



CHARN
ISSARA

**HAPPY
TOGETHER**

CONTENTS

MESSAGE

03 MESSAGE FROM PRESIDENT
04 MESSAGE FROM CEO

LEARNING AND DEVELOPMENT

23

WELL BEING AND HAPPY WORKPLACE

26

WELL BEING AND HAPPY WORKPLACE

26

OUR APPROACH TO SUSTAINABILITY

09

COMMUNICATION WITH SOCIAL

31

PRODUCT SAFETY AND QUALITY

13

CORPORATE GOVERNANCE

33

ENVIRONMENT MANAGEMENT

17

ANTI - CORRUPTION

34

HEALTH AND SAFETY

22

ABOUT OUR REPORT

35



MESSAGE FROM KHUN SRIVARA ISSARA (CHAIRPERSON)

Through the year 2019 we had been working hard to create a quality product and achieve an important target both in term of economic, social and environment in order to gain wealth, trust and confidence among shareholders, staff, business counterpart including our community and environment. This effort reflected the fact that we still adhere to our commitment on sustainability in accordance with sustainable development strategy.

We are proud of our works in the recent past year which include volunteer activity campaign, garbage separation prior to disposal, reduction of plastic in the organization and projects where environmental awareness had been recognized by various awards from organizations in both public and private sector. Most importantly, what we have continued to do for a long time is offering good deeds, Dharma and ethic to our staff, customer including community and general public, an operation which deemed successful and achieving economic success in the Company's business and profitability.

We believe our knowledge, experience and performance will bring success to our works, achieving required target and value. Our joint efforts and team work were most satisfied and happy together with customers, business counterparts, shareholders and other alliances. Our growth went along with the development and creation of happiness for the community, society, and environment with a principle of aforementioned sustainability and this shall remain.

SRIVARA ISSARA

Chairperson of the Board of Directors

Charn Issara Development Public Company Limited



MESSAGE FROM KHUN SONGKRAN ISSARA (CHIEF EXECUTIVE OFFICER AND MANAGING DIRECTOR)

Dear Interested Party, colleague and alliances of Charn Issara Development Public Company Limited,

The year 2019 filled with many challenges including the slow down of the world economy, the strengthening of Thai Baht which resulted in inflated export price, higher hotel rate including reduced number of tourists. There was a change of regulations for real estate business loan and the awareness in environmental issues which had become an utmost challenge for our business and operation. Despite all those, we have managed to propel our business and made it through successfully. Following our submission of sustainable report in accordance with the sustainability framework for the past 4-5 years we had won an award on Sustainability Disclosure Acknowledgement from Thaipat Institute which reflected our determination in doing business and report on our true efforts in this area. In addition, during the past 12 months we have tried to develop projects both residence, hotel and new business of an innovative, beautiful gas station in front of Thew Talay Estate Hua Hin and implemented a variety of financial tools to gain organizational success with continued future revenue. Those achievements had been guided by our responsible business direction for more confidence and wealth of our shareholders.

The vision on sustainability is corresponding with our organizational value, answering investors' and the market's expectations in accordance with our continued operation within frameworks which results in our higher expectation in economic, social and environmental achievement.

Our operation during the past 12 months have been summarized in this report by adopting an international standard for reporting (GRI-G. 4) in order to retain its standard in presenting our sustainability operation to all related parties.

For the year 2020 we will adhere to sustainable operation and continue with environmental operation including the collaboration of sustainability with our business in recognition of the important of sustainability. We believe that sustainability will become an important part to propel our Company, our community, society and nation to move forward.

Yours sincerely,

SONGKRAN ISSARA

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



ABOUT CHARN ISSARA DEVELOPMENT PUBLIC COMPANY LIMITED

INTRODUCTION CI GROUP

Charn Issara Development Public Limited Company has started its business 30 years ago, from Charn Issara Tower 1 and 2 and followed by many other projects both joint venture and on its own. Success of all projects including the survival of economic crisis has led the Company into the Stock Exchange of Thailand until it become a public company and leading property development company of the country.

Charn Issara Development Public Limited Company (“the Company”) was founded on December 22, 1989 with an initial registered capital of Baht 20 million. In May 2002 the Company has transformed from a limited company into a public company and registered in the Stock Exchange of Thailand on December 16, 2002. The Company now has a registered capital of Baht 1,485,317,667 of which Baht 1,066,509, 514 has been paid up.

The Company is a property developer with a clear policy of presenting only the best property development project to our customers through the development of value added to the land. What has happened due to many factors such as a long vision, our dedication in every details from design to construction, our commitment to the Company’s principle for customers and most important of all a dedicated teamwork with experience, knowledge and performance.



**GUIDED BY HONESTY,
SUPPORTED BY UNITY,
SUSTAINED BY HEALTH**

Our Corporate Philosophy

**CHARN ISSARA
PROUDS TO DEVELOP
AND CREATE SUSTAINABLE
HAPPINESS**

Our Vision

MISSION

	What we do	How we do	Value delivered
Customer	<ul style="list-style-type: none"> - Creatively develop and select only the best for customers - Customers will own real estate with value for money 	<ul style="list-style-type: none"> - Attention on design and construction, supervise every stage by a professional team. - After sale services, building an alliance networks among customers and the Company 	<ul style="list-style-type: none"> - Happy, satisfied and proud to be an owner. - Customer feel safe and secured to live in our project.
Staff	<ul style="list-style-type: none"> - Support self-development for staff both ethical, personal life and work - Build a good working environment 	<ul style="list-style-type: none"> - Support joint activity and continued development and training, a family like care taking - Set up target and career path, gives suitable remuneration and rewards 	<ul style="list-style-type: none"> - Good quality of life, secured and safe. - Sense of ownership and proud of the company
Supply chain	<ul style="list-style-type: none"> - Allow freedom in creative thinking and development to grow together 	<ul style="list-style-type: none"> - Listen to idea without limitation and allow continued working opportunity 	<ul style="list-style-type: none"> - Proud of the joint achievement and sustainable growth
Community	<ul style="list-style-type: none"> - Develop project for livable society with most care on environment 	<ul style="list-style-type: none"> - Design by adopting innovation to modernize society and environment 	<ul style="list-style-type: none"> - Society become livable and return sustainable happiness to the society

OUR CORE VALUES

INNOVATION

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



SINCERITY

Sincere in working and delivering quality products to consumers.



RESPONSIBILITY

Responsible for consumer, business partners, shareholders, society and the country



SATISFACTION

Create satisfaction for consumer and related parties.



ACCOUNTABILITY

Create trust and confidence for consumer.



APPRECIATION

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



CI GROUP AT A GLANCE

OUR PROJECTS

Property Development for Sale

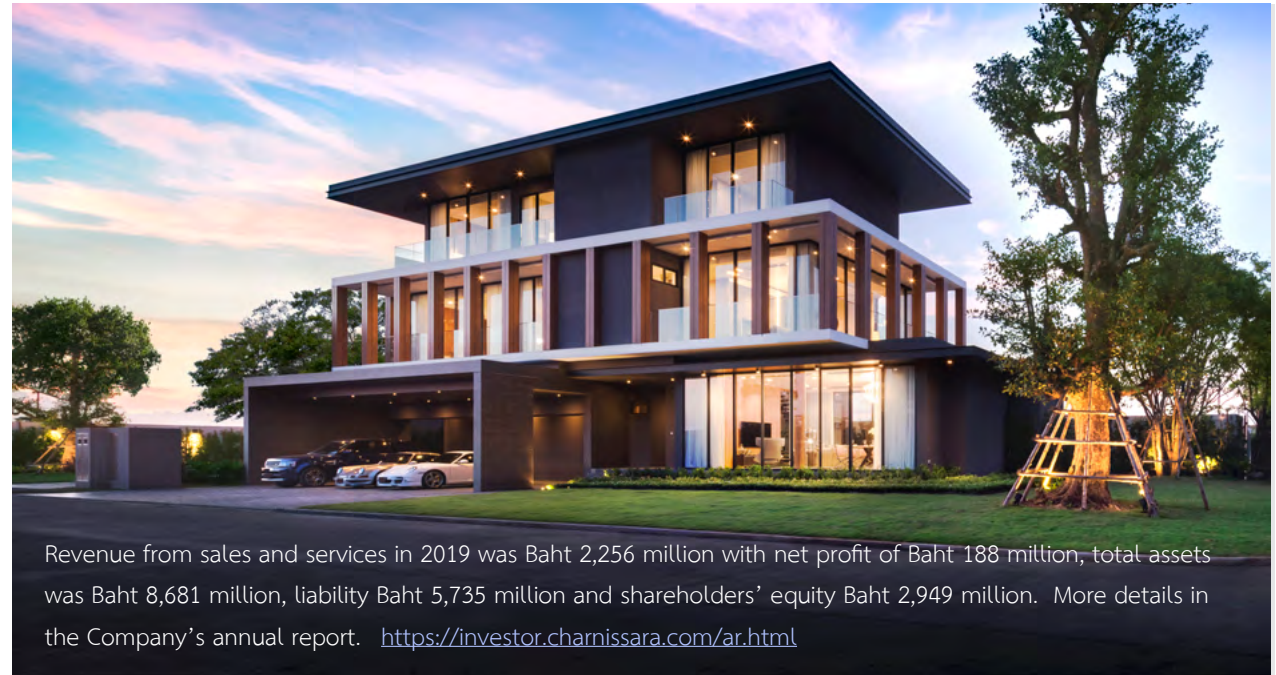
16 current projects that the Company has completed their developments and in the process of title transfer to customer, partly for sale and partly under development for sale

Office condominium for sale and long term lease

This includes Charn Issara Tower 1 on Rama 4 road and Charn Issara Tower 2 on New Petchburi Road. The Company has a rental space of 34,513.29 Sq.M. in Charn Issara Tower 2 on New Petchburi road. Out of those rental space the company own 3,825.61 Sq.M. and manage 30,687.68 Sq.M. of rental space for Bangkok Property Fund (BKKCP). At Charn Issara Tower 2 the occupancy is at 90% of total lettable space with part of its main tenants includes Siemens, Samsung Life Insurance and Thai Credit Guarantee Corporation

Hotels

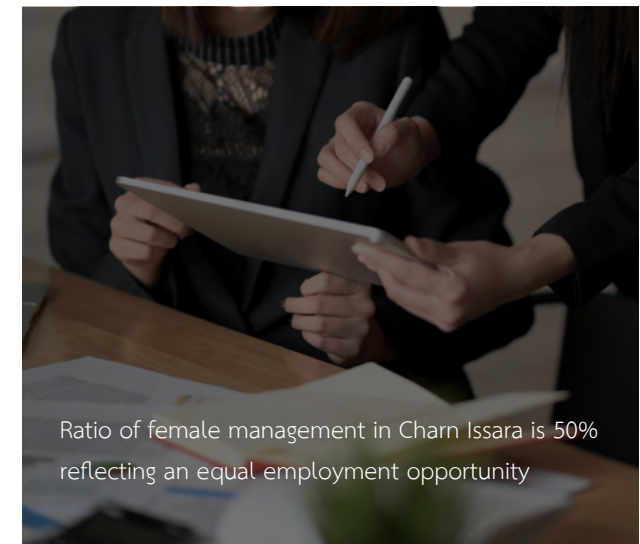
The Company's business included 3 boutique hotels namely Sripinwa Hotel, Baba Beach Club Phuket and Baba Beach Club Hua Hin, all of which have obtained respective hotel operation licenses.



Revenue from sales and services in 2019 was Baht 2,256 million with net profit of Baht 188 million, total assets was Baht 8,681 million, liability Baht 5,735 million and shareholders' equity Baht 2,949 million. More details in the Company's annual report. <https://investor.charnissara.com/ar.html>



Total staff of Charn Issara as of year end 2019 was 821
Property group – 158
Hotel group – 663

















Ratio of female management in Charn Issara is 50% reflecting an equal employment opportunity

CHARN ISSARA'S TARGET ON SUSTAINABILITY

OPERATIONAL FRAMEWORK ON SUSTAINABLE DEVELOPMENT



SUSTAINABLE DEVELOPMENT GOALS

STRATEGIC PILLAR	MATERIAL ISSUE	DEFINITION	RELEVANT SDGs
ME	Happy Workplace & Well being	- Determination to create happiness for staff and related party, physically and mentally	  
	Education	- Human resource development for excellence	
	Safety	- Promotion of hygienic and safety in the workplace	
WE	Corporate conduct and ethics	- Create confidence among interested parties on corporate good governance and anti-corruption organization	    
	Third-party relationships	- Create happiness and good relationship for supply chain, customer, community and society	
	Community Engagement and development	- Support on youth education and community development	
WORLD	Efficient use of water resource	- Water management and water saving	     
	Climate & Safe Energy	- Attention on efficient use of energy and cooperation to reduce climate change	
	Reduce garbage disposed from our operation	- Reduce garbage disposal, use of plastic from operation to help reducing global warming	

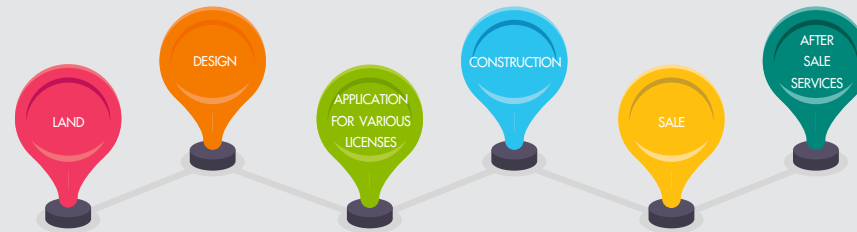
SUPPLY CHAIN AND ROLES OF ALL STAKEHOLDERS

The Company has prepared, established and analyzed supply chain or value chain of Charn Issara which may classify group of stakeholders including identify their relations as follow :



CHARN ISSARA

Stakeholders are noted to have an important role for the Company's business operation. In order to look after stakeholders in whole and specifically 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 consolidation of management issues 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:



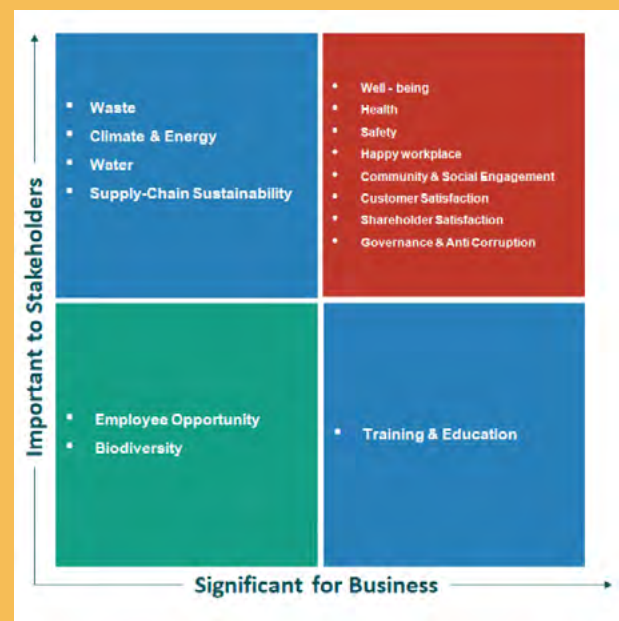
RISK MANAGEMENT



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 (COSO ERM) 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 2018 the Company still adopted the approach from the working group who had considered 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 2018 key issues identified were as follow:



PRODUCT SAFETY AND QUALITY



“Charn Issara proud to develop, create sustainable happiness, guided by honesty, supported by unity, sustained by health” our quality has started from land acquisition, selection of designer for development in each project, selection of contractor, quality control on construction works, the hand over to customer, warrantee and the management of juristic person for pleasant stay of the residents as well as preserving the value of property.

Quality in our definition:

Quality is created from attention

to details such as the design for house or residential condominium unit must provide adequate space for daily living with full functions. Material used must be of certain quality in which case material testing will be conducted to ensure the customer get the good value for their money. We even try out sanitary wares and fittings for instance,

Quality is created from an understanding of customer’s requirement and do everything we can as if we build our own house to achieve customer’s requirements,

Quality is created from our determination to deliver the good things so we control our quality in every process for customers’ happiness in their dwelling,

Quality is the created by commitment to preserve the environment and surrounding community. We have tried our best to preserve existing trees on construction site such as the case for Sripanwa where we have incorporate the villa design with existing trees resulting in a unique encasing layout with trees become part of the house. For the surrounding community we have always improved their surroundings such as paint on nearby building, co-operate with the community in developing school for instance.

From Vision and Core Value we can conclude that Charn Issara emphasize on quality to deliver good things to the society

MRS. TEERAPORN SRIJAROENWONG

Deputy Managing Director

Charn Issara Development Public Company Limited

CONCEPT AND POLICY

“Quality” is the essence of Charn Issara’s works

We concentrate on every process from the site selection for land development to meet customer’s requirements. We put great attention in details on the design to answer a variety of lifestyle. Create high level project with good living taste and completed facilities.

We control construction to be above standard, sell with sincerity and honesty, hand over quality product and take good care of after sale services to deliver happiness, good environment, quality society and satisfaction to own the property for all customers under the brand of Charn Issara. Quality has therefore been an important element of Charn Issara all along.

Quality Brand: deriving from accumulated experiences, goodwill and market’s confidence through the commitment on ethical, transparent, honest and sincere. Charn Issara delivers happiness and satisfaction to staff, customer and related parties in all sectors.

Quality Project: A dedicated professional team with attention to every detail in the development process. Adopting an innovative approach in project development for a quality to impress all customer beyond their expectation.

Quality Design: With a quality design with unique character of Charn Issara that we have selected leading Architects to jointly develop the design which reflect simplicity, modernism, durable materials and easy for maintenance with due reference to daily use. We build and preserve the environment to sustain its greenery and nature in the long run.

Quality After Care: from the success of project development through the success of after sale services, Charn Issara’s customer will get a quality to make them happy with their retained property value in the future.

OPERATION IN 2019

1. Shaded fin

Issara Sathorn project by Charn Issara Development Public Company Limited has been designed to carry an aluminum composite fin which was installed on the outer perimeter of the building. This fin not only put an outstanding character onto the building but also act as if an awning to give a vertical shade to the building, preventing part of the sunlight from entering the building while still give a transparent view angle from customer's unit. The project development team has thoroughly studied the benefits of using such building fin which enable reducing glass cladding's specification thereby reducing project investment while maintaining building standard legal compliance. For maintenance after handing over the building to condominium's juristic person, the management and its project development team has further studied and unanimously agreed that Aluminum Composite is a leading material in term of strength, durability, and easy maintenance in the long run which will reduce the residents' burden on maintenance costs. In addition this Aluminum fin will be installed at the



outer perimeter of the building which is common area and that will be maintained on regular basis at the cost of juristic person thereby ensuring a long term appearance of this innovative building.

2. Automatic parking system

The automatic parking system at Issara Sathorn is regarded as a new equipment of residential condominium development in Thailand. The system required a much higher investment compare to conventional

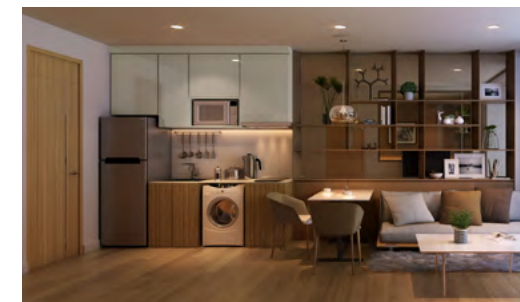
parking and we are among the first few projects who has selected to use this equipment. This will ensure safety of residents on parking at night as the system was designed to enable the driver to walk straight into safety area within the building as soon as coming out of the car.

The parking lift will also help a lot on environment as the car engine is switched off during transfer of car into parking bay by elevator thereby cut the harmful emission completely. The system will also help reducing engine and break noise resulting in a pleasant environment of the project and its neighbor.

3. Stone Plastic Composite (SPC)

The Company's project development team has carefully selected the most suitable material for customer. The quality material is safe and durable for long term usage such as floor finishing material for the residential condominium unit at the Issara Sathorn where the innovative Stone Plastic Flooring (SPC) was selected. The SPC is a wooden texture vinyl floor tile which is a composite material made of lime stone and plastic

giving a high strength property and non-shrinkage which prevent buckling or overlapping found in some other tiles when



exposed to extreme temperature difference. This new material will replace conventional tiles such as PVC, LVT including WPC which may have such problem that require replacement after a short period of usage under certain conditions. The SPC is composed of lime stone (calcium carbonate) + PVC powder + fire resistant component which enable this material to be durable, water and fire resistant, termite resistant, scratch proof. The Company is confident that this material will benefit and proof to be a good value for customer in the future.

4. Construction follow up and defect detector program for the improvement of

taking delivery and make a hand over of house/condominium unit. The construction team in collaboration with Information Technology team has adopted a construction follow up and defect detector program in the form of application on mobile phone and computer. The program is capable of showing percentage of construction progress in the form of picture. The defect detector program by 3 joint efforts of construction, sale, and title transfer divisions include a classification of works to be inspected for taking delivery. It can make a photo shot of before and after by overwriting or drawing on the photograph to show the position of defect. The feature also allows signature of the person who signed off the inspection through mobile phone and send information to related division. The management and staff can then be able to see the report through dashboard of the project overview and use that

information to analyze for fast respond. This in the way reducing time and the duplication of filing defect report which improve the efficiency of quality control.

5. **Continued quality improvement:** above quality product is continued improvement

In addition to delivering quality product the after-sale service and continued quality improvement for the best benefits of customer is imperative. All feedback of every parties including customer, business counterpart, investor including all staff are of value. Charn Issara take those feedbacks seriously for the improvement of product and services. It is therefore made available various channels of communication as follow:

Through service team including project staff, juristic person staff, maintenance staff, and all project cleaners

Through telephone line at the head quarter
02- 308 2020

Through staff's suggestion box

Through website <http://charnissara.com/contact/>

Operation and future development plan

- Retain good activity and ensure its continuity and value



An underwater photograph of a sea turtle swimming gracefully over a dark, textured coral reef. The turtle is positioned in the center-right of the frame, facing left. Sunlight filters through the water from the upper right, creating a bright, hazy glow and illuminating the scene. The water is a deep blue, and the coral reef in the foreground is dark and rugged.

WORLD

ENVIRONMENT MANAGEMENT
CLIMATE & SAFE ENERGY
BIODIVERSITY
WATER
HEALTH AND SAFETY
LEARNING AND DEVELOPMENT

ENVIRONMENT MANAGEMENT

Concept and policy

Charn Issara aware that 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 this as our responsibility to look after this world in every project through our best practice.



Operation and results in 2019

Waste reduction

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

a. Bio-degradable waste (Green bin) for those organic waste which can be decomposed quickly and become fertilizer such as kitchen wastes.

b. Recycle waste (Blue bin) for household plastic such as water bottle, grass bottle, shampoo bottle, metal and alloy including for example soft drink can, supply containers, nails, bolts and nuts, copper, glass such as soft drink bottle, etc.

c. General waste (yellow) for those which are difficult or impossible to decompose such as plastic and foam.

2. Place 3 types of garbage bin in various areas around the office building with clear

labels for an understanding in garbage separation

3. 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.



4. Activity to raise and grow Effective Micro Organisms (EM): as EM has a property to decompose dead plant and animal we therefore have bred EM for use at Sripanwa 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 has been sprayed directly into the soil to improve soil for plant.



Operation and future plan

1. Retain the waste management as well as garbage separation campaign both at the office building and in every Company's projects with better focus.

We expect our staff, customer including those related to the project to understand with awareness on the benefits of garbage separation and ready to co-operate.

2. PR on the knowledge of the appropriate garbage separation and campaign on the 3Rs (Reuse, Reduce and Recycle) for practice.

3. Train house keepers to manage garbage in the Company for better understanding such as the classification of garbage, type of garbage bin, how to separate and collect garbage, area for separated garbage collection for instance.

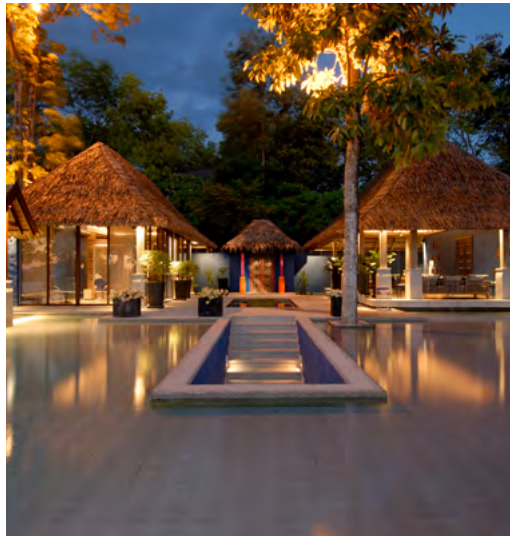
4. Retain the organic fertilizer making activity including producing EM from kitchen waste and gardening waste.

CLIMATE & SAFE ENERGY

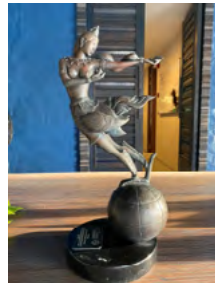
Operation and results in 2019

The operation in 2019 earned the Company 2 awards on environment care as follow:

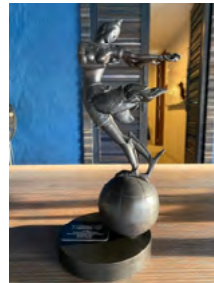
- Kinaree Award from Tourism Authority of Thailand
- Green Hotel Award



Kinaree Award is a prestigious award conferred as a standard certification for Thai tourism industry which includes hotel, accommodation, tour program, and spa. Our Cool Spa has received Kinaree Award on health tourism which we have won for 3 times in 2012, 2017 and 2019



2012



2017

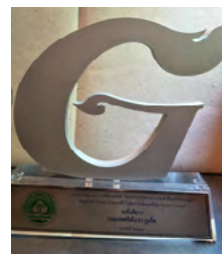


2019

Green Hotel Award is a national award to recognize operator who are environmental friendly in areas of garbage, waste water, environmental care including the best and efficient use of resources with good environmental management.



2015



2019

Issara Residence Rama 9 Our Issara Residence Rama 9 by Charn Issara Development PCL was honored to receive Best Property for Life Quality Award 2019 under the category of housing development of Baht 30 million up. The award was conferred by the Association of Siamese Architects under Royal Patronage to support and promote the creativity of design for property development project with exceptional quality and value to the people, environment and society. This award has also promoted the winner as an example which in the way set up a precedence for property development. The project which help develop people's living features many innovations such as

- Vertical and horizontal sun shade to prevent direct sunlight from entering the building as well as increasing privacy for residents,
- Solar Cell to generate electricity from sunlight,
- Universal design for elder or small children to be able to access the building through ramp and elevator.



BIODIVERSITY

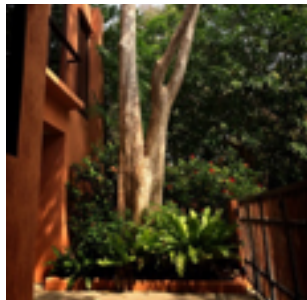
Biodiversity means a wide range of biology. Sri panwa Hotel Phuket is located on a geography of tropical climate which house several species of living things.

Tree conservation in the project

The hotel has determined to preserve the original forest and at the same time plant new fruit trees for various kind of animals such as squirrel and birds living on site. Some of the protected trees include several kinds of banyan, palm, fig, mango, banana, Hu Chang Palm (tropical palm) which are important sources of food for animals living in the hotel area. Sripanwa hotel has a diversity of tree in the original forest both hardwood trees such as Tabaek, Sator (Bitter Bean), Kae Pa (Agusta), Nonsi(Yellow Flame) and soft



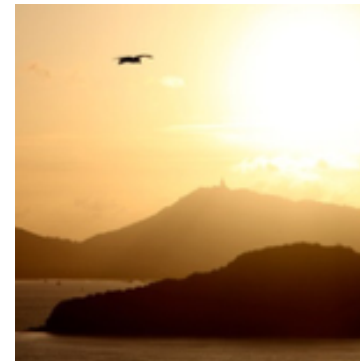
wood such as Samrong (Pinari), Lak (Gluta usitata), Hukwang (Bengal Almond), Jig Talay (Putat). Small plants found on site are fern, moss, mushroom, liken. Sripanwa has taken those as an important asset which will be protected and maintained for many years to come.



All Chemical which may affect insect and worm as well as its eco system is banned.



We have a measure to protect all animals on site as well as promoting plants which are source of food for those natural habitats



THE ISSARA SATHORN

We care and take into account the important of environmental conservation on site. At the Issara Sathorn, the site has a house and its 4 old trees namely Banyan, Andaman Redwood, Siamese Rough Bush and Bodhi but those tree positions posed to be a design limitation in locating the building. The project chose to use the Banyan tree to be the focal point of project frontage, transplant the Andaman Rosewood and Siamese Rough Bush from the center of the site to the frontage of the new building in corresponding with the common area. However, the large Bodhi tree (with diameter more than 2 meters and approximately 18 meters height) does not fit the site anymore the Company has therefore decided to transplant to a hotel in the Company's group ie. Baba Beach Club Phuket at Phang Nga province. The transplant had been extremely difficult for the size of the tree from digging up its roots area, branches pruning and transportation to Phang Nga. The said Bodhi trees eventually grow well on the new site.



WATER

Water treatment Activity

Sripinwa Hotel has built a retention pond out of a natural pond on site. The retention pond will receive water from household use as well as surface runoff from rain then the water collected is treated and recycled to the irrigation system for gardening. This recycled water has reduced the use of water supply to the hotel as well as prevented waste discharged into the sea.



Operation and future plan

1. The Company has a policy to use chemical free raw materials as a choice for good health
2. Retain Green Project which give out knowledge and support environmental activities
3. Plan on new activities as well as inviting an experienced lecturer to advice on growing chemical free vegetable for staff as well as surrounding community
4. Increase and expand green area for chemical free vegetable as well as decorative flower for use in the hotel thereby reducing the acquisition from outside.
5. Preserve the biodiversity of the project
6. Retain the water treatment efforts prior to discharge to natural waterway.

HEALTH AND SAFETY

Concept and policy

The Company has recognized and taken as its main mission to manage safety and hygiene including work safety to prevent accident and health related problem.

The approach is through our attention on working environment to ensure safety and hygiene beneficial to our staff. It has been a joint responsibility of all staff to observe work safety and hygiene including preventive measures on the same area.

Operation and results in 2019

Real Estate Business Group

- The Company has developed and improved working environment in the Company including meeting room area and hygienic rest room for staff,
- The Company has improve environment in the Company, office and around the company to be kept clean and tidy,

- The Company in co-operation with Charn Issara Tower 2 has conduct an annual fire drill for staff to be able to respond to the situation.

Hotel Business Group

Happy Body (Healthy) The Company's Management believed in a philosophy related to health. Everyone has a philosophy of "Guided by Honesty, Supported by Unity and Sustained by Health". Happiness from good health both mentally and physically came from lifestyle of eating, sleeping and happy life suitable to age and gender, situation, and financial status. The Hotel has focused on 4 basic necessities namely food, housing, clothing, and medicines as these factors will make our staff happy from inside resulting in a good daily performance and happiness. Some example are:-

- Food: The Hotel has organic vegetable plantation project for staff and customer's kitchen and every month the Hotel will have special menu for staff,

- Housing: The Management has a policy to allow staff to use hotel's facilities as if they are guest to enable staff to feel the ambience and being part of the hotel,

- Clothing: The Hotel has designed and arranged uniform suitable for staff in each department,

- Medicine: Arrange annual check up and first aids room by Bangkok Phuket Hospital from 09.00 – 18.00,

- Allow staff to use hotel facilities such as fitness, swimming pool, steam room during low season as well as arrange for sport class with coach such as yoga, Zoomba, aerobic, bodyfit for instance to promote good health among



Operation and future plan

1. Arrange for announcement and policy on hygiene and working environment,
2. Campaign and support the operation to achieve healthy and hygienic workplace,
3. Arrange for follow up and performance evaluation of the operation on healthy and hygienic workplace

LEARNING AND DEVELOPMENT

Concept and policy on human resource development

Human resource development is a key for organizational development as human resource factor is one of the important factors in determining organizational success. The Company has set up a policy for human resource development in all levels by training to improve quality and standard as well as potential performance suitable to the position and growth in the staff's career path.

Operation and results in 2019

Real Estate Business Group

- Set out a procedure for training application outside the Company. This will allow staff to request for attending training course as organized by institute or organization outside the Company.
- Promote training both within and outside the Company which include general and specific course to improve

work performance. This includes inviting specialist to lecture our staff on regular basis such as topic on land and building tax, municipality tax, signage tax as well as the preparation to deal with the new land tax, "Project Development" workshop, TFRS 16 lease agreement, Building Manager to improve professional skills and knowledge.

- Organize training and development for staff in all level,
- Prepare training and organize some training course for staff in Executive Development Program (EDP) such as useful consideration on land and building tax, project development cycle, real estate trend in the second half of 2019 until early 2020 in conjunction with the new town planning and mega project.



Hotel business group

From the yearly plan 2018 that the hotel had set a training hour at 35 hours which resulted in all staff had passed standard criteria, in 2019 we have increased training hour to 45 hours to motivate staff to be adaptable for new developments. Staff had been allowed to attend interested training course such as flower decoration by the housekeeping which allow restaurant staff to participate, other department staff can attend spa



course to try out new product and learn from specialist for instance.

Since hotel business is a service function so the hotel wishes to make available for staff opportunity to learn English. Classes had been arranged in two levels one for those with basic skills and the other for beginners. The hotel has teacher from reputable school who is native English speaker to teach their staff.



Happy Brain (Knowledge seeker)

The hotel has a policy to promote staff training by having each staff to meet 45 hours training per year. We have both on the job training and outside training, cross departmental training or training by invited respective specialist. For those staff who are interested in specific knowledge the hotel will then arrange for such support such as spa staff need to learn about spa in accordance with blood group, life guard training for instance. In addition we had arranged for following training courses; Service Mind Training, Basic Road Safety Training, Food Safety Training, Baby Sitter Training, Product Knowledge for instance.



Operation and human resources development in the future

1. Develop knowledge base into a learning organization by developing an Academy as a learning center.
2. Promote and support career growth in each career path,
3. Promote and support 2nd and 3rd language to improve staff potential,
4. Promote and build awareness among staff such as staff orientation and trainee on Green Project policy,
5. Promote and develop staff into trainer to lead training in each department.



ME

WELL BEING AND HAPPY WORKPLACE

WELL BEING AND HAPPY WORKPLACE

Concept and policy

A definition of happiness means value of each person on how he/she likes their overall life. In short happiness means the satisfaction or appreciation in our life.

Those who are happy are not quite worry about their life, they may enjoy having good time with friends and new experience with sound and constant mood with an expectation that they will meet with good things in life.

The creation of Happy Workplace is to create an organization of happiness which depend on 3 principles as follow:

1. Happy staff: means an emphasize on people in the organization and make them dedicate and royal to the organization,
2. Happy workplace: a good working environment make up a pleasant workplace,
3. United workplace: a creation of love and unity in the organization.



Operation and results in 2019

Happy Heart We had promoted unity and friendship among staff with support among each other in the team both in one's own department and across department. We had also supported contribution to the community such as garbage collection on the beach and in front of the hotel, donation to community school, donation for stray dogs' food. In addition the Hotel had recognized staff's honesty who returned loss items and reported to HR department to find their owner. We will post on notice board in recognition for those honest deed to encourage the same. We also had compliments from guests which we posted on the board for those staff who gave such a good customer service.

Happy Soul The hotel had promoted Buddhist principle among staff who are Buddhist, Christian and Islam without separation. We have merit making for the hotel, dormitory, and Songkran water wishes to elderly in April every year to keep up with good culture for all staff.



Happy Relax The hotel had arranged for resting area for staff at the staff canteen with sofa, air condition, television, and computer for staff to relax. The Hotel will organize a “Thank You Party” on an annual basis to thank and allow staff to express themselves through activities with several price drawings. There are also staff refreshment on a monthly basis to boost staff morale.



Sri panwa Brand Ambassador 2019 is organized to allow staff to express themselves where the winner of each year have to represent the Hotel in social activity for 1 year.

Happy Money (debt free) The Hotel has promoted staff saving through staff provident fund and should there be any financial institution (only) requests for saving product publicity we will then give support for our staff saving.

Happy Family (good family) The Management of Sripanwa recognizes the important of every staff and treat them as if part of the family with brotherhood care. Job training is also done through this tradition of elder brother teaching the young one which include new staff and trainee. All staff know each other across the department through an annual activity of team building. In time of sick leave or maternity leave the Hotel will pay a visit with gift basket to the staff and their family. This close relationship also extend to staff family to link the tie between family and the Hotel through Family Day activity, scholarship, children day activity, school break at Sripanwa activity for instance.



Happy Society (good society) Our organization also spare happiness to the nearby community through joint activity with other hotels in the area such as blood donation every 3 months where each hotel take rotation to host the activity and Hotel Chang Cup which is an annual soccer match where our soccer and cheer team participated with an award of best cheer team for 3 consecutive year.



Blood donation activity promote the sense of giving amongst staff and also a humanity aid



Hotel Chang Cup activity for good relationship of hotel community

Employee Engagement and Well being

Staff dormitory: the Hotel has provided accommodation for staff who is non local through rented house in the community.



Special of The Month: The Human Resource Department has arranged monthly special menu which has never been on daily menu before. In addition there has been an opportunity made available for outsourcing to people in the community as well as staff such as Roti, Hoy Krog, Strawberry Smoothy, Thai Dessert for instance. The Hotel had open food stations for staff to cook their own such as Somtam, Kuaytiew Lui Suan, Salad Roll, Miengkam for instance. Each department can take turn suggesting monthly special menu.

Staff Birthday Party: each month we have organized birthday party and gift for staff



Menu special of the month





WE

COMMUNICATION WITH SOCIAL
CORPORATE GOVERNANCE
ANTI - CORRUPTION

SOCIETY AND COMMUNITY RELATION

Concept and policy

The society and community relation activity was conceived on the idea of building sustainable happiness for community and society as an important responsibility which grow with business. We have a policy to develop both spirit and quality of living for the society and community through donation activity.

This allows awareness and spiritual fostering to promote a better quality of life for sustainable happiness. In 2019 we have classified activities as follow:

1. Dhamma activity for spiritual practice to remain mindful and fostering spirit to think and do rightfully

• **Dhama on Tuesday** Charn Issara has organized “Dhamma on Tuesday” to invite staff and general public to join the evening prayer, meditate and listening to Dhamma teaching by invited teacher and Buddhist monk to give lecture. The activity is hosted on floor 21 of Charn Issara Tower 2 free of charge during

16.30-17.30 every Tuesday.



• **New year alms giving at Charn Issara Tower 2** The management and staff including various tenants and companies in the building join in the alms giving to 9 Buddhist monks on the auspicious day of New Year 2019 at level 1 Plaza area, Charn Issara Tower 2, New Petchburi Road with cash donation, rice and dried food to be given to Wat Prabat



Nampu, Lopburi.

• **New Year merit making in each project** Baan Sitawan Pakchong-Khaoyai project and Issara Residence Rama 9 had organized a merit making in the project for resident and projects.

• **Dhamma teaching by Archarn Chiyasaro** The Management has led the residents and general public to attend new year prayer, listening to Dhamma and new year wishes by Pra Archan Chiyasaro at all purpose court on 6th floor of Issara



Ladpraw with a total of 730 attendance.

This activity has been organized every year.



2. Donation activity: we believe the more you give the more you get so we have organized donation activity all along

• **Charn Issara Development Public Company Limited** donate Bhat 200,000 to HSH Princess Mara Chakri Sirindhorn for Mahidol Foundation under the Royal Patronage in their activity in honoring HRH Prince Mahidol of Songkhla and the publicity of which both in Thailand and internationally

- **Charity Bowling:** Medical Faculty Foundation of Chulalongkorn University in conjunction with Medical Faculty of Chulalongkorn University and Charn Issara Development Public Limited Company had organized charity bowling to raise fund for the support of study and research of Medical Faculty Chulalong-



korn University in an effort to enhance Thai medical potential for the advancement of health care to Thai people. A proceed from the activity after cost deduction of Baht 600,070 was donated

- **Kusol Kamlang Sarm Shop:** providing space for Charn Issara staff to sell merchandise without rental to promote the recycle of second hand merchandise but still in good condition. Those merchandise were donated to the shop who in turn sell without cost with proceed given to Panya Prateep foundation.

3. Social contribution activities:

We believe giving is part of an effort to improve society for better quality of life

• Old calendar

The old calendar is gathered from donation and giving out to Pattaya Redemptorist School for the Blind under Father Ray Foundation for the purpose of study aid.

• Donation of Blood, Eyes, Organs



and Body Charn Issara Development Public Company Limited in conjunction with Thai Red Cross has organized a campaign to invite its management, staff, corporate tenants and shops in the building and general public to donate blood, eyes, organs, and body to the Thai Red Cross by providing space and facilities at level 21 Charn Issara Tower 2 New Petchburi Road. In 2019 there were 694 blood donors and 637 organs donors.

4. Knowledge Sharing to the Society: sharing experience and expertise will improve the society

- **“ Think out of the box, act inside the box” seminar** Khun Songkran Issara, Chief Executive Officer and Managing Director of Charn Issara Development PCL was honored to be invited as a guest speaker on business administration under the topic “Think outside the box, act inside the Box” for the forum of professional property developer who are customers of Krungsri Exclusive and Krungsri Prime. The information given was related to overview of the Company’s business and its subsidiaries’ including key business strategy which brought about success including question and answer session with the audience at Krungsri The Advisor, level 5 Iconsiam Smart, Iconsiam.

• The Dots: Hotel Game Changer



Khun Dithawat Issara, Assistant to Managing Director on Media Creation and Information Technology, Charn Issara Development Public Company Limited was honored to

be invited by Siam Commercial Bank to be a guest speaker in The Dots: Hotel Game Changer under the topic “ Transform the idea for value added on hotel management”. The Dots: Hotel Game Changer is a special course organized for 60 hotel operators both in Bangkok and in the provinces with an emphasize on sharing knowledge and experience to participants to be able to learn and meet any challenge happen in one’s own hotel. The event was organized on level 21 Siam Commercial Bank Head Quarter, Ratchayothin.

Operation and future plan

1. Improve Dhama on Tuesday to be more interesting and attracting more attendees.
2. Proceed on plan to support Buddhist Way School by the development of format and activity of Kusol Kamlang Sarm in order to increase revenue generation channel for an expansion of contribution as targeted,
3. Promote and increase PR activities for organs donation,
4. Retain community and social contribution activity.

CORPORATE GOVERNANCE

The Company has clearly set direction for corporate governance on sustainable development with an emphasize on the communication process from top management sustainable policy to operation with feedback to the top management. This process had been done through 2 important teamwork namely Sustainable Development Committee and Sustainable Development Working Group both of which had been appointed with a clear role and responsibility.



analysis, review of the Company's sustainable issues

Roles of Sustainable Development Committee

1. Set up policy, strategy, management and administration, analysis and convey the policy from top management to operating team
2. Follow up, giving opinion on strategy, management and administration,

Roles of Sustainable Development Working Group

1. SD Management: Review the Company's sustainable issues on policy, strategy, management and administration for an annual operational guideline
2. SD Specialist: Has a duty to manage

operational issue as per guideline received from SD Management

3. Arrange to make an annual report for submission to Sustainable Development Committee who will further submit to the Company's Board of Directors and top management. The report will cover issue on economic, social and environment for acknowledgement and comment.
4. Convey the message and information from policy to operating staff.
5. Follow up and assess the operation
6. Propose idea on work improvement for sustainability to the Committee

Follow up, auditing and assessment process

In follow up, audit and make assessment for the sustainable operation the Company has required the Sustainable Development Committee to submit operating report to the Company's Board of Directors twice a year. There was a trial to conduct KPIs for clear performance appraisal of the team in 2018 and thereafter.

The process for the report on operation to the Company's Board of Directors and Sustainable Development Committee

1. Arrange to prepare annual report for submission to the Company's Board of Directors and top Management
2. Arrange to have a presentation on progress and operating report to the Sustainable Development Committee for acknowledgement and comment at all times as it deems appropriate.



ANTI – CORRUPTION: BECOMING AN ANTI-CORRUPTION ORGANIZATION

Concept and policy

As the Company has recognized the important of ethical business conduct with good governance, preventive and anti-corruption both inside and outside the organization, the Company has set out a policy on business operation and conduct of interest parties to be aware of, understand and responsible for the effectiveness of anti-corruption and prevention in business in accordance with vision, mission, and the Company's working philosophy.



Operation and results in 2019

The Company has become a Collective Action Coalition (CAC) of Thai Private Sector in anti-corruption under the Thai Institute of Directors (IOD) and is in the process of getting accreditation within 18 months. It has a direction to join the operation under the international framework, ie. The Ten Principles of The United Global Compact, Business Principles for Countering Bribery by Transparency International including other principles released by the World Bank and Center for International Private Enterprise (CIPE) and other international organizations.

Operation and future development plan

1. Prepare “Anti-Corruption Policy” for a clear operating guideline in doing business and develop into sustainable organization,

2. Prepare codes of conduct and business ethic for the purpose of good governance for Directors, management and staff of the Company and its subsidiaries to follow in corporate good governance,

3. Develop and campaign to build awareness among staff as well as create understanding in becoming an Anti-Corruption Organization and to prevent corruption,

4. Support activities and any operation including becoming a coalition in any anti-corruption organization and anti-corruption,

5. Prepare a handbook for operation in line with Anti-Corruption policy for staff, directors and all interested parties to follow,

6. Prepare or review internal control in accordance with self-evaluation for the Company's accreditation under Collective Action Coalition.

ABOUT OUR REPORT

The Report

Scope





This report is made for the disclosure of operating information on sustainability of Charn Issara Development PCL and its group of companies. The contents include its operation in the year 2019 showing information on the Company's direction and policy on sustainability, its operating target, operating results including operating trend. In this report we can ensure our interested parties that all contents are transparent, reliable, corresponding and completed.













Global Reporting Initiative (GRI)

This report is prepared with reference to the Global Reporting Initiative (GRI Standard) by adopting a Core Option format which suit key issues for the organization only.



GRI CONTENT INDEX

RELATION TO SDGs	GRI STANDARD	DISCLOSURE	PAGE NUMBER (s)	EXTERNAL ASSURANCE
	GRI 401-2 (Life & Health care)	Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum : i. Life insurance; ii. Health care; iii. Disability and invalidity coverage; iv. Parental leave; v. Retirement provision; vi. Stock ownership; vii. Others.	22	
	GRI Standard 404-1 (Employee training and education)	Average hours of training that the organization's employees have undertaken during the reporting period, by: i. Gender; ii. Employee category	23	
	GRI Standard 403-2 Occupational health and safety	Types of injury, injury rate (IR), occupational disease rate (ODR), lost day rate (LDR), absentee rate (AR), and work-related fatalities, for all employees, with a breakdown by: i. Region; ii. Gender	22	
	GRI Standard 205-1 Anti-corruption	Total number and percentage of operations assessed for risks related to corruption	34	

RELATION TO SDGs	GRI STANDARD	DISCLOSURE	PAGE NUMBER (s)	EXTERNAL ASSURANCE
 	GRI Standard 416-2 Compliance with laws and regulations	<p>Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by:</p> <ul style="list-style-type: none"> i. Incidents of non-compliance with regulations resulting in a fine or penalty; ii. Incidents of non-compliance with regulations resulting in a warning; iii. Incidents of non-compliance with voluntary codes. 	22, 33	
 	GRI Standard 413-2 Access to land and other resources	<p>Operations with significant actual and potential negative impacts on local communities, including:</p> <ul style="list-style-type: none"> i. The location of the operations; ii. The significant actual and potential negative impacts of operations.. 	22, 31	
 	GRI Standard 413-1		23, 33	
 	GRI Standard 303-3 Water efficiency	Total volume of water recycled and reused by the organization.	21	
 	GRI Standard 302-1 Energy efficiency	Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.	19	
 	GRI Standard 306-2 Waste management	<p>Total weight of hazardous waste, with a breakdown by the following disposal methods where applicable:</p> <ul style="list-style-type: none"> i. Reuse ii. Recycling iii. Composting iv. Recovery, including energy recovery v. Incineration (mass burn) vi. Deep well injection vii. Landfill viii. On-site storage ix. Other (to be specified by the organization) 	17	