



**CREATING  
HAPPINESS**

---

**2016**

**SUSTAINABILITY REPORT**

รายงานความยั่งยืนประจำปี 2559

# SUSTAINABILITY REPORT 2016



## ***Contents***

|   |    |
|---|----|
| Message from the Chairperson  | 3  |
| Message from the Chief Executive Officer and Managing Director                                | 4  |
| About Charn Issara  | 6  |
| Scope of sustainable operation concept  | 11 |
| Charn Issara's Stakeholders   | 16 |
| Risk Management and the selection of key issues for sustainable Development                   | 19 |
| <br><b>The Operational for sustainable happiness of Charn Issara</b>                          |    |
| Well Being : Creating sustainable happiness for all related parties                           | 21 |
| Community and Social Engagement : creating sustainable happiness for community and society    | 24 |
| Waste : reduce waste disposal from our operation  | 28 |
| Climate Change & Energy : the reduction of carbon dioxide emission and efficient energy usage | 30 |
| Water : the efficient use of water resource   | 35 |
| Happy workplace   | 37 |
| Health : sustainable health   | 41 |

## MESSAGE FROM THE CHAIRPERSON

The principle of sustainability that the current government emphasizes is just true. For Charn Issara Development, although this term is new to us but its essence is what we have been doing all along in our operation.

We do business with caution for efficiency and flexibility with an emphasize on quality rather than quantity. We have delicately created products for the public with pride, not only selling but we also looking after and manage every projects consistently in conjunction with the joint owners for our customers' satisfaction and confidence. We have made business alliances with the same vision and strategy whom become good friends and form a strong force in growing the business continuously. We have embarked on hotel and building management business for continued revenue growth beneficial to all shareholders. We have developed human resources in morale and ethic so that they understand and live their lives both personal and work happily in the right direction. We have trained and thereby improved their work performance. We have activity to unite staff for a good team working and royalty to the organization. We give an emphasize on Nation, religion and monarchy all along. We never forget to contribute to the society around us and the Nation. We have shared many good things to the society including Dhama, donation, social responsibility activity or Bhudha Panya Study which have played a part in solving social problem sustainably.

No matter what we do, we will think of this world and its environment. In developing residential villa in various projects we are happy to change architectural design to preserve as many trees as possible. At Pak Chong - Khao Yai we avoided multi levels condominium even that may sell easier than single detached house in preserving landscape and allow customers to live close to soil and natural surroundings. This is just one example of our efforts to preserve natural environment.

Charn Issara Development Public Company Limited has been through many crisis and is a long standing property development company with a concept of sustainability as aforementioned and we remain.



Mrs. Srivara Issara

Chairperson of the Board of Directors  
Charn Issara Development Public Company Limited

## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER AND MANAGING DIRECTOR

Dear Stakeholders, colleagues and business alliances of Charn Issara Development Public Company Limited, we realize your expectation of our good company, a leader in property development and operate business sustainably. We therefore determine to respond to those expectations. For the past year of 2016 we have reviewed and clearly set our vision of “CI Creating Happiness” including the sustainable strategy to move forward into 2019 reflecting our proud determination in creating value for related stakeholders and community that we operate our project in.

Charn Issara Development Public Company Limited has done a separate sustainable report for the second year by adopting an acceptable international reporting format to report our operation in relation to sustainable development to stakeholders and highlight the operational direction of the Company which is not only focus on business success but also taking good care of its staff and families. In addition, the Company has reinforced relationship with all stakeholders and communities around our projects including attention on its eco system and the environment. You will see from our operation in this report which reflect what matter to us including our target in the future which we determine to get there. They are happiness creator in 3 aspects as follow :

“Create happiness for Charn Issara” This year we focus on human resource development for our staff’s happiness and getting good things. We have thought out and planned to make a desirable workplace through various activities for staff with a concentration on human resource development both on skills and mental such as birthday activity every month, morale support with Dhama teaching every Tuesday and Third Monday of the month. There are also annual medical check up, exercise activity for staff such as Yoga and aerobic. We hire a remuneration consultant to appraise and structure an appropriate remuneration in line with the industrial standard.

“Create happiness for all related parties” This year we have developed a communication channel between us and the customer for better understanding and connection through on line communication technology. We have organized customer relation activity for a good relationship between us and the customer and promote good health which is one of our sustainability target. Some example of those activities



include cycling and golf. In addition we have also organized activity with the community where our project site locate including taking part in community activity such as beach cleaning in nearby community, Dhama for staff, customer, community, and general public. Some other activities we have organized include free food for charity, blood donation and the continued Kusol Kamlang Sam project.

“Create happiness for the world” we realized that our business has an impact on the environment such as energy consumption, generating waste and the effect on original ecology system of the community. We therefore have adopted a clear policy in this matter which become our strategy to make our staff aware at all times. We use technology and innovation in the design, construction process supervision and monitor our operation to reduce environmental impact. At Baan Sitawan, technology has been used to help the construction, reduce energy consumption and construction waste. At Sri panwa hotel and BABA Beach club hotel Cha-am we preserve original trees on project site. There has been an effort to reduce waste at Sripanwa hotel by transforming kitchen waste into organic fertilizer for use in the project including distribution in the nearby community. We have a campaign on garbage separation and water saving in our offices and project sites. We reduce paper usage through information technology in the process of taking delivery of completed construction projects.

You will see that those operations from our 3 perspectives are not only business strategy to drive our business in the long run but also help our related parties, community and the environment to become sustainable. I wish to thank you all for your interest in Charn Issara Development Public Limited Company and our sustainable development that we have been doing continuously. We are more than happy for your comments and suggestions for our continued development. We strive to create good things for sustainable happiness to you all beside creating value added for the organization, community and the world beyond.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Songkran Issara', followed by a colon.

Songkran Issara

Chief Executive Officer/Managing Director  
Charn Issara Development Public Limited Company

# ABOUT CHARN ISSARA DEVELOPMENT PUBLIC COMPANY LIMITED

## OUR PHILOSOPHY

Guided by Honesty, Support by Unity and Sustained by Health

## OUR VISION

Charn Issara proudly develop and creating sustainable happiness

## CORE MISSIONS

| CUSTOMER  | STAFF   | BUSINESS COUNTERPART   | COMMUNITY  |
|---|---|--|--|
| <u>WHAT WE DO</u> <ul style="list-style-type: none"> <li>• Creatively develop and selective of good thing for customer</li> <li>• Customer will own a value property</li> </ul>   | <u>WHAT WE DO</u> <ul style="list-style-type: none"> <li>• Support selves development among staff both works and personal life ethically</li> <li>• Creating a good working environment</li> </ul>  | <u>WHAT WE DO</u> <ul style="list-style-type: none"> <li>• Allow freedom on creativity and development for joint growth</li> </ul>                       | <u>WHAT WE DO</u> <ul style="list-style-type: none"> <li>• Develop project for livable society with most care on the environment</li> </ul>                    |
| <u>HOW WE DO</u> <ul style="list-style-type: none"> <li>• Attentive on design and development with a professional supervision team on every stage</li> <li>• After sale service and building a friendly networks among customers and the Company</li> </ul> | <u>HOW WE DO</u> <ul style="list-style-type: none"> <li>• Encourage joint activity, continued training and taking good care of like a family</li> <li>• Set a clear target and career path with appropriate remuneration and rewards</li> </ul> | <u>HOW WE DO</u> <ul style="list-style-type: none"> <li>• Hear the feedback without limitation and allowed continued working opportunity</li> </ul>      | <u>HOW WE DO</u> <ul style="list-style-type: none"> <li>• Adopt new innovation in the design for the improvement of the society and its environment</li> </ul> |
| <u>VALUE FOR CUSTOMER</u> <ul style="list-style-type: none"> <li>• Happy, satisfied and proud to own</li> <li>• Feeling safe and warm to stay in our project</li> </ul>   | <u>VALUE FOR STAFF</u> <ul style="list-style-type: none"> <li>• Good quality of life, secured and safe</li> <li>• Sense of belonging and owning the Company</li> </ul>  | <u>VALUE FOR BUSINESS COUNTERPART</u> <ul style="list-style-type: none"> <li>• Proud on the joint development and sustainable growth together</li> </ul> | <u>VALUE FOR THE COMMUNITY</u> <ul style="list-style-type: none"> <li>• Livable society and return the sustainable happiness to the society</li> </ul>         |

## OUR CORE VALUES

**I** **INNOVATION** Develop and invent creatively on the basis of morale and ethic and just for the happiness and united of the organization.

**S** **SATISFACTION**  
Create satisfaction for consumer and related parties

**S** **SINCERITY**  
Sincere in the operation and deliver a quality product to consumer

**A** **ACCOUNTABILITY**  
Create accountability and trust for consumer

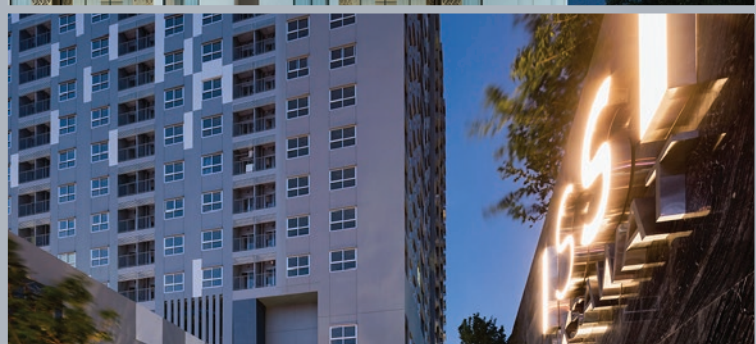
**R** **RESPONSIBILITY**  
Responsible for consumer, business counterpart, shareholders, society and the Nation.

**A** **APPRECIATION** Create value and appreciation in the product with good attitude and creative to all parties in the organization.

## SCOPE OF THIS REPORT AND THE COMPANY'S PROJECT

This sustainable report is made on an annual basis and this copy of report for the year 2016 is the consolidation of Charn Issara PLC sustainable operation during January 1 to December 31 2016 with coverage on economy, social and environment under the scope of information obtained from projects that Charn Issara operate in whole. In addition , his report has developed its completeness and coverage of the contents in accordance with the criteria of Global Reporting Initiatives version 4 (GRI-G4) for its focus on important issues which derived from various projects of Charn Issara as follows

## COMPANY PROJECT





## COMPANY PROJECT





## COMPANY PROJECT

blu  
CHA AM - HUA HIN



BaBa  
BEACH CLUB  
HUA HIN



BaBa  
BEACH CLUB  
PHUKET



Sri panwa  
PHUKET



CHARN ISSARA TOWER  
I & II  
BANGKOK





## SCOPE OF OPERATION ON SUSTAINABLE DEVELOPMENT

From our vision which had been reviewed by the Management in 2016 it has been clarified for easy of communication both within the organization and outside the organization. The clarified vision shows the Company's determination in doing business creatively for customer's satisfaction and sustainable happiness including all related parties'. The Company has therefore set up a scope of sustainable development in accordance with the business objective under the concept of "Charn Issara proudly develop sustainable happiness". It is a concept of doing business with responsibility, dedication and determination for sustainable happiness of all related parties which may be classified into 3 groups: relate to the Company (ME), related to third party stakeholders (WE) and related to environment (World). We have developed those scope of sustainable development from principles and world standard (SD Principles) combined with internal situation of Charn Issara from tactic, vision in conjunction with business philosophy. In consideration of all stage of the Company's development from sourcing of land, feasibility study, design, construction, handling over including after sale services we have studied all impact those may have to stakeholders and how to create happiness for them. In order to achieve joint sustainable development target with Charn Issara we have consolidated all ideas of Sustainable Committee which has been formed to undertake this responsibility in setting up scope and follow up mechanism then summarize into an overall picture for presentation to the Company's executives in order to show a clear operational scope leading to becoming a property development company with sustainable growth acceptable to the community and the society.

## SCOPE OF SUSTAINABLE OPERATION CONCEPT

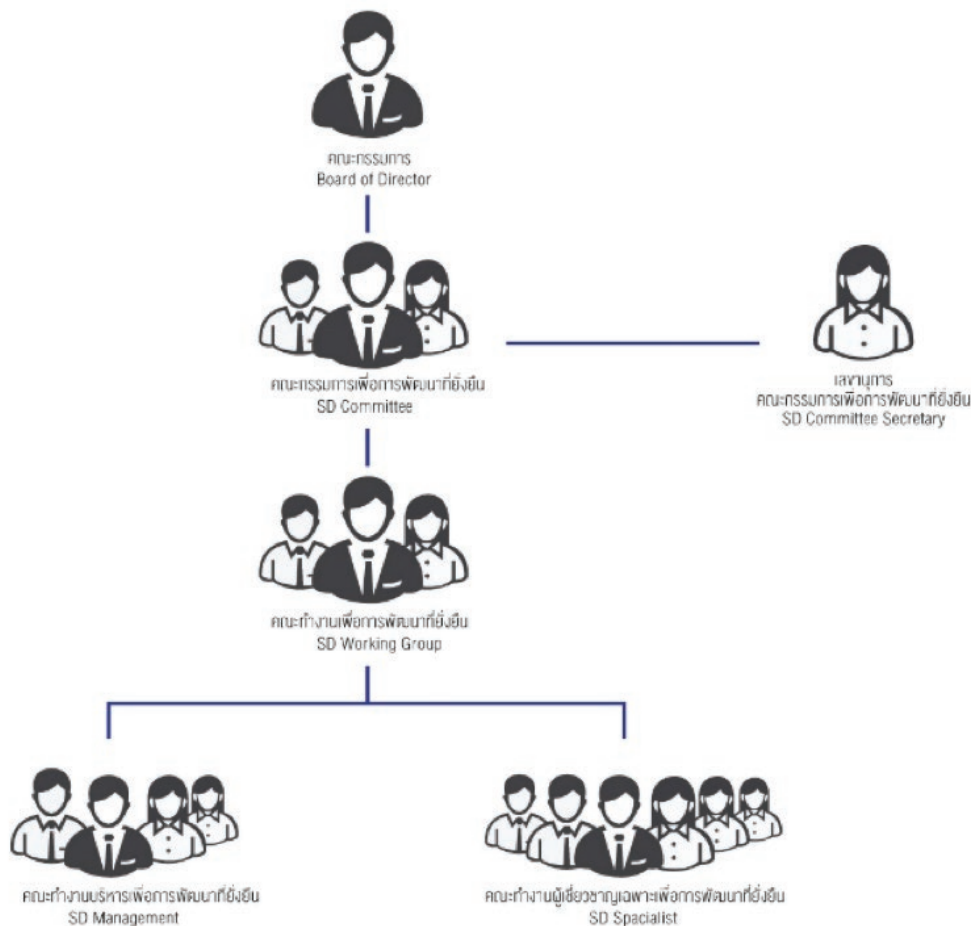


## CHARN ISSARA'S SUSTAINABLE TACTICS

Our determination in international standard sustainable development require our consideration on the equilibrium of social, economy and environmental outcome. This report is a step to show that we have set a guide line to support our determination which reflect sustainable development. We have set up sustainable development through 3 aspects which need to progress together by strengthening elements in our sustainable development and prioritize to do what we are ready and familiar with. Therefore, from 2017-2019 our tactics will be strengthening internal elements and selecting targets that we are familiar with :

- Adopt design and construction technology and innovation to reduce cost and control quality including the reduction of environmental impact with a market development to suit customer's requirements.
- We will do business ethically and morally for the benefits and sustainable happiness of related parties.

## CHARN ISSARA'S STRUCTURE OF SUPERVISION ON SUSTAINABLE DEVELOPMENT



## **CORPORATE GOVERNANCE**

The Company has set up a clear guideline of supervision on sustainable development by focusing and paying attention on communicating sustainable development policy from the top management to operation then feedback the operational results back to the top management through 2 important teams namely Sustainable Development Committee and Sustainable Development Working Committee which have been appointed with clear given roles, duty and responsibility

### **ROLES OF SUSTAINABLE DEVELOPMENT COMMITTEE**

1. Set up policy, tactic, management, analysis and communicate policy from top management to working team.
2. Follow up and advice on tactic, management, analysis and review of the Company's issues on sustainability.

### **ROLES OF SUSTAINABLE DEVELOPMENT WORKING GROUP**

1. SD Management : review policy, tactic, and management on issues of the Company's sustainability in order to set up an annual operational guideline.
2. SD Specialist : manage operational issues as per guideline received from the SD Management
3. Prepare annual report covering issues on economy, social and environment for submission to the SD Committee for presentation to the Company's Board of Directors/top executives for acknowledgement and comment.
4. Convey and communicate information, policy to staff for actual implementation.
5. Follow up and appraise operational results
6. Propose ideas on the development of sustainable operation to the Committee

### **FOLLOWING UP, AUDIT AND APPRAISAL OF OPERATION**

In following up, auditing and appraisal of operation in sustainability the Company has caused the Sustainable Working Committee to submit operational report to the Committee twice a year. Towards the end of 2015 through 2016 the Sustainable Working Committee had been in the process of developing suitable and appropriate tools of appraisal.

## THE OPERATIONAL REPORTING PROCESS TO THE COMPANY'S BOARD OF DIRECTORS AND SUSTAINABLE DEVELOPMENT COMMITTEE

1. To prepare an annual report for submission to the Company's Board of Directors and top executives
2. A requirement for progress presentation and report the operation to the Sustainable Development Committee twice a year for acknowledgement and comment.

# ANTI – CORRUPTION

## AN ANTI-CORRUPTION ORGANIZATION

### CONCEPT AND POLICY

As the Company is aware of the important of doing business ethically, good corporate governance, the prevention and anti-corruption both within and outside the organization the Company therefore has laid down a policy of doing the Company's business and the operation of stakeholders to ensure awareness, understanding and responsibility on the anti-corruption allowing an efficient business operation corresponding to the Company's vision, mission and working philosophy.

### OPERATION AND RESULTS IN THE YEAR 2016

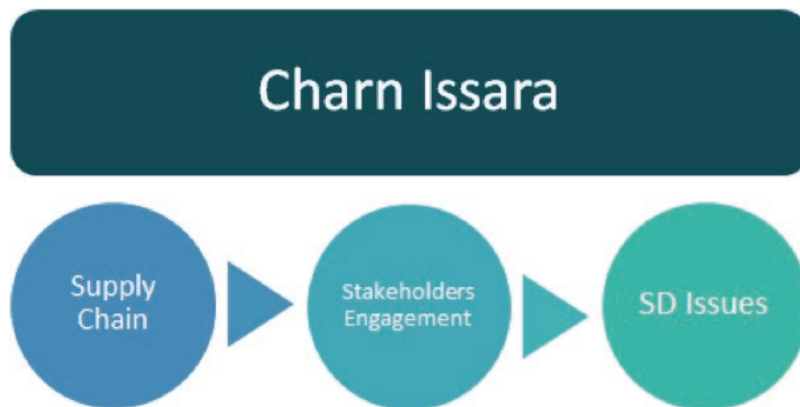
1. The Company caused its Deputy Managing Director to attend a seminar on Anti-Corruption for Executive Program-ACEP organized by Thai Institute of Directors Association (IOD).
2. Set out an anti-corruption policy to be a clear guideline of doing business and develop into a sustainable organization.
3. Set out an ethical code of conduct and business ethic for the purpose of using it as a guideline for good and appropriate conduct for Directors, executives, management and staff of the Company including subsidiaries' to follow in accordance with the good corporate governance.

### OPERATION AND FUTURE DEVELOPMENT PLAN

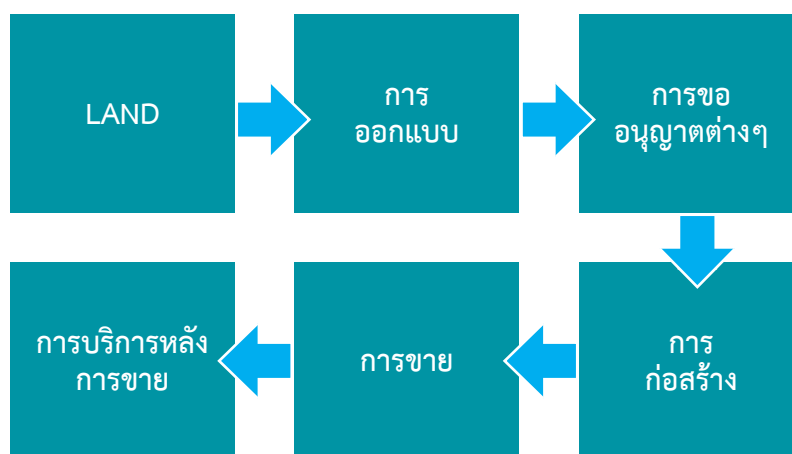
1. Develop and campaign to build awareness for staff and create understanding in order to move towards anticorruption organization.
2. Support activities and operations including associations with anti-corruption related forum.
3. Prepare anti-corruption policy handbook for staff, Directors and stakeholders to follow.
4. Arrange to have an internal audit or conduct the audit in accordance with self-evaluation system as stipulated in the self-evaluation form (71 clauses) for the Company to be granted a Collective Action Coalition.

## SUPPLY CHAIN AND ROLES OF ALL STAKEHOLDERS

The Company has operated, set out and analyzed a supply chain or value chain of Charn Issara which can identify group of stakeholders in each chain of the supply chain and their respective relationship.



Stakeholders has an important role on the business operation of the Company. To enable the Company to look after stakeholders in all aspects the Company has gathered and classified groups of stakeholders through meeting process. The summary of which was a joint feedback from all working groups according to the Company's supply chain leading to a total management and a full process of connecting those stakeholders in each group who demand and expect from the Company in the future.



Charn Issara's Supply Chain



## CHARN ISSARA'S STAKEHOLDERS

The connection of the Company's stakeholders through issues consolidation in the Company, through meeting with the management and staff in all departments which has connection with stakeholders. The results of which has been used to classify a total of 11 groups of stakeholders as follow



## SUMMARY TABLE OF STAKEHOLDERS AND CHANNELS OF COMMUNICATION

| STAKEHOLDERS                       | COMMUNICATION CHANNELS  |
|------------------------------------|---|
| Staff                              | <ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Staff meeting</li> <li>• Public Relation Notice Board</li> <li>• Feedback and comment center</li> <li>• Website</li> <li>• E-mail</li> </ul>  |
| Shareholders                       | <ul style="list-style-type: none"> <li>• Annual Report</li> <li>• E-mail</li> <li>• Website</li> </ul>  |
| Customer                           | <ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Website</li> <li>• Advertising and Public Relation</li> <li>• Complain or comment channel</li> <li>• E-mail</li> <li>• Call Center</li> </ul> |
| Society and its environment        | <ul style="list-style-type: none"> <li>• Corporate Social Activity</li> <li>• Advertising and public relation</li> <li>• Complain or comment channel</li> <li>• Website</li> <li>• Call Center</li> </ul>       |
| Alliances and business counterpart | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |
| Contractor/supplier                | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |
| Sales Agent                        | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |
| Designer                           | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |
| Juristic person                    | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |
| Financial Institution              | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |
| Government authority               | <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Website</li> <li>• E-mail</li> <li>• Meeting</li> </ul>   |

## RISK MANAGEMENT

The Company has a guideline to manage risk by appointing a Risk Management Committee in 2015 and 2016. There have been meetings to appoint chairman and Risk Management Working Group to assess the Company's overall risks including developing the risk framework. That was, in other word, the risk factor collaboration plan with management policy covering areas of economic, social and environmental risk. The risk management of those has been made in corresponding to the organization's sustainable development policy and its analytical, review, management follow up and reporting process. The Enterprise Risk Management Integrated Framework (COSO ERM) has been adopted in the Company's risk management process which classify risk into 4 categories namely Strategic Risk, Operational Risk, Financial Risk and Compliance Risk. Currently they are in the process of agenda development for submission to the Risk Management Committee including seminars to gain a better understanding on Risk Management. A suitable Risk Management policy will then be formed for submission to the Committee for approval before announcement. In addition, social and environmental risks have also been taken into consideration for a proper planning of risk management.

## THE SELECTION OF KEY ISSUES FOR SUSTAINABLE DEVELOPMENT

In 2016 the Company has assigned the Working Group to consider and come up with key issues for the Company's sustainable development through meeting or consultation with the management and representatives from all departments. A key summary was then made for submission to the Sustainable Development Committee and the Company's top executives. The Working Group had considered key issues from vision, tactic, sustainable development framework, risk factors, possible impact on all stakeholders then put those in matrix for issue identification leading to the risk management to reduce effect in each issues. Key issues in 2016 may be summarized as follows



# WELL - BEING CREATING SUSTAINABLE HAPPINESS FOR ALL RELATED PARTIES.

## CONCEPT AND POLICY

Charn Issara believes Dhama and the promotion of spiritual morale will create a sustainable happiness for people and related parties. We therefore have a policy to promote Dhama and spiritual morale development which can be developed into building a good quality of life for people in our organization, consumer, community, and society. We have various supportive programs with focus on mental activity as the present economy is not so well and the society has suffered from many happenings which affect its morale and feeling. The high competition in the society has also affected people's morale so the organization has an idea of treating its people, consumer, and people in the community with Dhama teaching from Buddhist Monk and mental support from selected lecturer for adaptation into their daily life thereby enabling a better quality of life and sustainable happiness

## OPERATION AND RESULTS IN THE YEAR 2016

1. Morale activity promotion within the organization
  - Dhama practice and prayer for staff in the Company and subsidiary company every 3th Monday of the month



## 2. Promote morale activity for customer

- Alms for Buddhist Monk on the new year occasion and Dharma lecture for customer in various projects of Charn Issara.



## 3. Morale activity support for people in the community and society

- Dharma practice and prayer in the evening, meditation and listening to Dharma lecture from Buddhist Monk and qualified lecturer for staff and general public in Charn Issara Building 2. The activity is organized every Tuesday from 16.30 hrs to 18.00 hrs at 21st floor Charn Issara Tower 2, new Petchburi Road free of charge.
- Charn Issara donate scholarship in support of Bhuda Panya education to Panya Prateep School, Amphur Pakchong, Nakorn Ratchasima. The school is operated by Panya Prateep Foundation which is a nonprofit organization with a target to develop a model of Bhudha Panya school where youth is groomed in both education and morale as a sample for the society.



- Allocate space and organize staff to help the retail of Kusol Kamlang Sarm during lunch break at Charn Issara Tower 2 to promote the sale of second hand belongings to those who can find the good use of it and donate the proceed from sale to Panya Prateep Foundation. There was a turnover of Baht 1.2 Million in the year 2016 and up to Baht 8.5 million of total revenue from the year 2012 to 2016.



#### 4. Scholarship for employee's children

- An annual scholarship giving activity to employee's children



### OPERATION AND FUTURE DEVELOPMENT PLAN

1. Develop and improve the Dharma lecture every Tuesday evening to promote an awareness among greater public and increase attendance.

2. Develop and expand the support to Bhudha Prateep School by continued development of style and activity of Kusol Kamlang Sarm retail shop to increase source of revenue for such target support.

3. Maintain the Dharma lecture for staff on the first Monday of every month.

4. Maintain the alms giving for Buddhist Monk and Dharma Lecture on New Year for customer and nearby community to project sites.

# COMMUNITY AND SOCIAL ENGAGEMENT

## CREATING SUSTAINABLE HAPPINESS FOR COMMUNITY AND SOCIETY

### CONCEPT AND POLICY

Charn Issara has an operational policy with focus on community and social engagement. Attention has been on continued social and community involvement including organizing social activity, environmental conservation, life quality development where the organization has a concept of building good relationship with the society and community will create mutual development leading to trust, self development physically, mentally and emotionally. Those developments will deliver an efficient member of the society benefiting others and enabling happy life. The contribution will ultimately support economy and life quality of the society.

### OPERATION AND RESULTS IN 2016

#### 1. Education support to children and youth in the society

- Book donation activity for educational development in nearby schools to the Company's project sites. Some examples are Follow the Father's Footstep project whereby Thai encyclopedia and other books are donated to 3 nearby schools to project sites, 2 in Pakchong, Nakhonratchasima and 1 in Cha-am, Petchburi namely Baan Nong Maka School, Wat Bandai Mah School and Tesaban 8 School respectively.





## 2. Children and youth activity support

- Children day activity for children in nearby schools to Thew Talay Estate project, Cha Am, Petchburiat at Ban Bo Kaem and Ban Aang Hin. The activities include food, snack and ice cream treats to children and donations of sport equipment to schools to increase their sport training potential towards excellence.



## 3. Joint community activity to promote quality of life and conduct of good deeds in the society

- Alms giving to Buddhist Monk in the occasion of merit making for HM the late King's 15 days and 50 days after his deceased. The management, staff, office building tenants and general public in the nearby community has taken part in this merit making.





- Mother's day activity of making DIY present for mother such as painted dolls for residents in Thew Talay Estate



4. Free gift of rice to general public at Haadyai, Songkhla where Khun Songkran Issara together with merit maker company give away rice to general public. This activity has been done continuously.



5. Organize charity bowling games to raise fund for Chulalongkorn Medical School Foundation for its necessary activities in the interest of the public.



6. Site visit of Baan Sitawan Pakchong Khaoyai from Thai Appraisal Foundation. The Company welcomed representatives from the foundation to the innovative construction project which may inspire the visitor to develop their career in construction benefiting the society.



## OPERATION AND FUTURE DEVELOPMENT

1. Education support to create sustainability for youth which will be an important base for the Nation. In the coming 2017 the Company will focus on schools in Southern Thailand which suffered from the big flood.

2. Increase the support to youth and children such as supporting joint activity with schools, support sport equipment and joint youth development activity with school and community.

3. Maintain the support to nearby community activity to project sites.

4. Support health promotion in the community.

# WASTE

## REDUCE WASTE DISPOSAL FROM OUR OPERATION

### CONCEPT AND POLICY

Charn Issara determine and aware of waste management which affect our world. Nowadays, there have been frequent news on the quantity of waste and mismanagement of waste. We therefore integrate systematic waste management into our project design stage from the very beginning. We realize that waste management will increasingly become a burden for our world so we want to be a part of efficient waste manager thereby contribute to the problem solving solution. We determine to develop our project waste management and reduce waste from each of our project.

### OPERATION AND RESULTS IN 2016

#### 1. Adopted Recycling Conservation into the Company's new projects

1.1 Household waste will be separated into 3 categories ie. general waste, organic waste and recycling waste then put in front of each house for collection.

1.2 Garbage collector in each project will collect those separate wastes from each house to the project's central waste disposal area every Tuesday and Saturday. Waste bins are classified into different color for management as follow : general waste = yellow bin, organic waste = green bin, recycle waste = blue bin, hazardous Waste = red bin and a special bin for leaves.

1.3 Garbage collector in the project will bring those waste bins from the project's waste disposal area to the main gathering hub for waste in front of the project for the garbage truck collector while leaves will be composed to make fertilizer for the project's green area.





## 2. Flow of waste collection

2.1 1st Garbage collecting hub: collect those waste from resident to the garbage truck

2.2 2nd Garbage collecting hub: collect waste from inner zone resident for the 1st garbage collecting hub



## OPERATION AND FUTURE DEVELOPMENT

1. Maintained the integration of waste management system in the design stage for the Company's future projects

2. Promoted waste management policy in the construction stage as follow :

2.1 Waste separation for recycle , reused and proper disposal of hazardous waste to avoid environmental affect.

2.2 Waste management, follow up on proper waste disposal to prevent pollution in the environment

2.3 Manage material reuse in project to make the most use of those and thereby reduce project waste quantity.

3. Campaigned on waste separation in office buildings and every project of the Company. Communicate for understanding and awareness among staff, customer and related parties to the project for their good cooperation.

# CLIMATE CHANGE & ENERGY

## THE REDUCTION OF CARBON DIOXIDE EMISSION AND EFFICIENT ENERGY USAGE

### CONCEPT AND POLICY

The climate change, global warming and the extreme weather around the world are now a common awareness. Everyone knows that the issue is a joint responsibility of mankind. Charn Issara is one company that aware of this problem so we determine to design residential house which is not only beautiful but need to be functional and pleasant to live in. We design in accordance with local geography and climate which is given out as a policy to designer in the very beginning. We also get down into every single details in every stage to select design technology and materials to prevent heat from getting into the house. We think about position and openings of the house to benefit from wind direction for we believe that energy consumption will be low with natural ventilation. As a consequent of low energy consumption the emission of carbon dioxide is thereby deduced.

### OPERATION AND RESULTS IN 2016

In 2016 the Company has developed 2 single house project which are Baan Issara Residence Rama 9 and Baan Issara Bangna by adopting various designs for energy saving house as follow:

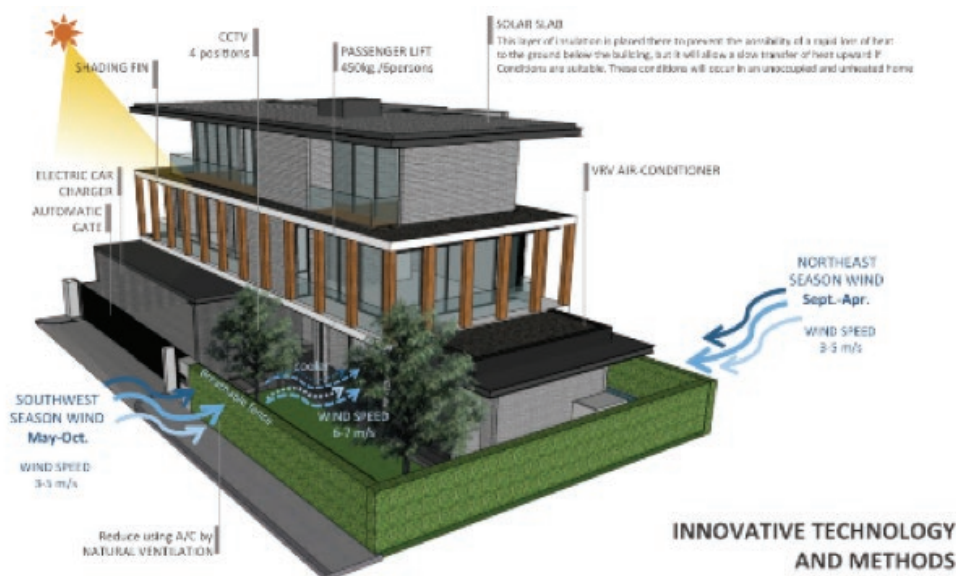


Illustration of material use and design for energy saving

1. Shading Fin: Design of a shading wall which serve not only architectural look but also reduce direct exposure of the house wall to sun light and heat exchange into the house by approximately 34% which result in the energy saving for the air conditioner (Ref. information on the calculation from A49 in accordance with the standard of energy saving building of residential category).

## Energy Consumption

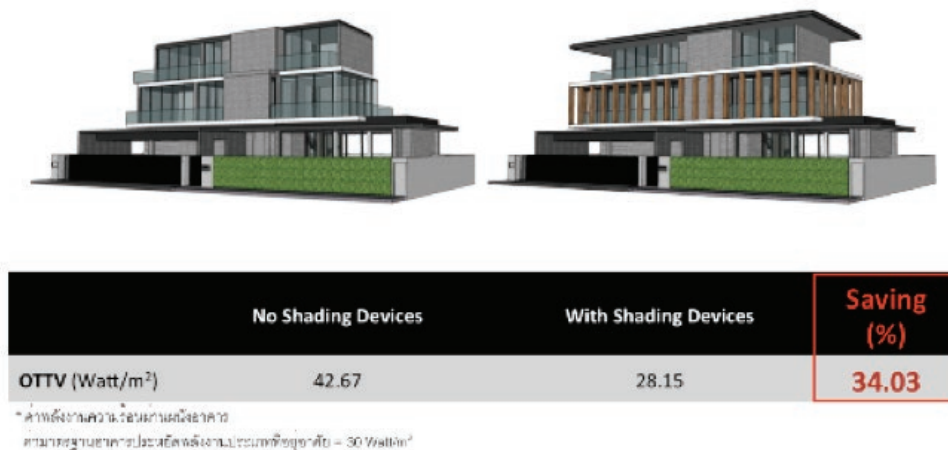
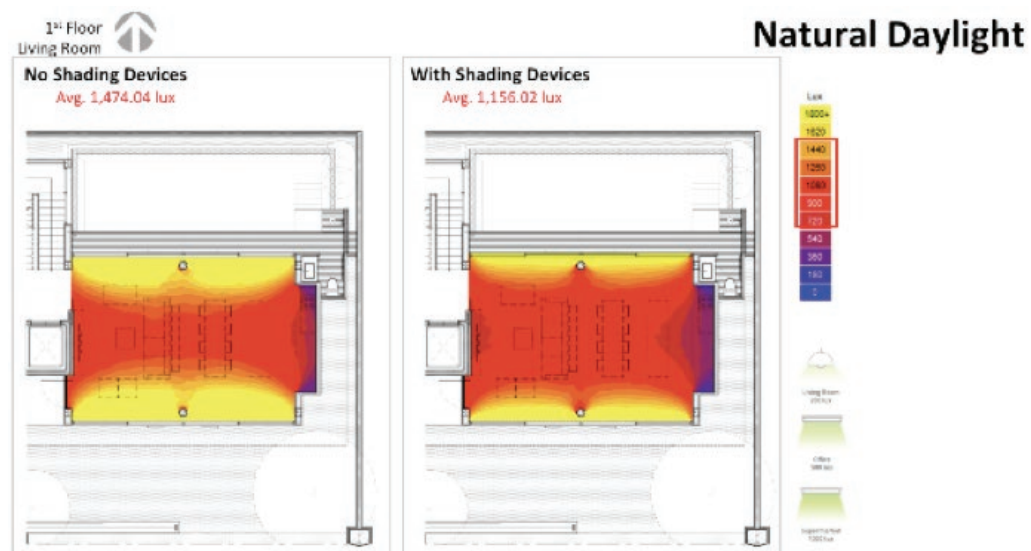


Illustration of shading fin around the house

Enabling the reduction of heat exchange into the house by 34.03%



Comparative illustration of building with and without shading fin on Sun light effect

2. Solar Slab: Employ Solar Slab on the roof to reduce direct heat exposure on the roof which reduce heat exchange into the house by approximately 9% (Ref. information on the calculation from A49 in accordance with the standard of energy saving building of residential category).

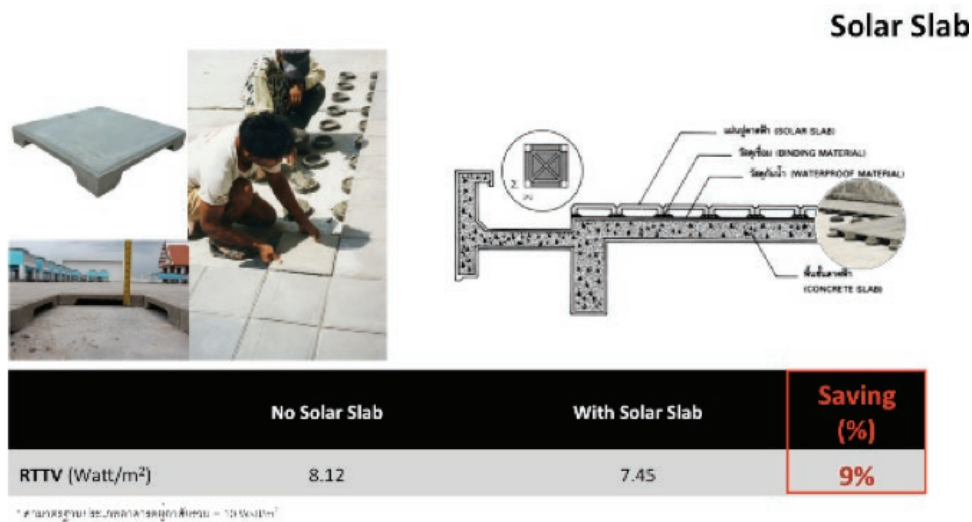
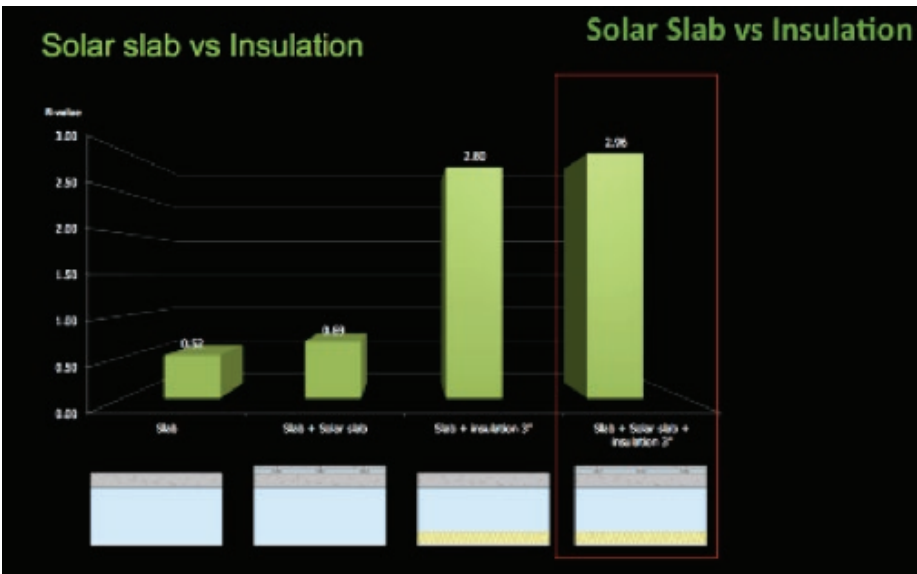
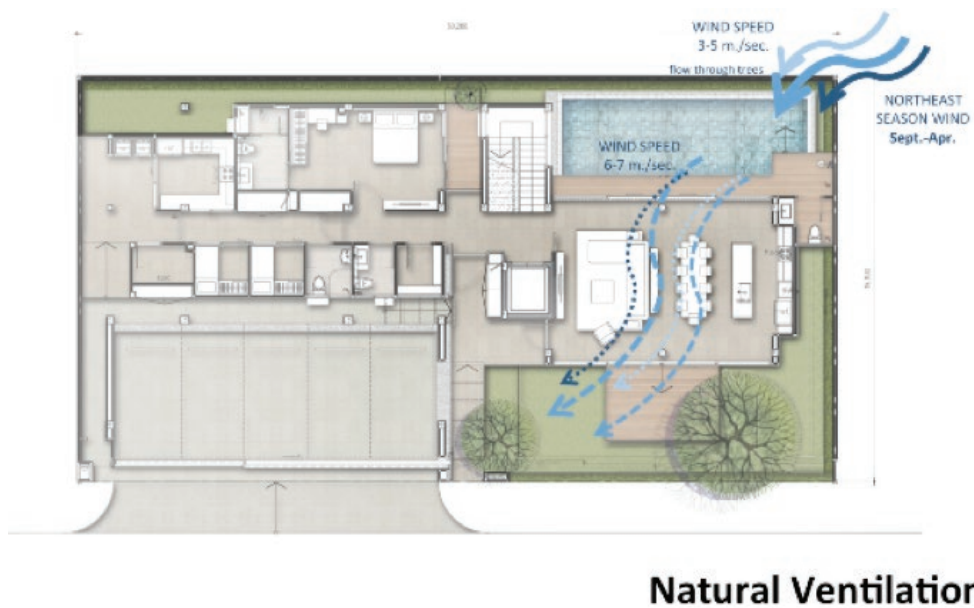
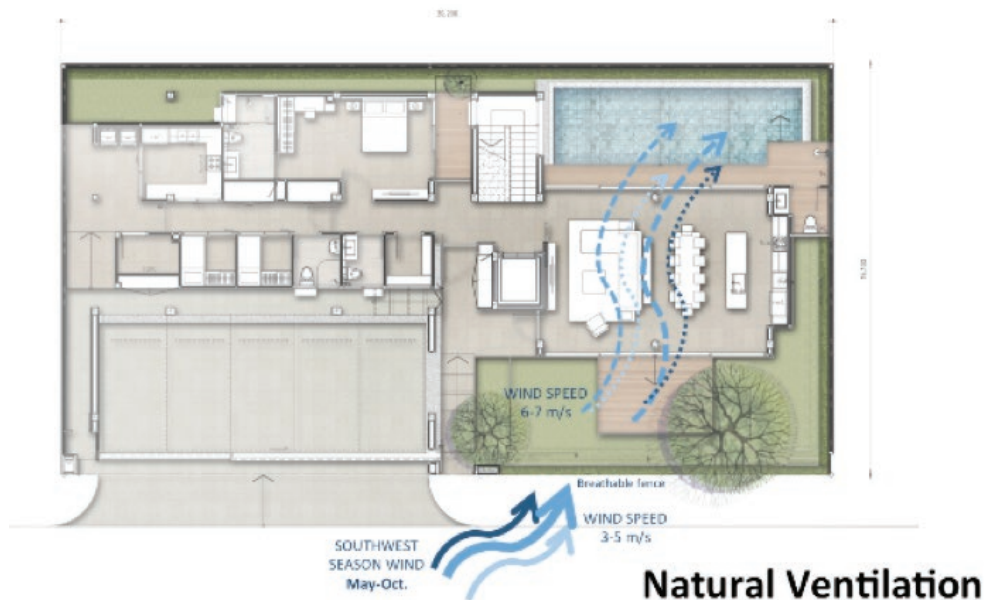


Illustration of solar slab installation on the roof which can reduce heat penetration into the building by 9%

3. Insulation: Install insulation under the roof to reduce heat penetration into the house as the upper floor will receive direct heat exchange during daytime and store that heat through the night which make air conditioner works harder to bring the room temperature down.



4. Natural Ventilation: Design of openings in accordance with wind direction and orient the house in the North and South direction for good ventilation. This results in a comfortable living and save energy on the air conditioner.



## OPERATION AND FUTURE PLAN

Promote and encourage the design criteria and maintain the Company's policy, design concept for house, condominium and hotel to meet the standard in support of energy saving and reduce the impact on climate change while getting a good functional design house as follow:

1. Design to suit the climate and topography in consideration of sun light direction and seasonal wind direction.
2. Suitable M&E system design to save energy
3. Employ suitable heat insulation material in each project.
4. Select eco-friendly material which are easy to maintain.

# WATER

## THE EFFICIENT USE OF WATER RESOURCE

### CONCEPT AND POLICY

During the past few years we have heard of the news on drought which expanded year on year. Charn Issara as part of Thailand is aware of the problem therefore determine to use water resource in our projects efficiently. The Company take this issue seriously in planning for water consumption in the Company's project in order to maximize its efficiency.

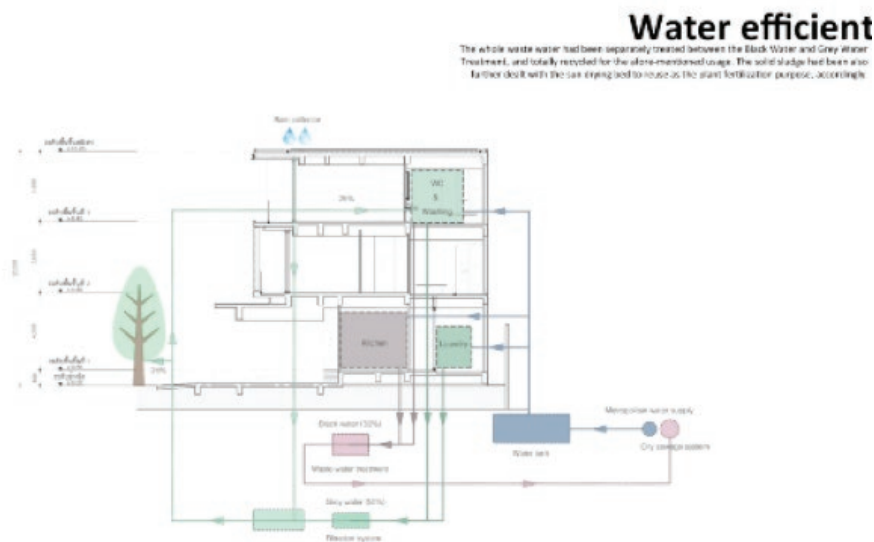
### OPERATION AND RESULTS IN 2016

1. Waste water management in project: In 2016 there was a study on waste water management of Issara BAngna and Issara Residence Rama 9 housing project.

1.1 Design of water system in the residential house to include waste water treatment before discharging to the public sewage.

1.2 Design for rain water storage facility and recycle part of the waste water for irrigation in the house.

1.3 Separation of black water and grey water treatment.



2. Campaign on the efficient use of water in office building project, residential condominium project. There are campaign signanges to promote water saving and efficient use of water for staff and tenant to be aware of the issue.



## OPERATION AND FUTURE PLAN

1. Encourage efficient use of water and campaign intensely on water saving in the Company's projects.
2. Find a solution of efficient water management in each of the Company's project.

# HAPPY WORKPLACE

## CONCEPT AND POLICY

Every organization nowadays pay attention on happy workplace. Organization leader has to think of their happy employee in the workplace which will drive the organization towards success. Charn Issara also understand and determine to create happiness for our staff for we believe when our people are happy then our operation will be improved.

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1. Happy Body (Healthy) To be healthy through 4 core necessities: food, dwelling, clothing and medicine for those factors will create happiness from the inner of each staff resulting in performance and happiness such as following projects:

Sripanwa support basic necessity for staff as follow:

- Food: staff canteen has special of the month, healthy food promotion, use raw material from our organic farm for guest and staff.
- Dwelling: provide dormitory for staff and trainee with facilities
- Clothing: laundry service for linin and bedsheet twice a month
- Medicine: annual checkup and first aid room for staff which open from 09.00 to 18.00 hrs.



2. Happy Relax Arrange for recreational activity for staff to relax and provide relaxing area such as :

- Sripanwa hotel arrange to have a relaxing corner for staff in the staff canteen, break room which are equipped with sofa, air condition and computer for staff to relax during their break.
- Thank you party and outing activity for staff to allow staff to express themselves with several awards given away.





3. Happy Brain (Knowledge) we have staff training both within the organization and outside the organization such as on the job training (OJT), outside training and inviting qualified and experience lecturer in each area for staff training such as Leadership skill, personality, safety driving, etc.



#### 4. Happy Money

- There has been an improvement of salary structure to be in line with the HR market.
- Sripanwa hotel has encouraged staff on saving such as Provident Fund. In the event of Financial Institution (only) made an approach to our staff we will support their saving.

5. Happy Family Charn Issara has a family like atmosphere with a warm brotherly relationship such as

- Family Day and Team Building at Sripanwa



- Monthly birthday party



- Appreciation Plaque presentation to staff who retired to show the important of our human resource and treat them with appreciation for their dedication, honesty until their retirement.



## OPERATION AND FUTURE OPERATION

1. Organize an event to promote staff relationship
2. Staff training both within and outside the organization including structure a clear and effective career path for staff.
3. Organize hygienic workplace project and retain relaxing area for staff's relaxation.

# HEALTH

## SUSTAINABLE HEALTH

### CONCEPT AND POLICY

With the Company's objective to look after guest and staff's health following the late King Rama 9 who had said "our body is created naturally for working and not staying idle. If we exercise appropriately and frequently the body will become strong and fit so for those who do not use their labor force or use very little they must find time to exercise to keep up with the natural requirement on a daily basis" The Company believes that to be healthy will result in work performance so the Company has organized activity to promote good health among customer and staff through its business record. It has developed activity format as an alternative for customer and staff to promote their health.

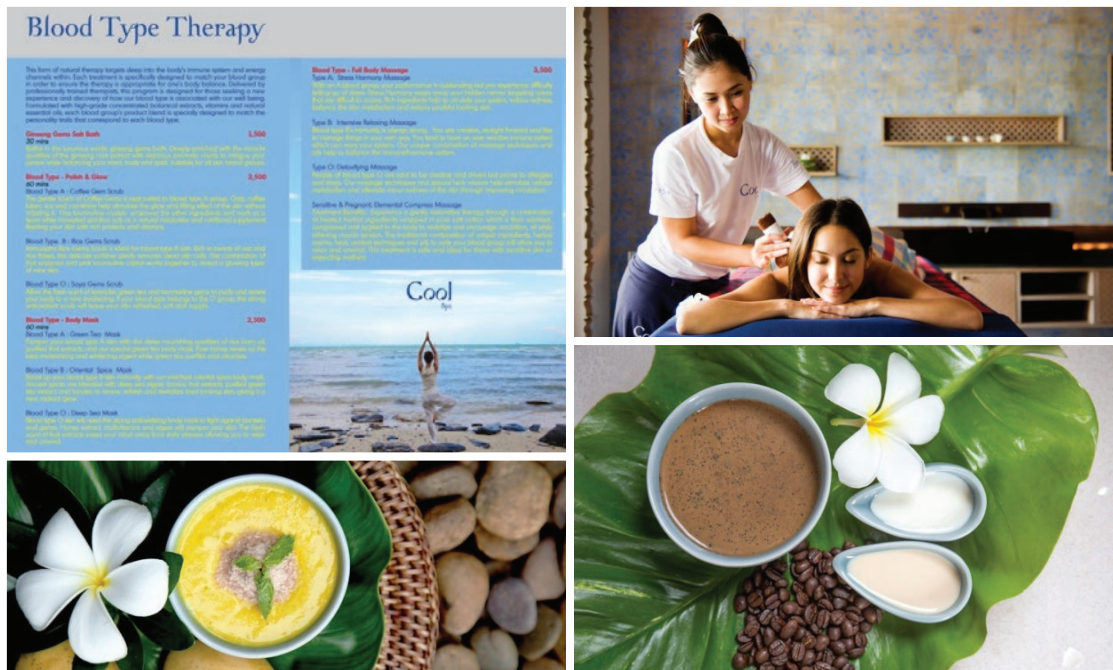
### OPERATION AND RESULTS IN 2016

The Company's operation in 2016 still focused on good health for both customer, staff and related parties such as:

- Sripanwa hotel project has organized health oriented activity for guest and staff including an improvement of gym with more equipment and put Paddle Board on the extended list of activity. There was a new swimming pool of up to 52 meters long which is equivalent to Olympic pool to meet demand from the increasing incoming guests and also provide alternative for guest to stay healthy while on vacation.

- At Sripanwa hotel there have been exercise classes such as Body Fit, Abs Work Out, Yoga including healthy menu to control staff's weight and promote their good health. In their restaurant, there are a variety of healthy menus for guest to choose from such as salad, spicy salad or steam which are all good for consumer. There are relaxing spa, specific spa for each blood group, muscle relax spa, and circulation activated spa. Raw material for spa treatment are from nature such as fresh mango, cucumber, orange, mint,, cumin, coffee bean, salt. Some of the treatments are body scrub, face mask and face treatment for instance.





During Peak Season when we have high occupancy the Company has added health promoted activity for guest as shown in below in room note.

| KIDS ACTIVITIES                         | MEETING POINT | PRICE / PERSON | DETAILS                                 |
|---|---------------|----------------|---|
| Loom Bands Fancy (over 7 yrs old)       | Baba Poolclub | Complimentary  | Joint class maximum 5 persons           |
| Nail Painting (over 7 yrs old)          | Baba Poolclub | Complimentary  | Joint class maximum 3 persons           |
| DIY : Ice-cream Stick Idea              | Baba Poolclub | Complimentary  | Joint class maximum 5 persons           |
| Hair Braiding for kid                   | Baba Poolclub | Complimentary  | Joint class maximum 3 persons           |
| DIY : Painting class (over 7 yrs old)   | Baba Poolclub | Complimentary  | Joint class maximum 3 persons           |
| DIY : Paper art & idea (over 7 yrs old) | Baba Poolclub | Complimentary  | Joint class maximum 3 persons           |
| Bartender Class                         | Baba Poolclub | Complimentary  | Joint class maximum 3 persons           |
| Cup Cake Class                          | Baba Poolclub | Complimentary  | Joint class maximum 5 persons           |
| Dessert Class                           | Baba Poolclub | Complimentary  | Joint class maximum 5 persons           |
| Sushi Class                             | Baba Poolclub | Complimentary  | Joint class maximum 5 persons           |
| Pizza Class                             | Baba Poolclub | Complimentary  | Joint class maximum 5 persons           |
| Thai dancing class for kid              | Baba Poolclub | THB 500        | Joint class maximum 5 persons           |
| Tennis for kids (over 10 yrs old)       | Baba Poolclub | THB 1,000      | Joint class maximum 3 persons           |
| Batik Painting (over 12 yrs old)        | Baba Poolclub | THB 2,500      | Private / Joint class maximum 4 persons |
| Boxing for kids (over 12 yrs old)       | Baba Poolclub | THB 1,500      | Private class only                      |



- Exercise promoted activity: fitness facility for staff, exercise course such as Yoga, Aerobic, soccer for instance.



- Annual check up for staff with comparative record to show general health trend for staff.
- Measurement of body mass to control weight within standard range. Providing professional nurse in the first aid room.



- Fight Dengue fever campaign by Sripanwa: In past year there was an outbreak of dengue fever so the Company has a campaign to reduce the risk of such pandemic. There has been mosquito fumigation schedule, the employment of abate sand including the elimination of mosquito breeding area for good health of our staff, guest including general public in nearby communities.

## OPERATION AND FUTURE OPERATION

1. The Company will continue to focus on health related activity for our hotel guest in 2017. We will extend the activity list, introduce new equipment to serve all guests and retain our friendly service.

2. Promote the use of organic raw material in the kitchen to promote a better health. The Company has appointed a working team on Green Project to undertake the operation in this respect seriously.

3. The Company has a plan in place to anticipate new trend and technology. We continuously invite lecturers who are expert on organic farming to train our staff and also extend the knowledge to nearby community.

4. Plan and project the expansion of green area for the plantation of organic vegetable for internal use to reduce the cost of raw material. There are sweet basil, basil, and wild betal which is used in the menu wild betal crab curry. There are also chemical free decorative shrub, trees and flowers such as banana, frangipani, jampee (*Artabotrys hexapetalus*), and raintree flowers for in room and other area decoration in the hotel.

5. Spa in Sripanwa hotel will continue to develop new treatments to promote good health for customer such as heat massage with steam sea salt, edible scrub from natural and eatable natural raw material.

6. Retain the health related activity for staff and promote good health among staff such as healthy awards from for staff who score the best result in annual check-up.