

# 11. Social Responsibility and Environment

The Company's corporate social responsibility (CSR) undertakings are divided into 2 categories:- CSR-In-Process and CSR-After-Process.

## 1. CSR-In-Process

The Company is strongly determined to create organizational value based on the concept of sustainable development and has consistently improved or developed management processes and procedures with a view to promoting integrity and transparency in the entire business process from bidding, procurement of raw materials, staff recruitment, to 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 as early as the commencement phase until the completion about project work and benefits that the majority of the locals will get from the project. The Company would provide clarification and take immediate rectification actions for any problems occurring during the operations. All complaints can also be directed to the Company via such channels as the Company's website, telephone or in-person to the Company's officer working in that site location. After completion of the construction, the Company will also refurbish the site landscape to its original condition before handover of deliverables.

- **Overall policy and operation**

The Company's philosophy - "To deliver quality, high standard and safe construction services that meet ultimate customer satisfaction" - and its vision - "To become an excellent contractor in design and construction of a total solution in energy and public utilities infrastructure industry on a basis of sustainable growth" - have reflected business ideology of the Company's management that the sustainable wealth of the Company must be based on ethics and social responsibility ethos. The Company is thus dedicated to making contribution to social development and caring for the environment as testament to our responsibility to society and all segments of stakeholders in a fair manner to achieve sustainable success in business.

The Company has adhered to the following 8 CSR principles of the Stock Exchange of Thailand.

- 1) Fair business practice
- 2) Anti-corruption
- 3) Respect for human rights
- 4) Fair labour practice
- 5) Responsibility to consumers
- 6) Environmental protection
- 7) Inclusive social or community development
- 8) Innovation and distribution of CSR innovation

### 1) Fair business practice

The Company has defined desirable practices that represent the fair business undertakings in the Ethics and Code of Conduct for Management and Employees, 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 channels for filing complaints or whistleblowing channels are specified in Chapter 10 of the Ethics and Code of Conduct for Management and Employees, and the Anti-Corruption Policy which has been approved by the Board of Directors on 11 August 2016. This policy is intended to promote transparency, fairness and integrity in conducting business by directors, management and employees at all levels, in conformity to the Corporate Governance Policy and the Ethics and Code of Conduct for Management and Employees.

In 2017, 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 has employed the disabled as permanent employees and also adopted recruitment practices that embrace non-gender discriminatory ideology.

## 4) Fair labour practice

The practical guidelines on employment, labour, occupational health and safety, and equal opportunities are described in the 2015 Ethics and Code of Conduct for Management and Employees, Chapter 1: *Desirable Practices towards the Company* and Chapter 2: *Desirable Practices toward Supervisors, Subordinates, and Colleagues*. The guidelines on quality, occupational health and safety management and objective approach of environmental management are described in *Section 10 – Corporate Governance* of this Annual Report.

## 5) Responsibility to consumers

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 included in the Ethics and Code of Conduct for Management and Employees, Chapter 4: *Desirable Practices towards Customers*.

The Company has undertaken Customer Satisfaction Survey every six months or at the end of project, as the case may be. 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 and speediness in solving problems, (5) timely delivery, (6) fulfillment of work requirements, (7) safety-in-process practices, (8) environmentally friendly practices, (9) after-delivery services, and (10) pricing. The survey 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) Environmental protection, and 7) Inclusive social or community development

The Company recognizes the importance of environmental protection and inclusive social or community development activities, as shown in the Ethics and Code of Conduct for Management and Employees, Chapter 8: *Desirable Practices towards Society, Environment, and Community*.

CSR and community 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 industry, and basic infrastructure 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 has regularly communicated with each project site's neighboring communities to keep the locals informed of the natures of the project and potential impacts while the project is in progress. The communication usually starts as early as before the commencement of project and continues periodically along the way until project is delivered to client.

## 8) Innovation and distribution of CSR innovation

- No information available -

### ● Business activities detrimental to corporate social responsibility principles

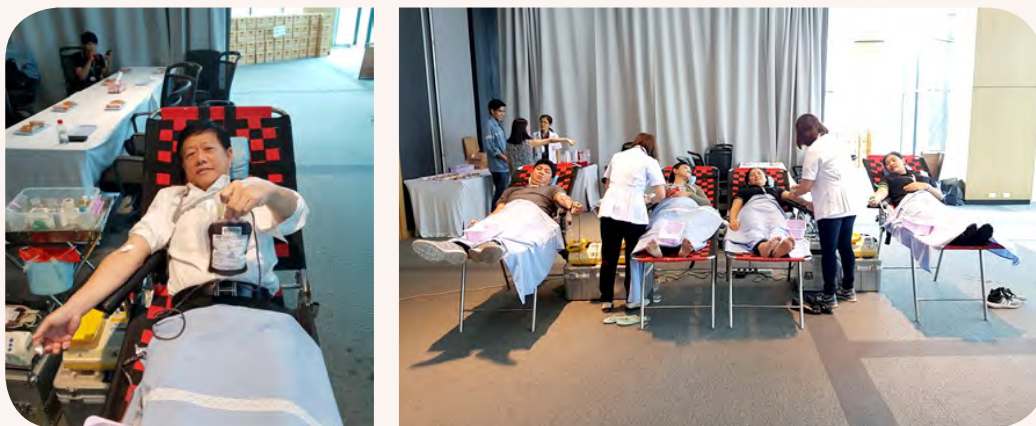
In 2017, the company had neither ongoing nor closed cases concerning the operations of the Company and its subsidiaries being investigated by the competent authorities and no violation of law has been found in connection with the above 8 CSR principles.

## 2. CSR-After-Process

In 2017 the Company and its subsidiaries conducted the following CSR-After-Process activities.

### 1. Blood donation

The Company and its subsidiaries have continually organized an activity to donate blood twice a year in February and September since 2008. In addition to the staff of the Company and its subsidiaries, other people living nearby were also welcomed to join this activity at the Company's head office. In 2017, a total of donated blood is 112 bags.



### 2. Donation of used electronic equipment and other items for charitable purpose

In 2017 a spate of used electronic equipment and other items was donated to different organizations as follows: electronic equipment to *Association of Persons with Physical Disability International*, miscellaneous items to *Phradabos Foundation*, 10 wheelchairs to *Thai with Disability Foundation*, computers with other electrical appliances to *Mirror Foundation*, and 9 kg. of aluminum scrap to *Prostheses Foundation of H.R.H. the Princess Mother*.



- In May 2017 dolls, food and drinks were donated to orphans and impoverished children at Baan Nokkamin Foundation under "TRC Jai Dee Pi Hai Nong (kindness from big brother to little brothers and sisters)" program.



- In June 2017 scrap metal weighing over 9 kg was donated to Prostheses Foundation of H.R.H. the Princess Mother for making of prosthetic legs.



- In July 2017 second-handed computers and electrical appliances were donated to Mirror Foundation under *Computers for the Young* program.



- In July 2017 ten wheelchairs were donated to *Thai with Disability Foundation* to bolster morale and life quality of the disabled.



- In August 2017 a donation of used clothes, shoes, toys, dolls, electrical appliances, etc. was made to *Phradabos Foundation*.



- In September 2017 used items of electronic equipment were donated to *Association of Persons with Physical Disability International*. These electronic could be recycled to make extra money to be spent on activities for the disabled.

### 3. Sponsorship of drinking water as part of the community development activities and important events

During the whole year 2017 the Company has sponsored, as part of its engagement in social and community development, free drinking water for activities hosted by Sai Mai District Office and Bangkhen District Office.



- In June 2017 drinking water was given to Bangkhen District Office to support “Big Cleaning Day – Bangkok is Clean by People’s United Effort” activity.



- In August 2017 six hundred bottles of drinking water were given to Bangkhen District Office for officers and attendees working in the field to improve canal and ditches condition, as part of the canal and ditch development activity, within Bangkhen district.



- In October 2017 nine thousand bottles of drinking water were given to Bangkhen District Office and Sai Mai District Office for people who came to attend the Royal Cremation Ceremony of His Majesty King Bhumibol Adulyadej Borommanathbobitra.



### 4. “Back to Hometown” Program

“Back to Hometown” is intended for the Company to take part in the improvement of local community and life quality of residents living in the staff’s hometown. In addition to contribution to social development, this program, which has been undertaken continually since 2003, has also brought pride to the Company’s staff that they are part of the effort in the betterment of their hometown community. In 2017 the Company funded 3 initiatives under this program as follows.

- 1) Donation, for charitable purposes, of a refrigerated coffin to Ban Khum Mek Non Thong Temple in Muang District, Kalasin.
- 2) Refurbishment of broadcasting tower of Srisopon Temple in Wan Chan District, Rayong.

3) Restroom and toilet expansion/renovation for children and building new toilets for students at Thungnoy Pattana School in Klong Somboon Sub-District, Klong Khlung District, Kamphaeng Phet.



## 5. Social service (disaster relief) activities

The Company, well aware of the losses and suffering from natural disaster events, will not hesitate to help alleviate the affliction of disaster victims not only to express the Company's goodwill but also to lift up their emotional state of mind and rebuild their spirit. In 2017 the Company donated money, drinking water and other staple items to victim in the flood-hit area in southern provinces and donated drinking water to the Relief and Community Health Bureau and the Thai Red Cross Society for flood victims in the northeast provinces.



## 6. Children and youth development and educational promotion

In 2017 the Company, in its effort to open up greater opportunity in education for the youth, organized 2 programs:- *IT for the Young*, and *Tutorial for Good Score in English O-Net*.



- In January 2017 gifts were given out on the occasion of National Children's Day to 300 students at Wat Phon Phruang School in Sai Mai District to bolster their spirit and promote learning development through playing.



- In February 2017 a 'Tutorial for Good Score in English O-Net' program was held for students in the last year of senior high school at Klongkeawyingwittaya School in Ban Bung District, Chon Buri. This school is in the neighboring community of the 1<sup>st</sup> Transmission Pipeline Life Extension Project: 28" Recoating Section (RC-400).



- In March 2017 IT for the Young program was held at Mablumbit School in Chon Buri.