



# SUSTAINABLE DEVELOPMENT REPORT 2020



# CONTENTS

**03-04**

## MESSAGE

MESSAGE FROM PRESIDENT

MESSAGE FROM CEO

**05**

## INTRODUCTION

CI GROUP

**08**

## SUMMARY OF

CHARN ISSARA GROUP

**09**

## SUSTAINABLE DEVELOPMENT

GOALS

**13**

## BE A NICE ME

**14**

## BE A NICE WE

**16**

## BE A NICE WORLD

**17**

## WORLD

ENVIRONMENT MANAGEMENT

CLIMATE & SAFE ENERGY

BIODIVERSITY

WATER

HEALTH AND SAFETY

LEARNING AND DEVELOPMENT

**22**

## ME

WELL BEING AND HAPPY WORKPLACE

**25**

## WE

COMMUNICATION WITH SOCIAL

CORPORATE GOVERNANCE

ANTI - CORRUPTION

**32**

## ABOUT OUR REPORTING

**33**

## GRI CONTENT INDEX



MESSAGE FROM

## MRS. SRIVARA ISSARA

**CHAIRMAN OF THE BOARD**

CHARN ISSARA DEVELOPMENT PUBLIC  
COMPANY LIMITED

Throughout 2020, we have continued to work hard, despite the global situation with the pandemic of COVID-19. To achieve important economic, social and environmental goals, to build stability and confidence to our shareholders, employees, business partners, as well as our community and environment. It also reflects our commitment to sustainability in line with sustainable development strategies and approaches.

Although COVID-19 will change the way we live our lives. Whether to reduce exposure, wear a mask all the time, and wash your hands often. But we try to find ways to create various volunteer activities such as a mass-produced strap to deliver to the elderly or campaigning workers to work from home to reduce the risk of COVID infection-19. And foam-free activities already carried out at Charn Issara Tower II, where various activities that has been done before, it still continues to do including a campaign to separate waste before throwing, reducing plastic use in organizations and projects of us who care about the environment. And most importantly, which is what we have been doing continuously and for a long time, is to deliver virtue and morality to our employees, customers, as well as communities and individuals which is considered a successful operation. During the company has been affected by domestic and global situations, management understands our employees and sets out ways to carry our business through. All employees agree to sacrifice, reduce some salaries, reduce working hours so that the company can support our business and retaining employees until the COVID-19 crisis has passed.

Our employees are willing to cooperate with any opportunity that the company open to help the society around. Both the development of the assembly, helping fellow human beings in various ways especially in the COVID-19 situation. As well as fostering nature, environment and religion, sustainable development must be achieved from personal development and this is our goal.



MESSAGE FROM

## MR. SONGKRAN ISSARA

**CHIEF EXECUTIVE OFFICER /  
MANAGING DIRECTOR**

CHARN ISSARA DEVELOPMENT PUBLIC  
COMPANY LIMITED

Charn Issara Development Public Company Limited, the past year has been a year with many events both inside and outside the country. Both from the epidemic caused by the COVID-19 virus, and domestic political situation. In the global economic situation, the problems we face will stay with us longer than expected. The Charn Issara Group had to adapt both strategies and working methods in order to adapt to the new normal, sustainable operation and to get the company through this crisis as well. For good activities that the company does for fellow employees, for society and the environment around, the company remains committed to the operation continuously. And strive to develop even further with realizing the importance of sustainability principles. To help move our country to move forward.







## INTRODUCTION CI GROUP

The real estate development business of Charn Issara Development Public Company Limited has been around for thirty years. Since various projects from Charn Issara Tower I and II, which is considered the first in the construction of office buildings in the business center area, followed by other projects. Many other projects with an emphasis on building projects in the luxury level, both by working with partners and the company's own projects which is the success of every project. Including the struggle to survive the economic crisis until survive and can bring the company into the stock market, becoming a public company and being one of the leading luxury real estate companies in the country.

Charn Issara Development Public Company Limited ("the Company") was established on December 22, 1989 with an initial registered capital of 20 million baht. In June 2002, the company was transformed from a limited company to a public company and was listed on the Stock Exchange of Thailand on December 16, 2002. At present, the company has registered capital of 1,485,317,667 baht and paid-up capital 1,066,509,514 Baht.

Charn Issara Development Public Company Limited is a real estate development company with a clear policy to presenting only the best real estate projects to clients. By enhancing the quality and value of each piece of land. It arises from a number of factors, such as a broader vision. Meticulous care is taken at every step from design to construction. Honesty to the company ideology towards the customer and the most important factor is a dedicated team with experience, knowledge, and ability.

### OUR CORPORATE PHILOSOPHY

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

### OUR VISION

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

# MISSION

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



# VALUE

## 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

# ISSARA

## 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.

# SUMMARY OF CHARN ISSARA GROUP CI GROUP AT A GLANCE



## PROPERTY DEVELOPMENT FOR SALE

The developed projects include the form of a residential condominium in the city, in the provinces that are tourist cities, luxury house. Resort for relaxation, both in Bangkok, Pak Chong - Chao Yai, Cha Am Hua Hin, Phang Nga and Phuket.



## RENTAL BUSINESS OFFICE BUILDING, SHOPPING CENTER AND CORPORATE MANAGEMENT

For business: office buildings and shopping centers, Charn Issara Tower Rama IV Road and Charn Issara Tower II, New Petchburi Road, the company manages office buildings and shopping centers of the company and of the Bangkok Real Estate Fund, totaling 34,500 sq m.). And the company has managed the juristic person, housing / condominium in various projects. That the company continuously services.



## HOTEL BUSINESS

Currently, three hotels have been opened in the form of Boutique Hotel, Sri Panwa Phuket Hotel, Baba Beach Club Natai Hotel, and Baba Beach Club Hua Hin which the company was able to make Sri Panwa a world famous and is entrusted to help manage the Sri Panwa Hainan Hotel of a group of Chinese investors.



## MANAGEMENT GROUP OF CHARN ISSARA COMPANY













Sacrifice executive who is a woman executive of the Charn Issara Group, more than 50% of the group's total management. This reflects the granting of rights and promoting equality in human rights.



# SUSTAINABILITY GOALS OF THE CHARN ISSARA GROUP



# SUSTAINABLE DEVELOPMENT GOALS

STRATEGIC PILLAR	MATERIAL ISSUE	DEFINITION	RELEVANT SDGs
ME	Happy Workplace & Well being	Aiming to create happiness for employees and those involved in physical happiness and mental happiness.	  
	Education	Promoting and develop the personnel of the company for excellence.	
	Safety	Promoting occupational health and safety in the workplace.	
WE	Corporate conduct and ethics	Building confidence for stakeholders on corporate governance and being an anti-corruption organization.	    
	Third-party relationships	Creating happiness and building good relationships with business partners, customers, community and society.	
	Community	Promoting youth education and community and social development.	
	Engagement and development		
WORLD	Efficient use of water resource	Water management and water consumption savings.	     
	Climate & Safe Energy	Caring for energy efficiency and cooperation to reduce the occurrence of changes in the state of the world.	
	Reduce garbage disposed from our operation	Reducing the use of waste plastic from the operation of the enterprise to help reduce global warming.	



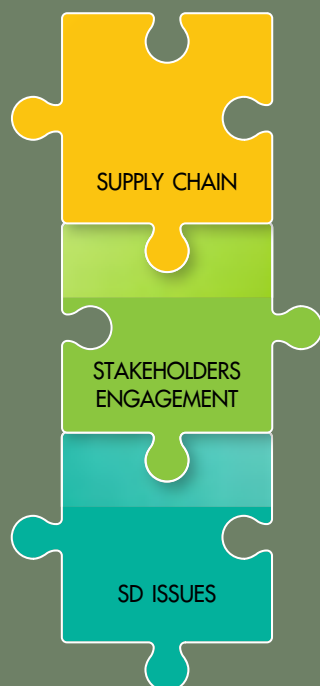
# SUPPLY CHAINS AND ROLES OF ALL STAKEHOLDERS

## SUPPLY CHAINS



Stakeholders play a very important role in the Company's business operations. So, to being able to take care of stakeholders in a comprehensive and relevant manner, the company collects

and classifies stakeholders through a meeting process and joint summary of working groups from all parties according to the company's supply chain. This will lead to management, gathering issues and establishing a process to connect stakeholders in each group that they want and expect from the Company in the future.



## STAKEHOLDERS OF CHARN ISSARA

Connecting stakeholders of the company Through the process of gathering issues within the company through a brief meeting with the management and employees in all departments that are connected with stakeholders and the results obtained from the link above are a total of 11 stakeholders can be identified as follows:



The Company has set a guideline for risk management. The Risk Committee was established in 2015. There was a meeting to set up a chairman, risk working group to assess the overall risk of the organization, including developing a risk framework or plan for integrating risk principles. It has a management policy that covers economic, social, environmental and risk management risks in line with the corporate sustainability policy. Defining the analysis, verification, and monitoring processes of management and reporting system. The COSO framework will be applied in the development of the Company's risk management process which is classified into four types of risks: Strategic risk, Operational risk, Financial risk, and Regulatory risks. In which there is currently a meeting and continually manage the risks of the organization every year. Including promoting the risk committee, attending the training and strengthen the knowledge and understanding of risk management. To be applied in the formulation of appropriate risk management policies. It also brings a risk on the social side and environment came into being one of the considerations. To plan for risk management each year more appropriately.





## CONCEPT AND POLICY

The new coronavirus 2019, or COVID-19, is a cross-strain virus. The epidemic began in the Chinese province of Wuhan in late 2019 until it spread to other countries around the world. Currently, the severity of the COVID-19 pandemic continues to increase and affect the broader society Charn Issara Company. They are well aware of the impact. Therefore, there are adjustments in the way of action to be in line with the situation that arises. Along with organizing activities to deliver concerns and strengthen safety for all stakeholders.



## OPERATIONS AND RESULTS OBTAINED IN 2020

1. Establishment of the working group and the BCP (Business Continuity Plan) team has been strictly aware of the importance and safety of customers, employees and stakeholders. As well as planning to deal with the crisis situation. Therefore, the BCP committee and staff were appointed to determine the scope of policies, plans, budget approvals. Closely monitor the situation and make decisions to resolve problems in a crisis situation or a risk to business operations.

2. Adaptation and operation with the policy "WorkFromHome" The company gives importance to employees in the organization and have social responsibility by announcing the implementation of the Work From Home policy. By dividing and switching employees can work from home on certain days according to the occasion and suitability. This is in line with the announcement of cooperation from the Center for the Outbreak of Coronavirus 2019 (COVID-19) in the construction site or sales office. The company has protection by measuring the

temperature before entering the event and strictly in wearing a surgical mask while working, set up the alcohol gel hand washing service point.

3. Modification of the format of VDO Conference, whether it is an annual general meeting of shareholders, meeting with contractors, designers, dealers including meetings within the organization. The meeting has been adjusted to reduce the distance travel with VDO Conference, 1-2 meters spaced seats, temperature measurement and prepare alcohol gel for cleaning as well.

4. Proactive COVID-19 test for employee and provide additional health insurance for all executives and workers in 2020, the Company being coordinated with Vibhavadi Hospital to proactively detect COVID-19 which is to allow medical personnel to inspect outside the facility. The company realizes the importance of personnel in every department and shows social responsibility. Therefore, opened the area on the 21st floor of Charn Issara Tower II New Petchburi Road as a temporary checkpoint. So that executives and employees of the Charn Issara group have been tested for such infections.





# BE A NICE WE

## OPERATIONS AND RESULTS OBTAINED IN 2020

**1. Charn Issara cares and is ready to take care of you under the campaign Issara Flexi for you.** Bring hand sanitizer gel and waste sorting bags to the residents in various projects. Stay away from COVID-19 infection.



Mr. Songkran Issara, Chief Executive Officer and Managing Director Charn Issara Plc. Development, with senior management provide hand sanitizer gel and waste sorting bag to the residents of Charn Issara projects such as Issara Residence Rama 9, Issara Collection Sathorn, The Issara Ladprao, Issara @ 42 Sukhumvit and Issara Rama 9 projects. With residents and representatives as the recipient of the ISSARA FLEXI FOR YOU campaign, FLEXI CARE has put in place preventive and safety measures for customers during the pandemic of the COVID-19 situation.



**2. Install the Kiosk to share kindness to help the victims of COVID-19** on May 18, 2020, Mr. Songkran Issara, Chief Executive Officer and Managing Director of Charn Issara Development Public Company Limited, along with Mr. Karun Chantarangsu, Mrs. Worawan Phichetphan, Mrs. Thiraporn Sricharoenwong and Mrs. Oraphan Arunrangsikul jointly installed the Charn Issara Condominium juristic person and Mr. Suha Pholwattana, Charn Issara Condominium juristic manager. “Sharing Box” contains essential consumer items to take part in helping people affected by the coronavirus outbreak.



The Charn Issara Group has operated install 4 points to share the kiosk, including

- In front of Charn Issara Building, Rama 4 Road
- In front of Charn Issara Tower II, New Petchburi Road
- The Issara Sathorn Project, Chan Road
- The Issara Ladprao Project

**3. Measures to build confidence safety and reduce the risk of spreading the COVID-19.** Whether it is a project in Bangkok Provincial projects, hotels, office buildings and shopping centers in respect of all projects of the company and its affiliates. There have been various measures to build confidence, safety, and reduce the risk of spreading the COVID-19 virus. Whether it is a project in Bangkok Provincial projects, hotels, office buildings and shopping centers.

For projects in Bangkok such as Baan Issara Bangna, Issara Residence Rama 9, The Issara Sathorn, Issara Collection Sathorn, The Issara



Ladprao, Issara Project. Forty-Two Sukhumvit includes office buildings, Charn Issara Tower, Rama IV Road and Charn Issara Tower II, New Petchburi Road and prevent the spread of the COVID-19 that is the standard in accordance with the recommendations of the Department of Disease Control Ministry of Public Health. In which the various contact points are cleaned strictly such as the elevator call button, the floor press button in the elevator, the information counter, the reception desk inside the lobby, etc., spraying disinfecting the common areas that are vulnerable to spread of germs. There is a body temperature check before entering the project. Place hand sanitizer gel in common areas to serve customers and/or contacts within the project have sprayed clean the parcels - all items sent within the project. Closed to the swimming pool, steam room, gym temporarily as well as instructing everyone to take care and prevent and maintain their health by wearing a mask and gloves in case of cleaning workers all the time during the duty, etc. All measures taken



take into account health and the safety of customers, employees and visitors is important.

Upcountry projects: Thew Talay Estate, Cha-am, Phetchaburi, Baan Sitawan Pak Chong - Khao Yai, Nakhon Ratchasima Province and The Issara Chiang Mai Project, Chiang Mai Province, although the COVID-19 will not be as severe as Bangkok but it did not rest assured, the Company ordered each project to monitor and prevent the spread of the COVID-19 virus. Including the introduction of various measures used to provide confidence and safety for all customers and employees.



Regarding the hotel affiliates of the company, Sri Panwa Phuket Hotel, Baba Beach Club Phuket Hotel and Baba Beach Club Hua Hin, measures have been put in place to accommodate incoming tourists, as well as measures to take care of employees. To build confidence and concern for customers and employees to be safe with service hand sanitizer at various points. Add the final step of cleaning everywhere with disinfectants. The body temperature of the guest and all employees is monitored before entering the work with a thermo scanner. In addition to the aforementioned measures, all 3 hotels have also temporarily closed the communal swimming pool and fitness facility. As for Baba Beach Club Hua Hin, there is a measure to close the restaurant zone. It is not open for external guests but will serve only the guests who stay inside the hotel in order to reduce aggregation and reduce the risk of the spread of the COVID-19.

The company has provided additional health insurance for disease-specific for all executives and employees. In order to alleviate the cost of the illness caused by the COVID-19 infection.



## OPERATIONS AND FUTURE DEVELOPMENT PLANS

1. Determine the scope of policies, strategies and plans for the company to operate continuously.
2. Closely monitor and analyze the situation and make decisions in a crisis situation or a risk to business operations.



# BE A NICE WORLD

## CAMPAIGN TO REDUCE THE USE OF FOAM FOOD CONTAINERS, REDUCE THE USE OF PLASTIC BAGS INCLUDING WASTE SEPARATION IN THE CI ZERO WASTE PROJECT.

### CONCEPT AND POLICY

Charn Issara Company Development Public Company Limited and its affiliates have organized the “CI ZERO WASTE” project to raise awareness of all employees to reduce the amount of waste in daily life. With a campaign to reduce the use of foam boxes for food packaging, reduce the use of plastic bags, glass, plastic and help sorting waste. To help manage waste efficiently and easy to bring it back to use, with the company declaring its intention to be a guideline as follows.

1. Ask all employees to join the campaign to reduce the use of non-compostable waste or difficult to degrade and turn to using biodegradable containers or products which can be used many times.
2. Ask every company to provide a trash that can separate the garbage.
3. Ask all employees to separate waste and dispose of garbage according to the container specified by the company.
4. All birthday activities and various party activities of the company. the company will exclude the food containers for snacks and drinks, asking staff to provide their own utensils.
5. Seek cooperation for all employees to follow the above guidelines and those who cooperate, the company will have a compliment and rate participation in the organization for the annual assessment results.



RAWIWAN HORINOUCI



### OPERATIONS AND RESULTS 2020

- Organize training for employees on the topic “Garbage separation” by expert speakers.
- Provide all affiliates to have waste bins for sorting waste before disposing.
- All birthday activities and party activities have campaigned for employees to bring their own utensils to get food and drinks.

• CHARN ISSARA NEW YEAR GIFT 2564  
Charn Issara Development Public Company Limited has prepared a New Year gift set “Charn Issara supports you to be a nice human” which consists of big bag, small bags, notebooks, and calendars to give to customers, partners, patrons and the media with the concept of material selection from “Waste plastic” in the factory industry which is normally not processed into products. Because there is a small amount at a time And eventually be thrown away. The company has the idea of collecting those plastics and recalculating them into products. There is a limit to the color of the plastic that cannot be determined. But it can be beautiful with a

unique design and most importantly, it retains its durability and is suitable for all applications. Choosing “plastic waste” that is about to be discarded is a world problem. This is another way to sustainably reduce the growing number of plastics in the world. Delight both the giver and the receiver as well.



### OPERATIONS AND FUTURE DEVELOPMENT PLANS

1. Carry out activities that reduce waste. To meet the objectives of the CI ZERO WASTE factory.
2. Find channels or activities to promote and encourage employees to help reduce waste.





# WORLD

ENVIRONMENT MANAGEMENT

CLIMATE & SAFE ENERGY

BIODIVERSITY

WATER

HEALTH AND SAFETY

LEARNING AND DEVELOPMENT



# PROJECT WORK AND ENVIRONMENT

## CONCEPT AND POLICY ON PROJECT WORK AND ENVIRONMENT

“Project development” is one of the key components of the real estate business. By the process of entering into project development each time, the company will focus on the importance of preserving and maintaining the original condition of the environment. The whole project area until development improve the public environment of the communities surrounding the project. Through meticulous design and through the care follow the construction work closely. In order to have a minimum of safety and impact on the original environment. To produce and deliver quality real estate projects to the community sustainably.

## OPERATIONS AND RESULTS IN 2020

### 1. Get approval in one submission.

In this fourth quarter, The Issara Sathorn Project by Cham Issara Company Development Public Company Limited was approved by the Environmental Impact Assessment Report. For use in applying for construction permits and starting construction work where the company spend more time making relevant reports than usual. That is because the company would like to coordinate and contact neighboring areas completely. Close the issue that may be a

future dispute before submitting into the process of the Committee, the authorized person approves the environmental report and to show the true intention of the company. To proceed with the construction taking into account the environment in the original area and nearby the company has put in place additional measures during construction, demolition and operation to cover more than the standard at similar projects and located in similar areas such as

- The construction fence that the project has increased from the construction standard at 6 meters to more than 10 meters in the back side next to the apartment for rent who are particularly concerned about noise, dust and scenery.

- Adding a fence, tarpaulin or mesh sheet, 3 meters high, by connecting up from the metal sheet construction fence 6 meters, a total of 9 meters high fence to prevent dust. Not allowing it to spread to nearby areas. This dust-proof net is coated with UV and UV resistant PVC, as well as fire-resistant properties to neighboring areas.

- There is a measurement of air, dust, noise, vibration and various chemical values, thoroughly effluent within the construction area and nearby sensitive areas (Thungmahamek School of Dermatology) with various measurements

from measurement companies according to standard methods, which are accepted by both public and private agencies. And submit a report to the Environment Bureau and relevant government agencies every 6 months.

### 2. Improve the overall scenery of the community.

In 2020, the Company takes into account the development of projects in traditional communities. Therefore, relevant government offices have been coordinated to support the improvement of sidewalks to be safe and beautiful to use as a standard from the relevant government offices to make it easier to improve and maintain by government officials in the long run. With the help of the Department of Pavement Restoration, Bangkok Metropolitan Administration, helping to be a consultant and approve the construction. With a length of about 110 meters, covering the entire frontline and neighboring areas on both sides. Plenty of public trees are planted to beautify the scenery of Chan road area. The concept of Universal design (Design for Everyone) is applied, such as floor tiles to guide the visually impaired and the preparation of ramps to enable convenient use of the pavement area throughout the foot path that the project has been improving.

### 3. Start construction.

In the fourth quarter of 2020, the Company has



resolved to start the construction of The Issara Sathorn Project, in which the needle work will take approximately 4 months. the project has instructed the process to be in accordance with the construction and environment standards and to be careful of the impact. That will happen to the house and the residents nearby as much as possible. In terms of techniques, work methods and work processes, the neighboring residents must be informed of any work performed other than a plan or there is a possibility that it will cause inconvenience to residents, such as requesting to work in a regular holiday that the government announced a new special case, etc.

In terms of techniques and methods of work A total of 118 needle trees were punctured in the project, which is a modern method and use all new machinery causing almost no noise and vibration. The wet needle puncture method begins with a weight of a temporary steel retaining collar. The weights of the weights and the



steel sleeves are gently pressed into the soil (Non-Vibration Process) instead of using a vibration machine (Vibration Process), which will cause a lot of noise and vibration. When the steel casing is temporarily finished, two methods of digging are used, namely, the soil from the depth of 4-15 meters and the bucket. (From 15 meters down to 55 meters), both methods will not cause any vibration or noise. That exceeds the standard value. Although the needle drilling system is wet. Non-vibration (Non-Vibration) is a method of performing a piercing needle that is expensive compared to other working methods. But it still has the advantage of a faster cycle time compared to other systems. In addition, the machines that are used to work in the area will not have many which will create a sound effect. Vibration and less dust than other systems which is especially suitable for construction in the community area where there are neighboring residents.

In addition to the work process in the construction area, the Company



also pays attention to the impacts that may occur on the traffic in the area in front of the Chan Road project, as well as Narathiwat Ratchanakarin Road and Nang Linchi Road when construction is started. With increasing coordination measures for needle contractors' representatives to meet. To consult the traffic police office of Thung Mahamek police station, responsible for the traffic in the area to jointly find a way and the conclusion for large truck routes to have appropriate bus routes to reduce unnecessary traffic cuts that will most likely result in traffic disruptions. As for the staff who supervise the traffic within the construction area has been warned not to let any cement truck or truck parking, obstructing traffic in front of the project is strictly prohibited and sent officers to be trained in giving signals to traffic police officers in order to comply with the overall traffic guidelines of the community.

Moreover, the company has a clear policy, not to let construction workers residing or staying in an area beyond the working hours is strictly prohibited. For the safety of both property and the privacy of neighboring areas and surrounding communities with inspections within the construction area before closing and locking the entrance and exit of the construction site at the end of work hours. And will be open to the construction area according to the working hours the following day.

**4. Caring for existing trees on the original land.** From the year 2019, when the Company acquired land for the development of The Issara Sathorn Project, the Company cares and gives importance to the conservation of natural resources and environment that exist in the original land before the design and development of The Issara Sathorn Project. Originally, the land consisted of the house and 4 big trees for the house: banyan, padao, khoi, and bodhi trees, due to the location of the trees, there were restrictions on construction. The project development team therefore thought of a way to be able to develop



designs that are beautiful and do not destroy the original nature. By using large banyan trees positioned at the front as the highlight of the project, move the Khoi and Padauk trees from the middle of the land to the front garden area on the land to be in line with the central garden of the project. The Bodhi tree is very large. (The trunk diameter is more than 2 meters and

the height is approximately 18 meters), the company decided to move the Bodhi tree to the subsidiary of the company, Baba Beach Club Hotel Phuket, Phang Nga Province, which had enough space and suitable for large trees with the process of encircling the tree that was a difficult one. Since the withdrawal of the weeds cut off any unnecessary branches and moving large trucks to Phang Nga Province. But in the end, the Bodhi tree was able to grow in abundance in a new home.

In 2020, the Bodhi tree has sprouted branches. It represents abundance and well-being in the new home. Moreover, the company facilitates the provision of information such as photos of the Bodhi





tree from the moment of the move to the present and a new location to the original landlord according to the request in the part of a large banyan, Khoi, and Padauk trees that are still located in the same land. It is fertile by the new environment of the current project development.

**5. Improving products to meet market needs** Since the opening of the project until now, the company has studied the overall needs of the new market all along. In order to modify and update materials and products to be in line with the current market. Even with the projects that have been launched, the Company has improved materials and products for customers who have already purchased. To provide customers with good products that are most suitable for today's popularity, such as

- Adding a rain shower installed in every bathroom of the suite for the convenience of living.
- Adjustment of the system to accommodate hot water to respond to the needs of the customer group.
- Suggesting a new room layout in case the residents want to merge the rooms together.

**6. Product improvement to comply with NEW NORMAL from the impact of the COVID-19 outbreak.**

Due to the situation of COVID-19 that may make people more interested in maintaining cleanliness or social distancing, the company



has a policy to improve and add functions in condominium projects in common areas and inside the room for the project to respond to new behavior (New normal) such as

- Adjusted the main door used in the project to be all automatic sliding doors such as the door between the lobby and elevator hall, the door between the waiting room and the automatic car park.
- Adjust the seating layout and the central furniture design to be easy to adjust individually in different occasions. To have more distance and privacy.
- Adjust the pressing system up - down. The passenger elevator shall not use direct contact but still maintain the security of accessing the different floors as well.

- Choosing to use wall paint in the room that has the ability to wipe easily, anti-mold and bacteria

- Improved the design of the common area to have more openings to allow ventilation. To have better air circulation in the central area.

- Enjoining the design to provide a place to accommodate the delivery or the deposit of goods from the outside of the building by clearly dividing with the area of the residents.

## OPERATIONS AND FUTURE DEVELOPMENT PLANS (PROJECT WORK AND ENVIRONMENT)

1. The company will continue to study the possibility of improving and developing public areas in the developing community or the community that is going to develop in the future sustainably. For the overall benefit of that community sustainably.

2. The company will instruct the demolition, construction and operation of various projects. To comply with the measures to cope with environmental

impacts that have been approved by the committee authorized to strictly approve the environmental report. To minimize the impact on the residents of the original community and environment.

3. The company will conserve the original environment and environment in various projects such as original trees, original architecture. To be fertile and neat as appropriate for the development of various projects and projects that will be developed in the future. Continue to provide the best sustainable.

4. The company will constantly study the market demand and develop

products in various projects continuously. To enhance the quality of products in various projects and projects that will develop in the future sustainably.

5. The company will implement a product improvement policy in line with NEW NORMAL from the impact of the COVID-19 outbreak. With various projects and projects that will be developed in the future. To respond to the changing behavior of the customer groups and to accommodate prevent the spread of infectious diseases that may arise in the future.



**AFFILIATED HOTELS SUCH AS SRI PANWA PHUKET HOTEL, BABA BEAT CLUB NATAI HOTEL AND BABA BEACH CLUB HUA HIN HAVE ORGANIZED ENVIRONMENTAL MANAGEMENT ACTIVITIES AS FOLLOWS:**

- Campaign for separation of food waste, toilet paper scraps before the dishes are collected in the dining room. The food leftovers from the restaurant staff each day, the hotel has been passed on to people in the community to raise animals. And there is also publicity for the staff to scoop it, but after eating if you are not full, you can add it. To minimize the amount of food waste. To be a part of reducing global warming again.

- Campaign to raise awareness of employees. To know how to sort waste by classification before adding a colored bucket. To be a part of reducing global warming. The hotel has established a policy of conduct for all employees to be responsible for society. and practice it when going in public places which separated into each type of trash.

- Every 2nd and 4th Wednesday of the month, Baba Beach Club Natai has a garbage collection on the beach area in the hotel area. It is litter that is brought in from the sea. In order to reduce the amount of polluting waste in the sea from non-compostable plastic waste such as plastic bags, plastic bottles, candy wraps, etc. This is to reduce global warming and dangerous to sea creatures that eat them because they think they are food.



## OPERATIONS AND FUTURE DEVELOPMENT PLANS

1. Keep it in the way of waste management and campaigning for waste sorting in the office part and everywhere. The company's projects will be clearer. It is hoped that the employees, customers and project related people understand and realize the benefits of waste separation more. Ready to cooperate with waste sorting before disposing every time.

2. Public relations to educate employees about waste separation that need to define campaign methods and promote the 3Rs (Reuse Reduce Recycle) to be implemented.

3. Organize training in waste management within the company. To build knowledge and understanding in relevant matters such as the identification of waste types, type of container used for garbage collection, methods for sorting and collecting garbage, a place for collecting garbage that has been sorted, etc.

The image features a warm, orange-toned background with a subtle gradient. In the center, two hands are silhouetted against the light, with their fingers interlaced to form a heart shape. The word "ME" is written in a bold, white, sans-serif font, centered within the heart formed by the hands.

**ME**

**WELL BEING AND HAPPY WORKPLACE**



# HUMAN RESOURCE DEVELOPMENT AND PROMOTION OF LEARNING

## CONCEPTS AND POLICIES IN HUMAN RESOURCE DEVELOPMENT

Human resource development is the heart of the organization's development. Because the personnel factor or the force is one of the important factors in determining the success of the work of every organization. The company has established a policy for human resource development at all levels. By training personnel to meet the quality standards, potential, and competence suitable for the position and growth in the workforce of the employees in the future.

## OPERATIONS AND RESULTS IN 2020

- Establishing guidelines for requesting training outside the company to provide opportunities for employees to request for training courses organized by institutions or organizations outside the company.
- Promoting internal training Both general courses and specialization courses to enhance work potential. Including inviting speakers with expertise in the country to educate employees on a regular basis,
- Make training and development plans for employees at all levels to be able to respond to the changes in a timely manner.
- such as Personal Data Protection Act, Lego Serious. It is a new kind of training for employees to release their imagination and thinking and will be used it in order to set up corporate strategy and put it into practice.



## OPERATION AND FUTURE HUMAN RESOURCE DEVELOPMENT PLAN

1. Development of the organization into a learning organization by providing an employee training center and make training plans for employees to be more detailed.
2. Establishing an IDP (Individual Program) training plan for all employees in order to plan for training.
3. Plan for training of EDP (Executive Development Program) employees to become the Company's successor.



## HAPPY ORGANIZATION BUILDING

## WELL - BEING AND HAPPY WORKPLACE

### CONCEPT AND POLICY

Definition of happiness (Happy) refers to the assessment of each person that how much do you like your overall life? The fact that we say we are happy means that we feel like or are satisfied with our life. People who are happy being someone who hardly feels anxious about his own life, enjoying fun with friends, and like new experiences has a stable temperament, does not change easily and always hopes that he will find good things in the future.

### OPERATIONS AND RESULTS IN 2020

- Dharma activities every 2nd Tuesday of the month to raise awareness of the importance of Buddhism with principles and teachings about morality and ethics in line with the Company's policy. To enable employees to live happy and successful work and to apply them to their daily life. And use wisdom in work to find happiness in work and achieving real and lasting success in working life.

- During the Coronavirus 2019 (Covid-19) outbreak earlier this year Baba Beach Club Natai Hotel and Baba Beach Club Hua Hin Hotel are not complacent in the campaign and find ways to prevent the spread of disease both within the organization and the customers who stay, employees and visitors keep the outbreak at zero. The training is provided to all employees about prevention and surveillance. In addition, the service department has a planning meeting to prepare every day and there is also a COVID insurance for all employees.

- Baba Beach Club Natai Hotel and Baba Beach Club Hua Hin have grown organic vegetable gardens. Vegetables and herbs are used in the cooking of canteen on a regular basis such as bok choy, morning glory, white cabbage, lemongrass, etc. for employees to eat and promote good health and the hotel also organizes activities to give sweets or small items. To the employees we call Staff Refreshment to encourage employees during their work as well.

- Organize monthly employee birthday activities. Employees meet and build a good relationship in the organization and jointly sang the birthday song for employees and executives who were born

in that month.

- Annual health check in order to promote the health of personnel, ready to perform at full capacity when the body is strong.
- Vaccination with 4 influenza vaccines annually.
- COVID-19 testing for all employees.





A top-down view of a wooden table where several people's hands are stacked together in a circle, symbolizing teamwork. The hands are wearing various colored sleeves: brown, maroon, black, and grey. In the background, there are business documents with charts and graphs, an open spiral notebook, and a laptop on the right side.

# WE

COMMUNICATION WITH SOCIAL  
CORPORATE GOVERNANCE  
ANTI - CORRUPTION



# WE (2020) SUSTAINABLE HAPPINESS CREATED FOR COMMUNITY & SOCIAL

## CONCEPT AND POLICY

Due to the COVID-19 epidemic in 2020, Charn Issara believes that ensuring confidence and safety is an enduring happiness for communities and society which is a major responsibility by the company. The strategy of operation, sales and various activities has been adjusted in order to enter the New Normal state.

## OPERATIONS AND RESULTS IN 2020

Promoting spiritual activities for people in the community and society

- **Sharing booths** Charn Issara joined together to set up a kiosk to share the kindness that contains the necessities of daily life. It is ready to distribute to the people to help and alleviate the burden of people who have suffered from the coronavirus situation. By Charn Issara Group 4 points of interest kiosk are placed in front of Charn Issara Building, Rama IV Road, Charn Issara Tower II, New Petchburi Road, The Issara Ladprao

Project, and The Issara Sathorn Project, Chan Road.



- **Support consumer goods during the COVID-19 situation**, Thew Talay World Cha-am Project, in collaboration with the Bank for Agriculture and Agricultural Cooperatives (BAAC) and private agencies to distribute lunch boxes and drinking water to Cha-Am residents at Huai Sai Nuea Point, Cha-Am, from 22 - 30 April 2020 for 9 days helping people during the COVID-19 crisis.

- **Supportive activities to prevent COVID-19**, Charn Issara is concerned about the COVID-19 epidemic prevention, organizes a masking activity to bring to the elderly.



- **Charity Shop “Kusol Kamlung Sam”** Arrange space and let Charn Issara employees help sell products during lunch break at Charity Shop “Kusol Kamlung Sam” without charge for renting space in Charn Issara Tower II to encourage the adoption of unused items in good condition. To donate to Charity Shop “Kusol Kamlung Sam” for the shop to sell to those who are interested. And all the proceeds go to support the operations of Panyaprateep Foundation, which in 2020 has income from merchandise sales and donations of 809,836 baht and during the epidemic situation of the COVID-19 Keae-Lam 3 store. The service is closed according to government regulations and when the situation resolves it was back to opened for service as usual.

- **Charity event to absorb the sweat of the world**, Charn Issara, along with the friends and agencies with the same intentions, join the event. “Charity to absorb the sweat of the Third World” with the aim of encouraging social trends, cultivating consciousness and sharing ideas to help save the world, care the environment and use the resource wisely to pass on to the children. The event has created an event space by trying not to build, not produce, or do anything new. Because it is reputed to be an event about wiping the sweat of the world, the design

and decoration should help absorb the sweat of the world. The concept of this event is based on the five R principles: Reduce, Refuse, Recycle, Reuse, Repair. There are interesting activities within the event, such as lectures on sermons from the Royal Pat Mani. (Phra Ajarn Jayasaro), exhibition on waste management, perform mini concerts with music that uses waste energy from Kong Saharat Sangkapreecha, Oui Buddha Bless. There are the fair sells food, beverages and environmentally friendly products as well. And what is indispensable for this event is the conversion of assets to merit by donating unused shirts, pants, bags, shoes, etc. to a third charity shop in order to find new owners will continue to support the world sweat-wicking activity of Panyaprateep community.







• **Blood, organs, eyes and body donation activities.** Charn Issara with the Thai Red Cross Society inviting employees and the general public within the Chan Issara Building Tower II and outsiders donated blood, organs, eyes and body activities at the meeting room, 21st floor, Charn Issara Tower II Building, and due to the COVID-19 situation, there were only 2 events of this event, normally is 4 times / year. During the blood donation including donating eyes, organs and body to arrange spacing under the control requirements for the spread of the Covid-19 virus in accordance with the measures of the Department of Disease Control Ministry of Public Health. In summary, the number of donors is as follows. The number of blood donation registrations is 352, those who can donate 309 blood, the total number of donors of eyes, organs and body is 255, including 85 eye donors, 83 organs and 87 bodies.



• **Old calendar events, we ask.** Organize donation boxes, old, unused desk calendars. To be donated to the school for the blind, the Redeemer of Pattaya, Chonburi Province for the second year with necessary items, food, and medicine for the benefit of education and livelihood for the staff and the students. At the same time, it also has a lunch for the children to be full and satisfied.



• **National Children's Day Activities.** Thew Talay World Project in collaboration with Cha-Am Municipality Join the National Children's Day activities Supported by Corn Soy Milk for the children who attended the event. Along with giving out New Year's gifts to students at Bor Khaem Municipality School 4.



#### • Annual Kathin Ceremony

Thew Talay World Project joined the Kathin Ceremony offering the factors of Phanphum Kathin unity of Wat Suwanmas Mongkhon And Wat Rat Satthatham with 1,000 orange juice snowflakes.

• **Hand over rice for Chinese New Year.** Mr. Songkran Issara, Chief Executive Officer and Managing Director of Charn Issara Development Public Company Limited and Mr. Thammanoon Kowitthaya of Phithan Panich Company Limited attended the ceremony to give rice to low-income people at Hat Yai, Songkhla Province for the Chinese New Year which has been held continuously for the 45th time of the year 2020, with the Executive Committee of Hat Yai City Municipality joining the event, rice donation for this Chinese New Year festival. Initiated during the reign of Mr. Wichian Ko Wittaya, the former mayor of Hat Yai at that time who is a close friend to Mr. Charn Issara, has been dwoing business in Hat Yai until prosperous. Therefore he would like to pay back to the land and the people of Hat Yai, together with the donation of rice annually and has inherited the will to the descendants.





## HOTEL ACTIVITIES

• Baba Beach Club Natai Hotel and Baba Beach Club Hua Hin are holding monthly specials, the menu is unique to the daily menu and provides income distribution opportunities to the people in the nearby community. Including employees such as noodle shop, ice cream shop, Thai dessert shop, etc. The restaurant staff also provides a station for employees to participate in cooking, such as Som Tam Station, Noodles, Lui Suan, Salad Rolls, etc.

• Baba Beach Club Hua Hin has invited its employees to participate in blood donation activities with the Thai Red Cross every 3 months. It is to help share and save the lives of fellow human beings which the hotel and employees will be part of the ongoing sharing.

• Baba Beach Club Natai Hotel and Baba Beach Club Hua Hin are part of sustainable development by hiring local people for income and employment to promote business growth. It also eliminates poverty in the local community, to not travel to work different places, a foreign country far from their hometown. It also has the concept of providing equal employment opportunities for all people regardless of race, national origin, sex,

religion, age, disability, pregnancy, gender identity or expression of sexual orientation, heredity or marital status or even experience.

• Baba Beach Club Hua Hin has promoted Buddhism to its employees by organizing the merit making of hotels, hostels annually. This is to express a good Buddhist as well as adherence to the teachings of the Lord Buddha which will bring good deeds and refrain from bad and can be adapted for use in daily life.

• Sri Panwa Phuket Hotel and Baba Beach Club Natai have organized activities with the community. By increasing residential green areas and kindergarten marine animals, planting mangrove forests, help collect garbage in the community and Laem Hin, Phang Nga Province to reduce the amount of non-compostable waste that goes into the sea harmful to living things and play a part in reducing the occurrence of changing the state of the world.

• For the activities of the Children's Day every year, Baba Beach Club Natai has been promoting and supporting the rewards to the children of Ban Khao Pi Lai School and nearby government agencies, Khok Kloi Subdistrict Administrative Organization.

Baba Beach Club Natai promotes Buddhism, our employees are both Buddhist, Christian and Islamic, not discriminating against each other by having organized merit to hotels, hostels annually.



## OPERATIONS AND FUTURE DEVELOPMENT PLANS

1. Conduct activities focused on safety that has measures to prevent the spread of pathogens. To comply with the rules of the Ministry of Public Health.
2. Maintain activities that benefit the community and society.
3. Develop public relations channels to increase awareness in a wider audience and to take part in organized activities.



## SUSTAINABLE HAPPINESS CREATED FOR CUSTOMER AND PARTNERSHIP

### CONCEPT AND POLICY

Charn Issara realizes about safety and concerned for the welfare of our customers in the diffusion situation. We believe our customers are the support of the COVID-19 epidemic and the success of the company. Therefore, the lasting happiness of customers must come with safety. It is another duty and responsibility of us that must be performed and intended to be considered another important responsibility. We have a quality development policy of our products in every project, along with organizing activities both psychologically and creating a good quality of life for customers. In order to answer that question, in addition to customers got the best stuff. Customers can also move towards a happier life, truly sustainable within every project of Charn Issara.



• **Dharma narrated by Phra Ajahn Jayasaro.** The Issara Ladprao Project organizes a Dharma lecture by Phra Ajarn Jayasaro annually continuously with both residents. The general public and various groups of Kalyanamit were actively listening, with a total of 720 listeners in 2020.

• **Making merit for New Year 2020, Charn Issara Tower II.** Charn Issara Tower II For the prosperity of the new year 2020, with Mr. Songkran Issara, Chief Executive Officer and Managing Director of Charn Issara Development Public Company Limited, led the management team, employees along with various companies. Including tenants of indoor space join in making alms giving alms to rice and food for 9 monks at the Plaza, 1st floor, Charn Issara Tower II, New Petchburi Road. By donation and rice and food that are used to make merit, this time will be given to Phra Bat Namphu Temple, Lopburi Province.





• **Organize a thank you event to the media.** The media is another group that makes the image of the company and projects. It is more and more recognizable every year, so the media appreciation event is held. To thank you for the presentation of the news of Charn Issara continuously.



• **Mr. Songkran Issara, Chief Executive Officer and Managing Director Charn Issara Development Plc with senior management providing hand washing alcohol gel and waste separation bags to residents in various projects of Charn Issara such as Issara Residence Rama 9 Project, Issara Collection Sathorn Project, The Issara Ladprao Project, Issara Project Pool @ 42 Sukhumvit and Baan Issara Rama 9 project, with the dwellers and representatives as the recipient under the ISSARA FLEXI FOR YOU campaign, in the part of FLEXI CARE that has put in place preventive measures**

and pay attention to safety for customers during the epidemic of the COVID 19 situation

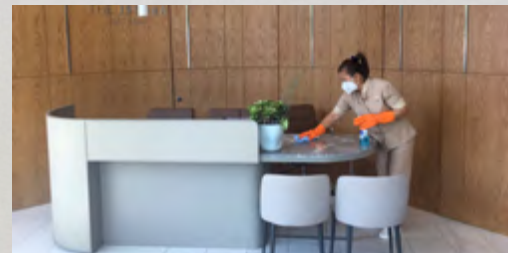
• **COVID Cleaning.** Safety in the health of all customers, co-owners and company employees is something Charn Issara put in the top priority. You can be confident in entering and exiting the Charn Issara Tower II and visiting the Charn Issara Project. From the measures to prevent the spread of the COVID-19 virus that are



performed according to the standards and recommendations of the Department of Disease Control The Ministry of Public Health is strictly Measures to prevent the spread of the COVID-19 virus are as follows:

- Cleaning of various touch points strictly such as the elevator call button, the floor teller button in the elevator, information counter, reception desk inside the lobby.

- Social distancing, increase the distance inside the passenger elevator.



- To spray to disinfect the central areas that are vulnerable to spread of germs.

- Check everyone's body temperature before entering the project place, hand sanitiser gel in common areas to serve customers and/or contacts within the project.

- Spray cleaning supplies - All items sent within the project

- Temporarily closed for the service of swimming pool, steam room, fitness room.

- Instruct everyone to take care of and prevent and maintain their health by wearing masks and gloves in case of cleaning workers every time during duty.

- Let employees work from home to reduce infection and spread of disease.

- Provide additional disease-specific health insurance for all executives and employees. To divide lighten the expense if sickness from COVID-19 infection. Charn Issara cares about safety and wishes everyone HAPPY TOGETHER.

## OPERATIONS AND FUTURE DEVELOPMENT PLANS

1. Carry out activities that focus on safety that includes measures to prevent the spread of pathogens. To comply with the rules of the Ministry of Public Health.
2. Maintaining constructive activities and promote psychological happiness to the customer groups.
3. Implement a plan to support and implement activities. To build a good relationship with customers and foster good health both physically and mentally.



# ANTI – CORRUPTION

## CONCEPT AND POLICY

Because the company have realized and take into account the importance of conducting business with morality, good corporate governance, prevention and anti-Corruption, both inside and outside the organization and actions of stakeholders. To have awareness, understanding and responsibility for the prevention and anti-corruption in order to operate the business effectively. In line with the vision, mission and working philosophy of the company.

## OPERATIONS AND RESULTS IN 2020

The company has joined as a coalition declaration of intent CAC (Collective Action Coalition) of the Thai private sector against corruption with the Thai Institute of Directors Association (IOD) and in the process. To be certified within 18 months with a guideline to jointly implement the framework and international principles. This is the 10th Principles on Anti-Corruption according to the 10 Principles of The United Global Compact, the Business Principles for Countering Bribery, set by Transparency International. Including various principles published by the World Bank and the Center for International Private Enterprise (CIPE) and other international organizations.

## OPERATIONS AND FUTURE DEVELOPMENT PLANS

The goal is to get certified in 18 months, the company has guidelines for doing the following.

1. Establish “Anti-Corruption Policy” as a clear guideline for operating business and develop into a sustainable organization.
2. Make a code of ethics and business ethics. It is intended to be used as a guideline for good and appropriate conduct. So that the directors, executives and employees of the company including affiliated companies adhere to the principles of good corporate governance.
3. Develop and campaign to raise awareness among employees and create understanding In order to advance towards being an anti-corruption organization and prevent fraud.
4. Support activities and actions Including entering into various parties related to the prevention and anti-corruption.
5. Make a manual for the implementation of the anti-corruption policy. In order for employees, directors and stakeholders to comply with
6. Prepare or review its own internal control system in accordance with the guidelines set out in the self-assessment form (71 items) in order for the Company to be certified as a member of the Thai Private Sector Collective Action Coalition against Corruption.

# ABOUT OUR REPORTING

## The Report

### *scope*





This report made for report and disclosure of operational information in sustainability aspects operation of the Charn Issara Group of Companies (Public Company Limited) consist of content of the operation in 2020, it represents the company's sustainability policy guidelines, operational goals, performance including future sustainability performance trends. In this report, we strive to assure our stakeholders that all information and content of this report are completely transparent, reliable, consistent and accurate.













# GRI CONTENT INDEX

**In this report we refer to the form of report according to the Global Reporting Initiative (GRI Standard) reporting format, the Core Option is selected to report on key areas for the organization only.**

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.	24	
	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	24	
	GRI Standard 205-1 Anti-corruption	Total number and percentage of operations assessed for risks related to corruption	31	



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"> <li>i. Incidents of non-compliance with regulations resulting in a fine or penalty;</li> <li>ii. Incidents of non-compliance with regulations resulting in a warning;</li> <li>iii. Incidents of non-compliance with voluntary codes.</li> </ul>	18	
 	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"> <li>i. The location of the operations;</li> <li>ii. The significant actual and potential negative impacts of operations..</li> </ul>	19	
 	GRI Standard 413-1	Operations with local community engagement, impact assessments, and development programs. Stakeholder engagement plans base on stakeholder mapping	29	
 	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"> <li>i. Reuse</li> <li>ii. Recycling</li> <li>iii. Composting</li> <li>iv. Recovery, including energy recovery</li> <li>v. Incineration (mass burn)</li> <li>vi. Deep well injection</li> <li>vii. Landfill</li> <li>viii. On-site storage</li> <li>ix. Other (to be specified by the organization)</li> </ul>	22	