

CREATING HAPPINESS



Sustainability Report 2017
CHARN ISSARA DEVELOPMENT PLC.

CI CHARN
ISSARA

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Message from the Chairperson

In the year of loss for all Thais Charn Issara was one part who understand this lost and ready to adopt the teaching into its operational guideline on the Company's sustainability. During the year when all sectors need morale support Charn Issara was ready to take a part in supporting the society in line with our vision of "Charn Issara proud to developed sustainable happiness" which we have performed all along.

During the year 2017 we have not only cautious in business operation but also continue to manage every projects in conjunction with joint owners to build satisfaction and confidence for our customers. We are willing to move forward with our business alliances who has shared the same vision in order to unite strength in operating business for continued growth. We have expanded our business into hotel and in this aspect have started 2 new operations for continued growth of revenue stream which is beneficial to all shareholders.

This year we will concentrate on morale support operation and champion the development in accordance with HM the late King's initiative for community and society including the development of ethnic and morale team for everyone to understand life aspect and able to live their lives happily both personal and work life in the right direction. We share all the good things for society to sustain their mind including Dharma teaching, donation and volunteer with focus on youth development which will become the nation's force. Some example of those activities include library development for needed school.

Project which we have developed will always respect this world and its environment. In building resident villa including other building structure we are willing to change our architectural design to preserve every single trees as far as we could to retain landscape and reduce environmental impact on biodiversity to the best of our efforts. This is just one example to show how much we care about our environment.

Charn Issara Development Public Company Limited is a property development company who has been in business for as long as 65 years with the principle of sustainability and we will remain.



Srivara Issara

Chairperson

**Charn Issara Development Public Company
Limited**

Message from Chief Executive Officer and Managing Director

Dear Stakeholders, colleagues and the Company's alliances of Charn Issara Development Public Company Limited, we are pleased to present the 2017 Sustainable Development Report of the group of companies. This report details our efforts and works in sustainable development in connection with business continuity in order to build a long term value for customers, staff, business counterparts, shareholders, investors, community and society by adopting the internationally recognized standard report format (GRI-G.4) to report our sustainable business operation to all concerned parties. This report shows our operational approach which is not only focus on business success but also taking into consideration the life aspect of our staff and their family. We have built good relationship with all stakeholders and community around our projects. Environment and its eco system has been our concern which you will note from this report. We have completed the guideline for environmental protection and monitoring.

In the year 2017, Charn Issara has one completion of Luxury Condominium in Bangkok and two completions of Luxury Hotels in Phang Nga and Cha Am, both managed by Sri panwa. These completions reflect our determinations to develop projects with quality in order to strive in the current competitive property market and to adapt the most appropriate and efficient Financial Instruments to achieve the outcome for the company, such as the recent establishment of REIT. All these implications strongly indicate Charn Issara's core visions in order to perform our business and to strengthen the confidence of our Shareholders and our Investors.

The year 2017 was our 65th anniversary which reflect our sustainability and determination to operate efficiently to the best of

the Company's potential for our customers, stakeholders, society and general public to move forward, grow and remain with all sectors eternally. Our sustainably operation in the past year had followed our Company's vision of "Charn Issara proud to create sustainable happiness" by focusing on 3 sustainability frameworks as follow:

- ME - Create sustainable happiness for staff
- WE - Create sustainable happiness for community and society
- WORLD - Environmental friendly business operation

As you may have noted, we focus on wellbeing and continued with development of our staff as a basis which include both human resource development and mind development. We have organized an Executive Development Program to support continued learning opportunity for instance. There were morale support projects to help the community such as a volunteer project to help youth in develop libraries, donations and Dhama teaching to build an inspiration for people. We focus on reducing the environmental impact from our project developments by using natural resources with responsibility. We preserve trees in our project, select environmental conscious suppliers. We continued to support Kusol Kamlang Sarm project to support the Buddhist way education, develop youth intellectual and their value for life as we recognize the importance of sustainable principles and do believe that sustainability will play an important part in driving our company, our community, society and the country. We will continue to operate with determination and dedication to build long term value for all stake holders and work for the improvement of society and the nation.



Songkran Issara

**Chief Executive Officer and Managing Director
Charn Issara Development Public Company
Limited**



Charn Issara Development Public Company Limited

OUR VISION

“Charn Issara prouds to develop and
build sustainable happiness”

OUR PHILOSOPHY

“Guide by Honesty,
Supported by Unity,
Sustained by Health”

OUR MISSION

Customer

- What do we do?
 - Creatively develop and select only the best for customers
 - Customers will own real estate with value for money
- How do we do?
 - Attention on design and construction, supervise every stages by a professional team.
 - After sale services, building a an alliance networks among customers and the Company
- Value for customer
 - Happy, satisfied and proud to be an owner.
 - Customer feel safe and secured to live in our project.

Staff

- What do we do?
 - Support self-development for staff both ethical personal life and work
 - Build a good working environment
- How do we do?
 - Support joint activity and continued development and training, a family like care taking
 - Set up target and career path
- Value for staff
 - Good quality of life, secured and safe.
 - Sense of ownership and proud of the company

Business Alliances

- What do we do?
 - Allow freedom in creative thinking and development to grow together
- How do we do?
 - Listen to idea without limitation and allow continued working opportunity
- Value for customer
 - Proud of the joint achievement and sustainable growth

Community

- What do we do?
 - Develop a livable society with best care on environment
- How do we do?
 - Adopt new design innovation to shape the society and its environment
- Value for community
 - Livable society and return sustainable happiness to the society

CORE VALUES



I

INNOVATION

Develop and invent a creative innovation on the basis of morale, ethic and rightness for happiness and unity of the organization.

S

SATISFACTION

Create satisfaction for consumer and related parties.

S

SINCERITY

Sincere in working and delivering quality products to consumers.

A

ACCOUNTABILITY

Create trust and confidence for consumer.

R

RESPONSIBILITY

Responsible for consumer, business partners, shareholders, society and the Nation.

A

APPRECIATION

Create value and goodwill on product, good attitude with positive thinking towards all departments in the organization.

- TOTAL REVENUE 2017
NEARLY 2.3 BILLION BAHT
- START OPERATION IN 2 HOTELS UNDER BABA BEACH BRAND
AT PHUKET AND AT CHA AM - HUA HIN
- GAIN ON SALE OF SRI PANWA HOTEL
429 MILLION BAHT
- TOOK 7 AWARDS FROM
PROPERTYGURU THAILAND PROPERTY AWARDS 2017
- TOOK 2 AWARDS FROM
PROPERTYGURU ASIA PROPERTY AWARDS 2017

Core business and the operation in 2017

The Company has a main revenue from property sale which consist of house and land subdivision, condominium units representing 70-80% of total revenue, revenue from rental and services of office building and retail space in Charn Issara projects, and revenue from hotel business. Highlight in the year 2017 are as follow:



ISSARA RESIDENCE R A M A 9

b | u
C H A M - H U A H I N



BAAN
Sita Wan
PAKCHONG - KHAOYAI
with SCSGHEIM TECHNOLOGY™

ISSARA
COLLECTION
SATHORN

Our awards in 2017

Charn Issara took 7 awards from the 12th PropertyGuru Thailand Property Awards 2017 in the categories of Best Housing Development (Thailand) and Best Housing Development (Khao Yai) for “Baan Sita Wan”, Best Housing Architectural Design (Thailand) for “Issara Residence Rama 9”, Best Low-Rise Condo Architectural Design (Bangkok) and Best Low-Rise High-End Condo (Bangkok) for “Issara Collection Sathorn”, Best Condominium (Hua Hin) for “BLU - Hua Hin” and Best Boutique Developer (Thailand) for “Issara United Co., Ltd”. Moreover, Charn Issara has proven its leading position in Thai property developer and its determination to develop quality projects for customers further by achieving Asia’s Winner Awards for Baan Sita Wan and Issara Residence Rama 9 in the categories of: “Asia’s Best Housing Development” and “Asia’s Best Housing Architectural Design” respectively.



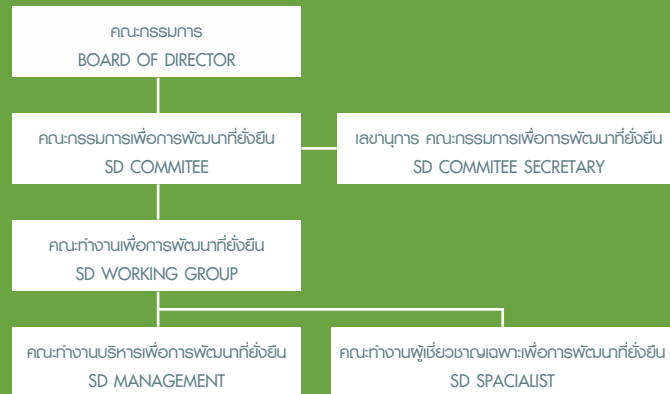
Charn Issara's target on sustainability

Framework of sustainable development

The Company has set out a framework for sustainable development from our vision in accordance with our business target under the concept of "Charn Issara prouds to develop sustainable happiness". This is a concept of doing business with responsibility, dedication in order to create happiness for all stakeholders which can be grouped into three groups namely ME (relate to our internal affair), We (related to external stakeholders) and World (related to environment). The framework of sustainable development originated from the principle of international standard (SD Principles) in conjunction with our context of strategy, vision and business operation philosophy. The consideration covers the entire operational process of the Company with inputs from the Sustainable Development Working Committee which the Company has set up. The Committee will define frameworks and follow up mechanism then summarize the overview for presentation to the Sustainable Development Committee, executives to show a clear operation. This leads the Company to become a property developer who is ready to grow sustainably with community and social's recognition.



STRUCTURE OF SUSTAINABLE DEVELOPMENT SUPERVISION FOR CHARN ISSARA



Corporate Governance

The Company has set up a clear sustainable development supervision approach from the top management policy to operation with feedback to the top management through 2 important teams namely Sustainable Development Committee and Sustainable Development Working Committee which have been appointed with clear designated roles, duties and responsibilities.

Roles of Sustainable Development Committee

1. Set up policy, strategy, management, analysis and deliver policy from top management to working team,
2. Follow up and give input on strategy, management, and analysis in

reviewing the Company's sustainability issues.

Roles of Sustainable Development Working Committee

1. SD Management: review policy, strategy, management and analysis received from the Committee on sustainable development issues in order to set up an annual operational approach,
2. SD Specialist: operate and manage operational issues as per guidelines received from SD Management,
3. Organize an annual report in the areas of economic, social and environment for Sustainable Development Committee for presentation to the top management/Board of Directors for acknowledgement and

comment,

4. Convey information and policy to staff for actual operation,
5. Follow up, audit and conduct operational assessment,
6. Giving idea in improving the sustainable operation to the Committee

Follow up, audit and operational assessment

In follow up, audit and conduct operational assessment the Company requires the Sustainable Development Working Committee to summarize and present their operation to the Committee twice a year. There was a trial KPIs in the team's operational assessment in 2017 and following years.

Operational reporting process to the Company's Board of Directors and Sustainable Development Committee

1. Annual report for presentation to the Company's Board of Directors and top management
2. Regular progress report and operational report to Sustainable Development Committee for acknowledgement and comment as appropriate

Charn Issara's strategy on sustainability

Our determination to maintain the standard of sustainable development requires consideration on the balance of society, economy and environmental impact. This report shows our approach to support such determination by detailing our sustainable development and categorize those efforts into 3 aspects. We recognize that to achieve those 3 areas we need to strengthen our development factors by starting at what we are familiar with then move on to other areas. We have chosen those 3 areas for our operation during 2017-2019 as follow:

- Adopt technology and innovation in design and construction process
- Doing business with ethic and morale for sustainable benefits and happiness for all concern parties



Anti – Corruption: To become an anti-corruption organization

Concept and policy

The Company realizes and recognizes the importance of doing business ethically and with good corporate governance, prevention and anti-corruption both in the organization and outside. It therefore has laid out policies on business operation and the operation of stakeholders to recognize, understand and responsible for the prevention and anti-corruption in order to allow the smooth and efficient operation in line with our vision, strategy and the Corporate's working philosophy.

Operation and results in the year 2017

The Company has joined the Collective Action Coalition (CAC) of Thai private sector in anti-corruption with the Thai Institute of Directors (IOD) to join the certification process and pass such certification within 18 months. To achieve that, the

Company has adopted the approach through the international principles and frameworks related to the Ten Principles of the United Global Compact, Business Principles for Countering Bribery from Transparency International including other principles publicized by the World Bank and Center for International Private Enterprise (CIPE) and other international organizations.

Operation and future development

The Company has following approaches to meet the target of certification within 18 months from December 2017:

1. Prepare an Anticorruption Policy to be a clear operational guideline in operating business and develop towards sustainable organization.
2. Prepare codes of conduct and business ethic with an

objective to use those as a clear guideline in appropriate and suitable conduct for Directors, management and staff of the Company and its subsidiaries to follow in accordance with good corporate governance,

3. Develop and campaign to build self-conscious among staff to be aware of and build an anticorruption organization and prevent corruption,

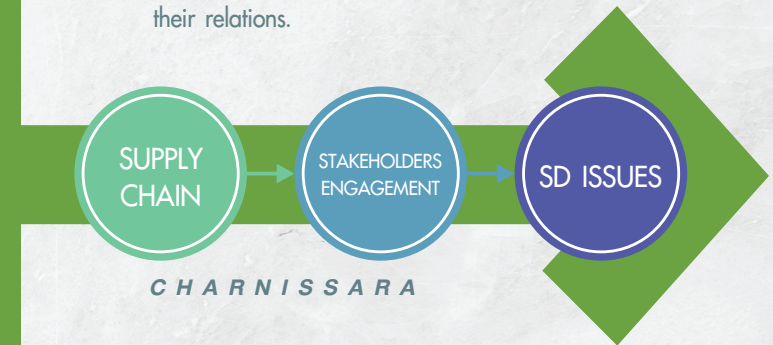
4. Support activities and any operations including joining any anticorruption coalitions,

5. Prepare an anticorruption hands book for staff, directors and stakeholders to follow,

6. Prepare or review our internal audit system in accordance with self-assessment (71 articles) in order for the Company to be certified as a member of the Collective Action Coalition.

Supply chain and roles of all stakeholders

The Company has prepared, established and analyzed supply chain or value chain of Charn Issara which is able to classify group of stakeholders including identify their relations.



Stakeholders are noted to have an important role for the Company's business operation. In order to look after stakeholders in general and specific the Company has grouped and classified stakeholders through meetings with resolutions of working committees from all parties in the Company's supply chain. This leads to a consolidated issues management and designation of connection process for each group of stakeholders in accordance with their respective requirements and expectations from the Company in the end.



Charn Issara's supply chain

Stakeholders of Charn Issara

The connection of the Company's stakeholders through internal collection of issues and meetings with management and all departments staff who has connection with stakeholders and the results of such connection led to a classification of stakeholders into 11 groups as follows:



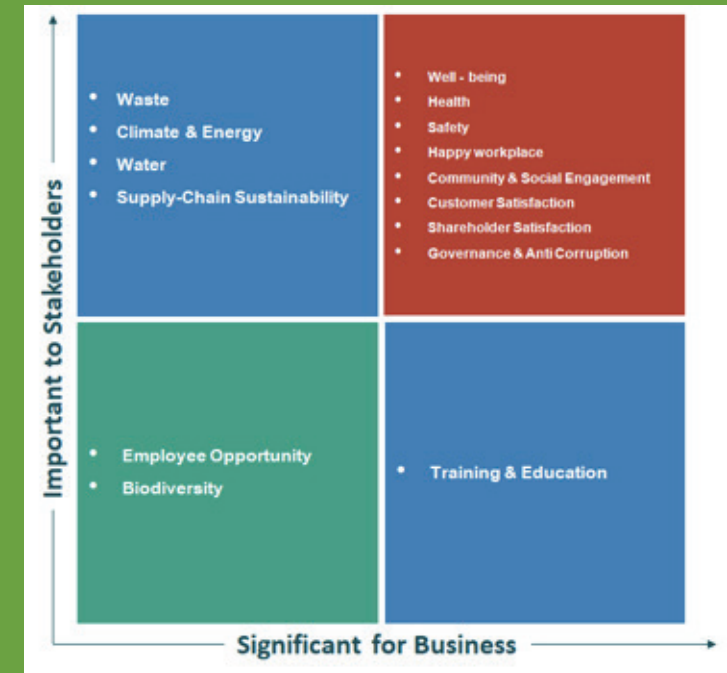
RISK MANAGEMENT

The Company has established a risk management approach by setting up a Risk Management Committee in 2015. There was a meeting to appoint Chairman of the Risk Management Working Group to conduct general risk assessment of the organization including developing a risk framework or risk integration plan. The plan includes a risk management policy covering risks in economic, social, environment and risk management in line with the organization's sustainable policy. It further designated analysis approach, audit and follow up with the management and report by adopting the Enterprise Risk Management Integrated Framework into the Company's risk management process. Risk has been classified into 4 categories namely, strategic risk, operational risk, financial risk, compliance risk. Currently works is in progress to develop and drafting up program for the Risk Management Committee to receive training on Risk Management in order to complete the suitable risk management policy for submission to the Board for approval and adoption. In additions, social and environmental risk have been included in the consideration for suitable risk management.



The selection of key issues for sustainable development

In the selection of key issues in the year 2017 the Company has assigned the working group to consider key issues for the Company's sustainable development through meetings with the management and various departments' representatives. Through those meetings the working group then summarized key issues for presentation to the Sustainable Development Committee and the Company's top management. The working group has considered key issues from vision, strategy, sustainable development framework and risk factors of the Company including effects on all stakeholders then plug those into a matrix to identify key issues. This approach has led to respective direction in risk management on each issue of which in the year 2017 key issues were as follow:





Sustainable Happiness Created for Community & Social

Concept and policy

Charn Issara believes that sustainable happiness promotion for community and society is an important responsibility as they will grow with our business. We, therefore, have a policy to develop good spirit and create good living quality for people in the community and society through several projects promotion. Those projects involved spiritual activities to foster their minds and youth development to be an important force of the society with an improved quality of life thereby leading to sustainable happiness.

OPERATION AND RESULTS IN THE YEAR 2017

THE PROMOTION OF SPIRITUAL ACTIVITIES FOR PEOPLE IN THE COMMUNITY AND SOCIETY

- Buddhist prayer at Charn Issara 2 for staff and general public to practice Dharma and pray in the evening including Dharma teaching from Buddhist monks and accredited lecturers on every Tuesday from 16.30- 18.00 hrs. at 21st floor Charn Issara Tower 2, new Petchburi road. Participation is free of charge.
- Charn Issara gives out scholarships for Buddhist way education at Panya Prateep, Amphur Pakchong, Nakornratchasima under the management of Panya Prateep foundation which is a nonprofit organization and has an objective to develop the school into a model of Budha Panya school in an effort to raise youth to be both ethical and knowledgeable for the society



- Provide space and arrange for staff to sell merchandise at Kusol Kamlang Sarm during lunch break at Charn Issara Tower 2 to support the recycling of used merchandises in good condition for sell to those who may find a good use with proceeds go to support the operation of Panya Prateep foundation. During the year 2017 there was a sale turnover of Baht 1.2 million and total turnover from 2012 to 2017 is up to Baht 8.5 million Total support is approximately Baht 14 million.



- Donation of organs and blood, Charn Issara Development Public Company Limited with its management, staff and general public had joined the activity of blood and organs donation in dedication to HM the late King Bhumibhol Adulyadej, on August 29, 2017 at 21st floor Charn Issara Tower 2.



- Charn Issara Residence Co., Ltd. has donated an amount of Baht 1 Million to the Faculty of Medicine Chulalongkorn University to support the Thai medical development at Chulalongkorn University's medical school which will cover medical practice, research, developing medical doctor and other medical staff.
- Mr. Songkran Issara and family, along with Mr. Thamnoon Kovitya and family has donated 300 sets of Rice and Dry Food to low-income group in Hat Yai Area which has been regularly conducted in Chinese New Year period for 43 consecutive years.



- Promote Buddhist activities in community's temples near Thew Talay Estate, Amphur Cha-Am, Petchburi province. There was a Kathin activity at Wat Suwanamas, Petchburi province attended by the management and staff.



- Thew Talay Estate project at Cha-Am, Petchburi had organized an activity on Children Day at Baan Ang Hin school. Children had been treated with food and desert, ice cream. In addition, stationeries and sport equipments were given out to the school to increase an opportunity for children in pursuing their study as well as sports. Scholarships were given out at Petchburi's land office on the Children Day.



- Promote social activity: Thew Talay Estate co-sponsored the activity "Step for Life", a 194 Km. run from Hua Hin to Siriraj Hospital in Bangkok which took 7 days. Campaign the donation to support the medical supplies in Navamin Bophit 84 years and "Kaw Kon La Kaw" to support 11 hospitals.



- Operation on sustainable development at Sripanwa hotel in 2017 in line with the Company's policy on sustainable development.

- Activities to promote and support youth development such as presents giving out on Children Day to children at The Phuket Aquarium, Third Naval Area Command,, Baan Laem Panwa school, Ao Nam Bo school and Vichit municipality.



- Joining the "Roy Rak Ruam Jai" activity of giving out desert to students and parents at Ao Nam Bo school on March 26, 2560



- Sripanwa's management and staff in conjunction with the Marine Biological Center had supported the "Night Ride" activity by giving out price, food and beverages to participants.



- Sripanwa's management and staff had joined the activity of giving out food and supplies to Phuket Panya Nukul special school for intellectual disability and hearing students.



- Representative of Sripanwa's management and staff had donated a laundry dryer machine to Pa Klok elder's nursery, Phuket.



- Community service activities such as the management and staff of Sripanwa had supported the activity at Isa Tul Islam Mosque at Baan Ao Makam during annual religious ceremony.



- Sripanwa hotel had joined other hotels on Cape Panwa and Thai Red Cross Society to organize a blood donation unit every 3 months. Sri panwa has hosted the blood donation unit.

OPERATION AND FUTURE DEVELOPMENT PLAN

1. Develop and improve the Dharma teaching every Tuesday evening to build general awareness and increase participants.
2. Manage the supporting plan and expand the support to Buddhist School by developing format and activity of Kusun Kamlang Sarm shop, increase fund raising channels to expand the support on larger scale according to the target.
3. Operate library development project to fill in needed school and study the actual requirement of schools near the project to support youth development program of those schools.
4. Retain community and social service activities.

Sustainable Happiness Created for Customer

Concept and policy

Charn Issara recognized that customer is the supporter of our growth and success all along. Therefore, it is our utmost responsibility and determination to build sustainable happiness for customers. We have a policy to develop our products' quality in every projects including organize both spiritual and life quality activities for our customers to meet our mission of delivering quality product and sustainable happiness in our projects.

OPERATION AND RESULTS IN 2017

BUILDING SUSTAINABLE HAPPINESS FOR CUSTOMERS

- Morale booster, Dharma activity for residents such as alms giving on New Year day, Dharma teaching in various projects of Charn Issara.

Organized a regular Dhamma Talk and Practice for our customers and staffs at The Issara Ladprao, Bangkok with the presence of Ajahn Chayasaro.



- Organized a "Big Thanks" on the Company's 65th anniversary during March 1 – October 31, 2017. 65 customers who have the top purchased values received a luxury package worth around 3 million to stay at Sripanwa Phuket hotel for 3 days 2 nights. There were also promotions in other projects under Charn Issara group of companies. Khun Songkran Issara, Chief Executive Officer and Managing Director of Charn Issara Development Public Company Limited had invited those top 65 customers to the thank you party "The Elegance of 65th Year Charn Issara in recognition of their support in buying into the Company's projects. In the party Khun Plakhem Krachpetch Issara had organized a special fashion show on November 16, 2017 at the St Regis hotel, Bangkok.



- Charn Issara in coordination with Bangkok Smart Card System (BSS) has organized to issue CI Member card as a joint card with Rabbit Cash Card for use in purchasing merchandise and travelling for all customers in every projects under Charn Issara group with discount privilege in buying all Charn Issara projects and hotels, withdraw cash from ATM like all debit and credit card, use as a ticket for BTS, BRT including earning points.



- Organize recreation activity for specific groups of customers such as Blu Carnival for customers in Thew Talay Estate.



- Organize recreation activities for customers in projects to foster relationship and promote good health such as golf and cycling activity.



OPERATION AND FUTURE DEVELOPMENT PLAN

1. Retain spiritual activities for customers
2. Develop and support customer relation activities and promote good health such as run and cycling activities for instant

Sustainable Happiness Created for Shareholder

Concept and policy

Charn Issara grows and develop so far because of investor's confidence in becoming our shareholders. Investors have always been interested in the former property fund including our current trust. Our operation will therefore drive our shares to be sustainable stocks for sustainable happiness of all investors.

OPERATION AND RESULTS IN THE YEAR 2017 CREATED SUSTAINABLE HAPPINESS FOR SHAREHOLDERS AND INVESTORS

- There has been a transformation of property fund which had reached its full potential to REIT. Our REIT was the first trust in Thailand to be transformed from property fund into Real Estate Investment Trust and we hope to grow this trust for our business and maximum return to our shareholders.
- Organized a trip for our debenture investors to visit Baan Sitawan hosting by Khun Teeraporn Sricharoenwongse, Deputy Managing Director, Khun Ditawat Issara Assistant Managing Director including the management on December 14, 2017. Baan Sitawan is one of Charn Issara's quality project which won first price from Asia Property Award 2017 under the category of residence which have been designed for eco-living and adopted Modular system construction technology from SCG HEIM.



- Organized a trip for our debenture investors to visit Thew Talay Estate of Charn Issara Development Public Company Limited hosting by Mr. Dittawat Issara, Assistant Managing Director including the management on November 30, 2017. Thew Talay Estate is a mix use property project which include residential condominium, hotel and retail space on Cha Am- Hua Hin beach, Petchkasem Road, Amphur Cha Am, Petchburi province.



OPERATION AND FUTURE DEVELOPMENT PLAN

1. Retain investor relation activities to promote happiness among investors and allow better understanding on the company
2. Operate investors relation plan such as travelling, recreation between the management and investors.



Sustainable Happiness Created for ME

Concept and policy

Charn Issara believes that Dhama and morale support will create sustainable happiness for mankind. The Company therefore has a policy to promote Dhama and mind development to build ethic in mind thereby leading to good quality of life for people in the organization, consumer, community and society. The Company has implemented several projects which concentrate on spiritual activity. Due to the present circumstance that the economy is still not in good shape and the society suffered from more disturbing issues under fierce competition, the organization has a concept that should the organization's staff, consumer and people in the community have been fostered and taught Dhama from Buddhist monk including a good teaching from selected lecturers then they can adapt those teaching into their daily life which will support their better quality of life leading to a happy life which is truly sustainable.

OPERATION AND RESULTS IN 2017

WELL BEING: CREATION OF SUSTAINABLE HAPPINESS BY PROMOTING SPIRITUAL ACTIVITIES WITHIN THE ORGANIZATION.

- Dhama practice and listening to Dhama lecture for staff and affiliated companies' every Tuesday. There have been a rotation of chairman of the session to allow all departments to get involve and receive happiness from Dhama which Charn Issara believes to be a true and serene happiness suitable for our staff to inherit.

- Dhama practice and merit making "Tod Pha Pa" for staff at Buddhist monastery.



- Organize alms giving on religious day to teach staff on “giving” and receive a simple happiness by becoming a donor.



- Dharma lecturing on happiness in workplace by Phra Arjam Phaisarn who had also answered questions from staff in relation to achieving a happy life.



OPERATION AND FUTURE DEVELOPMENT PLAN

1. Develop the plan for improvement of Dharma lecturing on every Tuesday evening for staff to become interested and continue to Increase number of participant.
2. Organize an activity of inspiration day “Wan Bandan Jai” to boost energy and inspiration of staff.
3. Organize special Dharma lecture from well respect Buddhist monk for staff
4. Retain Financial Well Being for staff and at the same time searching for alternate opportunity.

HAPPY WORKPLACE:

PROMOTE HAPPY WORKPLACE ACTIVITY FOR STAFF

1. Sripanwa hotel project had promoted and supported 4 basic necessities for staff which include food, accommodation, clothing, medical care to draw happiness from inside resulting in improved working day performance. Example are as follow:

- Food: The Company provide 3 meals on working day.
 - o Survey on food satisfaction
 - o Allow all departments to propose menu
 - o Organize special menu of the month
 - o Provide quality food
 - o Organize staff refreshment on a monthly basis, arrange deserts for refreshment and close relation of staff

in the Company.



- Clothing: The Company has provided uniform for convenient in operation
 - o Uniform is suitable for the climate
 - o Provide laundry and mending the staff uniform
 - o Expand storage for safety

- Accommodation: The Company has provided accommodation for staff
 - o Necessary supplies and appliances
 - o Attention on hygiene
 - o Provided sufficient space, increase number of bed.



- Medical care: The company has realized the important of medical cares for staff

- o Provide medical clinic with basic medicines
- o Coordinate with authority to provide vaccination for staff.

- Other welfares

- o Social security welfare
- o Group insurance
- o Dental clinic
- o Provident fund
- o Birthday Party for Staffs every Month
(Lunch Together & Lunch with the Management Team)
- o Swimming Pool, Fitness, Library for Staffs

2. Happy Heart: create unity and friendliness in workplace where staff will assist each other not only in the same department but also across the team.



3. Happy Relax: The hotel has provided a recreational corner in the staff canteen with sofa, air condition, television, computer for staff to take a rest. The Company has organized a Thank You party on an annual basis to thank staff and allow staff to participate with several prizes. Every month there will be a token give away price in the Staff Refreshment Party



4. Happy Family Corporate culture at Sripanwa is family like living with brotherhood cares. All staff across the department will be treated and trained like elder brother teaching the young one. All staff know each other across the department through team spirit day. In additions we also look after staff's family such as giving out scholarship twice a year. Organize family day for Sripanwa family to meet and do activity together.



The Company also look after its staff's family on special occasion which is the starting point of happiness resulting in happy workplace which reflect into our good services to customers. More than 90% of our guest feedback and compliments has proved this effort where our happy staff deliver good heartfelt services and enjoy what they do.

That happiness is not confined to working but also cover living. When 4 basic necessities are met happiness in life is not far reaching as we concentrate on quality rather than quantity.

- Organize sport day for staff as a recreation for unity among staff in our organization.



OPERATION AND FUTURE DEVELOPMENT PLAN

1. The Company drives towards certain corporate culture as follow:

- Family like working
- Brotherhood training
- Cross assistance amongst departments

2. Retain activities for unity and love within the organization:

THE PROMOTION OF GOOD HEALTH ACTIVITIES FOR STAFF

- Physical Well-Being is related to body and mind health in accordance with our motto “Guide by honesty, supported by unity, sustained by health”. When all staff have good health their performance at works will be maintained. The Company supports sport activities for staff such as a soccer team to play on behalf of the Company, aerobic, body balance after work. Allow staff to use fitness and swimming pool during specific time.



- Arrange an annual medical check-up for staff on continuous basis

OPERATION AND FUTURE DEVELOPMENT PLAN

1. Retain health promoted activity for staff.
2. Organize activity to campaign on good health such as run project and cycling project.

PROMOTE ACTIVITIES ON HUMAN RESOURCE DEVELOPMENT

- Support and encourage activity on knowledge development to improve staff potential as we believe that success in organization attribute to manpower. We therefore have focus on trainings. In the past year we have organized several training and selected staff who has excellent work performance to attend Executive Development Program with training and development programs which include financial statement analysis for management, real estate tax and laws, and Digital Marketing 4.0 for instance.



- Sripinwa hotel has training program both on the job training and outside training including specific training on leadership skill, train the trainer, "Wow service" for instance



OPERATION AND FUTURE DEVELOPMENT PLAN

1. Retain training activity both inside and outside the organization.
2. Develop a clear career path in accordance with business target.



Sustainable Happiness Created for World

Concept and policy

Charn Issara recognizes how our management could affect this world somehow so we determine to look after the environment to the best of our efforts. Starting from design which take on board environmental issue and try to minimize those effects through efficient practice from design to construction. We take it as our responsibility to look after environment in every projects through best practice in management.



Place 3 types of garbage bin on various areas around the office building with label for an understanding in garbage separation.

OPERATION AND RESULTS IN 2017

WASTE REDUCTION

การร่วมลดขยะจากการดำเนินงานของเรา

- Plan for garbage management which include garbage separation, collection, and disposal for staff to follow in office building management. The garbage is classified into 3 main categories as follow:

- Bio-degradable waste (Green) for those organic waste which can be decomposed quickly and become fertilizer such as kitchen wastes.
- Recycle waste (Blue) for household plastic such as water bottle, grass bottle, shampoo bottle, metal and alloy include for example soft drink can, supply containers, nails, bolts and nuts, etc.
- General waste (yellow) for those which are difficult or impossible to decompose such as plastic and foam.



- Activity to make Organic fertilizer for use in the hotel. As Sripanwa is covered by abundant plants some of which need pruning to keep them tidy, we have therefore collected those leaves and cut branches to decompose and turn them into organic fertilizer for use on Sripanwa project.

- Activity to raise and grow Effective Micro Organisms (EM). As EM has a property to decompose dead plant and animal we therefore have grown EM for use at Sripinwa hotel such as putting into bio septic tank, treatment ponds to reduce smell and at the same time dispose waste effectively. In additions those EM is sprayed directly into the soil to improve soil for plant.



- Participate the beach cleaning on Ao Yont beach and nearby community to build awareness and recognition to manage garbage correctly for management, Sripinwa hotel's staff and people in the community.



OPERATION AND FUTURE DEVELOPMENT PLAN

1. Retain the garbage separation program and campaign to separate garbage both in the construction project and every projects of the Company. We wish to create full awareness for garbage separation and expect our staff, customers including all concerned parties to understand and recognize the benefits of garbage separation including the cooperation.
2. Publicize and offer knowledge for staff to understand the right method of garbage separation in accordance with the campaign and promote 3 Rs (Reuse, Reduce and Recycle) for adoption.
3. Train housekeepers in garbage separation within the Company to create an understanding and knowledge such as the classification of garbage, type of garbage bin, method of garbage collection and separation
4. Campaign and participate the garbage control activity in area close to our project such as beach cleaning or community cleaning.

EFFICIENT USE OF WATER RESOURCES

1. Operate and manage waste in the project. During 2017 the Company has passed on policy of Baan Issara Bangna project and Issara Residence Rama 9 to contractors for the construction of waste treatment in accordance with those projects' waste management as follows:

- Construct water supply system in residence for the reuse and treatment prior to discharge to public sewage.
- Organize the collection of rain water and some part of discharge for the project's irrigation.
- Separate soil and waste

2. Use quality, and certified water treatment equipment such as septic tank from recognized manufacturer with certification and calculation sheet for water quality after the treatment.

3. Water treatment activity: Sripanwa hotel has built natural retention pond and a large treatment plant on the hotel's area to receive waste water from departments in the hotel including rainfall and surface water. All water will be directed to our large retention pond for treatment. Treated water which has been put through settlement tank can be reused such as watering plants in the hotel to reduce water consumption and minimize discharge into the sea.



For those waste water and soil from hotel room and restaurant, the hotel requires those to be treated prior to the reuse. Treated water must comply with the standard which can be discharged to the public waterway without causing a pollution. The waste water is treated by Sequencing Batch Reactor which involve aerated and sediment. There are management of leftover food in restaurants, grease trap prior to sediment and aerate. First tank is grease trap, second and third tank are for sediment then aerate in the 4th to 6th tank before discharged into retention pond with mechanical aerate then the treated water is ready for irrigation within the hotel.

To maintain the standard and even make an improvement and to prevent environmental impact on water in the area the Company has hired Best Choice Chemical & Engineering Co.,Ltd. to take sample and analyze every 3 months to make an assessment and recommend best solution for waste water management for the efficient system in compliance with standard prior to reuse or discharge to public domain.



OPERATION AND FUTURE PLAN

- Drive intensively the practice of efficient use of water and campaign on water saving in each project.
- Retain the direction of efficient water management and find new solution with more

