

SUSTAINABILITY REPORT

# 2018

**AMATA**  
VN

AMATA VN PUBLIC COMPANY LIMITED

Creating Perfect Cities  
Where Opportunities Arise





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## MESSAGE FROM CHIEF EXECUTIVE OFFICER



**Somhatai Panichewa**  
**Chief Executive Officer**

AMATA VN recognizes that everyone must help contribute to the sustainable development of society and be a responsible citizen not only for our company, but also for our customers, employees, society and environment. During the year, we undertook a comprehensive review of our operations to align our strategy with UN Sustainable Development Goals (SDGs) while creating sustainable value for all our stakeholders.

In year 2018, AMATA VN addressed on transparency, reduction in GHG emission, our employees, and enhancing the quality of life our surrounding society.

In Q1 2018, AMATA VN received permission to for its business investment in Halong project. This project will be another generator of income for the Company once it goes into operation as well as, helped upgrade the provincial economies and community.

We work to develop all our estates with consideration on the environment and the community. In 2018, the Company was able to reduce GHG emission of 200 tons of carbon dioxide equivalent. We continue to find ways to minimize the environmental impact from our business activities by efficient utilization of energy and introduction of alternatives source of energy.

In terms of foundation, we are proud to report that AMATA VN was rated with “Excellent Corporate Governance” score from the Thai Institute of Directors Association and was ranked in the top quartile of its market segment. This is a proof of our determination to become a transparent organization. We will continually strengthen our corporate governance to support the complexity of our operations overseas.

People is the most valuable asset of the Company. Many initiatives and improvements were implemented in the human resources management in order to increase the employee engagement level. In year 2018, employee engagement has increased by 14%, however, more initiatives will need to be implemented.

In light of social contributions, we will continue to support the safety, health, and quality of life of people in our community.

On behalf of AMATA VN PCL, I would like to thank all stakeholders for your trust in the Company. I am confident that the cooperation from all parties will make the company grow firmly and sustainably.





## VISION:

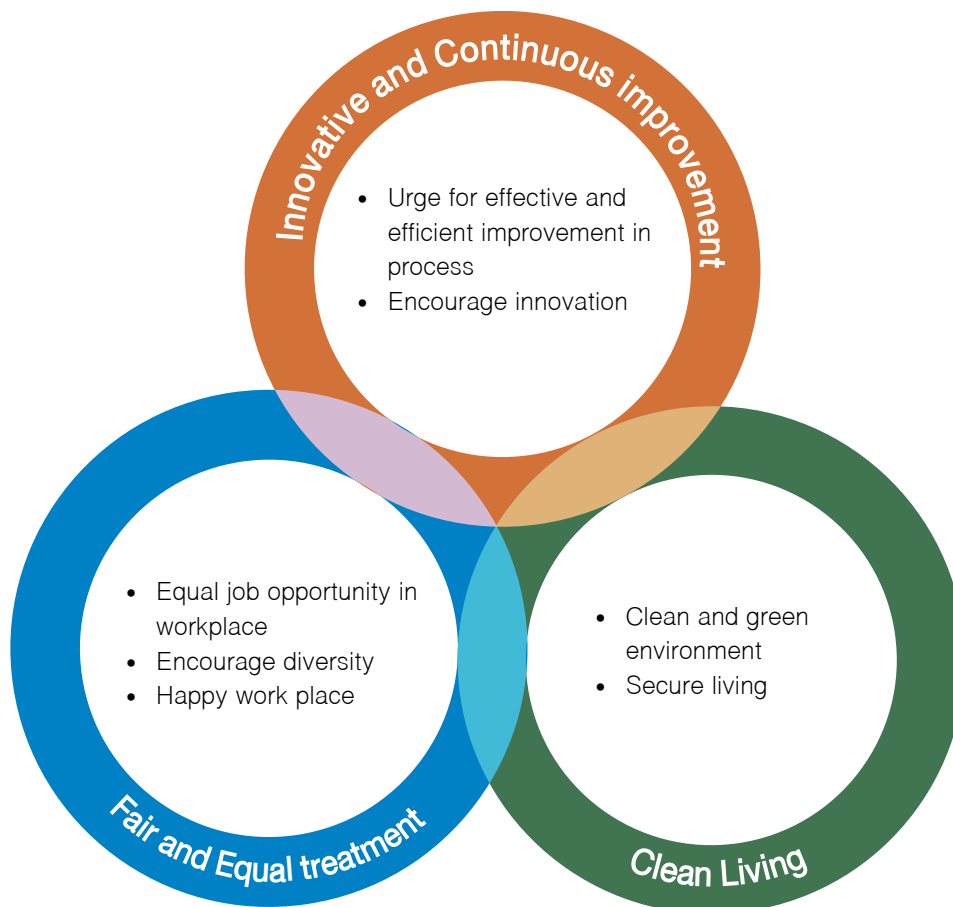
### ***“Creating Perfect Cities where opportunities arise”***

Our vision is to create “Perfect Cities”, cities that are full of facilities, conveniences, and services. Alongside with operating the cities, we bring in beneficial effect and opportunities to the people, communities, business partners, and other stakeholders.

## MISSION:

### ***“Committed to innovation in building a city that enriches quality of life and expanding new frontiers by a culture of ALL WIN for our stakeholders”***

In achieving our vision, we set a commitment towards innovation, in building a city that enriches quality of life while expanding new frontiers by a culture of ALL WIN for our stakeholders.



## ABOUT THIS REPORT

This is the third Sustainability Report of AMATA VN PCL and its subsidiaries (referred to as “the Company”) which discloses our management approach and performance in regard to the material topics related to economy, governance, environment, and social (Disclosure 102-52) between 1 January to 31 December 2018 (Disclosure 102-50). This report has been prepared in accordance with the GRI Standards: Core option (Disclosure 102-54).

### Reporting Content

In 2018, the Company has correctly identified and prioritized sustainability issues relevant to the Company’s business following the GRI Standards guidance. The materiality process was conducted by stakeholder surveying, brainstorming with responsible departments and compilation of both primary and secondary data. This year, 7 material topics were identified (less than previously disclosed) after having conducted an updated list of material topics. The content in this report covers seven material and two sustainability topics. (Disclosure 102-49). There is no restatement of information (Disclosure 102-48)

### Reporting Boundary (Disclosure 102-45, 103-1)

The boundary remained the same as previous report. Thereby, this report presents the performances and operating data of all Business Units under AMATA VN PCL and its subsidiaries (merely from AMATA City Bien Hoa JSC, its only subsidiary currently in operation.)

### Assurance of this report

Although, the Company does not have external parties to assure or certify the report, key contents of the report were reviewed by high-level executives of each department and business units (Disclosure 102-32) to ensure the complete and accurate responses to stakeholders. In addition, data collected were based on universal accepted standards.

### Contact Point (Disclosure 102-53)

For additional information, any inquiries or suggestions on this report, please contact us at :

AMATA VN PCL

Company Secretary Department

2126 New Petchburi Road, Bangkok

Huay Kwang, Bangkok 10310 Thailand

Tel: +66 (0) 2 792 0000

email: [sustainability@amata.com](mailto:sustainability@amata.com)

This Report supplements AMATA VN’s Annual Report 2018 which has limited printed copies to minimize the impact on environment. However, both Annual Report and this Report can be accessed and downloaded at AMATA VN’s corporate website, [www.amatavn.com](http://www.amatavn.com)



## OVERVIEW





## ABOUT AMATA VN

### At a Glance

#### Our business

AMATA VN Public Company Limited (Disclosure 102-1) has headquarter located at 2126 New Petchburi Road, Bangkok, Huay Kwang, Bangkok 10310 Thailand. (Disclosure 102-3)

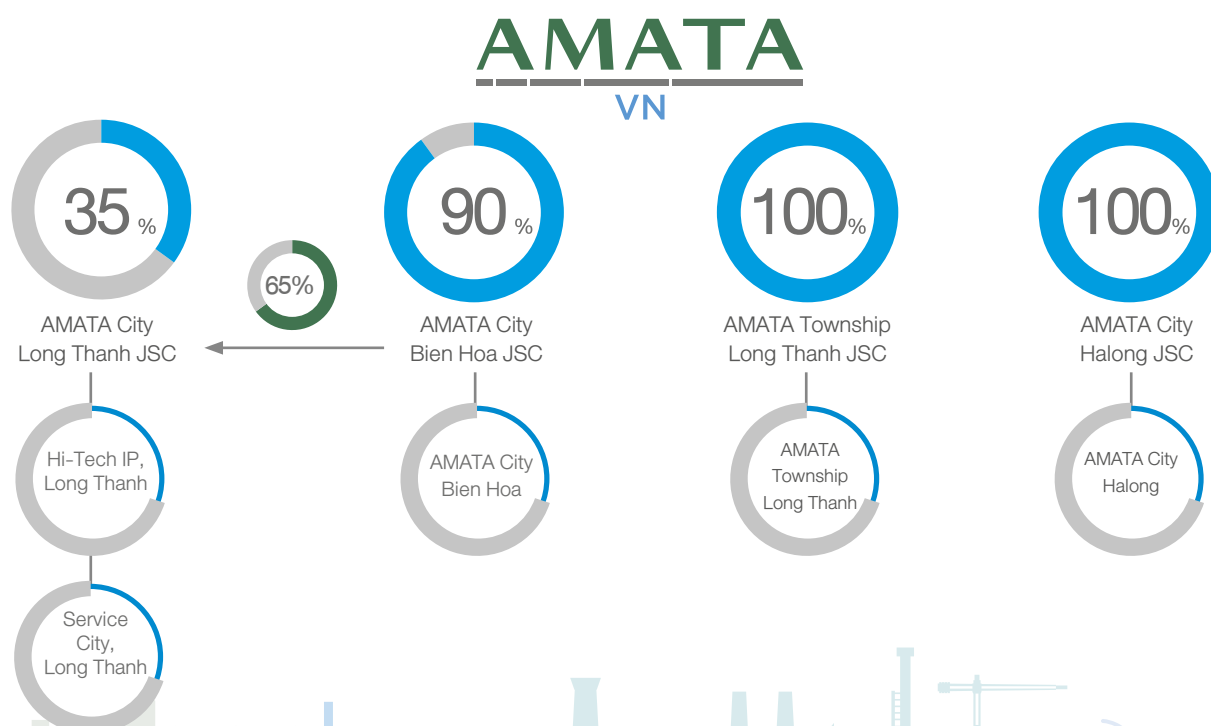
AMATA VN Public Company Limited (AMATA VN) is a holding company with a mission committed to innovation in building a city that enriches quality of life and expanding new frontiers by a culture of ALL WIN for our stakeholders. Founded in 2012 and entered into the Stock Exchange of Thailand in 2014, AMATA VN invest solely in Vietnam and on locations of strategic advantages. The investments are in the field of industrial and real estate businesses. (Disclosure 102-2)

The Company now owns 3 industrial parks and one urban development project in the portfolio under the operations of 4 subsidiaries, namely: (Disclosure 102-6)

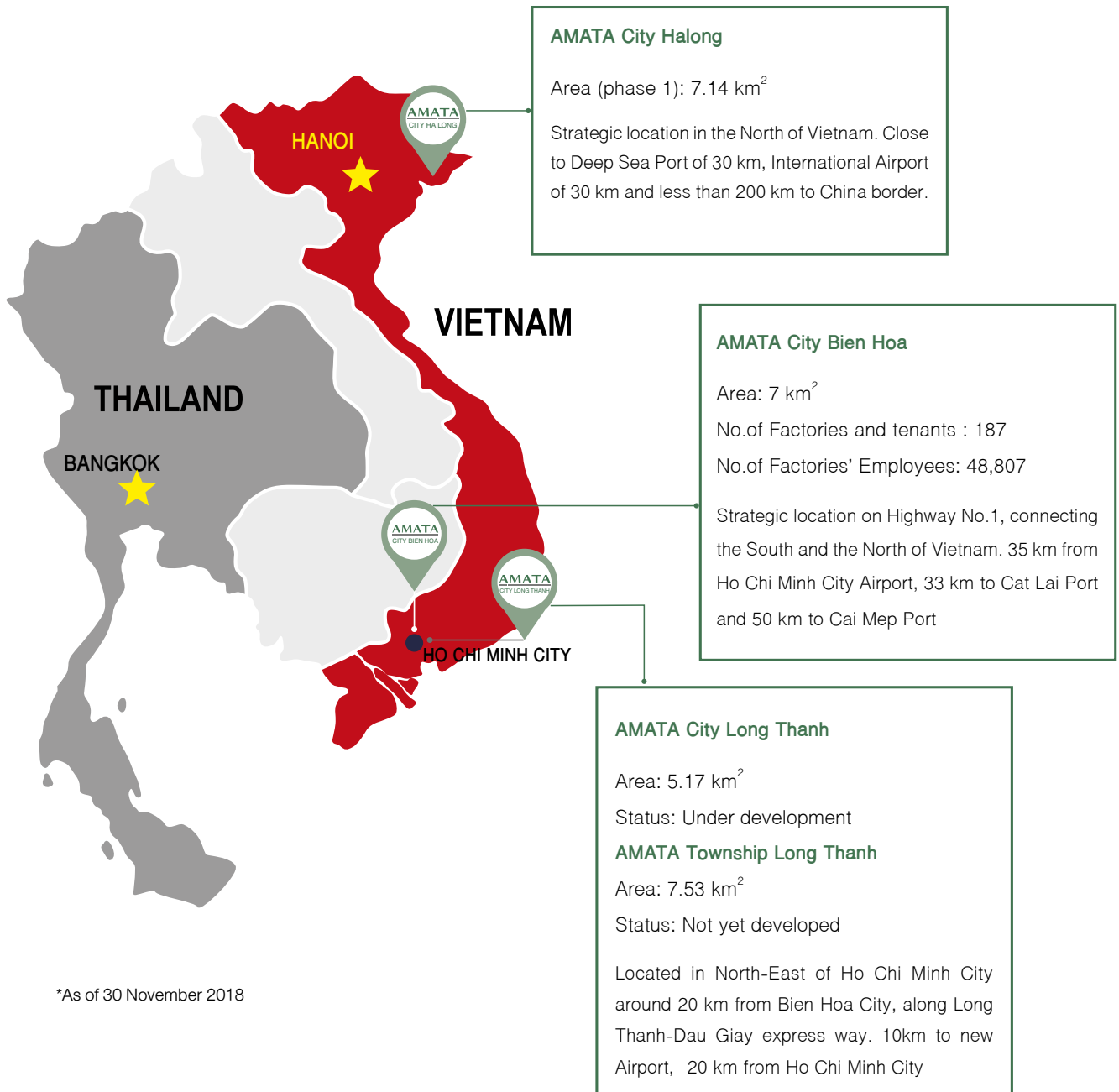
- AMATA City Bien Hoa JSC
- AMATA City Long Thanh JSC
- AMATA Township Long Thanh JSC
- AMATA City Halong JSC

The Company recognizes the importance of sustainable development and therefore imposed sustainability practices to all its subsidiaries.

#### Shareholding Structure (Disclosure 102-5)



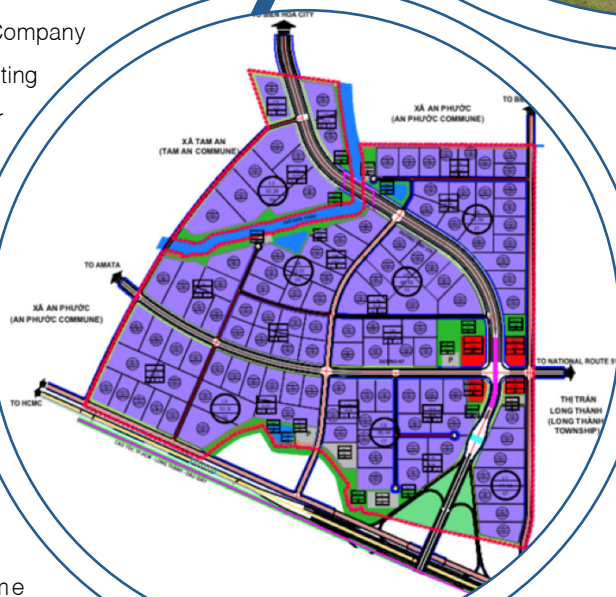
## Location of operations (Disclosure 102-4)



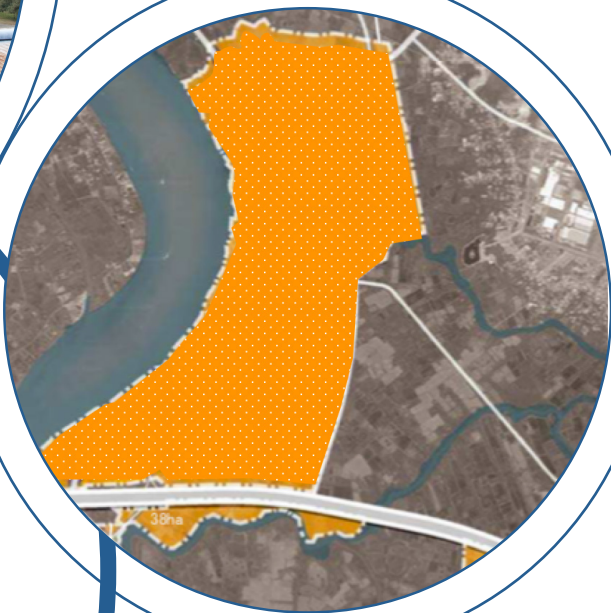
Established over 20 years ago, AMATA City Bien Hoa Joint Stock Company (ACBH) operates 700 hectares of industrial land in Bien Hoa city. To meet the needs of the customers, ACBH provide accessibility to power plants, water supply and wastewater treatment, rental of prefabricated factories, facilities maintenance and other related industrial business services. Within the industrial area, there are also commercial and residential projects to create a better quality of life for its citizens.



AMATA City Long Thanh Joint Stock Company of which operates 2 projects consisting of industrial park and service center project on a total area of 517 hectares in Long Thanh district. The industrial park is under development with an area of 410 ha targeted toward high technological production and non labor intensive industrial customers. The service center is area of supporting services of the industrial park such as logistics, warehouses, low-middle income commercial and residential projects.







AMATA Township Long Thanh Joint Stock Company operates commercial and residential project with total granted area of 753 hectares located nearby to the company's industrial park and service center.

The project is under development and is the first project to be targeted towards investors in commercial and residential real estate development business.



AMATA City Halong Joint Stock Company is the company's first project in north (in Quang Ninh Province) with initial project area of 714 hectares for the total study area of over 5,700 hectares. The project will consist of manufacturing area, residential and commercial area which is located on an undeniably strategic location - accessible and proximity to many important infrastructures such as deep sea port, international airports, main highways, and China border.



## Employee headcount

as of 31 December 2018 (Disclosure 102-7):



AMATA VN PCL



AMATA City Bien Hoa JSC



AMATA City Long Thanh JSC



AMATA Township Long Thanh JSC



AMATA City Halong JSC

## Membership of Associations (Disclosure 102-13)

### AMATA VN PCL

- Member of Thai-Vietnam Business Council
- Thai-Vietnam Friendship Association

### AMATA City Bien Hoa

- Member of Thai Business (Vietnam) Association

## Pride of AMATA VN in 2018

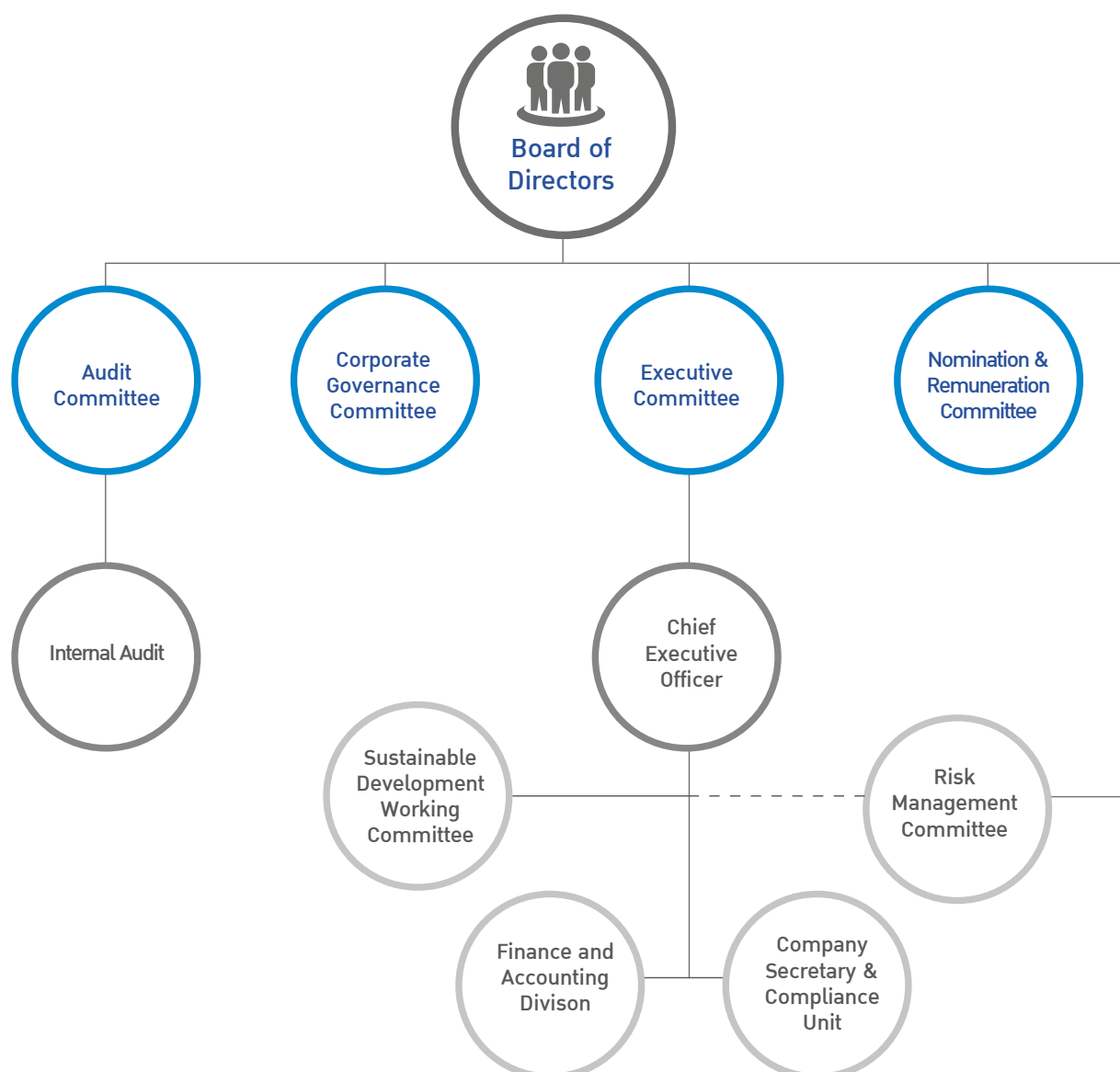
- AMATA VN PCL received “Excellent” in Corporate Governance Report of Thai Listed Companies 2017 from Thai Institute of Directors
- AMATA VN PCL received the certification of People-to-People Diplomat from Thai-Vietnam Friendship Association.
- AMATA City Bien Hoa received the award of Excellent Implementor of Tax Policy and Law 2017 from the Dong Nai Province Authority, Vietnam
- 30 years investment achievement recognition by Vietnamese government



## Organizational Structure (Disclosure 102-18)

The organizational structure of AMATA VN is composed of the Board of Directors and 4 subcommittees namely:

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

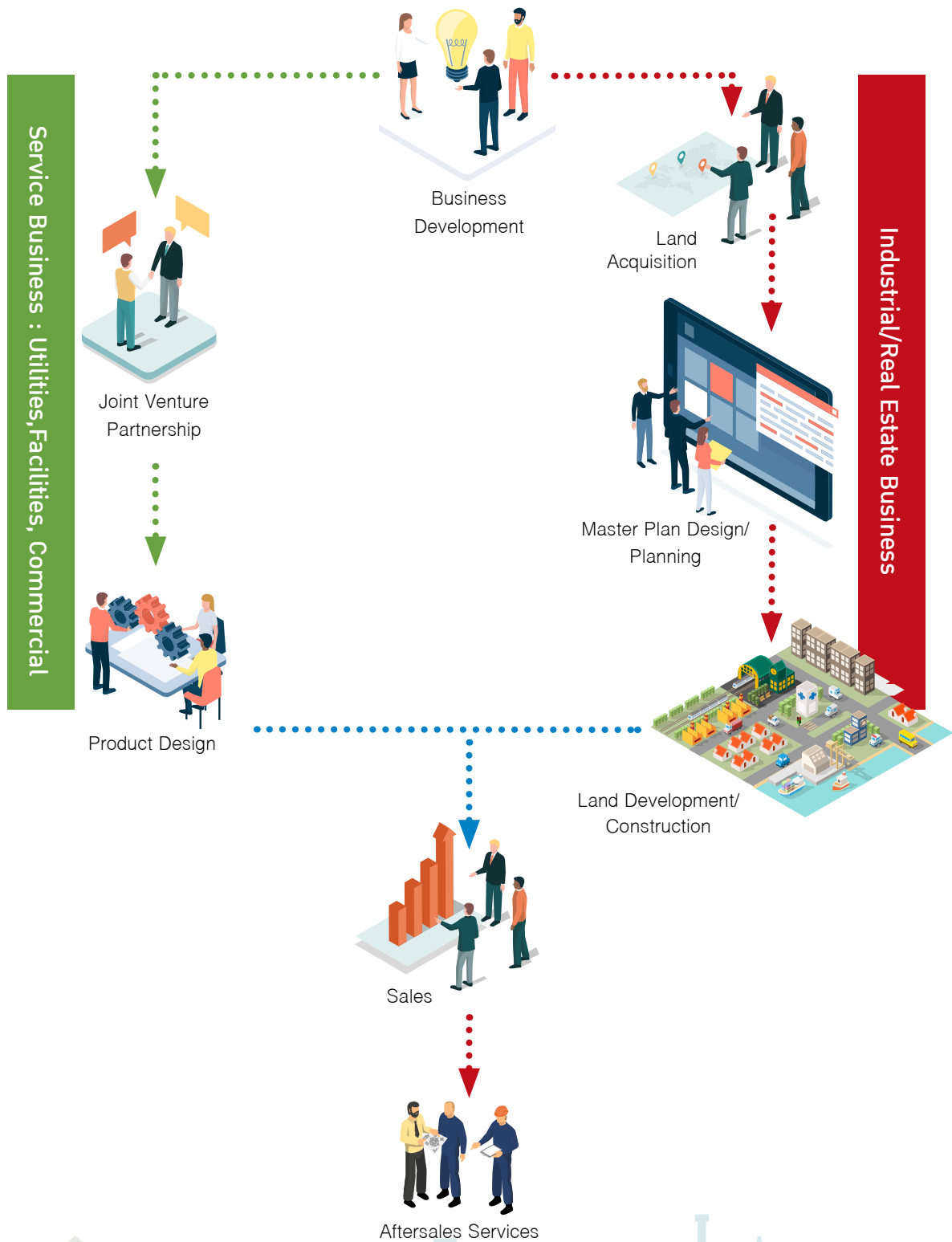


As of 31 December 2018





## Value Chain (Disclosure 102-9)



## SUSTAINABLE DEVELOPMENT

### Corporate Sustainable Development Structure (Disclosure 102-19, 102-20)

The Company is committed to sustainability in every part of the organization. The Board of Directors, executives and employees are encouraged to participate and create strong corporate culture that is conducive to sustainability. The Company believes that good corporate governance, comprising visionary and responsible Board of Directors and executives, efficient, transparent and verifiable management systems, innovative and responsible towards all stakeholders, will result in credibility and sustainability to the Company and society; which will create value added to the shareholders of the Company in the long run.

The Company has driven sustainable development by integrating sustainable management into its business strategies. Analysis of its stakeholders were conducted to identify their key concerns in order to adjust the Company's policies, management standard or even, introducing new practices, as well as, creating new innovative processes or businesses to address their concerns and enhance sustainability for maximum benefits of the stakeholders.

Although the Company does not have a corporate unit directly responsible for sustainable development, it has appointed the Sustainable Development Working Committee, comprising of heads of corporate, business, and functional units in the Company and its subsidiaries to contribute to the sustainability of our projects which is directly chaired by the Company's CEO.



## Principles and Framework for Sustainability Development (Disclosure 102-16)



AMATA group has a strong business beliefs and principles that emphasize on developing mutual growth and benefits with its stakeholders and the surrounding communities while being in coexistence with the environment and preserving the limited natural resources under the “All Win” philosophy.

In the “All Win” philosophy, not only does the Company focus on running its value chain effectively and efficiently but recognizes the importance that it is connected to numerous people, communities, and ecosystem.

Internally, strong corporate culture will enhance the company to sustainability, as the result, the Company has imprinted management and employees with values, behaviors, and attitude through “AMATA DNA”. AMATA DNA culture consists of 5 main principles:

# D

### Dependable

Professionalism  
Code of Ethics  
Credible  
Reliable

# R

### Responsive

Fast and accurate  
Responsible to  
stakeholders &  
environment

# I

### Innovative

Promote innovation  
in products &  
services.  
Working process  
improvement

# V

### Visionary

Long term projection  
Create opportunities  
for everyone.

# E

### Efficient

High standard  
Excellent team





## Sustainable Development Policy

**AMATA VN** is dedicated to having continuous improvement and development in order to enhance customer satisfaction, efficiency, effectiveness, and productivity, hence, improving the profits but reducing the operating costs as well as the possible negative impacts that will arise from its operation.

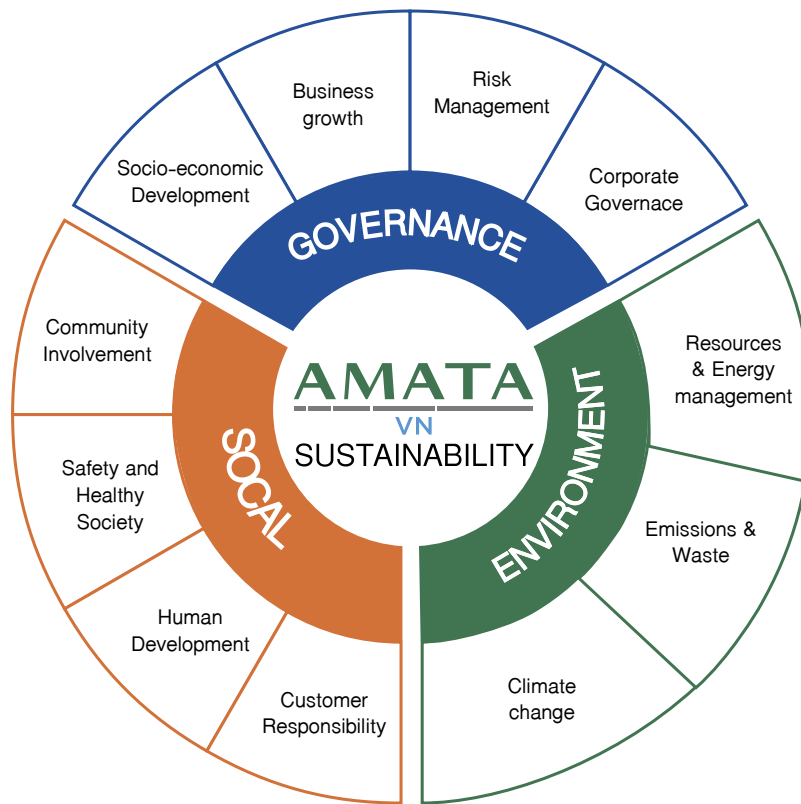
**AMATA VN** conducts all businesses and investment with transparency, honesty, fairness, compliance with laws and business ethics, as well as, anti-corruption at every step of the business operation. It also encourages the principles of human rights and promotes fair and equal treatment of all employees.



AMATA VN has developed its sustainability framework to serve as a guideline for sustainable development of the Company and its subsidiaries to be on the same approach by adopting the principles of Triple Bottom Line that realizes that, in order to operate in long run, transparency and balancing between industry and quality of the society on the basis of social and environmental responsibility is crucial.



## Sustainability Framework



## Key Strategies for Sustainable Development

**S**

Enhancing **Stakeholder** engagement & involvement

**H**

**Human Development** for competitiveness and business expansion

**I**

Expanding the competitiveness through vertical and horizontal **integration**

**P**

Growing through strategic business **partnership**

**S**

Creating a **safe** and environment - friendly society, in process



## Challenges and Opportunities

### 1. US-China trade war

The current US-China trade war brings both challenges and opportunities for Vietnam. With US imposing tariffs on US\$200 billion valued items from China, Vietnam (China's neighboring country) will be more advantaged in these areas as goods will be cheaper compared with China. Many foreign and local companies have relocated their operation to Vietnam. In addition, the trade war has accelerated multinational companies to shift high-margin industrial operation to Vietnam due to rising costs and risks of doing business in China.

However, there are also challenges from this trade war. Vietnam might be subjected to higher US tariff due to Chinese goods being rerouted through Vietnam. If the trade war prolonged, there will be a slowdown in global economy resulting businesses to cut capital spending and investment which Vietnam heavily dependent on FDI enterprises.

### 2. Rapid growing labor force

Vietnam population as of year 2018 has reached an estimation of 96 million with near 70% are at young working age. Abundant young labor forces is one of Vietnam's great advantages as the young people are quick to adapt to new technologies and enthusiastic to learn. Minimum wage in Vietnam is also another advantages of about \$180 per month.

Although there are abundance in labor, FDI firms struggle in hiring skilled labor as the global market is in transition from labor-intensive to high-tech goods.

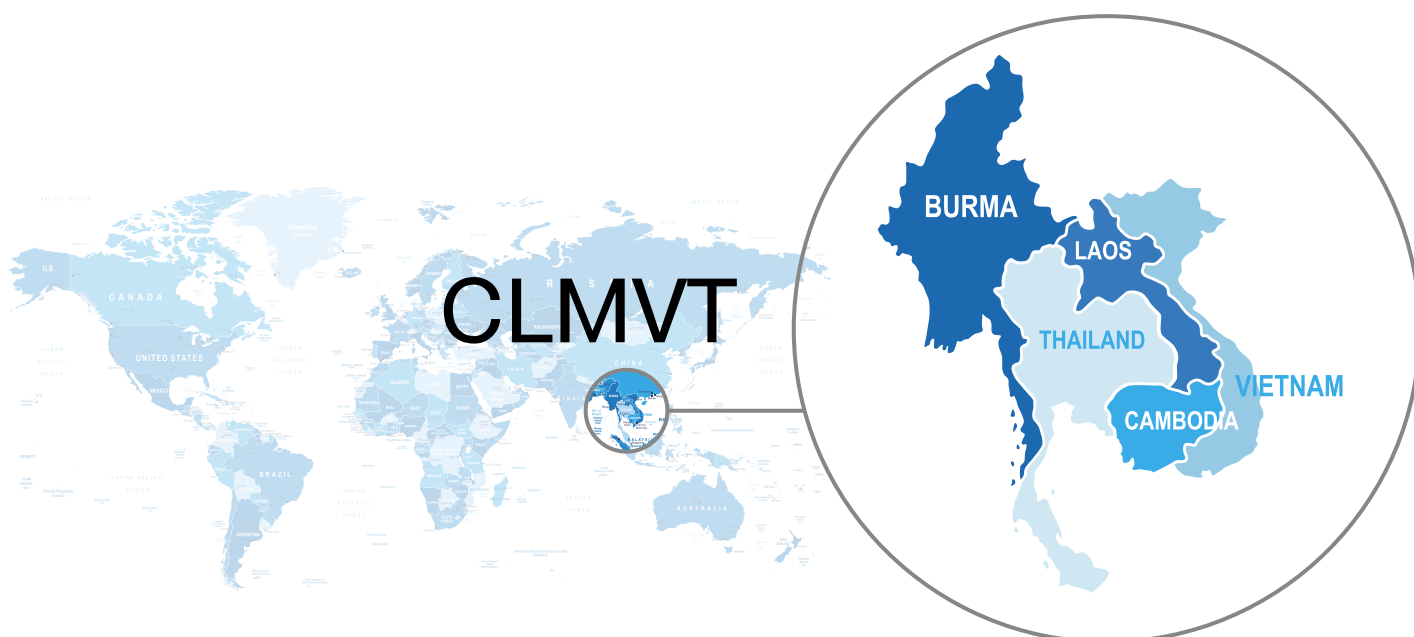
### 3. Free Trade Agreement

Vietnam is one of the countries with the most FTAs in the world. To date, it has signed a total of 17 trade deals, of which 10 have become effective, some more are under negotiation. Many FDIs have chosen Vietnam to benefit from these FTAs on export. Aside for the export turnover, the FTAs also brought in international business standards which forces Vietnam to act to improve its domestic business environment.

### 4. CLMVT Growth

The establishment of the ASEAN Economic Community (AEC) in year 2015 has brought ASEAN to become an important market where global investors keep on watch, especially countries in CLMVT (Cambodia, Laos, Myanmar, Vietnam, and Thailand) due to many factors such as high economic growth rate, low cost labor, abundant natural resources, various supports by government in each country in terms of free trade, business facilitation, and investment promotion benefits.





Moreover, CLMVT countries lie on a strategic location, in the heart of the ASEAN region, which is the connecting point for major trade routes from all corners of the world. These countries have continually been developing and improving their infrastructures through support by powerful nations such as China, Japan, and the United States. Other attractive factors that pull investors looking to move the production base are lower operating cost, as well as, opportunity for expanding their businesses to a high potential market.

The rapid growth of CLMV countries create challenges for the Company's business from market competition and also create great opportunities for the Company as a potential additional manufacturing base.



# STAKEHOLDERS

## Our Stakeholders

The Company attaches great importance to the participation of all stakeholders as a part of sustainable development process. Various communication channels were provided for stakeholders to voice their expectations, needs, concerns and opinions so the Company can provide appropriate actions and respond to the issues requested and expected by the stakeholders.

Identification of key stakeholders are based on their involvement in the Company's value chain through internal analysis by the Company's employees in close cooperation with stakeholders of each group and through public survey via various channels such as group meetings, questionnaires, interviews. These inputs are then brought into consideration in the materiality process.

The Sustainable Development Working Committee reviews and assesses the level of importance of the stakeholders and their impacts once a year by considering various factors, for example, dependency, responsibility, influence, and other factors as appropriate. The committee also defines the stakeholders who are impacted by the Company and levels of the Company's impact on stakeholders by considering economic, social, and environmental issues. Stakeholders are then prioritized stakeholders to provide appropriate engagement methods for each stakeholder. (Disclosure 102-42)

This report contains the results from our engagement with 11 stakeholder groups (Disclosure 102-40) in year 2018. The 11 stakeholder groups include: **employees, local communities, business partners, government agencies, customers, suppliers/contractors, creditors, investors, competitors, media, and shareholders.** These stakeholders are impacted either positively or negatively from the operation of company's business.





**Stakeholder Engagement Process** (Disclosure 102-43, 102-44)

Stakeholder	Engagement Methods	Needs/Expectations	The Company's Response
Employees	<ul style="list-style-type: none"> <li>Annual meetings for executives to meet the employees</li> <li>Monthly staff meetings</li> <li>Online communication, intranet and email.</li> <li>Direct channel to CEO for staff's complaint and suggestions staff.</li> <li>Quarterly meeting of Welfare Committee</li> <li>Annual Employee Engagement Survey</li> </ul>	<ul style="list-style-type: none"> <li>Good and reasonable welfare and compensation</li> </ul>	<ul style="list-style-type: none"> <li>Improved benefits and welfare</li> </ul>
		<ul style="list-style-type: none"> <li>Positive work atmosphere and environment</li> </ul>	<ul style="list-style-type: none"> <li>Provided safe and happy workplace and adequate equipment</li> </ul>
		<ul style="list-style-type: none"> <li>Growth and stability in career path</li> </ul>	<ul style="list-style-type: none"> <li>Improved performance assessment methods</li> <li>Gave employees the opportunity to change jobs within the company</li> </ul>
		<ul style="list-style-type: none"> <li>Development of knowledge and capability</li> </ul>	<ul style="list-style-type: none"> <li>Provided training courses that meet the needs and catch up with the changing world.</li> </ul>
		<ul style="list-style-type: none"> <li>Business ethics and responsible business practices</li> </ul>	<ul style="list-style-type: none"> <li>Complied with laws and regulations on business operations and human rights correctly and transparency</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Annual Customer Satisfaction Survey</li> <li>Customer relation activities/ marketing activities</li> <li>Online / Email Communications</li> </ul>	<ul style="list-style-type: none"> <li>Quality after-sales services.</li> </ul>	<ul style="list-style-type: none"> <li>Supported customer's operations, such as training courses to increase the potential of business operations to customers in accordance with the laws</li> </ul>
		<ul style="list-style-type: none"> <li>Customer relation management</li> </ul>	
		<ul style="list-style-type: none"> <li>Good governance and Business ethics</li> </ul>	<ul style="list-style-type: none"> <li>Complied with laws and regulations on business operations</li> </ul>
		<ul style="list-style-type: none"> <li>Good management of environment impacts and compliance with laws</li> </ul>	<ul style="list-style-type: none"> <li>Did business with transparency</li> </ul>
		<ul style="list-style-type: none"> <li>Energy management</li> </ul>	<ul style="list-style-type: none"> <li>In process of feasibility study on using renewable energy on facilities</li> </ul>
		<ul style="list-style-type: none"> <li>Risk &amp; emergency management</li> </ul>	<ul style="list-style-type: none"> <li>Provided training on emergency response / after-sales service</li> </ul>



Stakeholder	Engagement Methods	Needs/Expectations	The Company's Response
Local Community	<ul style="list-style-type: none"> <li>• Meetings with management</li> <li>• Community activities</li> <li>• Community satisfaction survey (annual and by activity)</li> <li>• Online / Email Communication</li> <li>• Other communication Channels for suggestion and complaint.</li> </ul>	<ul style="list-style-type: none"> <li>• Local community engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• Provided effective communication channels for complaints</li> <li>• Collaborated and responded to the needs systematically.</li> </ul>
		<ul style="list-style-type: none"> <li>• Environmental and safety management in accordance with the law</li> </ul>	<ul style="list-style-type: none"> <li>• Complied with environmental laws and regulations</li> <li>• Did business with transparency</li> </ul>
		<ul style="list-style-type: none"> <li>• Promotion of community activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Supported the environmental development for a better quality of life in the communities.</li> <li>• Promoted job creation and income generation in the communities.</li> </ul>
Government Agencies	<ul style="list-style-type: none"> <li>• Face to face meetings</li> <li>• Participation in and support projects run by the government.</li> <li>• Participations in government lead committee as requested</li> <li>• Site visits</li> <li>• Online / Email Communication</li> <li>• Response to requests for information disclosure or report</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with laws and regulations included human rights and labor practices</li> </ul>	<ul style="list-style-type: none"> <li>• Complied with laws and regulations</li> </ul>
		<ul style="list-style-type: none"> <li>• Good governance and Business ethics</li> </ul>	<ul style="list-style-type: none"> <li>• Did business with transparency</li> </ul>
		<ul style="list-style-type: none"> <li>• Local community engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Supported the environmental development for a better quality of life in the communities.</li> </ul>



Stakeholder	Engagement Methods	Needs/Expectations	The Company's Response
Suppliers/Contractors	<ul style="list-style-type: none"> <li>• Face to face meetings</li> <li>• Online / Email Communication</li> <li>• Channels for suggestion and complaint</li> <li>• Site visits</li> </ul>	<ul style="list-style-type: none"> <li>• Good governance and Business ethics</li> <li>• Doing business with integrity and fairness</li> </ul>	<ul style="list-style-type: none"> <li>• Complied with laws and regulations on business operations</li> <li>• Did business with transparency</li> </ul>
		<ul style="list-style-type: none"> <li>• Risk &amp; emergency management</li> </ul>	<ul style="list-style-type: none"> <li>• Provided training on emergency response</li> </ul>
Shareholders/Investors	<ul style="list-style-type: none"> <li>• Annual Shareholder Meeting</li> <li>• Directors' meetings in subsidiaries and Associated companies</li> <li>• Opportunity Investment Roadshow</li> <li>• Opportunity Day at SET</li> <li>• Quarterly Investor Meetings</li> <li>• Analyst meetings</li> <li>• Online / Email Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Economic growth and good long-term performance and return</li> </ul>	<ul style="list-style-type: none"> <li>• Developed and applied new technology to reduce costs</li> <li>• New business development</li> </ul>
		<ul style="list-style-type: none"> <li>• Good Corporate Governance</li> </ul>	<ul style="list-style-type: none"> <li>• Complied with laws and regulations on business operations</li> <li>• Did business with transparency</li> </ul>
		<ul style="list-style-type: none"> <li>• Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted risk management covering ESG</li> </ul>
Business Partners	<ul style="list-style-type: none"> <li>• Directors' meetings in subsidiaries and associated companies</li> <li>• Face to face meetings</li> <li>• Online / Email Communication</li> <li>• Response to requests for information disclosure or report</li> </ul>	<ul style="list-style-type: none"> <li>• Doing business with integrity and fairness</li> <li>• Collaboration in business development and growing together.</li> </ul>	<ul style="list-style-type: none"> <li>• Followed code of business ethics</li> <li>• Developed fair joint venture agreements</li> <li>• Kept confidential information of business partners</li> </ul>



Stakeholder	Engagement Methods	Needs/Expectations	The Company's Response
Creditors	<ul style="list-style-type: none"> <li>• Analyst Meetings</li> <li>• Face to face meetings</li> <li>• Site visits</li> <li>• Online / Email Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Honoring terms and agreements on loan and debenture contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Strictly followed contract's terms and conditions</li> <li>• Disclosed accurate and complete financial information.</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Press release</li> <li>• Special interviews as requested</li> <li>• Site visits / Press tours</li> <li>• Response to requests for information disclosure or report</li> </ul>	<ul style="list-style-type: none"> <li>• To receive an accurate and timely information.</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosed accurate information based on facts</li> <li>• Maintained long-term relationship with media</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>• Meetings with industry's association or organizations</li> <li>• Participate in working team that are relevant to competitors as requested by the government</li> <li>• Follow news and marketing activities</li> <li>• Give marketing information without affecting competitors</li> </ul>	<ul style="list-style-type: none"> <li>• Fair and legal competition</li> </ul>	<ul style="list-style-type: none"> <li>• Followed code of business ethics</li> <li>• Collaborated with competitors in activities that benefit customers.</li> </ul>

## Materiality Assessment

AMATA VN Sustainable Development Working Committee consisting of managerial level from different department jointly identified internal and external factors that are material to the Company and its stakeholders covering economic, social and environmental aspect. The Company has adopted Global Reporting Initiative (GRI) as reference guidelines for developing Materiality Assessment.



## Process of Materiality Assessment

### 1. Identify sustainability topics

Identification process were conducted through brainstorming with responsible departments and compilation of both primary and secondary data. The sustainability context considered were:

- Sustainable Development Goals (SDGs)
- Business risks and opportunities analysis
- Global trends
- Internal and external stakeholders' needs and expectations

### 2. Prioritize material topics

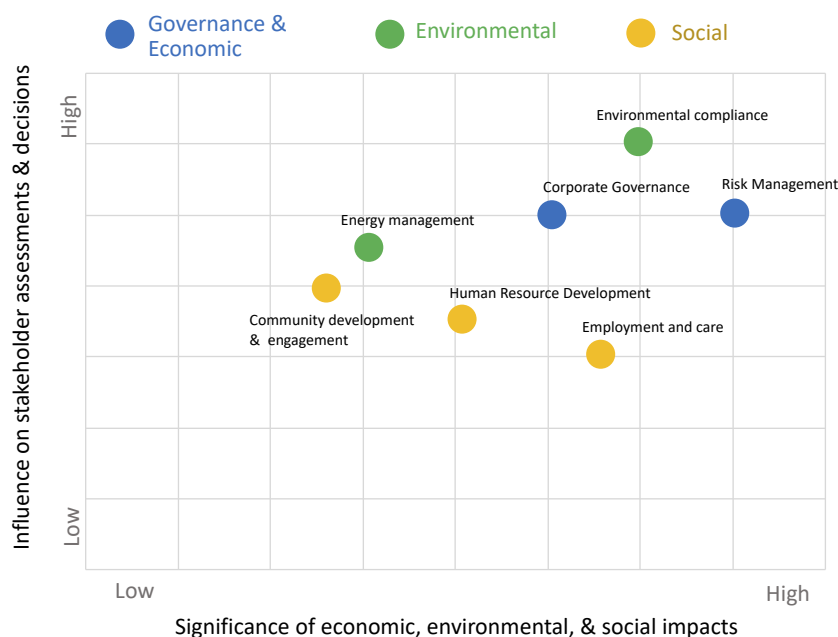
After having identified the topics, a total of 32 topics were categorized and prioritized into 7 material topics. They were mapped in the Materiality Matrix with two sustainability dimensions: (1) Vertical axis - material topics which substantively influence the assessment or decisions of stakeholders and (2) Horizontal axis - material topics that reflect the Company's significant economic, environmental, and social impacts.

To improve the quality of materiality assessment, in 2018 the Company re-assessed the stakeholder engagement surveys and interviews to verify the material topics. This year, there were a decrease in material topics to only 7 were identified (decreased by 9 based on year 2017 of 16 material topics). The Company discloses its management approach, relevant indicators and performance following the GRI Standards for all material topics.

### 3. Validation Process







Through the engagement with stakeholders, the sustainable development working committee reviewed and endorsed the materiality topics and the results of the assessment (Disclosure 102-32). The Company has set strategies and initiatives to respond to the topics raised by stakeholders.

## Materiality Matrix






## Materiality Topics and Impact Boundary

	Materiality topics (Disclosure 102-47)	Impact boundary		Report content	GRI topic	GRI Disclosure	SDGs	SDG targets	Page
		Internal	External						
Governance and Economic	<b>Corporate Governance</b>	Employee	Business partners/ customers/ government agencies/ suppliers/ contractors/ investors/ Shareholder	<b>Corporate Governance</b> <ul style="list-style-type: none"> <li>Corporate Governance and Business Ethics</li> <li>Anti-corruption</li> </ul>	GRI 102 General Disclosure  GRI 205 Anti-corruption	102-16 Values, principles, standards, and norms of behavior  102-17 Mechanisms for advice and concerns about ethics  205-3 Confirmed incidents of corruption and actions taken		16.3 16.5	28
	<b>Risk Management</b>	Employee	Shareholders/ Investors/ Business Partners	<b>Risk Management</b>	GRI 102 General Disclosure	102-11 Precautionary Principle or approach  102-29 Identifying and managing economic, environmental, and social impacts		16.7	32
	not a material topic	Employee	Shareholders/ Investors/ Business Partners	<b>Business Growth</b>	GRI 201 Economic Performance	201-1 Direct economic value generated and distributed	 	8.2 17.3	36
	not a material topic	Employee	Business Partners/ Customers/ Suppliers/ Contractors	<b>Supply Chain Management</b> <ol style="list-style-type: none"> <li>Supplier &amp; Contractor Management</li> <li>Customer Management</li> </ol>	GRI 204 Procurement Practice  GRI 308 Supplier Environmental Assessment  GRI 414 Supplier Social Assessment	204-1 Proportion of spending on local suppliers  308-2 Negative environmental impacts in the supply chain and actions taken  414-2 Negative social impacts in the supply chain and actions taken	 	8.3 16.1	39



	Materiality topics (Disclosure 102-47)	Impact boundary		Report content	GRI topic	GRI Disclosure	SDGs	SDG targets	Page
		Internal	External						
Social	Employment and care	Employee		Human Resource Management	GRI 401 Employment	401-1 New employee hires and employee turnover 401-3 Parental leave	  	5.1 8.5 10.3	45
	Human Resource Development	Employee		Human Resource Management	GRI 404 Training and Education	404-1 Average hours of training per year per employee	  	4.3 4.5 5.1 10.3	51
	Community development and engagement	Employee	Local Communities/ Government agencies/ Customers/ Business partners	Community Development 1. Infrastructure and facilities development 2. Quality of life and health promotion 3. Environmental Conservation	GRI 413 Local Communities	413-1 Operations with local community engagement, impact assessment, and development programs 413-2 Operations with significant actual and potential negative impacts on local communities	  	1.4 9.1 11.2	53
Environmental	Environmental Compliance	Employee	Government agencies/ Local Communities	Environmental Compliance	GRI 305 Emission GRI 306 Effluents and Waste GRI 307 Environmental Compliance	305-7 Nitrogen Oxide, Sulfur Oxide and other significant air emissions 306-1 Water discharge by quality and destination 307-1 Non-compliance with environmental laws and regulations		12.4	60
	Energy Management	Employee	Government agencies	Energy Management and Climate Change	GRI 302 Energy	302-1 Energy consumption within the organization 302-4 Reduction of energy consumption	  	7.2, 7.3 12.2 13.1	64

# GOVERNANCE & ECONOMIC PERFORMANCE



Total Revenue

**1,170**  
million Baht



**Excellent** | **Top Quartile**  
CG Scoring | by Thai IOD





## Corporate Governance

### Highlights:

- Received "Excellent Corporate Governance 2018" rating from the Corporate Governance Survey of Thai Listed Companies prepared by the Thai Institute of Directors Association

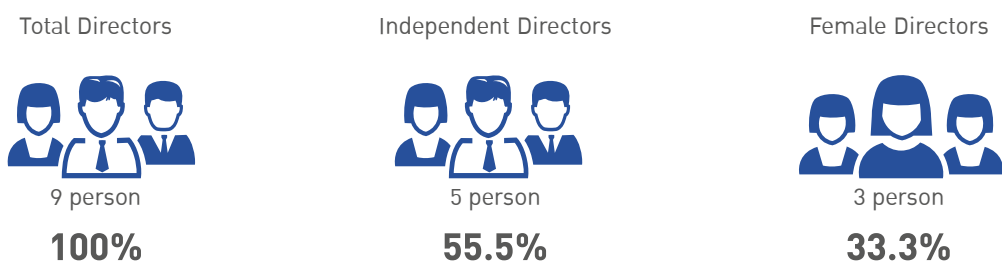
Good corporate governance has always been the foundation of the Company, based on the principle of transparency, credibility, and accountability. AMATA VN is aware that to gain trust from the stakeholders is critical for a long-term sustainable business, as well as, promotes the corporate image, financial results, and sustainable growth. Therefore, the Company has defined a Corporate Governance Policy, Code of Ethics and Anti-corruption policy (Disclosure 102-16) to guide directors, executives, and employees in the right direction. Revision to these policies are being done every year to ensure its effectiveness and alignments with new international standards. The information disclosed in this report cover all business entities in which the Company holds greater than 50% of shares and has management control. (Disclosure 103-1)

### Management Approach

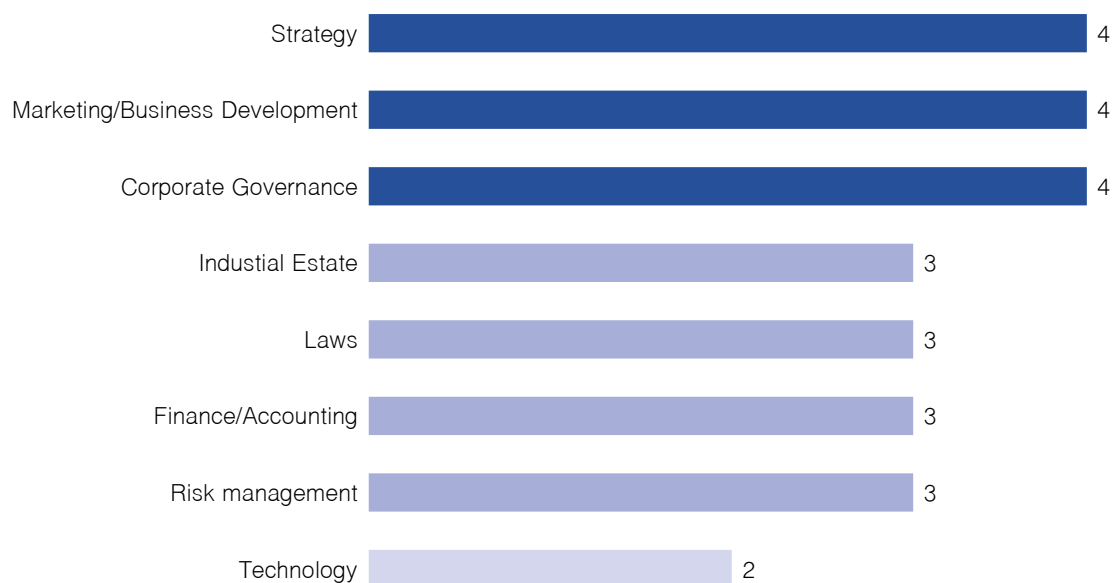
#### Corporate Governance and Business Ethics

AMATA VN's Board consists of 9 directors with diverse qualification and experiences to help drive the business in accordance to its objectives. The Nomination and Remuneration Committee has set the rules and procedures for the Board's nomination, taking into account the diversity of qualifications such as independence, knowledge, skills, experience, expertise, gender, nationality and age. Such qualifications are assessed by "Board Skills Matrix" to ensure appropriate composition of the Board to the oversight of the Company and the ability to respond to stakeholder's expectations. The Board of Directors makes decision with caution to the best interest of the Company, shareholders, and stakeholders.





#### Board Skill Matrix (persons)





More detail on the Company's organizational structure, Corporate Governance and Code of Ethics Policy can be found in the Company's intranet and Company's website at [www.amatavn.com](http://www.amatavn.com)

All employees need to perform their duties in accordance with the Corporate Governance Policy and the Code of Ethics while the Board of Directors and senior executive will act as a role models in adhering to good conduct. The Company also developed channels for corporate governance complaints from stakeholders. The Board has appointed the Corporate Governance Committee which is led by 3 directors to manage and oversee the overall governance of the Company with the target for year 2018 is no significant CG complaints being unresolved.

Thriving for good corporate governance efficiency, there is an annual performance assessment of Board members which comprises of group, subcommittee and individual evaluation. In 2018, the overall performance was satisfactory as indicated below:

**100%**  
Individual

**91%**  
Sub-Committee

**91%**  
Board as a group

The Company has encouraged the Board of Directors to participate in national and regional events and development courses, so that their gained knowledge and experiences can be beneficial to the Company. In 2018, the Chairman attended Strategic Board Master Class (SBM3/2018) held by Thai Institute of Directors (IOD) on 2-4 April 2018 which was a training on new ideas concerning business strategy, tools in performing business analysis, and business trends that would affect the Company's business conduct, to lead the Company through changes in the future and make strategic decisions that would contribute to sustainability for the Company's stakeholders. Mrs. Somhatai Panichewa and Mr. Aukkarees Choochouy attended a training on Risk Management on 29 November 2018. In addition, all directors keep updated on the news of changes that will affect the business and corporate governance.

## Anti-corruption

The Board of Directors places strong emphasis on 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."

Anti-corruption prevention and measures enacted by the Company are as follows:

- 1) risk assessment for corporate corruption and develop appropriate risk management measures that are consistent with the internal audit.
- 2) clear procedures for accurate implementation that can prevent any corruption occurrence in the business operations.



- 3) orientation and training to employees to educate and create understanding on the policies, measures and procedures against corruption.
- 4) 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) appropriate procedures in reporting on monitoring, following, and reviewing of anti-corruption policy compliance to ensure the policy is adequate and fit with the situation.
- 6) secure communication channels and protections measures for employees and stakeholders to inquire for opinions, provide traces, comments or complaints on corruption acts.
- 7) 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) encourages 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.

## Performance

In 2018, the Company has received any feedback on fraud or misconduct. Despite no incident of fraud, corruption, or any actions that may cause of damage, the Company still review its preventive measures and monitor regularly to prevent its occurrence of corruption in the organization.

To build stakeholder confidence on the Company's compliance with the principles of corporate governance, the Company applies for the annual assessment by the Corporate Governance Report of Thai Listed Companies (CGR) project. AMATA VN Public Company Limited was rated as one of the companies with **"Excellent CG"** score in the Corporate Governance Report of Thai Listed Companies (CGR) in year 2018, an improvement from year 2017 as "Very Good CG". The Company was also ranked in the top quartile of the listed companies with good corporate governance in the market capitalization segment of 3,000 - 9,999 million Baht, according to the survey conducted by Thai Institute of Directors Association (IOD) in collaboration with The Securities and Exchange Commission and The Stock Exchange of Thailand. This score reflects the company's commitment to follow good corporate governance practice.

### Companies with Excellent CG Scoring



Apart from that, the Company has declared its intention to be a member of Thailand's Private Sector Collective Action Coalition Against Corruption's (CAC) in 2018. The Company is adjusting the system of its subsidiaries in Vietnam to be in line with CAC in Thailand. Many differences in practices and legal issues has hindered the Company to become member of CAC. However, the Company is determined to clear such obstacles and be a member in near future.





## Risk Management

The current rapid changing world creates uncertainties that may affect the current or future operation of the Company. The Company strives to reduce the likelihood of these uncertainties or mitigating their associated consequences in order to achieve its business goals and gain business opportunities toward the creation of sustainable value for the Company together with stakeholders. Effective risk management is a key mechanism that the Company uses to gain business opportunities and to reduce potential impacts. The Company therefore places importance on strengthening and increasing risk management efficiency. Risk assessment is conducted annually. The Company is determined to engage employees more actively in risk management, therefore, the Company has also created risk awareness and risk management culture of all level employees in Thailand and Vietnam by providing knowledge training for both the directors and general employees. (Disclosure 103-1)

### Management Approach (Disclosure 103-2)

The Company has appointed a Risk Management Committee comprising of CEO, top management of the Company and its subsidiaries to jointly identify the risk factors encountered in their business and propose a resolution to solve or mitigate its effect to the business or Company as a whole. The Company conducts enterprise risk management using the guidelines of the Committee of Sponsoring Organization (COSO). The Risk Management Committee convenes regularly and reports the reviews of the risk management system to the Board of Directors annually.





In 2018, the Risk Management Committee, Risk Management Working Team and all related persons have organized 4 meetings. The following activities were implemented: -

- Reviewed corporate strategy and operational goals for risk analysis.
- Identified business risks throughout the value chain, ranging from general risks to emerging risks covering economic, social and environment aspects.
- Analyzed and assessed the risks in order to prioritize risks by the likelihood of occurrence and the impacts.
- Determined specific response, prevention or mitigation plans based on the overall risk exposure including key risk indicators by the person in charge of the risk.
- Reported the risk profile and risk mitigation plans to the Board of Directors.
- Promoted corporate risk culture by encouraging all employees to take part of the risk management process and organized formal and informal training courses on risk management to relevant personnel.
- Disclosed risk and risk management in its annual report and this Sustainability Report.



## Performance

The Company has divided risks into 5 categories as following:

Risk Categories	Examples of Risk
Credit Risks	Risk that counterparty failed to perform as they committed. Risk of accounts receivable collection
Market Risks	Risk of change in customer behaviors or demands
Funding Risks	Risk of insufficient financial liquidity Risk in exchange rate fluctuation Risk in interest rate
Strategic Risks	Risk of change in laws or country policies Risk from investing in new location Risk of climate change Risk of Corporate reputation Risk of Human resources
Operational Risks	Risk from social and community impact Risk of failure to develop land on time Risks in occupational and environmental health Risk of Human rights

Risk assessment takes into consideration internal and external factors as well as future trends that may impact corporate target. The Company has provided the mitigation measures as following:

### Economic Risks (Disclosure 102-29)

Risks and Impact	Measures
<b><i>Risk of failure to develop land on time</i></b> Location is the most important factors in choosing the land for development. As the land in Vietnam becomes more developed and more interesting for investors, the higher the price of obtaining it in terms of purchasing, stricter legal requirements, and more community involvement leading to lower profit margin.	Working closely with the government to enhance the efficiency of land compensation process and accelerate the compensation time.
<b><i>Risk of change in laws or policies in the targeted countries</i></b> As Vietnam becomes more internationalized, there are always a risk of facing additional regulations that were not applied before. The new laws, regulations and government requirements cause directly impact to the business and projects in the pipeline.	The Company has set a designated departments and professionals to closely follow up and update on the law and regulations. Change in bilateral agreements and laws, including future impact are key concerns. Not only monitoring the situation, the Company also shared knowledge to customers on laws and regulations so that all could strictly abide to the laws.





Risks and Impact	Measures
<p><b><i>Risk of change in customer behaviors or demands</i></b></p> <p>Due to rapid development of technologies, some customers have adopted new technologies in their operation by bringing in more machineries and robots in the production process to increase efficiency and save costs. Therefore, smaller land size would be in demand by the customer. Moreover, some target customers might move to invest in neighboring countries as the investment promotion policies of those countries are more attractive. This can cause a drop in our land sales income.</p>	<p>The Company has launched the new project of AMATA City Long Thanh to respond the government and customers' demand. This project aims to support the high technological production and also deliver a better quality of life to people in that area.</p>

#### Environmental risk (Disclosure 102-29)

Risks and Impacts	Measures
<p><b><i>Risk of Climate Change</i></b></p> <p>The significant emerging risks were found as the resulted of climate change. Climate change impacts could disrupt business operations. The climate variation has caused water shortage or flood which affect the manufacturing both directly and indirectly.</p>	<ul style="list-style-type: none"> <li>Monitoring potential risks that may arise from climate change (e.g. floods) and put in place plans (based on impact level) to ensure business continuity.</li> <li>Reduction of GHG emissions in the Company's operational activities.</li> </ul>

#### Social risk (Disclosure 102-29)

Risks and Impacts	Measures
<p><b><i>Impact from business operations on communities and the public</i></b></p> <p>Any impacts created by Company's operation on the local communities could affect the stakeholders' confidence and the Company's reputation.</p>	<ul style="list-style-type: none"> <li>Conduct the business with strict compliance to the environmental laws and disclose the result.</li> <li>Promoting activities with local communities for more knowledge and better understanding in the Company's business, as well as awareness of safety.</li> <li>Arrange the evacuation and firefighting drills for the customers and local communities.</li> </ul>





## Business Growth

### Highlights:

- *63% Gross margin*
- *Received license for Halong project*

Business growth is important to the Company and its stakeholders. It has influences to major stakeholders such as employee, customers and business partners. AMATA VN Public Company Limited and its subsidiaries aim to develop products and services to meet the demand of customers in order to keep business growing in Vietnam. The Company does not focus solely on maximizing economic profits but also develop new business which will be beneficial to its stakeholders, society and environment and decrease the negative impacts to them by the principles of ALL WIN. (Disclosure 103-1)

### Economic Performance (Disclosure 201-1)

This report is consolidated financial statement of AMATA VN and all of its subsidiaries. For the year ended 2018, The Company had total revenue of THB 1,170.5 million decreased by THB 0.41 million or 0.03% from the year 2017. Revenue decreased was mainly due to decrease in revenue from real estate sales which decreased by THB 34.20 million or a decrease of 5.32%, however, the Company had gains on sales of investment properties, increasing by THB 32.64 million or 78.39% increase, resulting in a slight overall revenue decrease.

Gross profit for the year 2018 was THB 629.23 million representing gross profit margin of 59.6%. Gross margin is lower in real estate sales and utility services segment because of higher cost, but gross margin is higher in rental segment.

For the year ended 2018, Selling and administrative expenses and other expense amounting to THB 416.95 million, increased from the same period of the previous year by THB 209.18 million or 100.68%. The main reason was from the fourth quarter of 2018 the Company recorded additional expense to the Vietnamese government agency in the amount of THB 222.42 million, causing the Company to have more overall expenses.

The Company has net profit according to the consolidated financial statements for the year ended December 31, 2018, amounting to THB 208.25 million, compared to the same period of 2017 which has a net profit of THB 422.41 million. The overall net profit has decreased by THB 214.16 million or decreased 50.70% because of the additional charges to Vietnamese government agency in the amount of THB 222.42 million.



The Company is in the stage of project expansion in Vietnam with the end target of generating stable and sustainable revenues in the long term. The growth in real estate sales will result in more customers in our projects, leading to more business and manufacturing activities which will generate economic value added for the stakeholders and for the Company to generate more recurring and sustainable revenue. The Company also have the vibrant goal of operating our business under the principles of Sustainable Development focusing on employee development and environmentally friendly industrial estates and urban cities. The Company is very confident that by doing so will lead to sustainable business growth in the long term.

## Economic Distribution

	2016	2017	2018
<b>Distribution of value to shareholders</b>			
Dividend per share (Baht)	0.15	0.05	0.03
Dividend to shareholders (Baht)	416,130,000	533,500,000	28,049,697
<b>Personnel investment</b>			
Remuneration for employees* (Baht)	43,821,841	79,638,172	51,677,967
Remuneration for management (Baht)	11,983,082	14,730,370	11,096,593
Remuneration for directors (Baht)	7,220,772	5,225,349	16,202,401
<b>Community and social investment</b>			
Donation (Baht)	1,642,294	810,860	624,390
Social activities (Baht)	444,712	260,626	110,695
<b>Sharing to business partners</b>			
Domestic procurement (Baht)	226,459,483	532,530,490	326,919,132
<b>Other economic values</b>			
Finance cost (Baht)	51,735,868	81,599,051	112,936,407
Taxes payable to government (Baht)	38,979,431	57,325,214	60,266,327

\*Note: Salary, bonus, wages, welfare, Provident Fund, Social Security Fund and personnel development expenses

Source: Consolidated Financial Statement 2018 and Annual Report 2018

The Company has announced its tax policy for AMATA VN and its subsidiaries to possess and adhere to the legal tax management guideline and practices in accordance with the business operations based in Thailand and overseas to reflect transparency and fairness associated with tax operations. The Company recognizes the direct and indirect risks related to tax and its impacts to the economy and society. The efficient tax management will promote the sustainable business and also support the national development as a whole. For more information about the tax policy, please visit our website : [www.amatavn.com](http://www.amatavn.com)



## Products and Services Development

The Company focused on expanding its boundary within Vietnam to provide continual income as almost 100% of the space in the existing industrial estate has already been accommodated by clients.

The Long Thanh project has a combination of industrial and urban activities in which 33% of total space to be developed as a Hi-Tech industrial park, while the remaining 67% to be developed as an urban community. The project covering 1,285 hectares land is established under 2 subsidiaries. The first, under development stage, is AMATA City Long Thanh with total area of 517 hectares with high tech industrial park covering 410 hectares and 107 hectares as urban projects to support the industrial business. The high-tech industrial park project aims to attract automated and environmentally friendly industries. Planned to be able to service to customer by year 2020.



AMATA Township Long Thanh looks over the township project with area covering 753 hectares. This project will begin once the high tech industrial park is in operation so as to support and to provide a better living choices for people working in the our industrial park as well as surrounding areas.

AMATA City Halong has received investment certificate for industrial park business in March 2018, the first investment expansion to the north of Vietnam, in the province Quang Ninh. On December 21, 2018; there was ground breaking for the development for the 714 hectares project. Planned to be able to be in service to customer by year 2020.





## Supply Chain Management

### Highlights:

- 50% of major suppliers were audited and assessed
- Customer Satisfaction level 77.5%

The effective supply chain management is one of important parts in sustainable development. It enhances the Company's competency, creates fairness and transparency throughout the business value chain, and also promotes the collaboration and relationship among supply chain stakeholders which are suppliers, contractors, customers and government agencies. To build sustainability in supply chain, relationship management with our business partners is essential so that they could help share the same interest and become the Company's long-term business partner. (Disclosure 103-1)

### Supplier and Contractor Management

AMATA engage contractors to undertake various projects and services on behalf of the company. Upon performing their works or services for the Company, these contractors are part of our supply chain and have potential to impact our environment, our community, our operations and our reputation. Therefore, effective contractor and supplier management is essential to ensuring smooth completion of the works and that their act are in accordance with our sustainability development policies and procedures to reduce impacts to the environment, society and the business.



### Management Approach (Disclosure 103-2)

The Company is aware of possible risks and impacts that stakeholders in supply chain may cause from their production or services such as occupational health and safety, conflict of interest, environmental and social impacts. Therefore, the Company has conducted risk assessment in its supply chain covering economic, social and environment aspects. Results from the risk assessment were then used for developing strategies and management approach for each stakeholder in supply chain.

Hence, the Company had established the guidelines of sustainable supply chain management as follows:



### Performance

#### 1. Identifying major suppliers/contractors

In 2018, the Company identified major supplier and contractors through Spending Analysis, by using the criteria of procurement value in analyzing 380 suppliers and contractors in its supply chain. There are only 10 major suppliers and contractors which are accounting for 74% of the total procurement value in 2018.

#### 2. Risk assessment of supply chain (Disclosure 308-2, 414-2)

The Company had assessed the potential risks that may be raised from these 10 major suppliers and contractors in the supply chain and found that there were high-risk issues in economic aspect e.g. goods and services delivery did not meet the schedule resulting to business interruption or damage; in environmental aspect e.g. complaints from customers and communities due to the operations of contractors causing the environmental impact; and medium risk in social aspect e.g. the issues of safety and human rights of the workers in the contractors' companies. Economic risks accounted for 50%, environmental risk 60% and social risks 20% from the risk assessment of main suppliers and contractors, this caused the Company to incorporate diversified risk mitigation measures to prevent and reduce any impacts that may occur from these risks.



### **3. Revision of policy and best practices of transparent and fair procurement**

The Company procurement policy and best practice focus on transparency and fairness covering the risks of good corporate governance, economic, social and environmental issues such as compliance with relevant regulations and laws, financial risk, business ethics, human rights, occupational health and safety of the employees and environmental management, etc.

The Company gives all suppliers/contractor equal opportunity through fair and transparent tender and bidding evaluation process for works valued more than VND 5 billion (equivalent to about USD 220,000). Key criterion used in selecting the right supplier/contractor is based on reliability and quality of product/services delivered, value for money, financial security, in line with the Company's business philosophy and governance, and environmental and social responsibility. For less than VND 5 billion, works will be awarded to existing suppliers/contractors in the vendor list as they have already past the preliminary screening process, based on price competitiveness.

### **4. Supplier/Contractor audit and assessment**

The Company had designated the guidelines for checking and assessing of the future suppliers and contractors consisting of procedure to check the basic qualifications of the suppliers and contractors whether their qualifications meet the standards set herein while the existing suppliers and contractors will obtain additional assessments such as the sustainability risk assessment, past performance assessment, workplace assessment including assessment of relationship between the sellers of such product/service and the Company in accordance with the requirements and checklist defined by the Company and the standard of environmental management system (ISO14001).

After all works awarded to supplier/contractor are done, it will be evaluated 100% and rated 1-5 points (bad to good) to see if they conform with our previous assessments. Then the result will be divided into 3 categories: white, grey, and black. Those in grey and black list will be warned and request for improvement, however, those in black will be given one last chance before deleting from the vendor list.

In 2018, the Company had audited and assessed 5 major suppliers which equivalent to 50% of total major supplier. The Company has planned to expand the assessment of additional major suppliers in the following year. There was no suppliers terminated from the assessments (0% relationship termination).

In 2018, the Company did not receive any complaints relating to the contractors on the social and environmental impacts from any customers and communities. (Disclosure 308-2, 414-2)

## **Customer management**

The Company always gives the importance to customers according to the principle of "All Win". The success of customers or operators in the industrial estates is a part that supports the long-term economic growth of the Company, so the Company is committed to the effective customer management in order to build the engagement and confidence as business partners in achieving and growing the success together.





## Management Approach

Enhancing customer satisfaction and retention will ensure that the Company's good reputation in the market continues to grow, provide good referral to new customers and strengthen relationships which in turn will reduced cost associated with supporting and servicing them.

The Company has engaged with its customers in various occasions

### 1. Japanese Society meeting

Monthly meeting among Japanese companies in AMATA City Bien Hoa Industrial Estate meet to discuss and exchange information on their factory operations. In areas where support from AMATA is required, our representative joining the meeting will convey to the Company for further actions. Participating in the meeting are top executives from 60 Japanese companies (out of 70).

### 2. HR Committee of AMATA City Bien Hoa

The Company has established the HR Committee of AMATA City Bien Hoa where the human resources department of the factories operating in the AMATA City Bien Hoa comes to exchange academic knowledge, experiences and share value in the field of human resources within the workplace, as well as, a means to promptly updated any riot situation.

In 2018, the Company has arranged 3 HR Committee meetings with total 200 participants having joined the meetings, an increased in number of participants by 67% compared to 2017. During the meetings, the Company shared academic knowledge by bringing in experts to provide training and seminars on topics following topics:

1. Annual business tax and regulation
2. Human resources
3. Stress reduction
4. Supply chain enterprises with aim to increase manufacturing ability

The Company will continue to be the center of knowledge and help our tenants to be up to date with new trends and regulation.



## Performance

The Company has conducted customer satisfaction survey through questionnaires. This aims to understand their specific problems and needs, and also to strengthen relationship with customers. In addition, the customer's feedbacks and concerns are usually used to improve the Company's products and service, as well as the operation processes. In 2018, the Company has maintained relatively the same level of customer's satisfaction as last year of about 77.5%.

There were some complaints on the inconvenience due to the Company's development for the new expansion phase. The Company is currently working to resolve this issue.

## Maintaining Relationship with Local Governments and Alliances

The government agencies both national and local authority are involved in the Company's business operation in Vietnam. The Company has regularly visited and discussed with the government agencies to keep them updating the Company's projects.

## Performance

### Occasional meeting with central government

Several times did the Company participated in events organized by the Vietnamese government.

1. GMS Business Summit - March 30, 2018 as guest speaker
2. Smart City - March 8, 2018, as speaker
3. 30 years of FDI in Vietnam- October 4, 2018 , participated in booth



### Steering committee

This committee is meant to pull in all authorities involved in the development of the project to help facilitate and clarify issues and problems the Company encountered during its development stage.

	2017	2018
AMATA City Long Thanh JSC	1 time	1 time
AMATA City Halong JSC	3 times	6 times

The meeting will depend on the development progress of the project. When the project is in operation, there are less meetings required.



# SOCIAL PERFORMANCE

Increased in level  
of employee  
engagement by

14%



spent US\$  
**536,700**  
on community development





## Human Resource Management

### Highlights:

- *Increased in level of employee engagement by 14%*

The Company recognizes that human resources are not only a key element for successful business operations but also a key factor to drive the Company's business towards sustainable development goals. Human resource management in today's changing environment and higher competition is a challenge for the Company. The Company, therefore, places importance on good and effective human resource management since the recruitment process, caring and maintaining personnel, and personnel development in order to support the changing world, while being in line with the Company's business goals (including its vision and mission) and responding to the needs and expectations of employees especially in the compensation and welfare measures, career advancement, and working environment. The Company has followed the principles of holistic cares focusing on both body and mind to help the employees be healthy and happy at work. A better quality of life will result in more efficient performance by employees and higher engagement to the Company which lead the Company to sustainable business success. (Disclosure 103-1)

### Management Approach (Disclosure 103-2)

#### Labor Practices and Human Rights

The Company has policies and guidelines to supervise its employees to conform with the rules, regulations and labor laws in the countries in which the Company engages in business and in accordance with international standards. The policies and guidelines also comply with human rights principles especially the equality and non-discrimination in age, gender, education, marital status, political opinions, race, religion and beliefs. The Company promotes diversity in the organization and treats all employees equally and fairly.



## Code of Conduct

The Company recognizes the importance of creating ethical standards within the organization, the Company therefore has issued the Code of Ethics in both Thai and English versions to ensure that all employees understand and adhere to the same ethics standard in operating business in the industrial estates for the benefit the employee, the shareholders, and the country's economy. Thus, in order to achieve the above-mentioned corporate characteristics in a stable and ongoing manner, various 'best practices' have been established for the management and staff to comply to as follows:

1. Accountable to oneself
2. Responsible to customer, stakeholders, and society
3. Respect for colleagues
4. Liable to the organization

The Company strictly monitored the code of conduct. Any employee who violates the rules and regulations of the Company shall be subject to disciplinary action according to labor law. However, in 2018, no employees have received written warnings as a result of non-compliance to the Company's regulations.

## Recruiting and Employment (Disclosure 401-1)

The Company places importance on recruiting, selecting and hiring employees to join the Company in order to obtain qualified and have potential to develop personnel who are consistent with the Company's business strategy. The recruitment and selection policy of the Company opens opportunities for both internal and external potential candidates through various channels as follows:

- **Internal recruitment and selection** give opportunity to employees within the Company to grow and advance in their career. The Company internal vacancy announcement through intranet and email allows any interested employee to apply for the selection process. The Company promotes job rotation within the group of companies to put the right man in the right job and to give opportunities to its employees in changing their job according to their interest or work location, resulting in a happier and more productive workforce.
- **External recruitment and selection** are in line with the Company's business strategies and manpower plan to support business expansion in Thailand and abroad. Having identified the required positions according to plans, the Company have determined the qualifications and abilities of the employees to meet the job characteristics such as communication skills (in English or other languages) and having features that fits with the corporate culture.

The Company is committed to recruiting qualified professionals to join the organization, potential candidates can apply through many channels, such as the Company's website and other renown recruitment job posting websites, the recruitment service agencies, encouraging employees to suggest the potential applicants, the career fairs held in educational institutes. The Recruiting process allows interested candidates to apply equally.



## Compensation Management and Benefits

The Company is aware that human capital is the most important asset and appropriate compensation management is critical in attracting recruits, reducing turnover, driving performance, and raising employee engagement. The Company ensure that the salary and bonuses remain competitive and benefit programs change with the needs of the workforce. Therefore, the Company constantly reviewed the compensation and benefit program and improve its remuneration criteria to be more appropriate and comparable to other companies in the same business sector. In addition, employees who are sent to work in foreign countries (Expatriate Staff) are also given competitive salary and benefits by benchmarking with that local labor market in which the Company operates.

- **Fair Performance Management**

The Company's compensation process is transparent and fair to all employees based on their performance (Pay for Performance principle) that have clear goals and work results. Each employee is involved in determining their work plans and performance indicators with their supervisors to be consistent with the goals of the department and the Corporate KPIs. The performance evaluation will be conducted twice a year: mid-year and year-end. The Company encourages face-to-face discussion between supervisors and their employees so that both share the understanding, this will improve work efficiency and drive the Company towards achieving the set goals. All employees and executives within the organization are being evaluated and based on the level of responsibilities the employee holds their performances are being assessed. There are total of 7 levels and performance are based 3 categories:

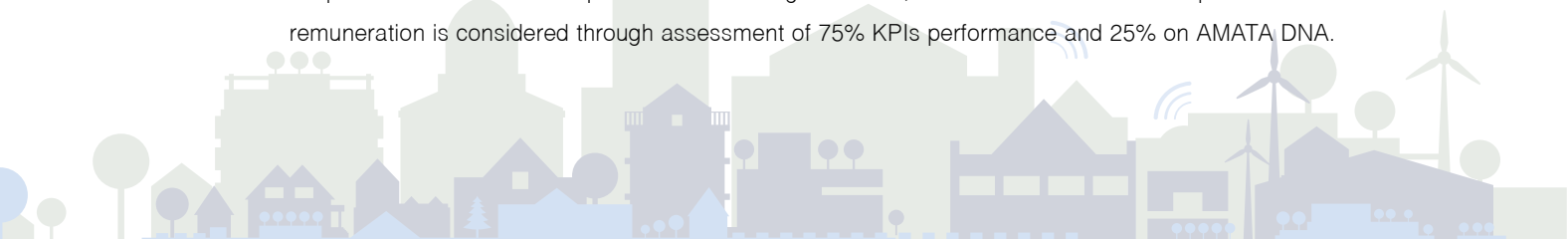
- 1) Performance indicators (KPI) which is a driving mechanism in the performance management process by applying Balance Scorecard principles for the operational level staff and above.
- 2) Behavioral assessment through AMATA DNA which evaluate on based on the core competency of the Company.
- 3) Career development which identifies both the strengths and weakness of the employee so that the Company can establish a 1-3-year development plan for individual employee in preparation for future career path.

### Evaluation and Remuneration for Chief Executive Officer

The Nomination & Remuneration Committee reviews and evaluates the remuneration of the Chief Executive Officer (CEO). KPIs are based on a shared opinion between the Board of Directors and the CEO, which covers all part of the operations, aims to achieve business goals, as well as, goals in social and environmental aspects. As for the remuneration policy, salary and compensation rates of executives from other companies in the same industry were surveyed. The remuneration proposal will then be endorsed by the Nomination and Remuneration Committee who will submit to the Board of Directors for approval.

### Evaluation and remuneration for Level 5-7

Employee between Level 5-7 will be assessed on their achievement of their KPIs that are consistent with the Corporate sustainable development KPIs covering economic, social and environmental aspects. Their annual remuneration is considered through assessment of 75% KPIs performance and 25% on AMATA DNA.





**Evaluation and Remuneration for Level 1-4**

Employee between Level 1-4 will be assessed on their achievement of their KPIs of 50% and AMATA DNA of another 50%

- Welfare and benefits**

The Company provides benefits, higher than that required by law, to all employees without discrimination by considering the appropriateness of duties and responsibilities. Benefits such as annual health examination, medical treatment and dental treatment fees, life insurance and accident insurance, various types of financial supports are given in accordance with the criteria set by the Company. Moreover, the Company provides some welfare that also cover the family members of employees.

The Company clearly informs employees on the available welfare and benefits provided since the orientation day. It allows employees to participate in the welfare program to improve and create additional activities for the benefit of the public.

- Financial supports**

Financial assistance has been provided to the employees on various occasions, such as wedding allowance and maternity allowances. The support also extends to family members of the employees, such as scholarships for their children and funeral grant.

Employment salary rate upon initial entry and benefits				
Item	Operation Level	Manager Level	Vice President Level	Chief Level
Initial Salary (excluding experience fee)	✓	According to Salary Structure		
Travel Fee	✓	✓	✓	✓
Accident Insurance	✓	✓	✓	✓
Mobile Allowance	✓	✓	✓	✓
Company Car	-	-	✓	✓
Financial Assistance for Marriage (one time only)	✓	✓	✓	✓
Child Delivery Financial Assistance	✓	✓	✓	✓
Funeral Grant	✓	✓	✓	✓





- **Happy Workplace**

The Company has created the office to be a **“HAPPY WORKPLACE”** for employees by emphasizing 8-happiness concept that helps employees balance their working and personal life, have better quality of life and work happily which will positively affect their working performance.

Happy Body	To provide health benefits to the employees such as annual health check-up, medical expense, pharmaceuticals, as well as promoted mini-exercise every day at 3:00 p.m. to relieve fatigue.
Happy Heart	To encourage employees to return to society such as blood donation, making happiness happen in the office such as Happy Birthday surprise for the employees
Happy Relax	To create happiness and entertainment for the employees to relax both body and mind such as AMATA Staff Party (New Year Party), team building activities, sport sday
Happy Brain	To encourage employees' life-long learning and self-development, and to develop knowledge and skills, and to prepare the employees for reaching their highest potential at work in the future.
Happy Soul	To encourage employees to follow religious principles and ethics, to be a good person with good soul and good actions
Happy Money	To educate employees to save money for long-term through providing the provident fund by arranging smart money management seminars by a financial expert to advise how to spend money wisely
Happy Family	To encourage employees to spend quality time with their beloved family
Happy Society	To encourage employees to give back to society by arranging some volunteering activities such as painting school building and playground and hosting lunches for children, donating blood

## New Year Party



## Employee Engagement

The Company always recognizes that human resources are the essential element of business growth and increase the competitiveness of the organization. The Company therefore gives importance to employees' care and development to grow the employees along with the business growth. Moreover, the Company also provides opportunities for employees to participate in the development and improvement of the Company's operations

- **Cultivating Corporate Culture**

Besides efficient working, the Company also creates good morals to the employees from different backgrounds to work together in harmony regardless of their gender, age, language, race and culture. They can be united under AMATA's culture.

The Company has encouraged its employees to understand the corporate culture, developed characteristics expected as AMATA's people which enable them to work effectively, give them the opportunity for career advancement, and lead to a sustainable growth of the Company. The Company 5 characteristics that determines AMATA DNA.



- **Employee Participation**

The Company allows every employee to send suggestions to the Company for improvement of the Company's operations, but also permits them to send any grievance directly to the top executives and are treated with confidentiality. The grievance channels are as follows.

1. Send to the Chief Executive Officer directly.
2. Send by post to the Post Office PO Box 7, Monterey Tower, Bangkok 10323
3. Send through Suggestion Box at the office
4. Through Engagement Survey

In 2018, there were zero complaints and suggestions sent. Suggestions relating to employee welfare have been received and the Company brought those suggestions to the management committee for further action.



- **Engagement Survey**

The Company provides annual employee engagement survey for all employees in the Company which was conducted by a third party with transparency, credibility and reliability since 2016. The Company has taken important issues from the results of the employee engagement survey in 2016 to be resources in event planning to develop its human resource management. The key issues were Rewards & Recognition, Career Opportunities, Performance Management. The Company has targeted to increase the employee engagement score in 2018 compared to 2016, and set a long-term goal to have employee engagement scores 65 percent in 2020 under the strategy: building relationships between the Company and employees based on Say Stay Strive concept.

In 2018, all employees (100 %) participated in the employee engagement survey which shows that the staff attaches great importance to the participation in expressing opinions and suggestions for the development of the Company's human resource management system. The results of the survey showed that the employee engagement scores increased from the previous year by 14% points. The results indicated that employees also pay more attention to Brand and Leadership Communication. Other important issues from survey in 2018 repeat Rewards & Recognition and Career Opportunities as same as survey in 2016. Plans to improve include regular communication by Senior Management about future business direction, linkage of performance with rewards and recognition, and focus on talent development. Then the Company has continued to put more effort to improve and respond these matters to meet the expectations of employees for the benefit of employees and organization.



### Employee Engagement Score

2016	42%
2017	N/A*
2018	56%

\*No survey conducted due to operational difficulty

## Human Resource Development

The Company places great importance on developing the employees' potential, knowledge and skills to support the challenges and business opportunities in the future in order to enable the Company to be more competitive and drive the business towards its goals.

- **Learning and Development**

The Company has been organizing internal and external training programs for the employees and executives through analyzing, designing, and providing courses from highly qualified trainers from leading organizations both from governmental, educational institutions, or private organization. Courses provides to increase its employees' competencies, course on Leadership Succession Program, foreign language skills training programs in English, Japanese and Chinese are some examples.



The employee 's competency development includes various development formats such as on the job training internal and external training workshops, e-learning, and experience sharing by the executives.

In 2018, emphasis on developing the managerial level with skills to be updated with prepare oneself for the challenges ahead. There were 3 intense courses provided on 3 big topics: Sustainability Development, Seven Habits, and Risks Management. The Company invested on the trainings near 500,000 Baht, an increase 45% as compared to year 2017 or 7.01 hours of training per employee was invested. There were 61 persons (47% of total executives and employees) were trained.

Average training hours per employee (Disclosure 404-1)	Hours/Person/Year
Total employees	7.01
Male employees	5.57
Female employees	10.20
Executive level	17.14
Staff level	6.43

- Career Development**

The Company realized that employee wishes to advance in their career, therefore, opportunities have been given to the employees who would like to change their job according to their ability or interest, which includes, moving to work for another subsidiary of the Company. Priority goes to recruiting internally before sourcing from outside. This way ensures that the employee can progress in their jobs, either at the operation level or managerial level, as well as create higher loyalty to the Company. Moreover, the employee career development can reduce the risk of business discontinuity. Having employees whose position matches their qualifications, the Company will benefit not only from happy employees but also higher performances for these employees as well.





## Community Development

### Highlights:

- *Spent US\$ 536,700 on community development.*

The industrial estate development is the foundation of Vietnamese economic growth. However, the growth of industrial estates leads to positive and negative impacts to local communities and society as well. Therefore, the Company is determined to build a good relationship with the local communities which is one of its major stakeholders in order to build confidence, gain trust, reduce the negative impacts from its operations, and create opportunities for the people in the communities and other stakeholders in the society. Participation in the community development for good quality of life is therefore important to the Company.

The Company realizes its responsibility to take care of the local communities around AMATA's estate and take into account the operations that will not cause physical impacts, occupational health and safety problems, environmental and social problems to the communities both inside and outside the estate within a 5-kilometer radius or to the provincial level, Dong Nai province, where AMATA estates are located.

The management approaches and the performance of community development disclosed in this report covers only the community development projects driven by AMATA City Bien Hoa and AMATA City Long Thanh Industrial Estate. (Disclosure 103-1)

### Management Approach (Disclosure 103-2)

The Company strictly operates the business according to the philosophy "ALL WIN". Therefore, the Company has gained trust from its stakeholders and created long-term value for all stakeholders. The Company has adopted the Company's sustainable development policy in conjunction with international practices such as Sustainable Development Goals (SDGs) to initiate activities for the local communities which focus on activities that can reduce the impact caused by the business operations such as transportation and quality of life of children and people in the society.

The implementation of the social development project has identified two main target groups, namely; Group 1, the residents who lived within 5 kilometers radius from AMATA City Bien Hoa Industrial Estate and AMATA City Long Thanh and, Group 2, the employees working in factories located in the estates. The Company aims to generate activities or projects that appropriately meet the needs and expectations of each group. Both of these target groups are concerned on issues relating to safety, traffic and quality of life.

Responding to the local communities' expectation, the Company has initiated projects into three categories in 2018:

1. Infrastructure and facilities development
2. Quality of life and health promotion, and
3. Environmental conservation.



## Performance (Disclosure 103-3, 413-1)

### 1. Infrastructure and facilities development

#### Local Road Upgrade

Foreseeing future traffic that the new AMATA City Long Thanh will cause to its local community once it goes into operation, the Company looked into its exit connecting road and found that the current situation of Ha Huy Giap public road is too narrow, dusty, and rugged, which will definitely impact the locals from numbers of cars and trucks commuting in and out of the estate. Therefore, the Company initiated the **“Ha Huy Giap Road Development Project”** to upgrade the road condition.

The road was designed in accordance to good engineering practices and align with construction law and regulations. The project covers a distance of 1.8 kilometers, 6 meters width, with capacity to support maximum weight of 10 tons and equipped with rainwater drainage system. The construction commenced in November 2017 and was completed in April 2018 with total investment cost of 12 billion VND (about 530,000 USD).

The upgrade of Ha Huy Giap brings not only benefit to AMATA’s customers but also is an important social benefit to the local people as it brings in better living conditions and stimulate economic and social development.

#### Enhancing safety within estate

The Company is developing its expansion phase and have evaluated potential areas where risk of life and safety of all people accessing the roads in the estate may occur, therefore, the Company invested in additional traffic signage to both the existing and new phases as well as repainted road signs on existing areas to alert users and to ensure every user is safe.



In addition, the Company invested in the enforcing the Chua stream embankment that is situated next to the Company to prevent impacts on the environment, community and assets of the Company and others. Dust from the wind erosion will impact to the respiratory health and cause nuisance to the people in the community and if much corrosion that caused landslide, more danger to life and loss of asset will occur. By this, the Company had chosen the best method to prevent erosion by using gabion stones and concrete while still maintaining a natural look.





## 2. Quality of life and health promotion

### Zumba Dance

The Company has developed AMATA Square to be a multi-purpose area used in organizing various activities for the Company and local community. This AMATA Square is open to the public as a recreational park as well as an outdoor exercise area. In addition, the Company regularly organizes activities free of charge to promote health care in this society.

The Company organized Zumba dances for people in AMATA City Bien Hoa and local communities to encourage them to get more exercises and utilize their free time wisely. It also strengthened the engagement between the Company and its communities. As this activity has received many attentions from the community, it was organized once a month for the whole year of 2018. There were about 840 participants who have joint this activity, an increase of 1.10 % compared to 2017.



### Blood donation

The Company is aware of the need for blood to save lives in emergency cases or accidents in this area. Therefore, the Company has continued the blood donation project at the AMATA City Bien Hoa Industrial Estate since 2016. There are over 48,000 employees working in AMATA City Bien Hoa Industrial Estate at present, this can be a potential blood donation center to support blood supply to the country.

In 2018, the Company cooperated with the Dong Nai Provincial Red Cross and Cho Ray Blood Donation Center to organize blood donation activities for the third consecutive year. The Company's staff and employees of factories in AMATA City Bien Hoa Industrial Estate participated in this activity with a total of 500 blood donors, an increase of 25% compared to 2017. Total blood volume was 126,350 cc., a slight decreased of 1% from 2017.

In addition, the blood donation activities held by the Company can help Dong Nai Provincial Red Cross reduce their expenses in providing mobile blood donation services in the factories totaling 25,000 baht per year. (The mobile blood donation service usually costs 50 baht per person.) This project also encouraged people in the industrial estate and local communities to do good things for the social development and the country as a whole.



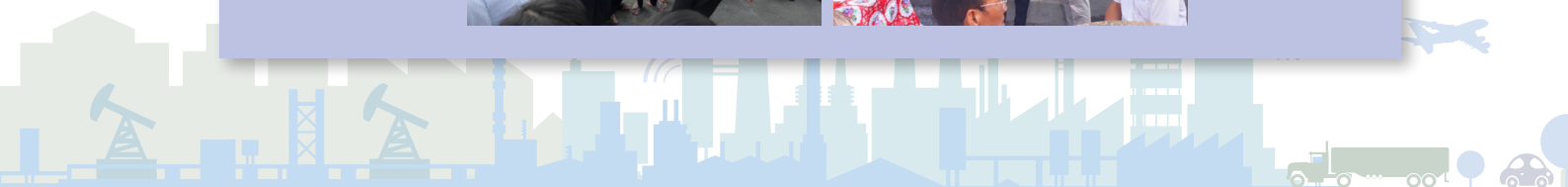
**Blood donation activities in year 2016-2018**

Year	Volume of Blood (CC)	Number of Participant	Number of Companies
2016	62,850	N/A	N/A
2017	127,750	400	40
2018	126,350	500	38


**Share Happiness to the less fortunate**

During special festivals: where children all over the nation are celebrating and having fun, there are those less fortunate who were not able to enjoy the celebration. The Company wanted to share happiness to

- o 212 dumb, deaf, and blind children at Dong Nai Disable Children Care Center. The program started with singing with the blind, games playing with the dumb and deaf and finally giving gifts and food to the children and the care center. The donation was worth 50 million VND (about \$2,400)
- o 125 Poor Children in remote area of Phuoc Binh and Tan Hiep Commune by giving gifts worth of 50 million VND (\$2,400)
- o 1 extremely needy family of 4 by supporting home repairs valued 25 million VND (\$1,200)
- o 446 Orphanage at Thien Binh (Dong Nai) and Tu Tam Nhan Ai (Binh Duong). This activity is in cooperation with Thai Vietnam Business Council and Thai Business Association where 80 volunteers from 11 Thai companies presence in Vietnam to share the love through games, singing, cooking and teaching on how to fix common bicycle problems as well as donating useful books, bicycles, and daily needs to them. AMATA donated worth 15.8 million VND (\$700)



**Thien Binh Orphanage** (Kids and the elders are 218)



**Tu Tam Nhan Ai Orphanage** (Kids and the elders are 148)



### 3. Environmental Conservation

#### Tree Planting in the Industrial Estate

Climate change has become one of the risk factors on the operation of all businesses at present. The Company intend to increase the green area in the industrial estates to be in accordance with the measures to reduce environmental impact as well as developing deteriorated public area into green area so it could be of usage for workers in the industrial estate and people in local communities, such as recreational area, learning space of local plants, etc. The Company, therefore, has set out guidelines for tree planting activities to select local plants resistant to local climate.

In 2018, the Company had organized the tree planting event on the World Environment Day, which was June 5, 2018. There were 130 staffs from 20 factories in AMATA City Bien Hoa Industrial Estate participating in the planting 170 apitong trees along the expanded section of 3A on Road 13.





In 2018, the Company spent 12.14 billion VND or 536,700 USD on supporting community development projects in Vietnam. More than 90% of the budget was spent on infrastructure and facilities development.

## Summary

As for the community development in the following year, the Company is currently amending community development roadmap and operational plan to conform with its key sustainable issues, to support the Sustainable Development Goals of the United Nations, and to respond to the need and expectation of local community and society in a short, medium and long run. Processes of key sustainable issue assessment are also amended to ensure that project development will be beneficial to the society and stakeholders in the future.

In 2018, the Company did not have any material complaints from the local communities around AMATA City Bien Hoa and AMATA City Long Thanh industrial estate. However, to gain more confidence and strengthen relationship with the local communities, the Company is consistently determined to participate in the development of community and society to provide an opportunity for its stakeholders, and to develop a decent civil society for the benefit of society as a whole.



# ENVIRONMENTAL PERFORMANCE

**4%** reduction  
energy  
consumption  
as compared to 2017



GHG emission  
reduced by

**200** tons CO<sub>2</sub>e





## Environmental Compliance

### Highlight

- *Both air and water quality audited was below the threshold set by the Vietnamese government.*

Industrial estate development business must strictly comply with law and regulation to prevent any potential impact on the society and environment from the Company's supply chain operation. The Company is well aware that the compliance of law includes the environmental related regulations and deems that this is the risk of business license or expansion permit acquisition in the future.

The Company, therefore, has studied and reviewed related law in every step of business operation, and has prepared an environmental impact assessment report prior to the construction of each industrial estate to determine preventive measures and to minimize and monitor any potential environmental impact during the construction and operation of the industrial estates.

The environmental law and regulations will be implemented in every stage and every process of the operation of companies within AMATA City Bien Hoa Industrial Estate and its tenants. The legal provisions enforced in Vietnam and measures stipulated in the environmental impact assessment report of AMATA City Bien Hoa Industrial Estate will be abided by. (Disclosure 103-1)

### Management Approach (Disclosure 103-2)

The Company strictly administers the environmental law in force in Vietnam and preventive measures as well as minimizing and monitoring the environmental impact in AMATA City Bien Hoa Industrial Estate to gain confidence from major stakeholders, i.e. customers, local community and government agencies connected to its operation. The Company has prepared legal register by its legal department and has reviewed the law regularly. Recording system for complaints and litigation that the Company is convicted or prosecuted is already in place.



As for implementation of measures stipulated in the environmental impact assessment report of AMATA City Bien Hoa Industrial Estate, the Company has prepared the environmental impact monitoring report annually focusing on monitoring the quality of waste water from the central water treatment plant and the quality of air in AMATA City Bien Hoa Industrial Estate. The objective of the management is to conform with the measures indicated in the environmental impact assessment report of AMATA City Bien Hoa Industrial Estate, which states that value of the quality of water and air must be lower than criteria required in Vietnam. Testing process in the laboratory must comply with the analysis standard of the national technical regulation on industrial waste water and the national technical regulation on ambient air quality.

## Performance

In 2018 There was no environmental and social litigations whereby the Company was convicted or prosecuted were found. Environmental impact of AMATA City Bien Hoa Industrial Estate was being monitored and reported as defined in the environmental impact monitoring report to Ministry of Natural Resources and Environment (MONRE) and Department of Natural Resources and Environment (DONRE), i.e. the quality of waste water of the central water treatment plant and air quality. Audited data is demonstrated in the environmental performance section at the end of the report.

Table summarizing the auditing parameters according to the EIA of AMATA City Bien Hoa Industrial Estate

Environmental Qualities	Method	Parameters	Related GRI Disclosure
Water discharged from central waste water plant	National Technical Regulation on Industrial Wastewater QCVN40:2011/BTNMT	pH, Color (Pt-Co), Temperature, Biochemical Oxygen Demand (BOD5), Chemical Oxygen Demand (COD), Grease and Oil, Suspended Solid (SS), Total Dissolve Solid (TDS), Total Kjeldahl Nitrogen (TKN), Ammonia (as nitrogen), Total Phosphorous (TP), Heavy Metals, Sulfide as H <sub>2</sub> S, Cyanide as HCN, Chloride as Cl <sub>2</sub>	306-1
Air quality	National technical regulation on ambient air quality QCVN 05:2013/BTNMT	Nitrogen Dioxide: NO <sub>2</sub> Sulfur Dioxide: SO <sub>2</sub> Total Suspended Particulates: TSP	305-7

According to the results of the waste water quality of the central water treatment plant in AMATA City Bien Hoa Industrial Estate of year 2018, value of all audited parameters was lower than the threshold required by the government entity.





As for air quality results, the level of the air quality that were collected from the release of pollution from chimney of factories located in the industrial estate through the collection of six of air quality monitoring stations located in the estate, were also lower than the threshold required by the government entity. Three main parameters were monitored : nitrogen dioxide ( $\text{NO}_2$ ), sulfur dioxide ( $\text{SO}_2$ ), and total suspended particulates (TSP).

The Company places much importance on environmental quality management to comply with the environmental law requirement and follow in accordance with measures stipulated in the environmental impact assessment report of AMATA City Bien Hoa Industrial Estate. This is partly the reason why the Company has never had any environmental and social litigation that it was convicted or prosecuted since the commencement of the operation.

#### Water sampling



#### Wastewater Effluent Sampling





### Factory Wastewater Sampling



### Air Sampling





## Energy Conservation and Climate Change

### Highlights:

- *Energy consumption has reduced by 4%*
- *GHG emission reduced by 200 tons of carbondioxide equivalent*

Climate change has also become a new long-term risk factor that may affect the management of the Industrial Estates in the future. Mitigating and adapting to the climate change by reducing the release of greenhouse gases into the atmosphere is challenging.

Energy production and consumption is the largest source of global greenhouse gas (GHG) emissions. In contributing to limiting global warming, the Company works to use energy efficiently while embracing clean energy sources in its office building, common areas such as road lighting system, and central waste water treatment system. The Company realized that the key person who can help energy reduction is the Company's employees. Not only does using energy efficiently help reduce impact on climate change but also beneficial to the Company in lower energy bills. Therefore, energy efficiency measures were imbedded to all its employee and encourage clean energy usage. (Disclosure 103-1)

### Management approach (Disclosure 103-2)

The Company has set goals to reduce energy consumption by efficient energy management, increase investment in clean energy development and high technology to reduce releasing pollution and reduce environmental impacts including preservation of natural resources. These procedures have been applied to the energy management and working processes within the Company to reduce greenhouse gas emissions during the operation.



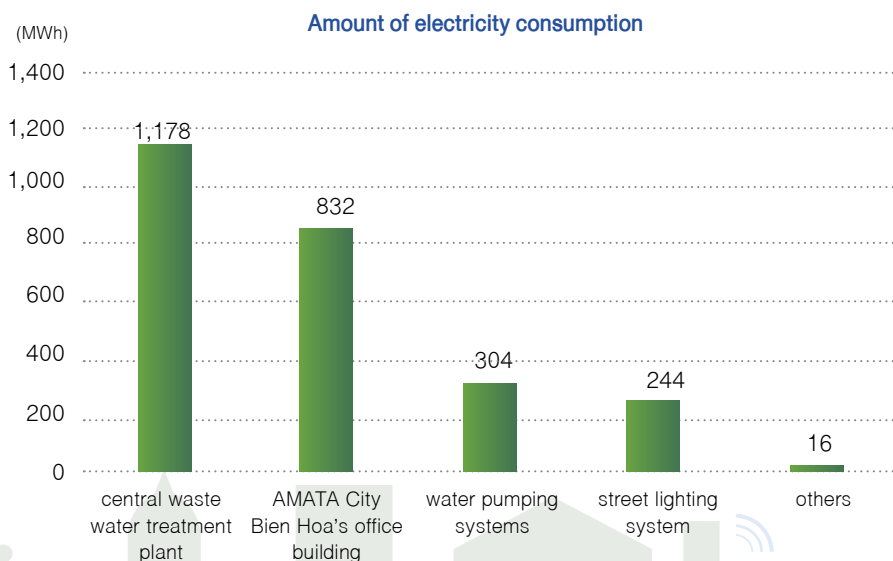
The Company has established the guidelines for energy conservation and climate change impact reduction which all subsidiaries and employees are able to appropriately apply these guidelines to their business unit as follows:

- The Company supports the usage of renewable energy in various sources e.g. solar energy, wind, etc.
- The Company supports the efficient consumption of the natural resources and the reduction of non-renewable energy consumption.
- The Company supports applying of energy saving technology in every operational process.
- The Company supports activities that create employees' awareness in energy conservation and change employees' behaviors to get more involved in energy conservation of the Company.
- The Company supports activities that reduce the emission of GHG in its supply chain.

### Performance (Disclosure 302-1, 302-4)

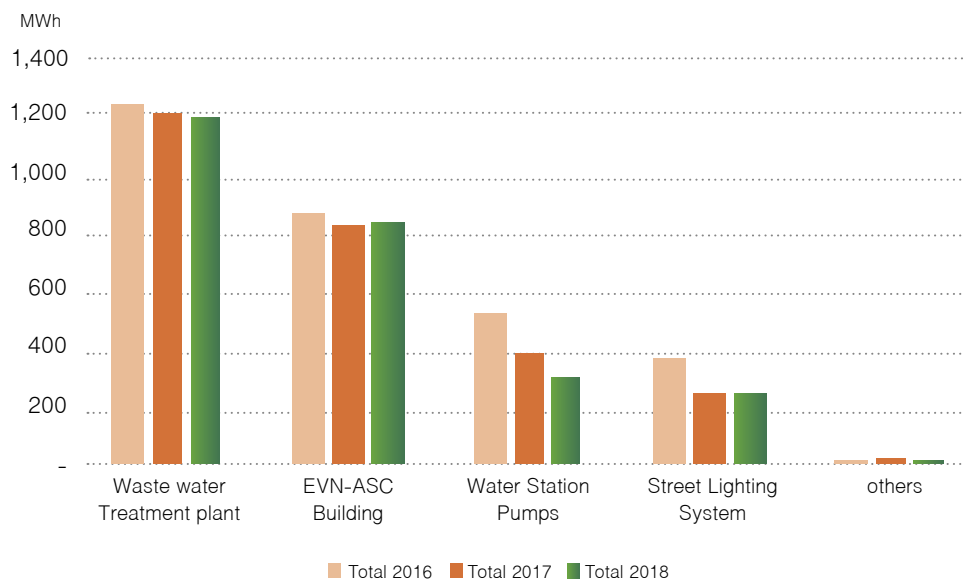
In 2018, the management of AMATA City Bien Hoa Industrial Estate consumed electricity totaling of 2,583 MWh per year, with total cost of 4,534 million VND. The amount of electricity consumption was divided according to the usage as follows:

1. The electricity consumption at the central wastewater treatment plant was 1,178 MWh per year, which accounted for 46% of total electricity consumption.
2. The electricity consumption at the AMATA City Bien Hoa's office building was 832 MWh per year, which accounted for 32% of the total electricity consumption.
3. The electricity consumption of pumping system was 304 MWh per year, which accounted for 12% of total electricity consumption.
4. The electricity consumption of lighting system at the common area was 244 MWh per year, which accounted for 9% of the total electricity consumption.
5. The electricity consumption in other activities at AMATA City Bien Hoa was 16 MWh per year, which accounted for 1% of the total electricity consumption.

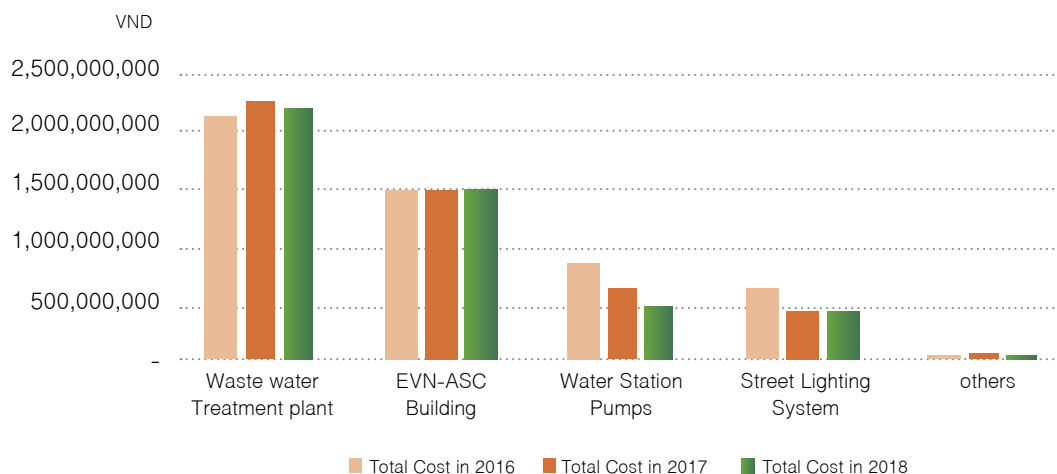


The energy conservation in supply chain project started implementation in some areas since year 2017. Comparing with previous years, there was a tendency of decreased in electricity consumption and electricity cost.

Comparison of electricity consumption



Comparison of electricity Cost



From the guidelines, the performance in energy conservation and climate change can be divided into 3 major activities.



## 1. Energy conservation in Industrial Estate's common areas

The Company is responsible for managing the common areas in the estate, especially the road lighting system. In 2016, AMATA City Bien Hoa Industrial Estate studied on appropriated technologies and options to use for the road lighting systems in the industrial estate. In 2017, the Company started to install LED street light sets replacing old light bulbs. The replacement of the 516 LED sets has brought about electricity saving to 35%, as compared to the previous year, while the maintenance costs of the lighting system has significantly decreased to 75%.



In 2018, the Company has installed additional 97 LED sets in new expansion phase of the industrial estate's common area and was able to save for cost of energy of 183,885,924 VND per year. As the result, AMATA City Bien Hoa has reduced the GHG emission totaling of 74.51 tons of carbon dioxide equivalent.

### The result of using the LED saving bulbs technology.

	Energy (KW)	MegaWatt Hours per year (MWh)	Electricity cost (VND/year)
Electricity used in lighting system before improving (in 2016)	85	372	612,951,834
Electricity used in lighting system after improving (in 2017)	55	243	426,368,475
Electricity used in lighting system after improving (in 2018)	56	244	429,065,910



## 2. Energy conservation in office building

The Company places importance on the energy conservation in the office building and reducing the usage of energy from fossil fuel including greenhouse gas emissions that caused global climate change by adopting the renewable energy which is more environmentally friendly.

The Company has studied and selected the suitable technologies for energy conservation in the office building of AMATA City Bien Hoa which can reduce the greenhouse gas emissions. The Solar PV Rooftop technology was the selected technology.

The highest power generating capacity of AMATA City Bien Hoa's Solar PV Rooftop technology is 100 kw. It can supply electricity for the office building and meet the safety requirement of the Safety Standard. The power generation system was connected to the electrical grid system in accordance with the requirement of the Provincial Electricity Authority of Vietnam. The Company has expected the return on investment of the Solar PV project at 7 years and it will last for 25 years.

At present, the Solar PV Rooftop technology has been being installed and expected to be completely done and start operation in May 2019. The estimated maximum capacity of electricity generation by Solar PV Rooftop is 130,000 kWh per year and AMATA City Bien Hoa will be reduce the GHG emission totaling of 76 tons of carbon dioxide equivalent.

In 2018, the office building of AMATA City Bien Hoa had consumed the electricity totally 832 MWh. The Company is expecting that the energy consumption in the office building would be decreased by 16% in 2019 and save electricity cost by 356,200,000 VND/year.



### 3. Reducing the GHG emission in the Company's supply chain

The Company realized that the industrial estate development business indirectly stimulates the climate change. Therefore, the Company operates the business with responsibility of reducing GHG emissions in its supply chain by adopting the technologies to reduce the usage of non-renewable and consumable resources, reduce waste generation and reduce energy consumption.

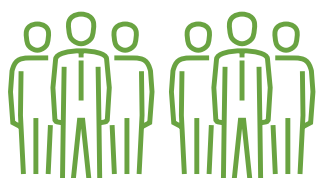
In 2018, the Company has applied several technologies in the work processes or activities which consumed non-renewable resources such as paper and time, starting from invoice issuing and the Company's long-distance meeting.

- **E-Invoice**

The Company has used technology for reducing the consumption of non-renewable resources and increasing the efficiency of environmentally friendly paperless working system. This technology helped the Company to save costs and working time for accounting staff.

The Company founded that the accounting department consumed a lot of people and time in checking the invoices and used a lot of paper in issuing invoice for more than 650 invoices for 230 customers per month.

Upon implementing the E-Invoice system, there were an increase in efficiency of the accountants and reduction in paper utilization to zero. Workloads of the accountants in issuing the invoice before took 6 accountants 9 working days or 432 hours to complete but the new system now uses only 1 senior accountant with 3 working days or 24 hours. The E-Invoice system also helped the Company save paper purchasing expense at 33,580,816 VND (US\$1,479) per year and reduced GHG emissions by 17.47 tons of carbon dioxide equivalent per year.



432 hours  
6 accountants  
9 working days

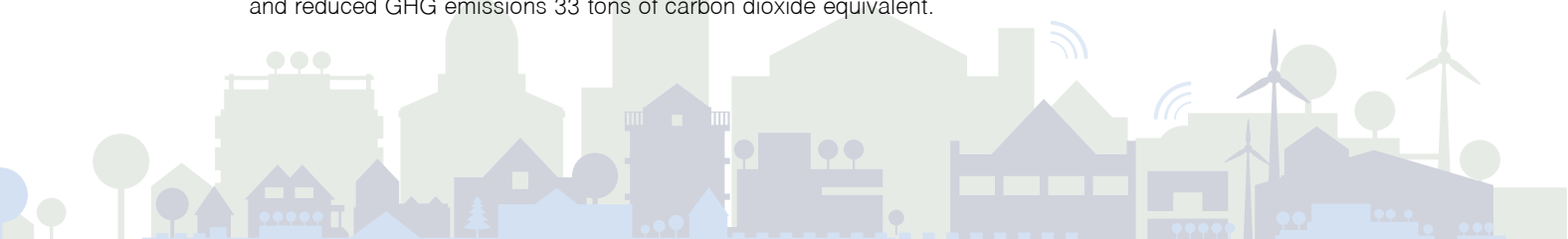


24 hours  
1 senior accountant  
3 working days

- **Video Teleconference Meeting**

The Company has implemented the video teleconference network meeting system for meetings between AMATA VN in Thailand and its subsidiaries in Vietnam and meetings among subsidiaries which located in different locations in Vietnam. The system helped the Company save time, travel expense, and also reduced fuel consumption and greenhouse gas emission in transportation.

In 2018, the Company had 119 international and internal meetings via the video teleconference network meeting system which were 242 hours and saved the Company's travelling costs equivalent to 10 million THB and reduced GHG emissions 33 tons of carbon dioxide equivalent.





## Performance Statistics

### Economic Performance

	2015	2016	2017	2018
<b>Economic Value Added (Consolidated Financial Statements for the Year ended 31 December)<sup>1</sup></b>				
<b>Common Share Information</b>				
Par value (THB)	0.5	0.5	0.5	0.5
Book value per share (THB)	3.26	3.16	3.09	3.22
Earnings per share (THB)	0.16	0.05	0.40	0.19
<b>Revenue (Million THB) (Disclosure 201-1)</b>				
Revenue from sales and services	727.87	825.98	1,096.97	1,056.61
Total revenue	809.65	896.32	1,170.94	1,170.53
Net profit (attributable to equity holders of the Company)	121.37	49.82	369.36	176.06
<b>Financial Position (Million THB)</b>				
Current assets	2,470.71	1,145.44	1,235.70	1,345.49
Total assets	4,915.19	5,377.66	6,096.15	6,733.58
Current liabilities	911.94	1,109.87	272.67	1,218.82
Total liabilities	1,625.12	2,200.75	2,978.49	3,489.51
Registered and paid-up capital	467.5	467.5	467.5	467.5
Total shareholders' equity attributable to owners of the Company	3,046.62	2,956.74	2,886.28	3,011.84
<b>Financial Ratios</b>				
Return of equity (%)	3.98	1.66	12.80	5.85
Return on assets (%)	4.74	1.2	6.93	3.09
Gross margin (%)	46.56	57.25	62.72	63.15
Current ratio (times)	2.71	1.03	4.53	1.10
Debt to equity ratio (times)	0.49	0.69	0.96	1.08
<b>Tax and Tax Incentive (Million THB)</b>				
Tax paid <sup>1</sup>	45.11	38.98	57.33	60.27
<b>Business ethics</b>				
Numbers of complains on business ethics	0	0	0	0
Numbers of complains on business ethics that are true	0	0	0	0
<b>Supply chain management (Disclosure 204-1)</b>				
Local purchases of goods and services <sup>2</sup> (Million THB)	N/A	226.46	532.53	326.92
Percentage of Local purchases of goods and services <sup>2</sup>	100	100	100	100

#### Note

<sup>1</sup> Information based on AMATA VN PCL financial statement 2018

<sup>2</sup> Local purchasing in Vietnam



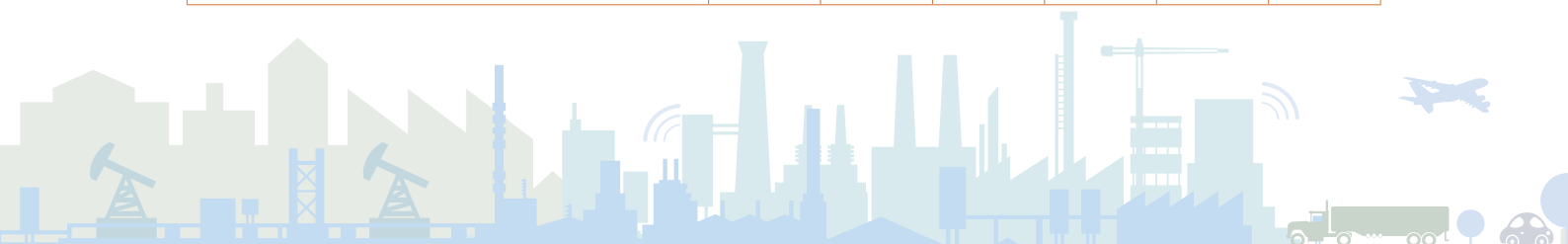
## Social Performance

### Information on employees and other workers (Disclosure 102-8)

	2016		2017		2018	
	Person	%	Person	%	Person	%
<b>Total number of employees</b>	137	100.0	131	100.0	129	100.0
Total number of employees <b>by Gender</b>						
• Male	99	72.3	91	69.5	89	69.0
• Female	38	27.7	40	30.5	40	31.0
Total number of employees <b>by Level</b>						
General Director (L.7 and higher)	3	2.2	3	2.3	6	4.7
• Male	1	33.3	1	33.3	4	66.7
• Female	2	66.7	2	66.7	2	33.3
Vice President Level (L.7)	3	2.2	3	2.3	1	0.8
• Male	2	66.7	2	66.7	1	100.0
• Female	1	33.3	1	33.3	0	0.0
Department Manager Level (L.6)	17	12.4	17	13.0	3	2.3
• Male	10	58.8	10	58.8	2	66.7
• Female	7	41.2	7	41.2	1	33.3
Section Manager Level (L.5)	1	0.7	2	1.5	13	10.1
• Male	0	0.0	0	0.0	6	46.2
• Female	1	100.0	2	100.0	7	53.8
Operational Level (L.1-4)	113	82.5	105	80.2	106	82.2
• Male	86	76.1	77	73.3	75	70.8
• Female	27	23.9	28	26.7	31	29.2
Total number of employees <b>by Age</b>						
less than 30 years old	13	9.5	15	11.5	16	12.4
• Male	4	30.8	4	26.7	6	37.5
• Female	9	69.2	11	73.3	10	62.5
30-50 years old	96	70.1	87	66.4	93	72.1
• Male	74	77.1	65	74.7	69	74.2
• Female	22	22.9	22	25.3	24	25.8
more than 50 years old	28	20.4	29	22.1	20	15.5
• Male	22	78.6	22	75.9	14	70.0
• Female	6	21.4	7	24.1	6	30.0



	2016		2017		2018	
	Person	%	Person	%	Person	%
Total number of employees <b>by employment contract</b>						
Permanent employees	127	92.7	116	88.5	111	86.0
• Male	92	72.4	83	71.6	76	68.5
• Female	35	27.6	33	28.4	35	31.5
Yearly contract employees	9	6.6	14	10.7	17	13.2
• Male	6	66.7	7	50.0	12	70.6
• Female	3	33.3	7	50.0	5	29.4
Temporary employee	1	0.7	1	0.8	1	0.8
• Male	1	100.0	1	100.0	1	100.0
• Female	0	0.0	0	0.0	0	0.0
Total number of employees <b>by employment type</b>						
Full-time employees	137	100.0	131	100.0	129	100.0
• Male	99	72.3	91	69.5	89	69.0
• Female	38	27.7	40	30.5	40	31.0
Part-time employee	0	0.0	0	0.0	0	0.0
• Male	0	0.0	0	0.0	0	0.0
• Female	0	0.0	0	0.0	0	0.0
Total number of employees <b>by region</b>						
Thailand, Bangkok Office	6	4.4	6	4.6	6	4.7
• Male	3	50.0	3	50.0	3	50
• Female	3	50.0	3	50.0	3	50
• Permanent	5	83.8	5	83.3	5	83.3
• Contract	0	0.0	0	0.0	0	0.0
• Outsource	1	16.7	1	16.7	1	16.7
Vietnam, Bien Hoa	126	92.0	117	89.3	108	83.7
• Male	91	72.2	81	69.2	76	70.4
• Female	35	27.8	36	30.8	32	29.6
• Permanent	117	92.9	106	90.6	97	89.8
• Contract	9	7.1	12	10.3	11	10.2
• Outsource	0	0.0	0	0.0	0	0.0
Vietnam, Long Thanh	3	2.2	6	4.6	11	8.5
• Male	3	100.0	5	83.3	9	81.8
• Female	0	0.0	1	1.7	2	18.2
• Permanent	3	100.0	6	100.0	11	100.0
• Contract	0	0.0	0	0.0	0	0.0
• Outsource	0	0.0	0	0.0	0	0.0



	2016		2017		2018	
	Person	%	Person	%	Person	%
Vietnam, Halong	2	1.5	2	1.5	4	3.1
• Male	2	100.0	2	100.0	3	75.0
• Female	0	0.0	0	0.0	1	25.0
• Permanent	2	100.0	2	100.0	4	100.0
• Contract	0	0.0	0	0.0	0	0.0
• Outsource	0	0.0	0	0.0	0	0.0
Total number of employees <b>by nationalities</b>						
• Thai	9	6.6	8	6.1	7	5.4
• Japanese	1	0.7	1	0.8	1	0.8
• Vietnamese	127	92.7	122	93.1	121	93.8
Total number of employees <b>by hometown</b>						
• Thailand	9	6.6	8	6.0	7	5.3
• Japan	1	0.7	1	0.7	1	0.8
• Vietnam	127	92.7	125	93.3	121	93.9
- Dong Nai	88	69.3	83	66.4	73	60.3
- HCMC	26	20.5	30	24.0	28	23.1
- Other provinces in Vietnam	13	10.2	12	9.6	20	16.5
Total number of employees <b>with disabilities</b>						
• Male	0	0.0	0	0.0	0	0.0
• Female	0	0.0	0	0.0	0	0.0
<b>Ratio of Salary by gender (Female : Male)</b>			Female	Male	Female	Male
			0.67	1.00	0.75	1.00



### New Employees and Employees Turnover (Disclosure 401-1)

	2016		2017		2018	
	Person	%	Person	%	Person	%
<b>Total New Hire</b>	5	3.6	6	4.6	14	10.9
New hire by Gender						
• Male	3	60.0	3	50.0	9	64.3
• Female	2	40.0	3	50.0	5	35.7
New hire by Age						
• Less than 30 years old	1	20.0	4	66.7	5	35.7
• Between 30-50 years old	4	80.0	2	33.3	9	64.3
• More than 50 years old	0	0.0	0	0.0	0	0.0
<b>Employees Turnover rate</b>	7	5.1	9	6.9	16	12.4
By Gender						
• Male	5	71.4	6	66.7	6	37.5
• Female	2	28.6	3	33.3	10	62.5
By Age						
• Less than 30 years old	0	0.0	0	0.0	1	6.3
• Between 30-50 years old	0	0.0	7	77.8	12	75.0
• More than 50 years old	7	100.0	2	22.2	3	18.8
<b>Voluntary employee turnover rate</b>	7	5.1	9	6.9	16	12.4

### Parental leave (Disclosure 401-3)

	2016		2017		2018	
	Person	%	Person	%	Person	%
Parental leave	0	0	0	0	4	3.1
Employee back to work after parental leave	0	0	0	0	4	100.0

### Employee Development (Disclosure 404-1)

	2016	2017	2018
	Hours/Person	Hours/Person	Hours/Person
<b>Average hours of training per employee per year</b>	N.A.	N.A.	7.0
By Gender			
• Male	N.A.	N.A.	5.5
• Female	N.A.	N.A.	10.2
By Level			
• Executive level	N.A.	N.A.	17.1
• Staff level	N.A.	N.A.	6.4



## Environmental Performance

AMATA City Bien Hoa Industrial Estate	Unit	Standard	2015	2016	2017	2018
<b>Water Management</b>						
Amount of water supplied to factories	m <sup>3</sup>	-	4,927,249	5,183,609	4,669,377	3,399,300
Amount of wastewater collected from factories	m <sup>3</sup>	-	2,392,557	2,423,881	2,558,632	1,716,727
The amount of water that has been treated and recycled (for gardening, road cleaning, etc.)	m <sup>3</sup>	-	174,432	189,699	116,743	112,410
The amount of treated water discharged to local river	m <sup>3</sup>	-	2,218,125	2,234,182	2,274,828	1,631,664
<b>Quality of Effluent discharged from wastewater treatment plant <sup>(1)</sup></b>						
<b>Effluent quality monitoring</b>						
pH		6.0-9.0	7.3	7.45	7.35	7.55
Color (Pt-Co)	mg/l	≤ 50	13	21	20.8	16
Temperature	°C	≤ 40	29	30	30.75	32.2
Biochemical Oxygen Demand (BOD <sub>5</sub> )	mg/L	≤ 32.4	12	6	8	6
Chemical Oxygen Demand (COD)	mg/L	≤ 81	19	21	20.5	19.3
Grease and Oil	mg/L	≤ 5.4	< 0.5	< 0.5	< 0.8	<0.5
Suspended Solid (SS)	mg/L	≤ 44	16	8.2	3.83	4.6
Total Dissolve Solid (TDS)	mg/L		782	647	623.6	720
Total Kjeldahl Nitrogen (TKN)	mg/L	≤ 21.6	12	6.7	12.5	7.93
Ammonia (as nitrogen)	mg/L	≤ 45.4	0.3	1	0.255	0.23
Total Phosphorous (TP)	mg/L	≤ 4.32	0.55	1.9	1.225	1.44
Mercury (Hg)	mg/L	≤ 0.0054	≤ 0.0005	≤ 0.0005	≤ 0.0005	≤ 0.0005
Cadmium (Cd)	mg/L	≤ 0.054	≤ 0.0005	≤ 0.0005	≤ 0.0005	≤ 0.0005
Lead (Pb)	mg/L	≤ 0.108	≤ 0.004	≤ 0.004	≤ 0.0037	≤ 0.004
Arsenic (As)	mg/L	≤ 0.054	≤ 0.001	≤ 0.001	≤ 0.001	≤ 0.001
Chromium (Cr <sup>3+</sup> )	mg/L	≤ 0.054	≤ 0.01	≤ 0.01	≤ 0.01	≤ 0.0106
Chromium (Cr <sup>6+</sup> )	mg/L	≤ 0.216	≤ 0.01	≤ 0.01	≤ 0.01	≤ 0.01
Nickel (Ni)	mg/L	≤ 0.216	0.014	0.045	0.0797	0.025
Copper (Cu)	mg/L	≤ 2.16	0.02	0.014	0.0061	0.0057
Zinc (Zn)	mg/L	≤ 3.24	0.17	0.12	0.425	0.15
Sulfide as H <sub>2</sub> S	mg/L	≤ 0.199	≤ 0.1	≤ 0.1	≤ 0.1	≤ 0.1
Cyanide as HCN	mg/L	≤ 0.0756	≤ 0.002	≤ 0.002	≤ 0.002	≤ 0.002
Chloride as Cl <sub>2</sub>	mg/L	≤ 1.0	0.2	0.15	≤ 0.02	≤ 0.02



AMATA City Bien Hoa Industrial Estate	Unit	Standard	2015	2016	2017	2018
<b>Monitoring air quality in Industrial Estate <sup>(2)</sup></b>						
<b>Monitoring location 1: location in front of waste water treat gate Road 3a (K1)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.2	0.029	0.019	< 0.017	<0.015
Sulfur Dioxide:SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.35	0.016	0.028	0.026	0.0252
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.3	0.066	0.062	0.0969	0.0612
<b>Monitoring location 2: location at 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	< 0.015	<0.015
Sulfur Dioxide:SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.35	0.022	0.078	0.0233	0.0203
Total Suspended Particulates: TDS	mg/m <sup>3</sup>	≤ 0.3	0.052	0.062	0.0826	0.12
<b>Monitoring location 3: location at crossroads between Road No. 10 and AMATA road (K3)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.2	0.018	< 0.015	< 0.015	<0.015
Sulfur Dioxide:SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.35	0.025	0.092	0.025	0.0262
Total Suspended Particulates: TDS	mg/m <sup>3</sup>	≤ 0.3	0.057	0.054	0.078	0.171
<b>Monitoring location 4: location in front of Namyang and Valspar gates Road No. 4 (K4)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.2	< 0.015	< 0.015	< 0.016	<0.015
Sulfur Dioxide:SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.35	0.025	0.087	0.0205	0.105
Total Suspended Particulates: TDS	mg/m <sup>3</sup>	≤ 0.3	0.081	0.2	0.084	0.075
<b>Monitoring location 5: location at the end of Road No. 1, boundaries between resident and IP area (K5)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.2	0.018	< 0.015	< 0.0159	<0.015
Sulfur Dioxide:SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.35	0.03	0.028	0.0269	0.0245
Total Suspended Particulates: TDS	mg/m <sup>3</sup>	≤ 0.3	0.075	0.22	0.081	0.0995
<b>Monitoring location 6: location at the end of Road No. 4, boundaries between resident and IP area (K6)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.2	0.033	< 0.015	< 0.0153	<0.015
Sulfur Dioxide:SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.35	0.02	0.052	0.0229	0.0198
Total Suspended Particulates: TDS	mg/m <sup>3</sup>	≤ 0.3	0.07	0.084	0.0974	0.113
<b>Environmental complaints from external</b>						
The number of complaints from external (official complaints)	times		0	0	1	0
<b>Environmental Compliance</b>						
Number/Monetary Value of significant fines associated with environmental law violation (Disclosure 307-1)			-	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





## GRI Content Index

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	413-2	Operations with significant actual and potential negative impacts on local communities	53-58		
<b>SUPPLIER SOCIAL ASSESSMENT</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	39-43		
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 414: Supplier Social Assessment 2016	414-2	Negative social impacts in the supply chain and actions taken	40-41		





## Feedback Form for Sustainability Report 2018

### 1. Your basic information

- Gender ☐ Female ☐ Male
- Age ☐ below 30 ☐ 30-50 ☐ over 50

### 2. Which stakeholder group do you belong to?

- ☐ Employees ☐ Customers ☐ Communities ☐ Media
- ☐ Suppliers ☐ Shareholders ☐ Business Partners ☐ Creditors
- ☐ Government Agencies ☐ Competitors
- ☐ Other (Please specify .....)

### 3. How did you receive the sustainability report?

- ☐ The Company's website ☐ Seminar ☐ Company's personnel
- ☐ Visiting the Company ☐ Others (Please specify.....)

### 4. What is your objective in reading the 2018 sustainability report?

- ☐ To gather information for deciding investments
- ☐ For education and research
- ☐ To use as a guideline to create your own report
- ☐ Others (Please specify.....)

### 5. How satisfied are you with the Company's 2018 sustainability report format?

- |                                   |                               |                                   |                              |   |
|-----------------------------------|-------------------------------|-----------------------------------|------------------------------|---|
| Completeness of the report        | <input type="checkbox"/> High | <input type="checkbox"/> Moderate | <input type="checkbox"/> Low | <input type="checkbox"/> Should be improved |
| Issue specification of the report | <input type="checkbox"/> High | <input type="checkbox"/> Moderate | <input type="checkbox"/> Low | <input type="checkbox"/> Should be improved |
| Interesting presentation          | <input type="checkbox"/> High | <input type="checkbox"/> Moderate | <input type="checkbox"/> Low | <input type="checkbox"/> Should be improved |
| Report design                     | <input type="checkbox"/> High | <input type="checkbox"/> Moderate | <input type="checkbox"/> Low | <input type="checkbox"/> Should be improved |
| Easy understanding language       | <input type="checkbox"/> High | <input type="checkbox"/> Moderate | <input type="checkbox"/> Low | <input type="checkbox"/> Should be improved |
| Overall satisfaction              | <input type="checkbox"/> High | <input type="checkbox"/> Moderate | <input type="checkbox"/> Low | <input type="checkbox"/> Should be improved |

### 6. Additional recommendations for improving the Company's next year's report

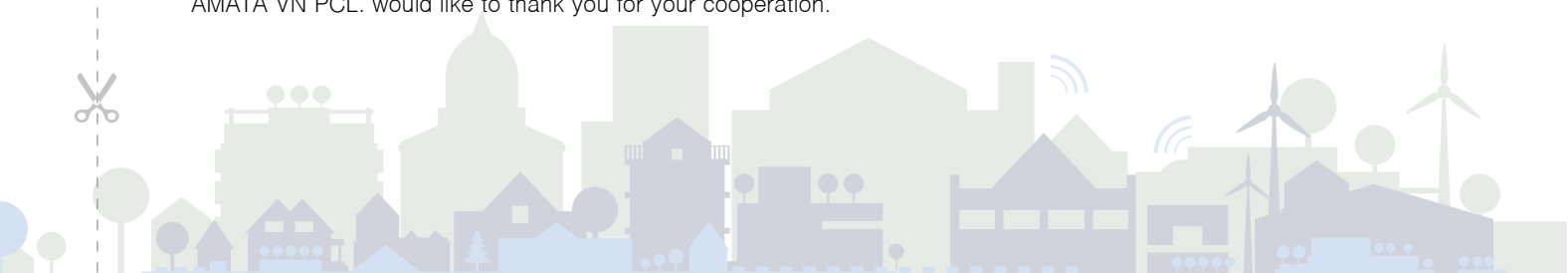
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Please send this feedback form to the address specified at the back cover or email to [sustainability@amata.com](mailto:sustainability@amata.com)  
AMATA VN PCL. would like to thank you for your cooperation.





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