

Social Responsibility and Environment

The Board of Directors recognizes the importance of corporate sustainable development and success and strongly believes that the Company's steady advancement towards prosperity relies mainly upon its ethical business conduct and corporate social responsibility. The Company implemented various internal and external activities to reflect its commitment towards social and environmental responsibility and conducted business based on the code of ethics and effective management framework. It is the corporate mission to do business under the good corporate governance principles with a focus on the highest standard of safety and care for the environment, society and community in a move towards sustainable business growth and stability. At TRC Group, employees are considered the most important assets and various formats of employee-related support programs were implemented such as external trainings and internal trainings, provident fund, social security fund, employee uniforms, annual physical check-up, etc. Employees were also encouraged to give back to the society and environment

CSR-In-Process

The Company is strongly determined to create organizational value based on the concept of sustainable development and will consistently improve or develop management processes and procedures with a view to promoting integrity and transparency in the business undertakings ranging from bidding to procurement of raw materials, recruitment, construction and delivery of deliverables after construction completion.

The Company takes into account possible impacts upon the community or society as a whole as well as the environment. When the Company starts the construction project after winning the bidding, it will educate locals or area residents on its policies and details of the project from the commencement until the completion. The benefits of the majority of the locals will also be taken into consideration. The Company would take steps in paying compensation for any impacts caused by its operations; or would provide clarification and take immediate rectification actions for any impacts occurring during the operations. All complaints can also be filed directly with the Company and after the completion of the construction, the Company will also adjust local landscape to resume its original condition before handover of deliverables.

1. Overall policy and operation

The Board of Directors set up a policy requiring the Company and its subsidiaries to conduct business in accordance with the highest standard of corporate governance and safety while caring for the environment, society and community for sustainable business development and stability. In 2015, the revised corporate vision, mission, and goals were disclosed in the Company's website under the "Company Profile" section for use as a code of conduct for directors, management and employees. The Company recognizes the importance of the equitable rights of all stakeholders as well as the compliance with legal framework, corporate rules and regulations, ethical conduct, and the principles of fairness and equality, and requires that all executives and employees possess proper conduct and behavior that are widely accepted by the society, which will meaningfully contribute to the Company's sustainable business growth.

TRC Group launched the policy and guideline to comply with the 8 CSR principles of the Stock Exchange of Thailand as follows:

1. Fair business practice

The Company has defined desirable practices that represent the fair business undertakings and the respect for others' property in the Code of Conduct for Management and Employees for 2015 in Chapter 5 "Desirable Practices towards Vendors", Chapter 6 "Desirable Practices towards Business Competitors" and Chapter 7 "Desirable Practices on Intellectual Property or License".

2. Anti-corruption

The desirable practices in connection with anti-corruption and complaints handling channels or whistleblowing channels are specified in the Code of Conduct for Management and Employees for 2015 in Chapter 10.

In 2015, there was no reporting of complaints or whistleblowing relating to fraud or corruption to the Audit Committee.

3. Respect for human rights

The Company places importance on the respect for human rights and non-involvement in all forms of violation of human rights as well as gender discrimination. The Company hires people with impaired hearing as permanent employees as well as adopts gender-equality-oriented employment policies.

4. Fair labour practice

The practices regarding employment, labour, occupational health and safety, and equal opportunities are described in the Code of Conduct for Management and Employees for 2015 in Chapter 1 "Desirable Practices towards the Company" and Chapter 2 "Desirable Practices toward Supervisors, Subordinates, and Colleagues".

The practices regarding effective management system, occupational health and safety and concrete environmental management are described in “10. Corporate Governance”.

5. Responsibility for consumer

At TRC Group, efficient service provision, timely delivery, meeting the needs of every customer, and compliance with the highest standard of safety are at the heart and center of business undertakings and are mentioned in the Code of Conduct for Management and Employees for 2015 in Chapter 4 “Desirable Practices towards Customers”.

The Company undertook Customer Satisfaction Survey every six months. The survey questions can be divided into 10 topics as follows: 1. Disclosure of information before job acceptance 2. Communications 3. Availability of supporting documents 4. Coordination of problem solving and speed of actions 5. Timely delivery 6. Fulfillment of requirements 7. Safety-oriented practices 8. Environmentally friendly practices 9. After-delivery services and 10. Pricing. The assessment results and opinions of the customers will be sent to the management for further use as a guideline to develop and improve services that better suit the customers.

6.-7. Environmental protection and community or social development engagement

The Company recognizes the importance of environmental protection and community or social development engagement activities. This is reflected in the Code of Conduct for Management and Employees in Chapter 8 “Desirable Practices towards Society, Environment and Community”.

CSR and community or social development activities are always considered as part of the job at TRC Group because the nature of its business involves the provision of construction services for the energy and petrochemical industries whereas community safety and environmental protection during the course of construction and after the handover of deliverables are of utmost importance. Moreover, the Company always takes into account the potential impacts on the nearby communities.

The Company publicizes and disseminates knowledge and educates local communities on potential impacts from the implementation of the project on a periodical basis at the beginning, in the middle, and upon the delivery of the project through various means of communications, depending upon specific circumstances and project characteristics.

8. Innovation and distribution of CSR innovation - no information of this item.

2. Business against Corporate Social Responsibility

In 2015, the company had no any significant cases inspected or under inspection by the authorities concerned for law violation and incompliance with the abovementioned 8 items.

3. Social and Environmental Activities

In 2015, the Company and its subsidiaries conducted the following social and

environmental contribution activities:

1) Donation of table calendars to the Foundation for the Blind in Thailand under the Royal Patronage of H.M. the Queen. This activity was the collaborative efforts of TRC Construction Public Company Limited and Sahakarn Wisawakorn Company Limited, aimed at encouraging employees to donate unused table calendars for use as learning materials for students with impaired vision whereas the teachers may use such calendars as teaching materials for each subject.



2) The Thai Veterans Day Event has been held annually on 3 February in order to commemorate the bravery acts and good deeds of all veterans. Red Poppy flower is used as a symbol for soldiers who have served the country. This is to remind us of the blood which all the soldiers have sacrificed for our country. The event also provides a good opportunity for the general public and employees of TRC Group to extend their appreciation and support for the veterans and their family through the sales of Poppy flower. All the sales proceeds without deduction of expenses will be used to help the veterans through the Foundation to Aid Veteran Families.



3) Blood donation activities by employees and the general public for the Mobile Blood Donation Unit of Rajavithi Hospital. Since 2008, these blood donation activities have been held annually in February at TRC Construction Public Company Limited. This year, on the occasion of 61st Anniversary of Sahakarn Wisawakorn Company Limited, the hospital received the donation of 53 bags of blood in total.



4) Donation of drinking water to support the fasting activity undertaken in the Ramadan Month of 2015 to the masjids in Talingchan Subdistrict, Jana District, Songkhla Province.



5) Mother's Day activity for 2015. The event included the Jasmine flower sales activity by the National Council on Social Welfare of Thailand. The sales proceeds were donated to the United Way of Thailand to assist people in hardship and to support the granting of academic scholarships to children and youth living in poverty and in need nationwide. The event also included the "Write for Mom" activity, in which the employees were allowed to write messages in the cards provided by the Company and send such cards together with Jasmine flower to their mother for free of charge. This activity was intended to promote close ties between employees and families.



6) Co-sponsoring of the local fishing boat race (Fiber-made boat competition no. 1 in 2015). The said activity was aimed to preserve a good tradition as well as to promote relations, love and harmony among people in the community. The competition was divided into 3 categories: Fiber boat with 7-meter length, 6.8-meter length, and 6-meter length. The event took place at the Talingchan Beach, Talingchan Subdistrict, Jana District, Songkhla Province.



7) The Company set out a policy to focus on sustainable business development and returning of profits to society. This is reflected by the launch of the CSR long-term projected called “Back to hometown project” in 2012, which is aimed at restoring and developing the society and community of the homeland of the employees. Concrete actions have been taken since 2013.

In 2015, the Company provided budget support for the restoration of the community being the homeland of the employees for public benefits under the following two projects:

- Provision of water filtering machines to locals at Nong Sra Temple Village. This was because the village’s tap water was contaminated with chemicals and was unconsumable. The Company therefore provided water filtering devices for 96 households to have clean water for consumption. In parallel, the Company donated sports equipment, toys and books to Sra La Man School, Nakorn Sawan Province.



- Donation of cement for the building of the main monastery of Wang Phra Hin Temple, Ban Phot Pisai District, Nakorn Sawan Province. This activity was originated from the fact that the original condition of the surrounding structure of the main monastery consisted of soil and sand, and thus it was difficult for participants of the activities within the monastery to walk on foot into the monastery. Therefore, the Company initiated the project to pour cement around the main monastery to facilitate access to the activities at the temple for locals in the community. Also, the Company donated sports equipment to locals in the community for taking exercise.



8) Father's Day activity for 2015. This year, recognizing the importance of playing sports together with studying and use of free time to do valuable activities, the Company initiated the project "Do D for DAD" to donate sports equipment to Wat Porn Phra Ruang Prasit School which is located in the proximity of the Company's Head Office.

