

# SUSTAINABILITY REPORT 2016

**AMATA VN**  
WE KNOW BEST ABOUT VIETNAM



AMATA VN PUBLIC COMPANY LIMITED



Every business needs a home.  
If you are looking for a place to locate your business in Vietnam, Amata VN provides the answer. We are world's leading industrial city developer and operator. We strive to make our locations an ideal home for investors with a full range of business options, support services and lifestyle attractions.



# VISION MISSION

## VISION:

Leading Industrial city developer and related businesses as well as commercial and residential businesses in Vietnam that have modern and international quality service standard.

## MISSION:

To Provide Reliable, Sustainable and State-of-the-Art Business Estates



## MESSAGE FROM CHIEF EXECUTIVE OFFICER

### Dear Shareholders and stakeholder

Amata VN Public Company Limited has invested in the leading industrial developer in Vietnam like Amata City Bien Hoa Joint Stock Company who has more than 20 years of experience operating in industrial estates in Vietnam. Under the ALL WIN business philosophy, Amata City Bien Hoa Joint Stock Company has grown significantly and has gained great acceptance among its stakeholders. Going forward, Amata VN Public Company Limited targets to invest in leading companies that develop industrial cities and other products and services in Vietnam.



Although Amata VN Public Company Limited focuses on the economic development, it also takes into account its operation effect to the surrounding communities and to the environment as the Company realized that the success and sustainability of the business rely on having a good corporate governance and responsible to its stakeholders, its society, and the environment. With this awareness, the Company conducts regular monitoring and improve measurement process to better the management of waste and air for a healthier quality of life for the community and society. The Company together with its customers have built a strong driving power in implementing various projects for the development of the society and environment in year 2016.

The Company has adjusted its business strategy to cope with the changing global economic environment, transforming from being an industrial estate developer to becoming a Smart City with emphasis on high-tech and environmentally-friendly innovative industries. The conversion will bring more value added and higher gross domestic product to Vietnam, as well as, reduces the impact to the environment. It also will boost up the commercial, residential, and services businesses to support the upcoming Smart City.

On behalf of Amata VN Public Company Limited, I would like to thank all shareholders and stakeholders for all your support and trust in the Company. Thank you for your suggestions and comments on how to improve the performance of the company to better serve the needs of stakeholders. I am confident that the cooperation from all parties will make the company grow firmly and sustainably in Vietnam.

Somhatai Panichewa

Chief Executive Officer



# CONTENT

|   | PAGE      |
|---|-----------|
| Message from Chief Executive Officer  |           |
| <b>1 Company profile</b>  | <b>06</b> |
| 1.1 Company's business  | 06        |
| 1.2 Vision and Mission  | 08        |
| 1.3 Amata Business Philosophy   | 08        |
| 1.4 Structure of the Organization   | 09        |
| 1.5 Development of organization   | 11        |
| <b>2 Scope of the report</b>  | <b>13</b> |
| <b>3 Guidelines for business relations with stakeholders of the company</b> | <b>13</b> |
| <b>4 Sustainable Development</b>  | <b>15</b> |
| 4.1 Key strategies to drive the organization towards sustainability         | 15        |
| 4.2 Economic Performances   | 16        |
| 4.2.1 Business approach   | 17        |
| 4.2.2 Anti-corruption Corruption Policy                                     | 17        |
| 4.2.3 Risk Management   | 18        |
| 4.2.4 Business Operation with Economic Sustainability                       | 18        |
| 4.3 Environment Performances  | 19        |
| 4.3.1 Ecodesign in Utility System   | 19        |
| 4.3.2 Green Area Management   | 20        |
| 4.3.3 Resource Management by Information Technology                         | 21        |





|          |   |           |
|----------|---|-----------|
| 4.4      | Social Aspects                                | 22        |
| 4.4.1    | Human Resource Management in the Organization | 22        |
| 4.4.2    | Activities for Sustainable Social Development | 25        |
|          | VIP Club Meeting                              | 26        |
|          | A Safe Society in the Industrial Estate       | 27        |
|          | Sports for the community                      | 28        |
|          | Environmental improvement for the society     | 29        |
| 4.4.3    | Volunteer Network for Social Care             | 29        |
|          | Blood donation                                | 29        |
|          | Sharing with the society                      | 29        |
| <b>5</b> | <b>Summary of performance in year 2016</b>    | <b>32</b> |
| 5.1      | Economic aspect                               | 32        |
| 5.2      | Social aspect                                 | 33        |
| 5.3      | Environmental aspect                          | 34        |
| <b>6</b> | <b>GRI Content Index</b>                      | <b>36</b> |



# 1. COMPANY PROFILE

## 1.1 Company's business

Amata VN Public Company Limited operates as a holding company in businesses targeting on developing industrial estates and related businesses, as well as, commercial and residential activities in Vietnam under the concept of "Perfect City".



With the policy of continuous improvement, the Company strives to becoming the leading, highly successful industrial estate and commercial & residential developer in Vietnam. The company builds industrial estates that are in compliance with international standards and within the framework for protection of the environment. Aside from industrial estates development, it also creates the perfect city where people inside the estate and surrounding communities have a better quality of life, enabling the Company to grow steadily along with contributing to the growth of Vietnam.

At present, the Company has 3 subsidiaries namely:

- Amata City Bien Hoa Joint Stock Company (formerly named Amata (Vietnam) Joint Stock Company) of which operates Amata City Bien Hoa industrial estate with total granted area of 700 hectares
- Amata City Long Thanh Joint Stock Company of which operates 2 projects consisting of High Tech industrial park and Service City project with total granted area of 517 hectares
- Amata Township Long Thanh Joint Stock Company of which operates commercial and residential project with total granted area of 753 hectares





|  | Size    |                     | No. of<br>Factories | Factories'<br>Employees |  |
|--|---------|---------------------|---------------------|-------------------------|--|
|  | Hectare | Square<br>Kilometer |                     |                         |  |
|   | 700     | 7.00                | 152                 | 45,000                  | Strategic location on Highway No.1, connecting the South and the North of Vietnam<br><u>Distances:</u><br>New Saigon Port 25 km<br>Ho Chi Minh City 30 km<br>Vung Tau International Port 90 km |
| Amata City Bien Hoa (Vietnam)  |         |                     |                     |                         |  |
|  | 517     | 5.17                | N/A                 | N/A                     | Located in North-East of Ho Chi Minh City around 30 km from Bien Hoa City, along Long Thanh-Dau Giay express way<br><u>Distances:</u><br>New Airport 10 km<br>Ho Chi Minh City 20 km           |
| Amata City Long Thanh (Vietnam)  |         |                     |                     |                         |  |
| Amata Township Long Thanh (Vietnam)  | 753     | 7.53                | N/A                 | N/A                     |  |
| Total  | 1,970   | 19.70               | 152                 | 45,000                  |  |

These projects are matured in accordance with the Company's sustainable development policy by focusing on the economic development in coexistence with industrial and the surrounding communities. The development will be on international up-to-date standards while maintaining environmental quality and energy efficiency but must meet to the needs of all stakeholders for the sustainability of the company's business.

Under the management direction, the main success factor for the development of Company is the ability to meet the needs of the clients. Businesses of the Company can be divided into 2 main groups:

- **Industrial Estate and related businesses**
  - Power Plant
  - Water supply distribution system for industrial use
  - Wastewater Treatment Plant
  - Transportation and distribution
  - Prefabricated factory buildings for rent
  - Maintenance in offices and factories.



- **Commercial and residential businesses to create better quality of life**
  - Housing
  - commercial
  - security system
  - Services for public interest such as education, sports, hospitals and parks.



## 1.2 Vision and Mission

Amata VN Public Company Limited invests into the leading industrial city developer and related businesses as well as commercial and residential businesses in Vietnam that have modern and international quality service standard. The Company focuses on the development of the economy along with the coexistence between the industrial and the surrounding communities while maintaining a good environment for a sustainable development.

## 1.3 Amata Business Philosophy

### “ALL WIN”





The company has adopted and adapted Amata group's business philosophy of "ALL WIN" to its business operations by focusing on the mutual benefit of all stakeholders, not concerning only one's own interests. Amata VN is truly aware of the importance of all stakeholders' contribution to the future economic and business growth of the company, whether be employees of the company, customers/investors working in industrial estates, or people within the local communities. Thereby, the Company consciously planned its industrial development to fit with the needs of these.

"ALL WIN" philosophy is where the company build a foundation on which trust, loyalty, and commitment to all people and organization that the company is involved in. The mentality of where no one gain an upper hand over another but, the company works to understand every stakeholders' needs and work together to satisfy them.

The company is ready to support our customers in whichever way possible so that they can successfully operate in our industrial estates in the long run. The company places great emphasis on servicing, supporting and providing confidence to our customers. The company has set a "Smart City" concept for later industrial estate development with the objective to upgrade and transform the manufacturing base in Vietnam to becoming a high technology industrial base which will create more added value as well as promoting long term sustainable growth to Vietnam.

In addition, the Company has allocated and provided public facilities such as sports fields, central public parks, green areas for exercise or recreation; for the benefits of people within the estate and nearby communities.

The Company believes that its employees play an important role in driving the business, therefore, the Company encourages employees to continuously develop their knowledge and skills and also opens opportunities for employees to express themselves and advance their career. Besides this, ethics together with cultural melting are implated into the employees. When everyone is melted into one life and one soul, the task of going together toward goal become achievable.

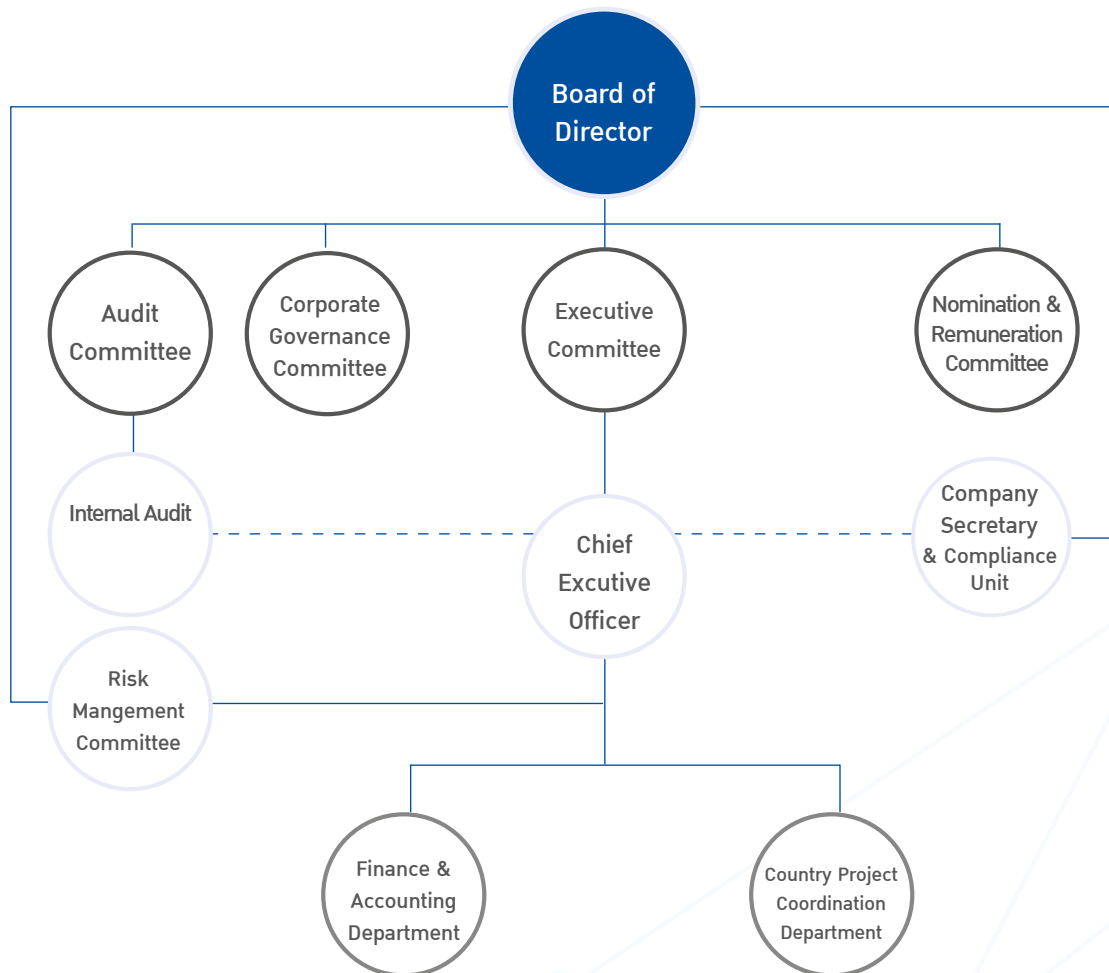
## 1.4 Structure of the organization

The corporate structure of Amata VN Public Company Limited consists of the Board of Directors and four committees appointed by the Board of Directors to effectively support their the works. The committees are:

- (1) Executive Committee
- (2) Audit Committee
- (3) Nomination and Remuneration Committee and
- (4) Good Corporate Governance Committee



## Organization Structure of Ammata VN



Based on the business policy, the Company has placed a strong emphasis on sustainable business development along with social and environmental sustainability, therefore, a Sustainable Development Committee was appointed reporting directly to the Chief Executive Officer of the Company. The committee consists of 6 executives from the Company and its subsidiaries to drive the organization towards the sustainability in economic, social and environmental aspects through the involvements of all employees in every departments of the company. The scope and duties of the Sustainable Development Committee are as follow:

1. Define the corporate social responsibility and sustainable development policy. Set the goals for corporate sustainability with clear action plan.
2. Monitor corporate sustainability at the business level to drive the implementation of the plan and policies in an effective manner.
3. Appoint a working group to take responsibility for each task and to ensure the actions are aline in line with the define corporate's core policies and sustainable development guidelines.

## 1.5 Development of organization

Amata VN Public Company Limited plays a part in creating economic security for Vietnam by attracting foreign direct investment from more than 20 nationals with over 150 factories to the 7-square kilometer industrial estate over the 20 year presence in Amata City Bien Hoa, Dong Nai province.



Samples of customers in Amata City Bien Hoa, Vietnam

### Company milestones

Significant changes and developments in respect of the Group's business operations are as follow:

|                |   |
|----------------|---|
| December 1994  | Joint Venture Corporation for the Development of Long Binh Modern Industrial Park registered on 31 December 1994 in Vietnam   |
| September 1996 | Joint Venture Corporation for the Development of Long Binh Modern Industrial Park invested in Amata Power (Bien Hoa) Limited  |
| May 2007       | Joint Venture Corporation for the Development of Long Binh Modern Industrial Park changed the name to Amata (Vietnam) Company Limited                                     |
| August 2007    | Amata (Vietnam) Company Limited was granted Investment Certificate for Amata Commercial Complex project on the total land area of 19.07 hectares                          |
| April 2009     | Amata (Vietnam) Company Limited transformed to Joint Stock Company and changed the name to Amata (Vietnam) Joint Stock Company  |
| August 2012    | Amata VN was registered on 30 August 2012 as a public company limited in Thailand   |
| September 2012 | Amata VN Public Company Limited acquired 69.99% shares of Amata (Vietnam) Joint Stock Company from Amata Corporation PCL and subsidiaries as well as other Thai investors |



|               |  |
|---------------|--|
| May 2015      | Amata VN Public Company Limited bought 20% of Amata (Vietnam) Joint Stock Company shares from Sonadezi, resulting in Amata VN Public Company Limited shareholding in Amata (Vietnam) Joint Stock Company increasing to 90% |
| July 2015     | Amata City Long Thanh Joint Stock Company was founded to develop industrial estates under projects “Amata City Long Thanh” and “Amata Service City Long Thanh”   |
| December 2015 | Amata VN Public Company Limited's shares was listed on the Stock Exchange of Thailand on December 16, 2015   |
| March 2016    | Amata City Long Thanh Joint Stock Company was granted the first Investment Certificate for Service City project with total area of 55.4 hectares   |
| July 2016     | Amata Township Long Thanh Joint Stock Company was granted an Investment Certificate for Township project with total area of 753 hectares   |
| November 2016 | Amata City Long Thanh Joint Stock Company was granted the second Investment Certificate for Service City project with total area of 51.9 hectares  |
| December 2016 | Amata (Vietnam) Joint Stock Company changed name to Amata City Bien Hoa Joint Stock Company  |



## 2. SCOPE OF THE REPORT

This Sustainability Report demonstrates the performance of Amata VN Public Company Limited in year 2016 during the period of 1 January 2016 to 31 December 2016 in relation to the management towards the sustainability in economic, social and environmental issues. The Sustainable Development approach has been developed into the company's sustainable development master plan under the "ALL WIN" business philosophy and the action plan was in accordance with the Global Reporting Initiative version 4.0 (GRI G4) Indicator. Content and highlights in the report for year 2016 focus on the strategy implementation in alignment with the vision and mission of the Company under effective good corporate governance, risk management, and business philosophy implementation including caring for stakeholders, developing employees of Amata to have good ethics and exceed in the society to create value to the Company while retaining international standard on economic, social and environmental sustainability.

## 3. GUIDELINES FOR BUSINESS RELATIONS WITH STAKEHOLDERS OF THE COMPANY

The Company adheres to the principles of conducting business that would increase value for the stakeholders since the initiation of the Company's policies and procedures to ensure equal treatment standard. The Company has improved the mechanisms and channels for stakeholders to voice their opinion in order to oversee all its stakeholders and also effectively developed the processes for bringing stakeholders' opinions forward as well as building the effective stakeholder response processes in order to review and evaluate the impact that stakeholders will have on the Company's operations. The stakeholders' needs were used as a part of the Company's sustainable development agenda.

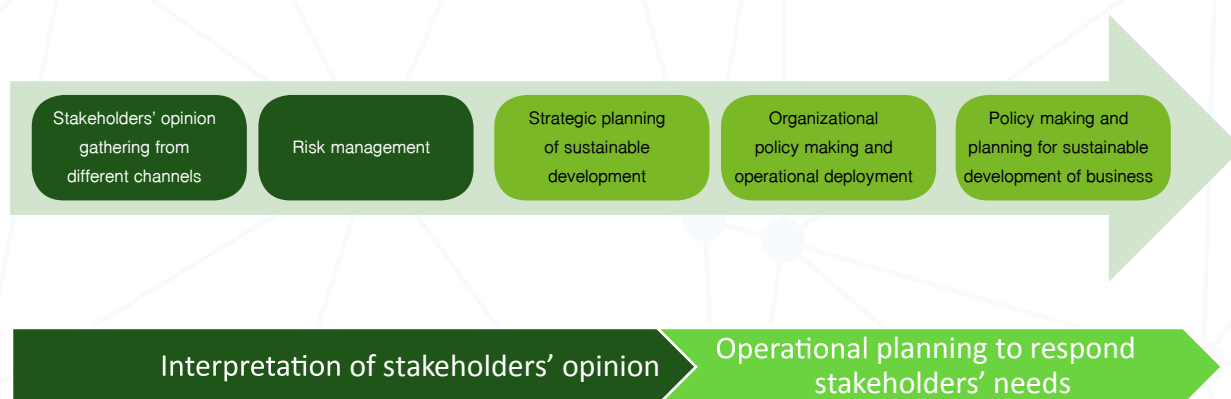
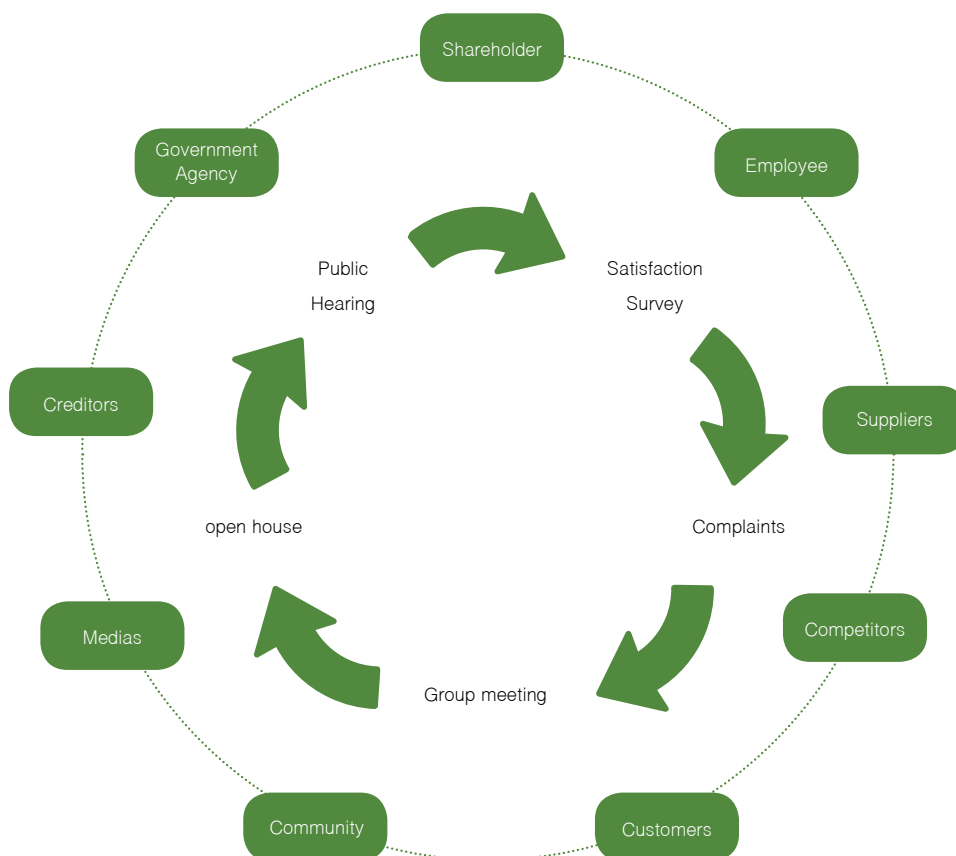


Diagram on communication flow with responses



| Stakeholders        | Procedures and strategies  |
|---------------------|--|
| Shareholders        | <ul style="list-style-type: none"> <li>• Performance and business growth</li> <li>• Management with transparency and in accordance to good corporate governance principles</li> <li>• information disclosure equality</li> </ul> |
| Employees           | <ul style="list-style-type: none"> <li>• Knowledge development at work</li> <li>• Career stability and growth</li> <li>• Welfare and promote good morale and ethics</li> <li>• Equal treatment</li> </ul>                        |
| Suppliers           | <ul style="list-style-type: none"> <li>• Provide fair and transparent procurement arrangement</li> <li>• Create long-term business relationships</li> <li>• Comply with terms and conditions of the contract</li> </ul>          |
| Competitors         | <ul style="list-style-type: none"> <li>• Fair competition</li> </ul>   |
| Customers           | <ul style="list-style-type: none"> <li>• Provide quality products and services</li> <li>• Provide new products and services</li> <li>• Comply with terms and conditions of the contract</li> </ul>                               |
| Community           | <ul style="list-style-type: none"> <li>• Operate the environmentally-friendly business</li> <li>• Receive support and help in various fields</li> </ul>  |
| Medias              | <ul style="list-style-type: none"> <li>• Disclosure of accurate and transparent information</li> </ul>   |
| Creditors           | <ul style="list-style-type: none"> <li>• Comply with terms and conditions of the contract</li> </ul>   |
| Government agencies | <ul style="list-style-type: none"> <li>• Comply with laws and legal regulations</li> <li>• Provide support and cooperation</li> </ul>  |



## 4. SUSTAINABLE DEVELOPMENT

### 4.1 Key strategies to drive the organization towards sustainability

Amata VN Public Company Limited has set a business strategy to drive the the Company towards sustainability under "5S" model.

- **S - Strategic Location & Infrastructure**

Develop land located in high potential areas, equipped with high quality utilities and facilities that have no negative affect on the environment and the community.

- **S - Strong Service Mindset**

Provide a full range of services and serve with service minds to maximize the satisfaction of customers, investors and shareholders.

- **S - Superb Management Team**

Conduct the business and develop new business by the professional team who have a clear vision and understanding of the company's products and services.

- **S - Sound Financials**

Have the business financial strength and strictly follow the laws and regulations.

- **S - Successful Partnerships**

Have the successful business partnerships with reputable and well-known business and investor partners in various businesses to enable us to create new products that respond to our customers' needs in an efficient and engaging manner.

#### Company Sustainable business development

The Company places great importance on creating balance between business growth and being coexistence with the society and community together with protecting the environment for a clean and green city and a better livelihood.

In addition, the Company has worked with the experts to collect important information on the development of industrial estate and other relating services to analyze the technological trend and direction as well as the changing environment that may have affect on the Company's business. These informations were taken into consideration to scrutinize the policy and improve the action plans in order to correspond the current situation while still committed to bringing together the sustainable development under the "ALL WIN" business philosophy. Global Reporting Initiative version 4.0 (GRI G4) for its sustainability analysis was adopted to identify the issues of sustainable development.



## Issues for Sustainable Development

| Economic Aspects                | Social Aspects                 | Environmental Aspects    |
|---------------------------------|--------------------------------|--------------------------|
| Economic Performance            | Labor Management               | Energy Management        |
| Corporate governance            | Occupational Health and Safety | water Management         |
| Risk Management                 | Training and Education         | Air emission             |
| Marketing Communications        | Local Communities              | Waste Management         |
| Anti-corruption                 | Public Policy                  | Legal Compliance         |
| Innovation Product and services |                                | Transport System         |
|                                 |                                | Environmental Assessment |

## Materiality Matrix

|                           |                |  |   |
|---------------------------|----------------|--|---|
| Relevance to Stakeholders | Very important | Occupational Health and Safety<br>Training and Education<br>Transport System<br>Environmental Assessment<br>Water Management | Innovation Product and services<br>Labor Management<br>Air emission<br>Risk Management<br>Energy Management |
|                           | Important      | Anti-corruption<br>Public Policy<br>Legal Compliance<br>Economic Performance   | Corporate governance<br>Local Communities<br>Marketing Communications<br>Waste Management                   |
|                           |                | Important  | Very important  |
|                           |                | Relevance to Amata VN PCL  |   |

Based on the importance and the relevance of issues in the materiality matrix, the Company has implemented various projects throughout the year 2016 which can be divided into 3 main categories: economic, social and environmental aspects.

## 4.2 Economic Performances

The Company is part of building the economic foundation for Vietnam and ASEAN and also aims to achieve sustainable growth in this region as well as being a leader among the world-class industrial city developers. Therefore, the Company strictly follows the principles of good corporate governance as follows:



#### 4.2.1 Business approach

The Board of Directors promotes the business sustainability and looks over the the interests of stakeholders by opening opportunity for stakeholders to express their opinions on the Company's operation as a mechanism and process of bringing real action to be implemented which leads to being true corporate governance organization. The corporate governance has been applied to the Company as follows:

- 1) Strictly complying with relevant laws and regulations.
- 2) Comply with the "Corporate Governance" policy and "Code of Conduct" of the Company.
- 3) Commit to operate the business with transparency, honesty and fairness.
- 4) Adhere to being a good citizen and cultivating good employee awareness.
- 5) Take into account the benefits and impact of the operation of the organization with equality and fairness to the stakeholders of the Company.
- 6) Perform business with responsibility while sustaining the interests of stakeholders and society.
- 7) Establish strong working systems to prevent fraud through internal auditing.
- 8) Assign directors, executives and employees all across the organization to participate in anti-corruption, report conflicts of interest, create effective communication, and promote quality of work life
- 9) Provide channel for stakeholders to voice their complaints and opinions and take measures in provide protection to them.

#### 4.2.2 Anti-corruption Corruption Policy

The Board of Directors places strong emphasis on the anti-corruption and has set policy stating "All directors, executives and employees of the Company are prohibited from acting or receiving corruption to/from any agencies, either public or private sectors, where the company's business is involved, in whichever country, to promote corporate culture of values, honesty and responsibility."

The policy against corruption set by the Board of Directors covers in the operations of the Company include:

- 1) The Company provides a risk assessment for corporate corruption and develop appropriate risk management measures that are consistent with the internal audit.
- 2) The Company prepares clear procedures for accurate implementation that can prevent any corruption occurrence in the business operations.
- 3) The Company provides orientation and training to employees to educate and create understanding on the policies, measures and procedures against corruption.
- 4) The Company provides internal audit to ensure efficiency and effectiveness of anti-corruption policy which involves the process of recording financial information, accounting, human resources management, and other business operation relating to the Company's performance.
- 5) The Company provides appropriate procedures in reporting on monitoring, follow up, and reviewing of anti-corruption policy compliance to ensure the policy is adequate and fit with the situation.



- 6) The Company provides secure communication channels and protections measures for employees and stakeholders to inquire for opinions, provide traces, comments or complaints on corruption acts.
- 7) The Company communicates the anti-corruption policy in both inside and outside to the Company, including its overseas subsidiaries, affiliated companies, other companies that the Company has control so as for them to implement the anti-corruption policy.
- 8) The Company encourages the exchange of knowledge, experiences and good practices among other companies and related parties in the same industry to participate in the anti-corruption activities organized by the Company, chambers of commerce, associations or other regulatory agencies.

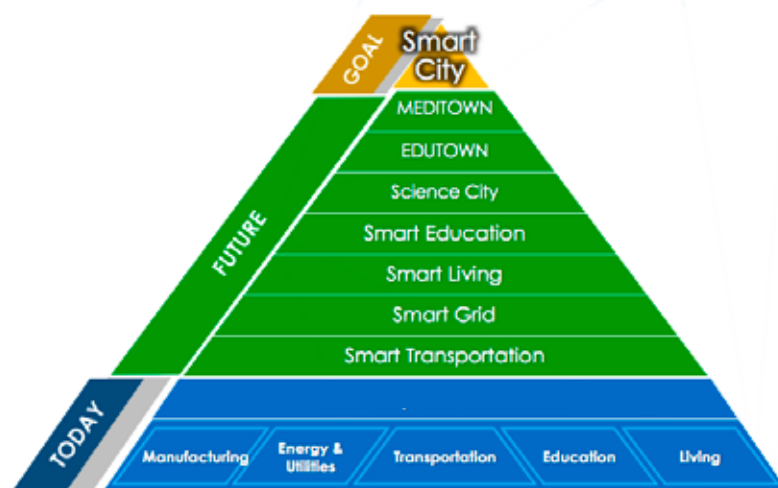
#### 4.2.3 Risk Management

The Company and its subsidiaries have set clearly defined objectives, both objectives on organizational level and activity level, so that they can work successfully be implemented under the approved annual budgets and resources. Moreover, the Company and its subsidiaries have analyzed risks and provided appropriate risk management to fit with the situation. The Management, therefore, requires the following actions to be taken regularly:

- Regular meeting to assess, analyze, and follow up on the the risks of conducting business to establish effective preventive or mitigating measures.
- Inform supervisors of each department of how to implement the risk management policy in order to convey to their subordinates to comply with the risk management guidelines.

#### 4.2.4 Business Operation with Economic Sustainability

In year 2016, several projects were developed to enhance the investment both in the northern and southern part of Vietnam. These new projects will be developed under the new business direction transforming from being an industrial estate developer to becoming a Smart City which focuses on energy management and environmentally-friendly clean energy, promotes usage of effective renewable energy together with using information technology to help manage resources for a fast and effective management. The Smart City will be able to accommodate and facilitate the modern industrial operators using high technology and innovation which will create more added value to Vietnam.



## 4.3 Environmental Performances

The Company has been committed to operating industrial estates economically for more than 20 years with emphasis on corporate governance while reducing social and environmental impact due the business operation to the operation of the company.

### 4.3.1 Ecodesign in Utility System

The Company is aware of the importance in using natural resources and energy in a most efficient and economic manner to reduce to the minimum environmental impact that may be caused by the operation within the industrial estate. As the result, the Company has initiated for a central public utilities that comply with environmentally-friendly design. Wastewater are ensured to be treated and minimized the discharge of these treated water to outside by reusing the treated water efficiently as well as continuously improving the wastewater treatment system.

In addition, the Company operates with strict compliance to the environmental laws and regulations to ensure that the business within the industrial estate does not affect the local communities or impact to the minimum. Selection of service providers or partners are awarded to those with certified quality standards or legitimate license. Moreover, the Company has regularly checked and monitored the amount of waste closely.



*Air monitoring at Amata City Bien Hoa Industrial Estate*



*Water quality monitoring at Amata City Bien Hoa Industrial Estate*







*Treated water reused efficiently by watering green area and cleaning roads*

#### 4.3.2 Green Area Management

In addition to being environmentally friendly, the Company is committed to being a part of preserving and conserving the forest, focusing on increasing the green areas in industrial estates, as well as, protecting and restoring the environment such as planting trees in various places. The Company aims to obtain green area of not less than 10 percent of the total industrial estate area.

The company's theme, "GO GREEN" was launched for this year world environment day. The Melaleuca tree planting event was organized on June 3, 2016 and had received an active participation of 200 volunteers from 22 companies operating in Amata City Bien Hoa. They have planted 3,500 Melaleuca trees on a length of 1,300 meters along Chua Spring which is a canal along the industrial estate's boundary.





### 4.3.3 Resource Management by Information Technology

Through the change in policy towards a Smart City, the Company has set forth to reduce energy consumption and the impact on the environment around the Smart City, as well as, reserve the natural resources for a sustainability of resource management. Aiming towards becoming a clean energy society and a green city with intelligent management systems such as Smart Grid and Energy Management Systems (EMS), etc.

The company has strengthened employees' attitudes, values and awareness on energy and environment conservation and encouraged them to contribute to the effective resource management by using the information technology tools.



- **Information Technology for the Environment (Green IT)**

To reduce the number of servers, reduce power consumption, reduced placement space, as well as, reduce server maintenance cost; the Company has deployed a virtual server technology installed on a high-performance computer to share information resources.

The company applied appropriate IT services such cloud services to reduce management costs and enhance easy access from outside the Company to be consistent with the direction of the Company's operations. The Company also stressed the importance of data security and regular monitoring.

In addition, the Company plans to reduce the number of servers for ERP and Accounting systems for the Company and its subsidiaries by providing the centralized subsystems in the future.

- **Reduce carbon footprint**

The Company is aware of the importance of reducing greenhouse gas emissions that affect global warming. The Company has encouraged the reduction of travel between offices for conferences within the company and encourage increase conferencing via video conferencing technology for meetings within the organization, as well as, with international organizations. The Company has also prepared other vehicles to support online meetings with its customers.

- **Improve energy efficiency**

The company knows that energy saving is crucial and has set a policy to promote and support within the office by communicating energy saving measures to employees.

- Air conditioners are opened and closed at certain time and are immediately turned off for rooms not in use. Temperature are set at a comfortable level of 25 degrees Celsius. Regular cleaning of the air conditioners is scheduled during the year as filters clogged up with dirt and dust can cut efficiency by up to 15%, increasing operation costs and reduce the life of the air conditioners. Sources of heat appliances such as microwave, water kettle are used to minimum so that air conditioners will not have to over work.
- Lightings: Lights are turned off during lunch breaks and in rooms not in use. The Company also changed its lighting switches to control individual lighting rather than a one switch for lightings etc. LED lightings were also adopted for energy-efficiency both inside and outside building.
- Computer: The Company encourages users to set the program to standby mode when idle for a specified period of time (for example, the machine will temporarily close when not in use for 2 hours). The computer monitors are advisable to set to automatic screen mode when not in use for more than 15 minutes. At the end of the day, all electric equipments are unplugged.
- Energy-efficient office equipment: conventional light bulbs were replaced with energy saving lamps, Cathode-Ray-Tube (CRT) monitor were switched to Liquid-Crystal-Display (LCD), etc. LED lightings were also adopted for energy-efficiency for street lights.

- **Paperless**

The Company supports the reduction of paper usage in the company by gathering data to be in a centralized area in the form of electronic. Surveys and questionnaires are switched from paper usage to online survey and online questionnaire instead. Documents editing are encouraged to do on-screen rather than hard copy editing. In addition, the Company has installed printers that enable 2-sided printing to reduce paper consumption in the long run.

## 4.4 Social Aspects

The Company attaches great importance to all stakeholders involved in driving the Company's business in accordance with its vision and mission. In year 2016, the Company has carried out the projects and activities with the major stakeholders as follow:

### 4.4.1 Human Resource Management in the Organization

Employees are the main resources of success of organization, as well as, the the driving force behind the Company's sustainability. The goal for the employees is to produce a creative work environment and develop the potential of its personnel to be in line with the vision. Employees are encouraged to have virtue and contribute value to the society together with building corporate culture for sustainability through various activities.



## Recruitment

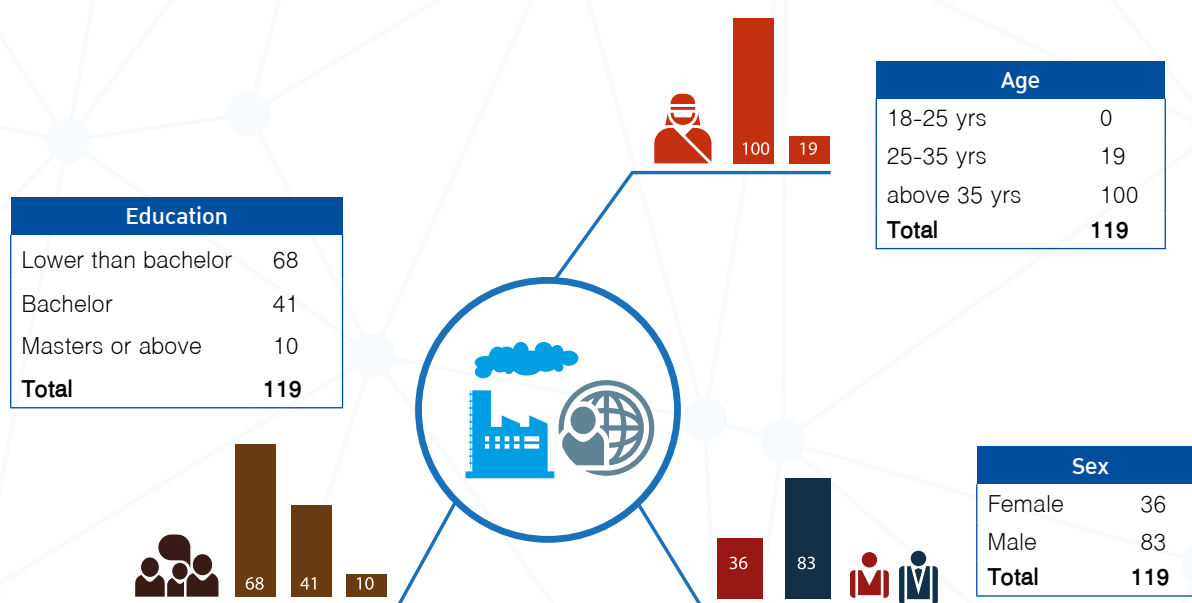
The policy on recruitment and selection of personnel are open to both internal and external potential candidates to be in time with the requirement the business as follows:

**Internal recruitment and selection** allows opportunity for employees within the company to grow and advance in their career.

**Recruiting and selecting from outside** must be in line with the Company's business plan. Recruitment of personnel must correlate with the company's manpower structure, business expansion plan and defined qualifications and capabilities. Employees not only required working skills but also need English and other languages skills in order to be able to communicate on an international level.

The company is committed to obtaining qualified people to join the organization and prospective personnel can apply through many channels, such as via Company's website and other renown recruitment job websites, etc. The company has also used the recruitment service companies to employ qualified personnel to meet the needs of the company. The recruitment process is opened to whomever qualified and will be dealt with equality whether in religion, gender, age, race, domicile or educational institutions, for example.

In year 2016, the Company had total ratio of employees by sex, age, education level as follows:



### Establishing Quality of life, High motivation, and employee relationship

The Company places importance on the balance of work and personal life and promote it by encouraging employees to have a good working life (Happy Workplace), receive returns not only in monetary terms but also non-monetary terms such as welfare and other various benefits according to Happy Workplace program.

- **Happy Body :** The Company provides health benefits to employees, such as annual health check-ups, lunches, and promotes exercising after work hours.
- **Happy Heart:** The Company recognizes the importance of caring for one another as one believes that true happiness is giving. The Company has organized activities to encourage employees to return to society by volunteering in various activities such as blood donation and helping the underprivileged.
- **Happy Relax:** Several activities were organized to create happiness and entertainment for its people to relax both body and mind. Amata Staff Party (New Year Party) were organized to boost the spirits of the employees for more efficient works.



### Various kinds of support

Financial assistance was provided to employees on various occasions, such as wedding perk, maternity allowances for employees, living cost adjustments to be in accordance with the inflation. The support also extends to the family members of the employees, such as their children's education funds and family member death allowance.

### Welfare and other benefits

Employee benefits are determined, without any discrimination, based on scope of responsibility and the state of works being assigned, such as annual health checks, health insurances, Life insurance and accident insurances, social security, and unemployment insurance.

### Human Resources Development

The Company attaches great importance to personnel development at all levels. It embraces continuous development to foster its personnel with knowledge and skills in order to keep up with the changing world and become more professional in work. Internal and external trainings have been arranged for employees and executives. Experts were employed to increase its personnel's working skills by providing management coaching as well as setting specialized programs for the organization such as middle management program, basic fire fighting trainings, law and legal obligations for Human Resources, foreign language courses, for example. etc. These courses were established to develop knowledge, skills, and preparedness for employees to maximize their potential for a higher level of work in the future.

### Evaluation on performance and rewards

The Company promotes the development of human resources to provide employees with the knowledge and ability to work continuously in their responsibilities. Supervisors, together with HR department, are responsible for planning, coaching, evaluating, monitoring and providing feedback to their employees. Every employee must strive to seek knowledge and develop themselves constantly, both in their responsibilities and also in other aspects of the company through a variety of development approaches so that there are mutual learning between managements and employees in accordance with the concept of Learning Organization.

### Complains and Grievances

The Company has set a complaints and grievances system. Employee complaints are handled transparently and fairly. It maintains confidentiality and respect of human rights by focusing on promoting and providing accurate understanding amongst employees and between employees and the organization so to avoid any disputes or labor lawsuits.

#### 4.4.2 Activities for Sustainable Social Development

ess sustainability not only depends on the responsibility for the performance of the company but also includes good relationships with its customers in the industrial estates, and the surrounding local community of estate. The company aimed to carry out various projects to develop the customer relationships and the sustainable local community development that is in line with the organization's core business to create benefits to the environment and society in the long term. For example,

- **VIP Club Meeting**

The Company organizes VIP Club meeting on a quarterly basis to meet and exchange opinions among its customers in the industrial estate with the Company's management. This brings about improvement in the Company's shortcomings and better meet with the customers' needs, as well as, obtain good relationship with the customers.





- **A Safe Society in the Industrial Estate**

To ensure the safety of life and property of factories in the industrial estates and surrounding communities, the Company provides fire fighting rehearsals together with customers in the estate which make everyone confident that areas in Amata City Bien Hoa is a safe and good working environment. All trained employees are able to perform correctly when the fire breaks out in their workplace.

Fire fighting training course for the company's firefighters are arranged on a quarterly basis to enhance their skills and capability and special training courses in collaboration with Dong Nai fire police were arranged annually for Amata staffs and customers. Moreover, the Company has also provided fire drills for its customers working in its office buildings. The latest training course was held on October 4, 2016.



*Fire fighting training course for Amata staffs and customers by Dongnai fire police*





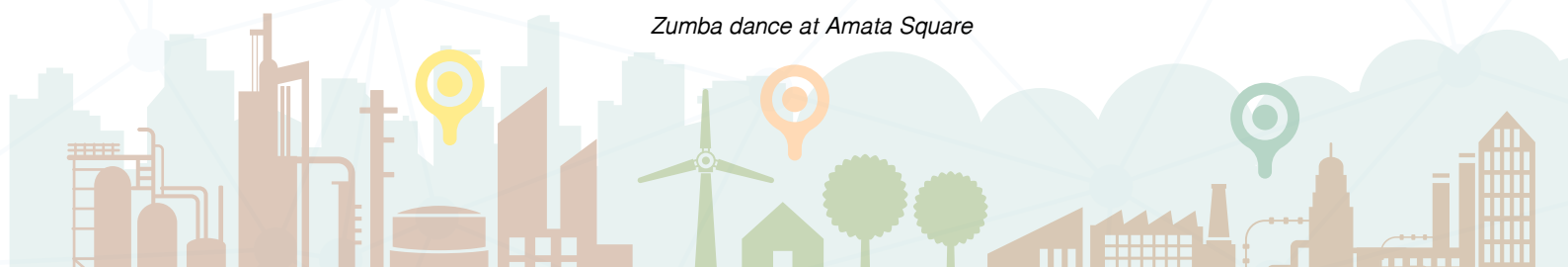
*Fire drills at Amata office building*

- **Sports for the community**

The Company has allocated areas at Amata Square for employees who worked in the industrial estates and people from surrounding communities to use during off-hours for sport activities and relaxation. The company also organizes fitness activities free of charge, such as zumba dance, to promote fitness for members in Amata City Bien Hoa Industrial Estate and local communities to be healthy through exercising and efficient use of their free time. Beside of this, good relationships between the Company, customers, and local communities are also enforced.



*Zumba dance at Amata Square*



- **Environmental improvement for the society**

The Company has improved the landscape, expanded the roads and cleaned the drainage within the boundaries of industrial estate for a beautiful and return nature to the community for a comfortable and happy living.





#### 4.4.3 Volunteer Network for Social Care

- **Blood donation**

Amata City Bien Hoa Industrial Park currently has over 45,000 employees, thus, the Company is aware of the potential for blood donation to support the country's blood supply. On September 14, 2016, the Company launched a blood donation program under the theme of "A drop of blood given, safe a life". It aims to raise awareness in Amata community on the importance of blood donation as well as to motivate people to give blood to help those people in critical, life-threatening situations. With the support from Dong Nai Red Cross and the Blood Transfusion Center of Cho Ray Hospital and with the enthusiastic participation of 330 volunteers from 34 companies operating in Amata City Bien Hoa industrial estate, the event successfully received 242 units of blood or 84,700 cc



- **Sharing with the society**

As Amata City Bien Hoa has more than 150 factories, many of the customers would like to join in activities that are beneficial to the society and care for the surrounding local communities. Therefore, the Company has become a channel for like-minded customers who have the same intention to collect donations and for volunteering activities under the name of Amata City Bien Hoa. The joint activities will build more synergy and create a strong power to drive for greater success rather than by doing individually. Examples of activities that had occurred in 2016, are:



- Visiting the orphanage for handicapped children in Dong Nai Province and donating for food and milk on February 1, 2016.



- Granting 100 scholarships for underprivileged children at Long Thanh School on August 10, 2016





- Visiting the orphanage in Bien Hoa Orphan Training and Sponsor Center to donate clothes, food and utensils on November 18, 2016. This place currently looks after 55 orphans, with half of children less than ten years old.



- Visiting and providing food for children with disabilities physically and mentally at Dongnai Disable Children Education and Care Center on November 30, 2016, as well as, donate stationaries - a n d equipments for the blinds.



## 5. SUMMARY OF PERFORMANCE IN YEAR 2016

### 5.1 Economic Aspects

| Summary of the Company's Financial Information   |          |          |          |
|--|----------|----------|----------|
| Economic Aspect  | 2014     | 2015     | 2016     |
| <b>Economic Value Added (Consolidated Financial Statements For the Year ended 31 December 2016) <sup>(1)</sup></b> |          |          |          |
| Common Share Information   |          |          |          |
| Par value (THB)  | 0.50     | 0.50     | 0.50     |
| Book value per share (THB)   | 1.67     | 3.26     | 3.16     |
| Earnings per share (THB)   | 0.16     | 0.16     | 0.05     |
| <b>Economic Performance (THB, million)</b>   |          |          |          |
| Revenue from sales and services  | 548.88   | 727.87   | 825.98   |
| Total revenue  | 655.73   | 809.65   | 906.43   |
| Net profit (attributable to equity holders of the Company)   | 124.41   | 121.37   | 49.82    |
| <b>Financial Position (THB, million)</b>   |          |          |          |
| Current assets   | 1,944.19 | 2,470.71 | 1,145.44 |
| Total assets   | 2,713.33 | 4,915.19 | 5,377.66 |
| Current liabilities  | 110.48   | 911.94   | 1,109.87 |
| Total liabilities  | 516.92   | 1,625.12 | 2,200.75 |
| Registered and paid-up capital   | 467.50   | 467.50   | 467.50   |
| Total shareholders' equity attributable to owners of the Company   | 1,557.29 | 3,046.62 | 2,956.74 |
| <b>Financial Ratios</b>  |          |          |          |
| Return of equity (%)   | 8.23     | 5.27     | 1.66     |
| Return on assets (%)   | 7.00     | 4.74     | 1.20     |
| Gross margin (%)   | 41.25    | 46.56    | 57.25    |
| Current ratio (times)  | 17.60    | 2.71     | 1.03     |
| Debt to equity ratio (times)   | 0.24     | 0.49     | 0.69     |
| <b>Tax and Tax Incentives (THB, million)</b>   |          |          |          |
| Tax paid <sup>(1)</sup>  | 46.13    | 45.11    | 38.98    |
| <b>Business ethics</b>   |          |          |          |
| Numbers of complains on business ethics  | -        | -        | -        |
| Numbers of complains on business ethics that are true  | -        | -        | -        |
| <b>Human resources</b>   |          |          |          |
| <b>Total number of employees <sup>(2)</sup> (headcounts)</b>   |          |          |          |
| Male   | 90       | 90       | 83       |
| Female   | 42       | 41       | 36       |
| <b>Number of new employees <sup>(3)</sup> (headcounts)</b>   |          |          |          |
| Male   | 1        | 4        | 2        |
| Female   | 0        | 0        | 2        |



**Number of employee turnover (headcount) <sup>(1)</sup>**

|   |     |     |     |
|---|-----|-----|-----|
| Employee turnover with age below 30 years | 1   | 0   | 0   |
| Employee turnover with age above 30 years | 4   | 5   | 9   |
| Rate of return from maternity leave (%)   | 100 | 100 | 100 |

**Human resources development**

|   |      |      |     |
|---|------|------|-----|
| Total spendings                             | 55.5 | 92.5 | 62  |
| Number of courses                           | 2    | 4    | 3   |
| Number of participants                      | 132  | 131  | 119 |
| Average number of training / person (hours) | 8    | 8    | 8   |
| total of personnel promoted                 | 1    | 1    | 1   |

**Budget for employee care and welfare (million Dong)**

|      |        |        |        |
|------|--------|--------|--------|
| Note | 814.35 | 772.37 | 560.60 |
|------|--------|--------|--------|

<sup>(1)</sup> Information based on Amata VN PCL financial statement

<sup>(2)</sup> including temporary employees and subcontractor

<sup>(3)</sup> excluding temporary employees and subcontractor

## 5.2 Social aspects

- The Company organized 2 activities for the promotion of good quality of life for its employees by using the Happy Workplace principle in 2016
- The Company empowered its employees by sending employees to train in courses worth 90 million dong in 2016.
- The Company provided fitness activities in the Amata Square area to employees working in industrial estates and communities free of charge 30 days a year with 600 participants.
- The Company improved the beautiful and natural landscape to facilitate living in industrial estates. The total investment amount was 6,240 million dong.
- The Company has established a volunteer cooperation network at the Amata City Bien Hoa industrial estate for social care. There were 56 factories participating in the activity and 6 activities were organized under the operation of the network members.
  - o Blood donation with over 330 volunteers from 34 factories donating blood. The total amount of blood in 2016 was 242 units or 84,700 cc.
  - o Reforestation by planting 3,500 Melaleuca trees in Amata City Bien Hoa industrial estate with the cooperation of over 200 volunteers from 22 factories.
  - o Visiting the Orphanage for Handicapped Children in Dong Nai Province and donate food and milk, worth 50 million dong.
  - o The grant of 100 scholarships to underprivileged children at Long Thanh school worth 40 million dong.
  - o Visiting orphanage in Bien Hoa to donate clothing, food and equipments worth 40 million dong.
  - o Visiting and providing food for children with disabilities physically and mentally in Dongnai province, as well as, donate stationaries and equipments for the blinds worth 40 million dong.

## 5.3 Enviromental Aspects

| Amata City Bien Hoa Industrial Estate   | Unit              | Standard | 2014      | 2015      | 2016      |
|---|-------------------|----------|-----------|-----------|-----------|
| <b>Water Management</b>   |                   |          |           |           |           |
| Total amount of water supplied to factories   | m <sup>3</sup>    |          | 4,602,876 | 4,927,249 | 5,183,609 |
| Total amount of wastewater collected from factories   | m <sup>3</sup>    |          | 2,523,880 | 2,392,557 | 2,423,881 |
| Total amount of treated waste water that is reused as water source (for garden, and road cleaning). | m <sup>3</sup>    |          | 126,390   | 174,432   | 189,699   |
| Total amount of treated waste water that discharge to local river                                   | m <sup>3</sup>    |          | 2,397,490 | 2,218,125 | 2,234,182 |
| <b>Quality of Effluent discharged from wastewater treatment plant <sup>(1)</sup></b>                |                   |          |           |           |           |
| <b>Effluent quality monitoring</b>  |                   |          |           |           |           |
| pH  |                   | 6.0-9.0  | 7.1       | 7.3       | 7.45      |
| Color (Pt-Co)   | mg/l              | ≤ 50     | 21        | 13        | 21        |
| Temperature   | °C                | ≤ 40     | 32        | 29        | 30        |
| Biochemical Oxygen Demand (BOD <sub>5</sub> )   | mg/L              | ≤ 32.4   | 9         | 12        | 6         |
| Chemical Oxygen Demand (COD)  | mg/L              | ≤ 81     | 28        | 19        | 21        |
| Grease and Oil  | mg/L              | ≤ 5.4    | < 0.5     | < 0.5     | < 0.5     |
| Suspended Solid (SS)  | mg/L              | ≤ 44     | 9         | 16        | 8.2       |
| Total Dissolve Solid (TDS)  | mg/L              |          | 794       | 782       | 647       |
| Total Kjeldahl Nitrogen (TKN)   | mg/L              | ≤ 21.6   | 11        | 12        | 6.7       |
| Ammonia (as nitrogen)   | mg/L              | ≤ 45.4   | 0.5       | 0.3       | 1         |
| Total Phosphorous (TP)  | mg/L              | ≤ 4.32   | 0.38      | 0.55      | 1.9       |
| Mercury (Hg)  | mg/L              | ≤ 0.0054 | ≤ 0.0005  | ≤ 0.0005  | ≤ 0.0005  |
| Cadmium (Cd)  | mg/L              | ≤ 0.054  | ≤ 0.0005  | ≤ 0.0005  | ≤ 0.0005  |
| Lead (Pb)   | mg/L              | ≤ 0.108  | ≤ 0.004   | ≤ 0.004   | ≤ 0.004   |
| Arsenic (As)  | mg/L              | ≤ 0.054  | ≤ 0.001   | ≤ 0.001   | ≤ 0.001   |
| Chromium (Cr <sup>3+</sup> )  | mg/L              | ≤ 0.054  | ≤ 0.01    | ≤ 0.01    | ≤ 0.01    |
| Chromium (Cr <sup>6+</sup> )  | mg/L              | ≤ 0.216  | ≤ 0.01    | ≤ 0.01    | ≤ 0.01    |
| Nickel (Ni)   | mg/L              | ≤ 0.216  | 0.01      | 0.014     | 0.045     |
| Copper (Cu)   | mg/L              | ≤ 2.16   | 0.02      | 0.02      | 0.014     |
| Zinc (Zn)   | mg/L              | ≤ 3.24   | 0.21      | 0.17      | 0.12      |
| Sulfide as H <sub>2</sub> S   | mg/L              | ≤ 0.199  | ≤ 0.1     | ≤ 0.1     | ≤ 0.1     |
| Cyanide as HCN  | mg/L              | ≤ 0.0756 | ≤ 0.002   | ≤ 0.002   | ≤ 0.002   |
| Chloride as Cl <sub>2</sub>   | mg/L              | ≤ 1.0    | 0.1       | 0.2       | 0.15      |
| <b>Monitoring air quality in Industrial Estate <sup>(2)</sup></b>                                   |                   |          |           |           |           |
| <b>Monitoring location 1: location in front of Waste waster treat gate Road 3a (K1).</b>            |                   |          |           |           |           |
| Nitrogen Dioxide: NO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.2    |           | 0.029     | 0.019     |
| Sulfur Dioxide: SO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.35   |           | 0.016     | 0.028     |
| Total Suspended Particulates: TSP   | mg/m <sup>3</sup> | ≤ 0.3    |           | 0.066     | 0.062     |
| <b>Monitoring location 2: location in crossroads between Road No. 2 and No. 4 (K2).</b>             |                   |          |           |           |           |
| Nitrogen Dioxide: NO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.2    |           | 0.023     | 0.016     |
| Sulfur Dioxide: SO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.35   |           | 0.022     | 0.078     |
| Total Suspended Particulates: TDS   | mg/m <sup>3</sup> | ≤ 0.3    |           | 0.052     | 0.062     |

**Monitoring location 3: location in crossroads between Road No. 10 and Amata road (K3).**

|                                   |                   |        |       |         |
|-----------------------------------|-------------------|--------|-------|---------|
| Nitrogen Dioxide: NO <sub>2</sub> | mg/m <sup>3</sup> | ≤ 0.2  | 0.018 | < 0.015 |
| Sulfur Dioxide: SO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.35 | 0.025 | 0.092   |
| Total Suspended Particulates: TDS | mg/m <sup>3</sup> | ≤ 0.3  | 0.057 | 0.054   |

**Monitoring location 4: location in front of Namyang and Valspar gates Road No. 4 (K4).**

|                                   |                   |        |         |         |
|-----------------------------------|-------------------|--------|---------|---------|
| Nitrogen Dioxide: NO <sub>2</sub> | mg/m <sup>3</sup> | ≤ 0.2  | < 0.015 | < 0.015 |
| Sulfur Dioxide: SO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.35 | 0.025   | 0.087   |
| Total Suspended Particulates: TDS | mg/m <sup>3</sup> | ≤ 0.3  | 0.081   | 0.2     |

**Monitoring location 5: location in the end of Road No. 1, broderies between resident and IP area (K5).**

|                                   |                   |        |       |         |
|-----------------------------------|-------------------|--------|-------|---------|
| Nitrogen Dioxide: NO <sub>2</sub> | mg/m <sup>3</sup> | ≤ 0.2  | 0.018 | < 0.015 |
| Sulfur Dioxide: SO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.35 | 0.03  | 0.028   |
| Total Suspended Particulates: TDS | mg/m <sup>3</sup> | ≤ 0.3  | 0.075 | 0.22    |
| PM 10                             | mg/m <sup>3</sup> |        |       |         |

**Monitoring location 6: location in the end of Road No. 4, broderies between resident and IP area (K6).**

|                                   |                   |        |       |         |
|-----------------------------------|-------------------|--------|-------|---------|
| Nitrogen Dioxide: NO <sub>2</sub> | mg/m <sup>3</sup> | ≤ 0.2  | 0.033 | < 0.015 |
| Sulfur Dioxide: SO <sub>2</sub>   | mg/m <sup>3</sup> | ≤ 0.35 | 0.02  | 0.052   |
| Total Suspended Particulates: TDS | mg/m <sup>3</sup> | ≤ 0.3  | 0.07  | 0.084   |
| PM 10                             | mg/m <sup>3</sup> |        |       |         |

**Environmental complaints from external**

|  |       |   |   |   |
|--|-------|---|---|---|
| The number of complaints from external (official complaints) | times | 0 | 0 | 0 |
|--|-------|---|---|---|

Note:

<sup>(1)</sup> National Technical Regulation on Industrial Wastewater QCVN40:2011/BTNMT, Class A, kf=0.9 kq=1.2.

<sup>(2)</sup> National technical regulation on ambient air quality QCVN 05:2013/BTNMT



## 6. GRI CONTENT INDEX

| G4 Indicators | Descriptions  | Page         |
|---------------|---|--------------|
|               | <b>GENERAL STANDARD DISCLOSURES</b>   |              |
|               | <b>Strategy and Analysis</b>  |              |
| G4-1          | Provide a statement from the most senior decision-maker of the organization   | 3, 11-12     |
| G4-2          | Provide a description of key impacts, risks, and opportunities  | 11-12, 16    |
|               | <b>Organizational Profile</b>   |              |
| G4-3          | Report the name of the organization   | 6-8, 10      |
| G4-4          | Report the primary brands, products, and services   | 6-8          |
| G4-5          | Report the location of the organization's headquarters  | 6-8          |
| G4-6          | Report the number of countries where the organization operates  | 6-8, 10      |
| G4-7          | Report the nature of ownership and legal form   |              |
| G4-8          | Report the markets served including geographic breakdown, sectors served, and types of customers and beneficiaries  | 7-8          |
| G4-9          | Report the scale of the organization  | 6-8          |
| G4-10         | Report types of employees and their classification (such as gender, permanent employee, region, substantial portion and significant variations)                                     | 23           |
| G4-11         | The percentage of total employees covered by collective bargaining agreements   | 23           |
| G4-12         | Describe the organization's supply chain  | 7-8, 14      |
| G4-13         | Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain   | 7-8, 11-12   |
| G4-14         | Report whether and how the precautionary approach or principle is addressed by the organization   | 8, 11-16, 22 |
| G4-15         | List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses                   | 11-12        |
| G4-16         | List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization participates in as strategic member | 11-15        |
|               | <b>Identified Material Aspects and Boundaries</b>   |              |
| G4-17         | Organizational consolidated financial statements or equivalent documents status   | 13           |
| G4-18         | The process for defining the report content and the Aspect Boundaries, and how the organization has implemented the Reporting Principles for Defining Report Content                | 11-13        |
| G4-19         | List all the material Aspects identified in the process for defining report content   | 16           |
| G4-20         | For each material, Aspect, report the Aspect Boundary within the organization   | 11-13        |
| G4-21         | For each material, Aspect, report the Aspect Boundary outside the organization  | 11-13        |
| G4-22         | The effect and the reasons of any restatements of information provided in previous reports  | 11           |
| G4-23         | Significant changes from previous reporting periods in the Scope and Aspect Boundaries  | 11           |
|               | <b>Stakeholder Engagement</b>   |              |
| G4-24         | A list of stakeholder groups engaged by the organization  | 14           |
| G4-25         | The basis for identification and selection of stakeholders with whom to engage  | 14, 16       |
| G4-26         | The organizational approach to stakeholder engagement   | 14, 16       |
| G4-27         | The key topics and concerns raised through stakeholder engagement and how the organization has responded to those key topics and concerns   | 14, 16       |
|               | <b>Report Profile</b>   |              |
| G4-28         | Reporting period (such as fiscal or calendar year) for information provided   | 13           |
| G4-29         | Date of most recent previous report (if any)  | 13           |

| G4 Indicators                       | Descriptions   | Page         |
|-------------------------------------|--|--------------|
| G4-30                               | Reporting cycle (such as annual, biennial)   | 13           |
| G4-31                               | The contact point for questions regarding the report or its contents   | 13           |
| G4-32                               | The organizational performance "in accordance" with GRI content Index, or the reference to the External Assurance Report | 13           |
| G4-33                               | The organizational policy and current practice regarding external assurance for the report                               |              |
|                                     | <b>Governance</b>  |              |
| G4-34                               | The governance structure of the organization, including committees of the highest governance body                        | 9            |
|                                     | <b>Ethics and Integrity</b>  |              |
| G4-56                               | The organizational values, principles, standards and norms of behavior such as codes of conduct and codes of ethics      | 8, 11-16, 22 |
| <b>SPECIFIC STANDARD DISCLOSURE</b> |  |              |
|                                     | <b>Category: Economic</b>  |              |
|                                     | <b>Economic Aspect: Economic Performance</b>   |              |
| G4-DMA                              | Disclosure on management approach for Economic Performance of Economic Aspect  |              |
| G4-EC1                              | Direct economic value generated and distributed  | 6-8          |
| G4-EC2                              | Financial implications and other risks and opportunities for the organizational activities due to climate change         | 18, 32-33    |
| G4-EC3                              | Coverage of the organizational defined benefit plan obligations  | 32-33        |
| G4-EC4                              | Financial assistance received from government  |              |
|                                     | <b>Economic Aspect: Market Presence</b>  |              |
| G4-DMA                              | Disclosure on management approach for Market Presence of Economic Aspect   |              |
| G4-EC5                              | Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation       |              |
| G4-EC6                              | Proportion of senior management hired from the local community at significant locations of operation                     | 32-33        |
|                                     | <b>Economic Aspect: Indirect Economic Impact</b>   |              |
| G4-DMA                              | Disclosure on management approach for Indirect Economic Impact of Economic Aspect  |              |
| G4-EC7                              | Development and impact of infrastructure investments and services supported  | 32-33        |
| G4-EC8                              | Significant indirect economic impacts, including the extent of impacts   | 32-33        |
|                                     | <b>Economic Aspect: Procurement Practices</b>  |              |
| G4-DMA                              | Disclosure on management approach for Procurement Practices of Economic Aspect   |              |
| G4-EC9                              | Proportion of spending on local suppliers at significant locations of operation  | 33           |
|                                     | <b>Category: Environmental</b>   |              |
|                                     | <b>Environmental Aspect: Materials</b>   |              |
| G4-DMA                              | Disclosure on management approach for Materials of Environmental Aspect  | 34-35        |
| G4-EN1                              | Materials used by weight or volume   | 34-35        |
| G4-EN2                              | Percentage of materials used that are recycled input materials   | 34-35        |
|                                     | <b>Environmental Aspect: Energy</b>  |              |
| G4-DMA                              | Disclosure on management approach for Energy of Environmental Aspect   |              |
| G4-EN3                              | Energy consumption within the organization   |              |
| G4-EN4                              | Energy consumption outside of the organization   |              |
| G4-EN5                              | Energy intensity   |              |
| G4-EN6                              | Reduction of energy consumption  |              |
| G4-EN7                              | Reduction in energy requirements of products and services  |              |
|                                     | <b>Environmental Aspect: Water</b>   |              |



| G4 Indicators   | Descriptions   | Page      |
|---|--|-----------|
| G4-DMA  | Disclosure on management approach for Water of Environmental Aspect  | 34-35     |
| G4-EN8  | Total water withdrawal by source   | 34-35     |
| G4-EN9  | Water sources significantly affected by withdrawal of water  | 34-35     |
| G4-EN10   | Percentage and total volume of water recycled and reused   | 34-35     |
| <b>Environmental Aspect: Emissions</b>                          |  |           |
| G4-DMA  | Disclosure on management approach for Emissions of Environmental Aspect  | 19        |
| G4-EN15   | Direct greenhouse gas (GHG) emissions (Scope 1)  |           |
| G4-EN16   | Energy indirect greenhouse gas (GHG) emissions (Scope 2)   |           |
| G4-EN17   | Other indirect greenhouse gas (GHG) emissions (Scope 3)  |           |
| G4-EN18   | Greenhouse gas (GHG) emissions intensity   |           |
| G4-EN19   | Reduction of greenhouse gas (GHG) emissions  |           |
| G4-EN20   | Emissions of ozone-depleting substances (ODS)  |           |
| G4-EN21   | NOx, SOx, and other significant air emissions  |           |
| <b>Environmental Aspect: Effluents and Waste</b>                |  |           |
| G4-DMA  | Disclosure on management approach for Effluents and Waste of Environmental Aspect  |           |
| G4-EN22   | Total water discharge by quality and destination   |           |
| G4-EN23   | Total weight of waste by type and disposal method  |           |
| G4-EN24   | Total number of volume of significant spills   |           |
| G4-EN25   | Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the basel convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally |           |
| G4-EN26   | Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organizational discharges of water and run off                                   |           |
| <b>Environmental Aspect: Products and Services</b>              |  |           |
| G4-DMA  | Disclosure on management approach for Products and Services of Environmental Aspect  |           |
| G4-EN27   | Extent of impact mitigation of environmental impacts of products and services  |           |
| G4-EN28   | Percentage of products sold and their packaging materials that are reclaimed by category   |           |
| <b>Environmental Aspect: Compliance</b>                         |  |           |
| G4-DMA  | Disclosure on management approach for Compliance of Environmental Aspect   |           |
| G4-EN29   | Monetary value of significant fines and total number of non-monetary sanctions for no-compliance with environmental laws and regulations   |           |
| <b>Environmental Aspect: Transport</b>                          |  |           |
| G4-DMA  | Disclosure on management approach for Transport of Environmental Aspect  | 19        |
| G4-EN30   | Significant environmental impacts of transporting products and other goods and materials for the organizational operations, and transporting members of the workforce  | 19-20     |
| <b>Environmental Aspect: Overall</b>                            |  |           |
| G4-DMA  | Disclosure on management approach for Overall of Environmental Aspect  | 19-23, 28 |
| G4-EN31   | Total environmental protection expenditures and investments by type  | 19-23, 28 |
| <b>Environmental Aspect: Supplier Environment Assessment</b>    |  |           |
| G4-DMA  | Disclosure on management approach for Supplier Environment Assessment of Environmental Aspect  |           |
| G4-EN32   | Percentage of new suppliers that were screened using environmental criteria  |           |
| G4-EN33   | Significant actual and potential negative environmental impacts in the supply chain and actions taken  |           |
| <b>Environmental Aspect: Environmental Grievance Mechanisms</b> |  |           |

| G4 Indicators | Descriptions   | Page      |
|---------------|--|-----------|
| G4-DMA        | Disclosure on management approach for Environmental Grievance Mechanisms of Environmental Aspect   | 13, 34-35 |
| G4-EN34       | Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms  | 13, 34-35 |
|               | <b>Category: Social</b>  |           |
|               | <b>Sub-category: Labor Practices and Decent Work</b>   |           |
|               | <b>Labor Practices and Decent Work Aspect: Employment</b>  |           |
| G4-DMA        | Disclosure on management approach for Employment of Labor Practices and Decent Work Aspect   |           |
| G4-LA1        | Total number and rates of new employee hires and employee turnover by age group, gender and region   | 23-25     |
| G4-LA2        | Benefits provided to full - time employees that are not provided to temporary or part-time employees, by significant locations of operation                                      | 23-25     |
| G4-LA3        | Return to work and retention rates after parental leave, by gender   |           |
|               | <b>Labor Practices and Decent Work Aspect: Labor / Management Relations</b>  |           |
| G4-DMA        | Disclosure on management approach for Labor / Management Relations of Labor Practices and Decent Work Aspect   | 23-25     |
| G4-LA4        | Minimum notice periods regarding operational changes, including whether these are specified in collective agreements   | 23-25     |
|               | <b>Labor Practices and Decent Work Aspect: Occupational Health and Safety</b>  |           |
| G4-DMA        | Disclosure on management approach for Occupational Health and Safety of Labor Practices and Decent Work Aspect   |           |
| G4-LA5        | Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs | 26-27     |
| G4-LA6        | Type of injury and rates of injury, occupational diseases rate, lost days and absenteeism and total number of work - related fatalities, by region and by gender                 | 26-27     |
| G4-LA7        | Workers with high incidence or high risk of diseases related to their occupation   |           |
| G4-LA8        | Health and safety topics covered in formal agreements with trade unions  |           |
|               | <b>Labor Practices and Decent Work Aspect: Training and Education</b>  |           |
| G4-DMA        | Disclosure on management approach for Training and Education of Labor Practices and Decent Work Aspect   |           |
| G4-LA9        | Average hours of training per year per employee by gender, and by employee category  |           |
| G4-LA10       | Programs for skills management and lifelong learning that support the continued employability of employees and assist them managing career endings                               | 23-25     |
| G4-LA11       | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category   |           |
|               | <b>Labor Practices and Decent Work Aspect: Diversity and Equal Opportunity</b>   |           |
| G4-DMA        | Disclosure on management approach for Diversity and Equal Opportunity of Labor Practices and Decent Work Aspect  |           |
| G4-LA12       | Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity   | 23        |
|               | <b>Labor Practices and Decent Work Aspect: Equal Remuneration for Woman and Men</b>  |           |
| G4-DMA        | Disclosure on management approach for Equal Remuneration for Woman and Men of Labor Practices and Decent Work Aspect   | 23        |
| G4-LA13       | Ratio of basic salary remuneration of women to men by employee category, by significant locations of operation   | 23        |
|               | <b>Labor Practices and Decent Work Aspect: Supplier Assessment for Labor Practices</b>   |           |
| G4-DMA        | Disclosure on management approach for Supplier Assessment for Labor Practices Aspect   |           |
| G4-LA14       | Percentage of new suppliers that were screened using labor practices criteria  |           |
| G4-LA15       | Significant actual and potential negative impacts for labor practices in the supply chain and actions taken  |           |
|               | <b>Labor Practices and Decent Work Aspect: Labor Practices Grievance Mechanisms</b>  |           |



| G4 Indicators | Descriptions   | Page  |
|---------------|--|-------|
| G4-DMA        | Disclosure on management approach for Labor Practices Grievance Mechanisms of Labor Practices and Decent Work Aspect   | 14    |
| G4-LA16       | Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms  | 14    |
|               | <b>Category: Social</b>  |       |
|               | <b>Sub-category: Human Rights</b>  |       |
|               | <b>Human Rights Aspect: Investment</b>   |       |
| G4-DMA        | Disclosure on management approach for Investment of Human Rights Aspect  |       |
| G4-HR1        | Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening  |       |
| G4-HR2        | Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained              | 22-25 |
|               | <b>Human Rights Aspect: Non-discrimination</b>   |       |
| G4-DMA        | Disclosure on management approach for Non-discrimination of Human Rights Aspect  |       |
| G4-HR3        | Total number of incidents of discrimination and corrective actions taken   |       |
|               | Human Rights Aspect: Freedom of Association and Collective Bargaining  |       |
| G4-DMA        | Disclosure on management approach for Freedom of Association and Collective Bargaining of Human Rights Aspect  |       |
| G4-HR4        | Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights |       |
|               | <b>Human Rights Aspect: Child Labor</b>  |       |
| G4-DMA        | Disclosure on management approach for Child Labor of Human Rights Aspect   |       |
| G4-HR5        | Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor                                |       |
|               | <b>Human Rights Aspect: Forced or Compulsory Labor</b>   |       |
| G4-DMA        | Disclosure on management approach for Forced or Compulsory Labor of Human Rights Aspect  |       |
| G4-HR6        | Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor   |       |
|               | Human Rights Aspect: Security Practices  |       |
| G4-DMA        | Disclosure on management approach for Security Practices of Human Rights Aspect  |       |
| G4-HR7        | Percentage of security personnel trained in the organizational human rights policies or procedures that are relevant to operations   |       |
|               | <b>Human Rights Aspect: Indigenous Rights</b>  |       |
| G4-DMA        | Disclosure on management approach for Indigenous Rights of Human Rights Aspect   |       |
| G4-HR8        | Total number of incidents of violations involving rights of indigenous peoples and actions taken   |       |
|               | <b>Human Rights Aspect: Assessment</b>   |       |
| G4-DMA        | Disclosure on management approach for Assessment of Human Rights Aspect  |       |
| G4-HR9        | Total number of percentage of operations that have been subject to human rights reviews or impact assessments  |       |
|               | <b>Human Rights Aspect: Supplier Human Rights Assessment</b>   |       |
| G4-DMA        | Disclosure on management approach for Supplier Human Rights Assessment of Human Rights Aspect  |       |
| G4-HR10       | Percentage of new suppliers that were screened using human rights criteria   |       |
| G4-HR11       | Significant actual and potential negative human rights impacts in the supply chain and actions taken   |       |
|               | <b>Human Rights Aspect: Human Rights Grievance Mechanisms</b>  |       |
| G4-DMA        | Disclosure on management approach for Human Rights Grievance Mechanisms of Human Rights Aspect   | 14    |

| G4 Indicators | Descriptions  | Page              |
|---------------|---|-------------------|
| G4-HR12       | Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms  | 14                |
|               | <b>Category: Social</b>   |                   |
|               | <b>Sub-category: Society</b>  |                   |
|               | <b>Society Aspect: Local Communities</b>  |                   |
| G4-DMA        | Disclosure on management approach for Local Communities of Society Aspect   | 18,20,25-27,29-31 |
| G4-SO1        | Percentage of operations with implemented local community engagement, impact assessments, and development programs  | 18,20,25-27,29-31 |
| G4-SO2        | Operations with significant actual and potential negative impacts on local communities  | 18,20,25-27,29-31 |
|               | <b>Society Aspect: Anti-corruption</b>  |                   |
| G4-DMA        | Disclosure on management approach for Anti-corruption of Society Aspect   |                   |
| G4-SO3        | Total number and percentage of operations assessed for risks related to corruption and the significant risks identified   |                   |
| G4-SO4        | Communication and training on anti-corruption policies and procedures   | 17-18             |
| G4-SO5        | Confirmed incidents of corruption and actions taken   | 17-18             |
|               | <b>Society Aspect: Public Policy</b>  |                   |
| G4-DMA        | Disclosure on management approach for Public Policy of Society Aspect   |                   |
| G4-SO6        | Total value of political contributions by country and recipient/beneficiary   |                   |
|               | <b>Society Aspect: Anti-competitive Behavior</b>  |                   |
| G4-DMA        | Disclosure on management approach for Anti-Competitive Behavior of Society Aspect   |                   |
| G4-SO7        | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes  |                   |
|               | <b>Society Aspect: Compliance</b>   |                   |
| G4-DMA        | Disclosure on management approach for Compliance of Society Aspect  |                   |
| G4-SO8        | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations   |                   |
|               | <b>Society Aspect: Supplier Assessment for Impacts on Society</b>   |                   |
| G4-DMA        | Disclosure on management approach for Supplier Assessment for Impacts on Society of Society Aspect  |                   |
| G4-SO9        | Percentage of new suppliers that were screened using criteria for impacts on society  |                   |
| G4-SO10       | Significant actual and potential negative impacts on society in the supply chain and actions taken  |                   |
|               | <b>Society Aspect: Grievance Mechanisms for Impacts on Society</b>  |                   |
| G4-DMA        | Disclosure on management approach for Grievance Mechanisms for Impacts on Society of Society Aspect   | 14                |
| G4-SO11       | Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms  | 14                |
|               | <b>Category: Social</b>   |                   |
|               | <b>Sub-category: Product Responsibility</b>   |                   |
|               | <b>Product Responsibility Aspect: Customer Health and Safety</b>  |                   |
| G4-DMA        | Disclosure on management approach for Customer Health and Safety of Product Responsibility Aspect   | 25-31             |
| G4-PR1        | Percentage of significant product and service categories for which health and safety impacts are assessed for improvement   | 25-31             |
| G4-PR2        | Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes | 25-31             |



| G4 Indicators | Descriptions  | Page |
|---------------|---|------|
|               | <b>Product Responsibility Aspect: Product and Service Labeling</b>  |      |
| G4-DMA        | Disclosure on management approach for Product and Service Labeling of Product Responsibility Aspect   |      |
| G4-PR3        | Type of product and service information required by the organizational procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements |      |
| G4-PR4        | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and services information and labeling, by type of outcomes  |      |
| G4-PR5        | Results of surveys measuring customer satisfaction  |      |
|               | <b>Product Responsibility Aspect: Marketing Communications</b>  |      |
| G4-DMA        | Disclosure on management approach for Marketing Communications of Product Responsibility Aspect   |      |
| G4-PR6        | Sale of banned or disputed products   |      |
| G4-PR7        | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes  |      |
|               | <b>Product Responsibility Aspect: Customer Privacy</b>  |      |
| G4-DMA        | Disclosure on management approach for Customer Privacy of Product Responsibility Aspect   |      |
| G4-PR8        | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data   |      |
|               | <b>Product Responsibility Aspect: Compliance</b>  |      |
| G4-DMA        | Disclosure on management approach for Compliance of Product Responsibility Aspect   |      |
| G4-PR9        | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services  |      |