

**Corporate Social Responsibility Policy (CSR Policy)**

**PRUKSA HOLDING PUBLIC COMPANY LIMITED**

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### **1. Rationale**

Pruksa Holding Public Company Limited (the Company) and its subsidiaries operate business with an aim to achieve steady growth, creating satisfaction to all groups of stakeholders, together with responsibility to society, focusing on support to education and youth development, society and the environment, and religion, arts and culture. With awareness of the importance of responsibility to society and the environment, the Company has corporate social responsibility (CSR) and anti-corruption policies, with eight principles being established, i.e., fair business operations, anti-corruption practices, respect for human rights, fair treatment of **labor**, responsibility to consumers, caring for the environment, cooperation on community or social development, and innovation creation and dissemination of innovations which are acquired from business operations with responsibility to society, the environment and stakeholders.

### **2. Objectives**

- (1) To enable all groups of stakeholders to be aware of the Company's policy of sustainable business operations
- (2) To bring about good images to the Company and its subsidiaries, with the Company placing importance on sustainable economic, social and environmental operations
- (3) To ensure that the Company's business operations comply with the guidelines on corporate social responsibility set by the Stock Exchange of Thailand (SET).

### **3. Definition**

Stakeholders comprise customers, employees, **suppliers**, shareholders, government agencies, mass media, community, and society.

### **4. Scope**

This policy is applicable to the stakeholders of Pruksa Holding Public Company Limited and its subsidiaries.

## 5. Corporate social responsibility policy

### 5.1 Fair business operations

5.1.1 The Company is committed to doing business with integrity, honesty and responsibility to society, both in terms of law and ethics, doing good things to individuals, community groups, society and the environment, and operating business with standardized operating systems and sound control systems, by using utmost abilities with cautions, adequate information and evidence as references, in strict compliance with relevant laws and requirements.

5.1.2 On treatment of **suppliers**, the Company will treat **suppliers** fairly, not demanding or accepting any unfair benefit from **suppliers**, and in case of not being able to implement any condition, the business partner will be informed in advance for finding solutions together.

5.1.3 On treatment of competitors, the Company will treat competitors in accordance with fair competition rules and will not search secret information of competitors in a corrupt manner.

### 5.2 Anti-corruption practices

The Company's directors, executives and employees shall strictly comply with the Company's anti-corruption policy and business ethics as follows:

5.2.1 Not to demand or pay bribes with any other person in contact, including state agencies, for undue advantages

5.2.2 To refrain from receiving gifts, entertainments or financial support with an excessively high value from customers or **suppliers**. In case of necessity in accordance with a tradition to receive a gift with a value higher than the value specified in the Company's business ethics, the employee involved shall report to the Company for acknowledgement and deliver the gift to the Company.

5.2.3 To put in place internal controls to prevent corruption practices, with the Company's regulations determining the operating procedures, persons with authority to approve payments and the amounts of money to be responsible under the Company's regulations, in a clearly written document.

5.2.4 Employees shall not ignore or disregard if they find an act of corruption or a suspicious act of corruption that may have impact on the Company; they have to report it to their superior immediately.

Besides, the Company is obligated to provide training for employees to gain knowledge on anti-corruption policy and practices and to promote among employees integrity, honesty and responsibility in performing duties in accordance with their authority and responsibility.

### **5.3 Respect for human rights**

The Company is well aware that business has to respect the human life and dignity of everyone that form the basis of human resources management and development, including the creation of human relations in society.

Therefore, the Company has set guidelines to promote and encourage practices in accordance with the principles of fundamental human rights and equality, regardless of differences in race, color, gender, language, political or any other belief, ethnic or social background, property, origin, or status. Besides, the Company has guidelines to promote and open opportunity for employees to express opinions or lodge complaints on violations of individual's rights.

### **5.4 Fair treatment of labor**

The Company believes that human resources constitute the most important factor in business operations for values and returns to the business as the Company's operations need to have knowledge and abilities, as well as devotion, both physically and mentally, to achieve objectives.

The Company has therefore established guidelines for treatment of the Company's employees, where the management has to treat employees fairly, manage business without bias, support potential building among employees for career advancement, increase work efficiency of employees, promote understandings among employees in business ethics with which they have to comply, provide appropriate welfares to employees, and treat employees with honesty by listening to their reasonable opinions and recommendations.

### **5.5 Responsibility to consumers**

5.5.1 The Company shall treat customers fairly in regard to goods and services without discrimination and not disclose customer information that has been obtained from business operations and should normally be kept without disclosure, except for disclosure as required by law.

5.5.2 The Company is open for customers to file complaints about imperfection of goods and services, as well as disclose correct and complete information about goods and services to the customers.

5.5.3 The Company shall comply with agreements and conditions fairly made with customers. In case of inability to comply with an agreement or condition, the customer must be notified for finding solutions together.

## **5.6 Caring for the environment**

The Company is aware of the importance of the environment to human life, while the society at present has begun to realize the importance of serious environment care.

Therefore, the Company has established a policy on the environment as guidelines in operating business with prudence and caution, to prevent impact on the environment in nearby communities or to minimize the impact thereof. The Company is committed to controlling pollutions, both in the water and in the air, by having its subsidiaries that operate factory-related business control the amount of waste water released from factories and the amount of exhaust gas from exhaust pipes. Besides, the Company has promoted garbage segregation and reuse to reduce the amount of garbage.

## **5.7 Cooperation on community or social development**

The Company has guidelines on implementation or control to ensure compliance with relevant laws and regulations and responsibility to society, including cooperation, assistance, support, and volunteering to carry out activities useful to the community or society, to promote economic enhancement, as well as social and cultural rehabilitation.

## **5.8 Innovation creation and dissemination of innovations acquired from operations with responsibility to society and stakeholders**

The Company supports the creation of innovations, both at the organizational work process level and the inter-organization level, which means action taken by using new methods and may mean changes in production methods for increased values. The goal of innovations is to change positively for things to change for the better, resulting in increased productivity for maximum benefits to society.

Dissemination of innovations is deemed as a responsibility to society by means of communication and dissemination to all groups of stakeholders for information, directly or indirectly, through diverse channels of media to ensure the Company's information is reached out fully to the Company's stakeholders.

### **CSR in process**

The Company has a clear policy on social responsibility and has strictly implemented the policy as a part in building society and maintaining quality environment. However, as the Company has just been established, there have been no activities for community and society, but the Company would carry out activities in accordance with its policy and in line with the CSR policies of its subsidiaries.

### **CSR after process**

In addition to the Company placing importance on responsibility to society, the environment and stakeholders, the Company has set guidelines for the Company's employees to carry out charitable activities for society every year, aiming primarily to instill social development awareness in every employee. Besides, charitable activities can contribute to good relationships between employees and the Company.

### **Whistle Blower Policy**

The Company has guidelines on whistle blowing or filing complaints on unethical practices or illegal acts or conducts that may lead to fraudulent activities or wrong doing of personnel in the organization, including weaknesses of internal controls, both from employees and other stakeholders, as well as measures to protect whistle blowers. Whistle blowing and complaints on such information can be lodged at the management and the Board of Directors. Witnesses of violations or unethical practices can

file questions or complaints with their superiors, the Internal Audit Office, the Company Secretary, the Chairman of the Executive Board and Group Chief Executive Officer, the Audit Committee, and the Board of Directors. The Company has protection measures, a policy on the confidentiality of complaints and a restriction of access to the information under a need-to-know basis and disclosure of information to only relevant persons, aiming to build confidence and feelings of safety on the persons who file complaints. Whistle blowers or complainants may choose to identify themselves or remain anonymous. The Company may, as appropriate, issue special protection measures in case there is a tendency or expectation of trouble or danger; the damage caused to a whistle blower or complainant will be relieved or compensated appropriately and fairly by the Company or the person who causes the damage in accordance with the administrative mechanism and legal criteria.

## **6. Practice guidelines**

The Company has established the CSR policy in line with recommendations from the Stock Exchange of Thailand, and prepared SR Report that states “The Company should prepare and disclose visions, policies and strategies as well as business plans or road maps of the Company showing consistency with the corporate social responsibility and linkage to the sustainability of business, society and the environment.”

Approved by the Audit Committee

Approved by the Board of Directors

Signed

Signed

(Dr. Piyasvasti Amranand)

(Dr. Pisit Leeahtam)

Chairman of the Audit Committee

Chairman of the Board of Directors and Independent Director

9 May 2016

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