
	102-9	Supply chain	24-25,62	-
	102-10	Significant changes to the organisation and its supply chain	See remark	There is no significant to the organization and its supply chain in 2018.
	102-11	Precautionary Principle or approach	38-40	-
	102-12	External initiatives	35,49,150	-
	102-13	Membership of associations	See remark	Sansiri is a member of Thai Real Estate Association (TREA: http://www.thairealestate.org) Thai condominium Association (http://www.thaicondo.or.th) and Real Estate Information Centre (REIC: http://www.reic.or.th)
	102-14	Statement from senior decision-maker	11	-

GRI Context Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission / Remark
	102-15	Key impacts, risks, and opportunities	11,41-42	-
	102-16	Values, principles, standards, and norms of behaviour	14,28-29, 31,33-36	-
	102-17	Mechanisms for advice and concerns about ethics	37	-
	102-18	Governance structure	30	See also in Sansiri Annual Report 2018 and website https://www.sansiri.com
	102-19	Delegating authority	30-31,47	-
	102-20	Executive-level responsibility for economic, environmental, and social topics	31,47	-
	102-22	Composition of the highest governance body and its committees	30	See also in Sansiri Annual Report 2018 and website https://www.sansiri.com
	102-23	Chair of the highest governance body	30	See also in Sansiri Annual Report 2018 and website https://www.sansiri.com
	102-24	Nominating and selecting the highest governance body	32	See also in Sansiri Annual Report 2018 and website https://www.sansiri.com/eng/shareholder-agm
	102-26	Role of highest governance body in setting purpose, values, and strategy	30-31	-
	102-27	Collective knowledge of highest governance body	See remark	See Development of Directors and the Management section of Sansiri Annual Report 2018
	102-28	Evaluating the highest governance body's performance	32	See also in Sansiri Annual Report 2018
	102-29	Identifying and managing economic, environmental, and social impacts	160-161	-
	102-30	Effectiveness of risk management processes	39	-
	102-31	Review of economic, environmental, and social topics	41,46	-

GRI Context Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission / Remark
	102-32	Highest governance body's role in sustainability reporting	156-157	-
	102-33	Communicating critical concerns	39,41	-
	102-34	Nature and total number of critical concerns	41	See also in Risk Factors section of Sansiri Annual Report 2018. Quantitative information is confidential.
	102-35	Remuneration policies	See remark	See Remuneration of Directors and Management section of Sansiri Annual Report 2018
	102-36	Process for determining remuneration	See remark	See Remuneration of Directors and Management section of Sansiri Annual Report 2018
	102-37	Stakeholders' involvement in remuneration	See remark	See Remuneration of Directors and Management section of Sansiri Annual Report 2018
	102-40	List of stakeholder groups	159-161	-
	102-41	Collective bargaining agreements	See remark	Information is not available. Sansiri currently does not collaborate with trade union for establishing Collective bargaining agreement. Such action is planned to initiate in the future.
	102-42	Identifying and selecting stakeholders	158,160	-
	102-43	Approach to stakeholder engagement	160-161	-
	102-44	Key topics and concerns raised	160-161	-
	102-45	Entities included in the consolidated financial statements	156	-
	102-46	Defining report content and topic Boundaries	156-159	-

GRI Context Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission / Remark
	102-47	List of material topics	158-159	-
	102-48	Restatements of information	78-79,165	-
	102-49	Changes in reporting	156	-
	102-50	Reporting period	156	-
	102-51	Date of most recent report	156	-
	102-52	Reporting cycle	156	-
	102-53	Contact point for questions regarding the report	161	-
	102-54	Claims of reporting in accordance with the GRI Standards	156	-
	102-55	GRI content index	170-175	-
	102-56	External assurance	157	-
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	In each section of the Sustainability Report	-
	103-2	The management approach and its components		-
	103-3	Evaluation of the management approach		-
Supply Chain Management				
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	62	-
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	62	-
Product And Service Quality				
Not Applicable	-	Complaint management regarding project quality	97	-
Voice Of Customer				
Not Applicable	-	Customer Satisfaction survey (i.e. Customer Satisfaction Index)	98,162	-

GRI Context Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission / Remark
Environmental Impacts Of Project Development				
GRI 303: Water 2016	303-1 (CRE)	Water withdrawal by source	79,164	-
GRI 306: Effluents And Waste 2016	306-2 (CRE)	Waste by type and disposal method	73,76,163	-
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	80,165	-
G4 Sector Disclosure: Construction & Real Estate	CRE2	Building water intensity	79,164	-
Low-carbon Society				
GRI 302: Energy 2016	302-1 (CRE)	Energy consumption within the organisation	77,78,80,163	-
	302-4	Reduction of energy consumption	85,86,88,90	-
GRI 305: Emissions 2016	305-1 (CRE)	Direct (Scope 1) GHG emissions	89,164	-
	305-2 (CRE)	Energy indirect (Scope 2) GHG emissions	89,164	-
G4 Sector Disclosure: Construction & Real Estate	CRE1	Building energy intensity	163	-
	CRE3	Greenhouse gas emissions intensity from buildings	164	-
Eco-Friendly Product				
Not Applicable	-	The proportion of products with Life Cycle Assessment	83	-
Occupational Health And Safety				
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	124,125	-
	403-3	Occupational health services	124	-
	403-4	Worker participation, consultation, and communication on occupational health and safety	124	-

GRI Context Index

GRI Standard	Disclosure		Page Number(s) and/or URL	Omission / Remark
	403-5	Worker training on occupational health and safety	127,129-130	-
	403-9	Work-related injuries	133-134	-
Tenant Safety And Well-being				
GRI 416: Customer Health and Safety 2016	416-1 (CRE)	Assessment of the health and safety impacts of product and service categories	99	-
	416-2 (CRE)	Incidents of non-compliance concerning the health and safety impacts of products and services	106	-
Human Capital Development				
GRI 404: Employment 2016	401-1	New employee hires and employee turnover	115,120,168	-
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	119	-
	401-3	Parental leave	142,169	-
GRI 404: Training and Education 2016	404-1 (CRE)	Average hours of training per year per employee	142,169	-
	404-2	Programs for upgrading employee skills and transition assistance programs	113,169	-
	404-3 (CRE)	Percentage of employees receiving regular performance and career development reviews	112	-
GRI 405: Diversity and Equal Opportunity	405-1 (CRE)	Diversity of governance bodies and employees	115,167	-
Corporate Social Investment				
GRI 201: Economic Performance 2016	201-1 (CRE)	Direct economic value generated and distributed	18-19,141, 150,162	-
GRI 205: Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	34-36,162	-

SURVEY OF READERS' OPINION

SUSTAINABILITY REPORT 2018
SANSIRI PUBLIC COMPANY LIMITED

Reader Survey

Your views and suggestions will be incorporated in the improvement of Sansiri Sustainability Report.
Please mark X in or provide a comment in the space provided.

1. Which of the following groups are applied to you?
☐ Sansiri's Employee ☐ Customer / Resident / Tenant
☐ Partner / Supplier / Contractor ☐ Investor / Shareholder / Financial Institute
☐ Government / Regulators ☐ Community / Society
☐ Others (Please specify.....)

2. How do you find out about Sansiri Sustainability Report?
☐ Sansiri's Website ☐ Seminar / Lecture / Exhibition ☐ Sansiri's Employee
☐ Annual General Meeting of Shareholders ☐ Others (Please specify.....)

3. Please rate your level of satisfaction for the Sansiri Sustainability Report 2018

Completeness of the report	☐ High	☐ Medium	☐ Low	☐ Needs improvement
Topics presented in the report	☐ High	☐ Medium	☐ Low	☐ Needs improvement
Interesting content	☐ High	☐ Medium	☐ Low	☐ Needs improvement
Easy to understand	☐ High	☐ Medium	☐ Low	☐ Needs improvement
Report design	☐ High	☐ Medium	☐ Low	☐ Needs improvement
Overall satisfaction of the report	☐ High	☐ Medium	☐ Low	☐ Needs improvement

4. Which of Sansiri's sustainability topics are you interested in? (Please specify reasons)
.....

5. Additional suggestions for the next report
.....

Please fill the survey and submit to Sansiri Public Company Limited
Thank you for your cooperation

แนวพับ

ชำระค่าบริการเป็นเงินเชื่อ
ใบอณุญาตพิเศษที่ พ.107/2554
ปณศ.สามเสนใน

สิ่งตีพิมพ์

Corporate Planning and Sustainability Development Department

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