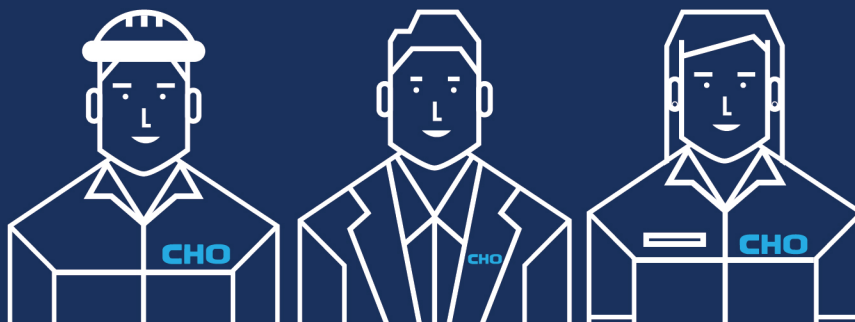


# CHO

CHO THAVEE DOLLASIEN PLC.

## SUSTAINABLE DEVELOPMENT REPORT 2015

BUILDING PERSON "CHO SPECIES"



BUILDING  
KNOWLEDGE

CHO  
PROGRAM



BUILDING  
INNOVATION

R2R

Routine to Research



 [facebook.com/ctvdollasien](https://facebook.com/ctvdollasien)  [ctvdoll.co.th](http://ctvdoll.co.th)

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R2R = Routine to Research

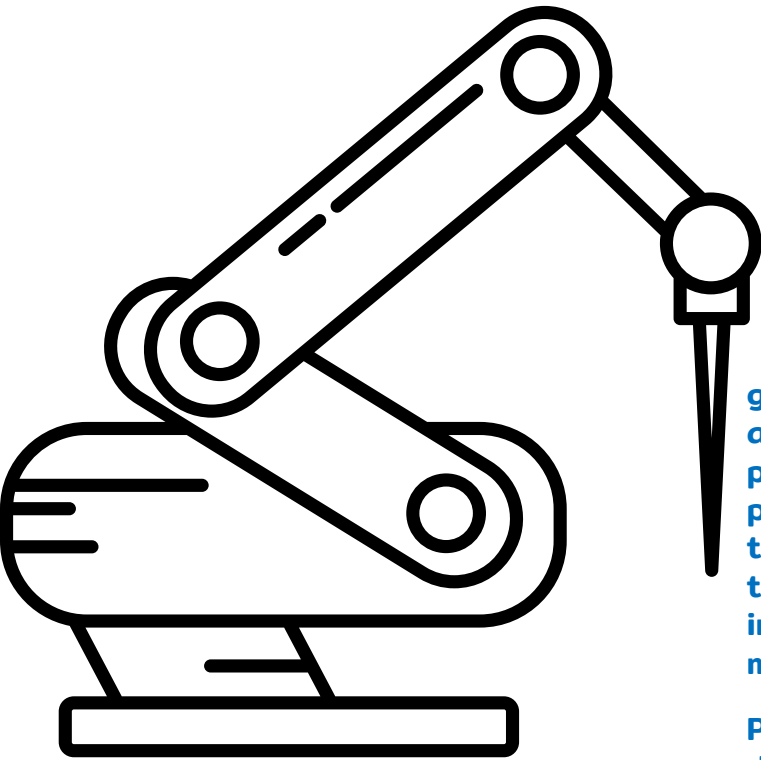
VR.7 is V = Vision

R = Robot

7 = 7 axis

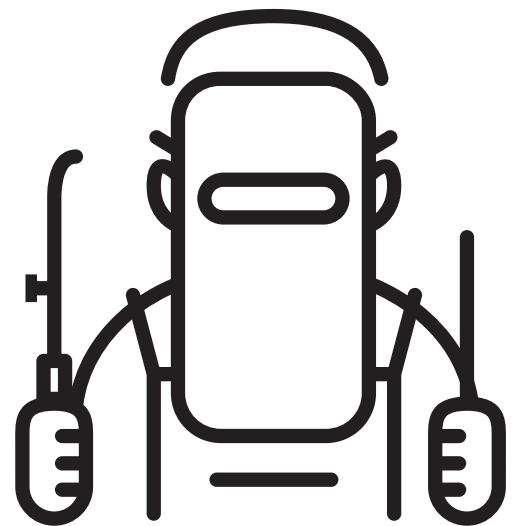
KM = Knowledge Management

CQI = Continuous Quality Improvement



One of the business operation growths that lead the business achieving to the sustainability is product development and product performance for competing with a technological change in commercial transportation of a global markets inclusive of a balanced production cost management.

Product development, individual development and the technology from R2R, CHO School, VR.7 driving innovation for sustainability



# Message from the President and Chief Executive Officer

Regarding to the 2015 annual report, it is obviously seen that the Company prioritized on the professional development and have continuously performed according to the "CHO2023 Strong Brave and Differentiation" plan.

The sustainable organization is commonly a personal shared vision, understanding of the organization's context and direction and confidence of the vision and the organization's leader that will successfully lead the organization. CHO abides on this guideline also we have tried to develop the organization management in order to reduce the economic, social and environmental impacts that may occur from the organization's operation.

From the past CHO has created the training course for the employees in each level and each department by opening CHO School and for the next step is to develop and train the employees to be professional both in mind and skill. The employees will receive the benefits of payment and welfare in return. From now on, all employees will clearly be able to further their careers as a guideline of training and professional development.

According to the mentioned above, the quality employees will be increased enough to support the organization's expansion in the future with the identity of CHO and stable mind



**(Mr. Suradech Thaveesangsakulthai)**

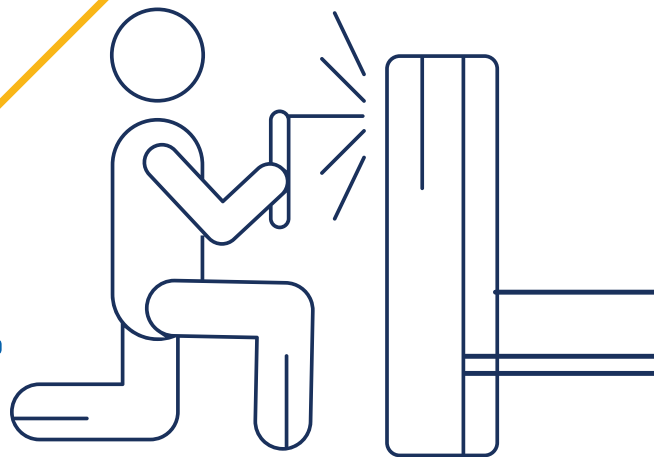
**The President and Chief Executive Officer**







## CHO 2023 STRONG BRAVE DIFFERENT



### Vision

The Company is aiming to become the leader in designing, creating, and manufacturing innovative world-class technology professional management and unique knowledge by using to reach the excellence, building customer confidence and satisfaction with consciousness in corporate social responsibilities and environmental concerns. The Company's target is to proudly supply quality products under the name CHO as a world-class brand, and to create the happiness to the partners, as well as to enhance our competitiveness to become the leader of innovative technology for the sake of Thailand.

### Mission

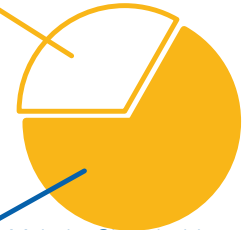
- To build unique knowledge of CHO and a professional development
- To increase recognition, awareness and confidence in the brand CHO.
- To produce a great variety of safe and user friendly products and services that are not only sustainable but environmental friendly as well.
- To create happiness for our employees and stakeholders.
- To search and constantly develop new technology.
- To achieve excellence in finance and marketing.
- To receive TQA and National Innovation Agency awards by the year 2018 as well as Petty Patents not less than 5 projects per annum.
- To build the identity of "CHO" species.

## Shareholders

As of December, 30 2015

Minority Shareholders

**39.668%**



Majority Shareholders  
**60.332%**

## Shareholders in the Company's subsidiaries (TMT)

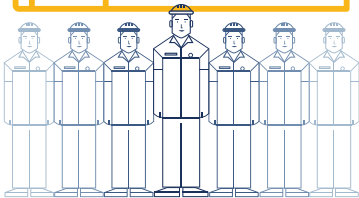
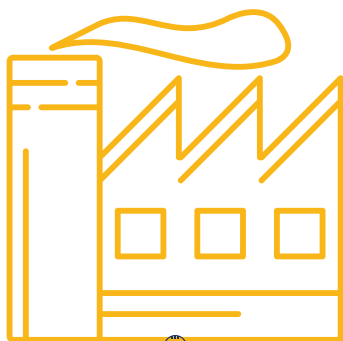
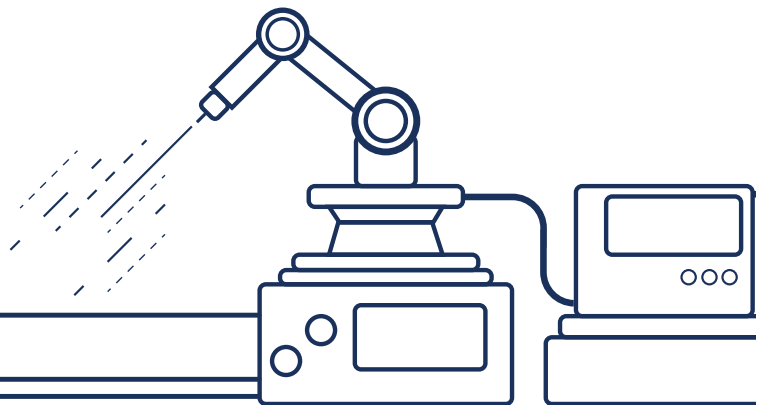


## 2015 total revenue



**1,158.79  
Million Baht**

# CHO THAVEE DOLLASIEN PLC.



## Factory and Head Office

265 Moo 4, Klangmuang Road, Muangkhae,  
Muangkhae, Khon Kaen 40000, Thailand  
Tel: +66 4334-1412-18 Fax: +66 4334-1410



**Company Establishment**  
November 18, 1994



**Registration Date**  
May 13, 2013  
Registered in Market for  
Alternative Investment (mai)



**Common Stock  
Authorized Capital**  
270,000,000 Baht  
**Paid-up Capital**  
206,127,675 Baht

Employment Information year 2015 (As at December 31, 2015)	Age			Gender	
	Age under 30	Age between 30-50	Age over 50	Male	Female

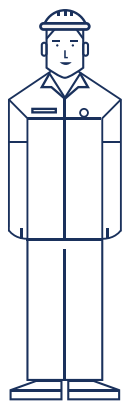
### 1. Employment

New employees	148	102	12	238	24
Resigned employees	106	54	7	158	9
Contractors	-	-	-	-	-
Chief Officers	-	8	5	10	3

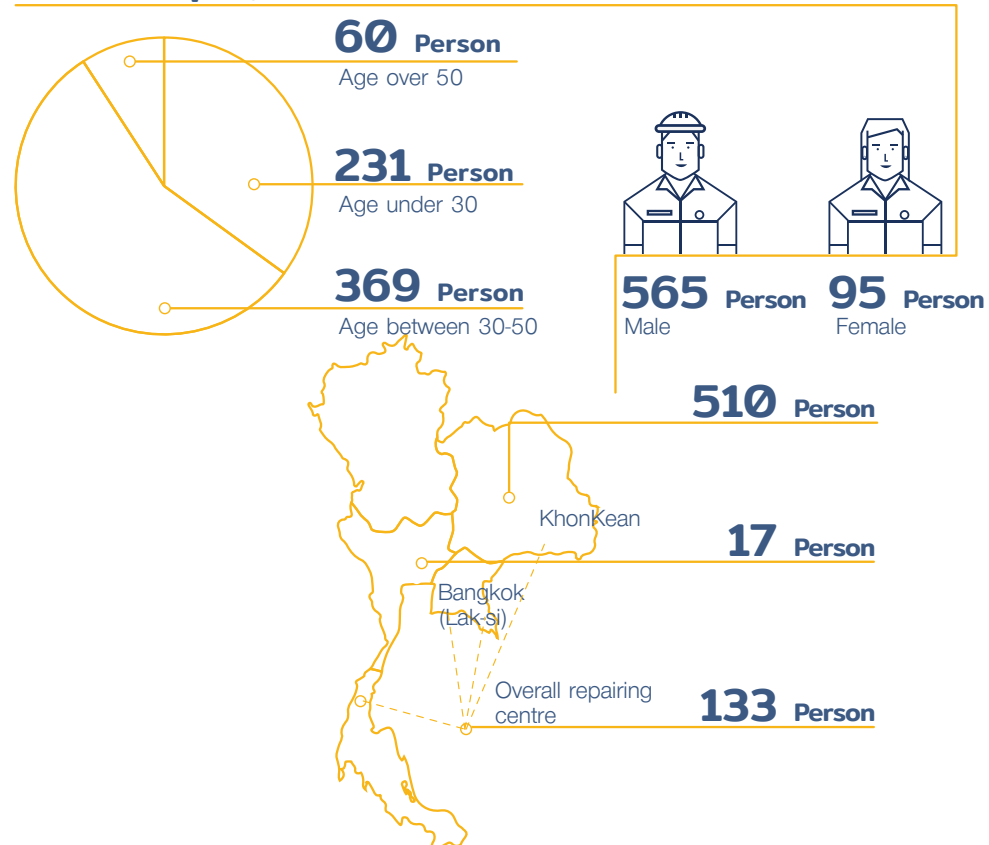
2015 employment information (As at December 31, 2015)	workplace		
	Khon Kaen	Bangkok(Laksi)	Overall repairing centre

### 1. Employment

New employees	211	6	45
Resigned employees	126	1	40
Contractors	-	-	-
Chief Officers	10	3	-



### Total employees 660 Person



Human Resource	Unit	2014	2015
----------------	------	------	------

### Number of employees (the company has no temporary employees)

Total employee	person	569	660
Male	Person	478	565
Female	Person	91	95
Chief offer level	Person	11	13
Male	Person	7	10
Female	Person	4	3
Manager level	Person	26	30
Male	Person	19	23
Female	Person	7	7
Below manager level	Person	538	617
Male	Person	453	532
Female	Person	85	85

### Number of employees according to workplace

Khon Kaen	Person	435	510
Bangkok(Laksi)	Person	15	17
Overall repairing centre	Person	119	133

### Number of resignation employees

Voluntary resignation	%	26	16
Termination	%	0	0

### Maternity leave

Number of employees taking maternity leave	Person	1	4
Number of employees returning from maternity leave	person	1	3

Education and training	Unit	2014	2015
------------------------	------	------	------

### Average training hour

Chief officer level	Hrs./ person	51.625	31.36
Manger level	Hrs./ person	55.238	50.76
Below manager level	Hrs./ person	11.99	12.61

### Employees who taking the practical development test

Male	%	70	70
Female	%	30	30





## Employment

CHO set the policy to support considering promote the employees for new position by selecting the employees with knowledge and ability, proper qualify for such position. In case of inability to select the proper one, CHO will recruit the one from outside. The qualification of the applicant, CHO welcome all gender, nationality, religion with age over 18 in order to fairly and effectively select the applicants who are able to work in each position.

## Employees' compensation and benefit

- // Salary
- // Cost of living
- // Allowance
- // Bonus
- // Social security fund and Workmen's compensation fund
- // Provident fund
- // Uniform
- // Protective equipment
- // Posthumous relief
- // Saving and Credit Cooperative
- // Retirement welfare for the employees who still can potentially work would be continually employed under work contract.
- // Professional compensation and other compensation according to the Company regulation
- // Shuttle staff will be provided with year 2016

## Education & Training

CHO foresees the important of professional development, therefore set the strategic plans for the professional development in each career. CHO plans for in-house and public training in order to in depth developing employees in thinking, principal including the effectively management technique of your own work. To aim on applied the learning knowledge for basic research and to focus on professional development by concentrating on the attendant and emphasizing on developing both mind and body in order to search new thing for the organization development.

### 2015 Education and Training's operating results

Guidelines	Methods	2015 results	Budget
On the job Training	Allowing the trainee to practically act at real workplace under supervisor	Using matrix skill which helps to measure the employees' skill level easily.	-
In-house Training	Basic training course Practices training course Supplement training course Qualitative management training course Selecting training course	32 courses 201 attendant Average training hours 3.45 hr./person/year	1,215,753.14 Baht
Public Training	Sending employees to attend the course organized by external institution	68 courses 79 attendants Average training hours 17 hr./person/year	374,164.16 Baht

### Training as the following courses

#### In-house Training



Course: CHO 111 English and  
CHO 211 English



Course: Etiquette and  
personality Development for a  
Strong brand

#### Public Training



Course: CHO 141 Basic mental  
development and Anti-Corruption

## Products and Services

Production made to order designing under a proper work to private and public sectors for both within and outside the country, there are 3 products as follows:

### 1. Standard product group



Fiber Refrigerator  
Truck

Full Open Door  
Dry Van

Dry Van Fiber Full  
Trailer

Trailer Dump

Low Bed Semi-  
Trailer 3 axis

### 2. Special Design product group



Trailer 16 axles

Catering Hi-loaders  
Truck

Passenger stair way

Passenger stair way

Rescue Truck  
(Water&Foam)

### 3. Project Management and Service Group



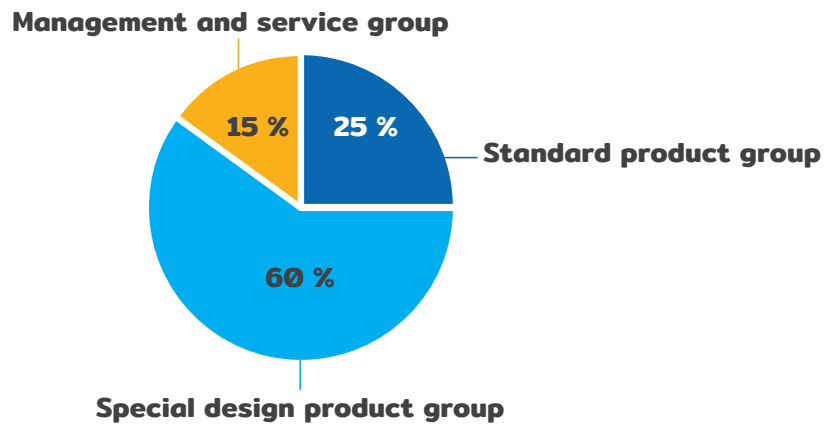
CHO provided a service of the project management of Offshore Patrol Vessel (OPV) by using the vessel's model adopted and receiving a technology transmission in vessel building from BAE systems (United Kingdom) the project completed in 2014.



Project of repair and maintenance and repairing Center for Linfox and Tesco-Lotus



## Sale of Product Group Proportion for the year 2015



## Overseas Sales Proportion

Overseas customer	Sales product	Sales proportion
United Arab Emirate	Catering Hi-Loaders Truck	9.85 %
Korea	Catering Hi-Loaders Truck	6.18 %
Hong Kong	Catering Hi-Loaders Truck	6.35 %
Other Country	Catering Hi-Loaders Truck	24.33 %





# Risk Management

## Risk Management

Risk management is one of the significant principles of CHO. In 2015 CHO focus on risk management at department level, and passing to risk management at the organizational level. CHO has the committee of Corporate Governance, Risk Management, Nomination and Compensation by appointing the committee in 2014 with clearly authorization and responsibility, for the purpose of managing the risk with systematic effectiveness. CHO has the controllable dimension in many aspects corresponded to COSO such as the strategic risk, the operational risk, the financial risk, the compliance risk, the business risk, the reputation risk and the environmental impact. CHO's subordinate line has contained the incurring risk in the regulation of ISO 9001 system for the decreasing of the violent, including the monitor of reporting the risk to CHO's Board of Director in each quarter.

## Main issue in 2015

CHO foresees the situation that may be affected by the unexpected events from both inside and outside factors impacting to the business operation. Therefore CHO identify the following risk management throughout the organization as follows:

## The Strategic Risk

### 1) Uncertainty of Income Risk

Now CHO has a policy of expanding the repair and maintenance center as an after sales service for the group of customer who already brought the product and for the group of transportation industry customer in order to reduce risk from the dependence of limited industry and to increase business operation opportunity of the repair and maintenance centre in the future. The repairing center complex, servicing an engine repairing, body of car, oil change, grease gun for big truck, is opened 24 hour for services. Also there is a new innovation of tool which helps customer updated information of time needed for maintenance. It is an option for them to install as an extra tool. CHO also plan to distribute this tool for the group of the regular customers who brought the new product such as the electric energy Catering Truck. The strategic plans of CHO are a brain-storming from the Management team for

the market plan together with the risk management plan of the business, a long term and short term finance and also searching for other services opportunity to best support the stakeholders.

For the project of public transportation, CHO aims to offer this project to the University overall Thailand and the large size organization that are interested in the public transportation service within their area. CHO offers the choice of service complex of body of bus, intelligent bus stop, route control systems, repairing systems and the application on IOS and Android. The management is common and same kind management with a long term contract of service and continuous income. It would help to reduce the traffic, green house gases, vehicular accident and number of personal vehicles used on the road.

### 2) Considering and screening new project Risk

Before accepting a new project, CHO firstly has to consider and screen on each project either from the private or public sectors. However, when accepting a new project, the procedures of consideration in risk factor that may occur are as follows:

- Arranging the meeting before accepting any project, the related departments acknowledge, prepare, and research for the information then purpose the meeting to consider the related information.
- Preparing the information of cost, investment, finance, risk aspects, opportunity loss from investment, and other fees that need to include in the cost
- Purposing the auction for the Board of Directors' approval
- Presenting the investment information to the Board of Directors according to the project approval authority

### 3) Empty of Land Investment Risk

The 3<sup>rd</sup> quarter, CHO has organized the acquisition of land of 272 Rai by separating the title deeds, the proportion of land are as follows:

**The Strategic Risk****Operational Risk****Financial Risk****Compliance Risk**

- 1) Allocating space of 32 Rai for Sales according to the investment plan
- 2) Allocating space of 70 Rai for constructing a warehouse for rent or in case of the investors are interested in joining in business operation or offer selling of land exceeding to the investment plan, CHO may sell 1 or 2 land plot for the investing fund reduction and profitability
- 3) For the rest of land of approximately 170 Rai, CHO plans to construct a new factory as that land areas tend to be the economic corridor in the future.

**Operational Risk****1) Procurement of Supply Risk**

CHO has the policy to reduce procurement of supply risk by searching the new raw materials' supplier both from domestic and overseas. The stock and raw materials will be planned in order to be in line with purchasing order for the production in each year. The sales plan from the sales department's meeting will be passed on details and information to the purchasing and production departments in order to prepare the main raw materials which need time to produce beforehand in order to reduce procurement of supply risk.

**2) Risk management concerning the production**

- The outsourcing of the assembling and manufacturing within and outside of the country
- The management of stock in advanced as to the management of minimum stock
- The management of over-time working plan, and the control of working hour to be in line with cost of production
- The compact production plan and the control of working hour to be in line with cost of production
- The production model as per the market demand with the innovation, employees' knowledge, good distributor and trading partners.

**3) Risk Management concerning the nomination of human resource**

CHO sets a plan for the education and training to the employees for the related subject on practical work in order to build the professional technician to support the expansion of work in the future. The lecturer will be the leader from each department who is expertise and skilled in transferring knowledge to the new employees. There is a practical test, when the attendants pass the criteria for each level their salary will be assessed to increase which stimulating them to attend class in order to get a higher salary. It also helps to reducing the turnover from 26% to 10% in year 2014 and 2015 respectively.

**Financial Risk**

Thai baht tends to depreciate from 5-6% approximately when compare with US dollar (due to the Chinese economic problem and the high interest rate adjustment from the Federal Reserve Bank) along with other currencies. As well as CHO that imports the supplies and equipment from overseas to refurbish such as the Airline Catering Hi-Loader Truck.

CHO realizes on the risk from foreign currency exchange, the Fund management department is responsible for calculating the money received under the contract in the time period as per the condition of the delivery and calculate for payment amount in purchasing of supplies, equipment or component from overseas, the buying or the selling of foreign currency will be made only at the bank that CHO using service of forward contract facility. CHO has determined in reviewing and updating the foreign currency exchange daily from the report of the Bank such as KBANK Market watch, Morning Thoughts, CIMB Thai daily report in order to prevent risk from foreign currency exchange

**Compliance Risk**

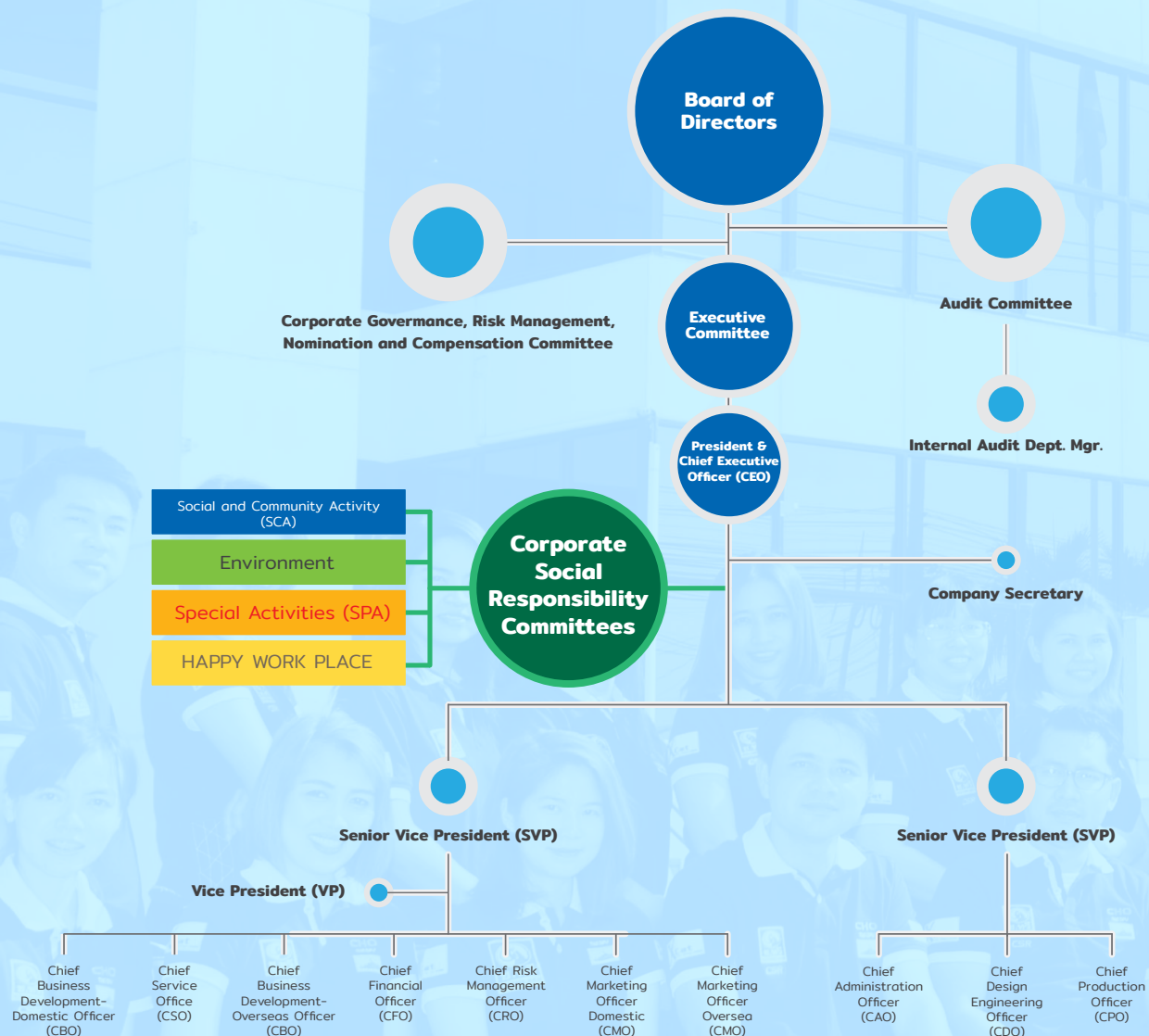
CHO have improved and followed up the updated law and regulation which are reviewed in the Corporate Governance, Risk management and Nomination and Compensation's Meeting every quarter with the closely following up on the labor law and other charters by the Management team.

# Corporate Governance

Cho Thavee Dollasien Public Company Limited (CHO)'s business abides on good codes of conducts, transparency, emphasizing on system control, auditing and risk management with ethical and moral on business operation and equally treatment to all stakeholders, also concerning on humans resources development for a better quality of life.

## Administration and Management Structure

CHO clearly determine the administration and management structure comprising of the Audit committee, the Corporate Governance, Risk Management and Nomination and Compensation committee, Executive committee including the Internal auditor to be directly under the Audit committee in order to conduct on a sustainable organization and human resources development as per CHO 2023's strategic plan. On July 28, 2014, CHO considered appointing Corporate Social Responsibility (CSR) Board of Directors committed. The President and Chief Executive Officer act as the center of sustainable business movement as follows.





## CSR Committee Structure



**Mr. Phad Pimrin**  
CSR Manager



**Mr. Apichai Chumsri**  
Committee Advisor



Mr. Piyaopong  
Jiewmuang  
Society and Community  
Activity Chairman



Mr. Prawit  
Sarapoom  
Environment Chairman



Mr. Winyou Inko  
Special Activity Chairman



Mr. Thalerngsak  
Thakulee  
Happy Workplace Chairman

With Mr. Natthaporn Muangjantra is the CSR's secretary with other 11 committees and 30 staffs

## Corporate Social Responsibility (CSR) committees as at December 31, 2015

An importance of sustainable organization's strategy is to focus on a learning process of human resources development of employees in each level, aiming to Learning Organization. CSR Committee Structure therefore connects and can be transferred the strategic plan from Directors to Committees and directly to President and Chief Executive Officer. However, CSR sustainable organization's pattern concentrates on individual's cooperation instead of each of parties' responsibility separately.

## CSR committee History

CHO's policy of CSR activity is to let everyone in every department cooperate accordingly, by proposing the representative from each of department to be CSR committees and teams.

- To Consider appointing by the President and Chief Executive Officer
- To Acknowledge the appointment of CSR Board of Directors in the Executive Directors' Meeting No.5/2014, held on June 12, 2014
- CSR committee comprising of Social and Community Activity (SCA), Environment, Special Activity (SPA) and Happy Workplace, are voluntary and nominated, both from management parties and other parties within the organization in order to focus on stakeholders impacts from organization inside-out.





CRS committees Meeting

### CSR Committees Operation

- To plan annually and fix budget for approval
- To operate as plan and review its results accordingly
- To report CSR operating results to The Executive Directors' meeting monthly
- President and Chief Executive Officer is a Chairman of consultant by position
- To report by the Executive Directors' secretary, the CSR operation results to the Board of Directors' Meeting in the agenda of acknowledging of the Executive Directors' Meeting report.
- To do a public relation on CSR activity, operating results and related parties via CHO's website, [www.ctvdoll.co.th](http://www.ctvdoll.co.th) and via Facebook/CHO Thavee Csr, CHO CSR Happy workplace , CHO CSR Environment , CHO CSR Special Activities – SPA and CHO CSR Social community and activity

### Term of Committees

- CSR committee who is from CHO's Board of Directors or outsider expert can only occupy for 2 years and in order to let CSR continually operate, CSR Committee member who retiring by rotation may be re-elected back to the term of office again.
- CSR committee who is from CHO's Executive Directors can occupy for 2 years and in order to let CSR continually operate, CSR committees who retiring by rotation may be re-elected back to the term of committees again.

## CSR Committees Responsibilities

1. To determine CSR activity's policy, plan, budget and code of conduct
2. To consider selecting CSR team for each activity and propose the appointment to the President and Chief Executive Officer
3. To determine CSR strategy and policy for each party
4. To control and follow up CSR's operating results from each party
5. To review and sign on related document of CSR
6. To determine CSR rules and regulations
7. To review CSR results and arrange the criteria of CSR global standards

## Responsibilities for each party

1. Social and Community Activity (SCA) is responsible for Anti-Corruption, Human Right for both inside and outside communities.
2. Environment is responsible for both inside and outside environmental organization, the most important things is to develop the environmental innovation in accordance with CHO's main capacity.
3. Special Activity is responsible for all special activities both from inside and outside organization; the main role is to connect all supporting from the organization to outside parties and advocate the organization for sustainability.
4. Happy Workplace is responsible for operating a happy activity in 8 parts according to the organization's happiness standards. In order that filling happiness to individually spiritual and mental part for sustainable happiness development.

All employees in each level from each department will be participated in all activities. Each employee also will be listed in each activity according to the assignment from the head of each party this will be resulted a learning process development. In every learning process will focus on helping and paying respect and good attitude to each other, not aiming for competition neither award nor compensation.

## Code of Business Conduct

In order to conduct CHO's business abiding on good codes of conducts, transparency, fairness, accountability, also fairly treats to labor. Internal Audit department conduct auditing on risk in each party according to rules and regulations by the Audit committees' approval and the results will be reported quarterly to the Board of Directors. Moreover, in order to be as a guideline and Good

Corporate Governance, CHO determined the policies related to the code of business conduct in the Company Code of Business Conduct manual, for more details please go to the Company's website as follows: [http://cho.listedcompany.com/misc/cg/code\\_of\\_conduct-en.pdf](http://cho.listedcompany.com/misc/cg/code_of_conduct-en.pdf)

## Anti-Corruption

To affirm that CHO has a proper policy determining responsibility, guideline, and regulation as a tool to prevent corruption from all business transactions in 2015, CHO has improved Anti-Corruption Policy and communicated through the employees, trading partner and outsider in order to improve the Good Corporate Governance, for more details please go to the Company's website at [http://cho.listedcompany.com/anti\\_corruption\\_policy.html](http://cho.listedcompany.com/anti_corruption_policy.html). The improved Anti-Corruption Policy was considered approving by the Corporate Governance, Risk Management, Nomination and Compensation Committees in order to carefully make a decision on any course of action that could possibly lead to corruption and to serve as an apparent guideline in performing business and effectively developing to sustainability organization.

CHO's continuously conducts and communicates the policy against Corruption through CHO's public relation Board and published as a manual for all employees, also, informs the policy to the Executive Directors' Meeting and assigns employees from related parties to attend seminars with public and private sectors such as Stock Exchange of Thailand (SET), Thai Institute of Directors (IOD) and Securities and Exchange Commission (SEC). In 2015, CHO plans to participate in "Private sector Collective Action Coalition (CAC) against corruption" in order to establish best practice standards, CHO then proposes the mentioned intention above through CHO's website.

## Receipt of Complaint Management Procedure

According to the Board of Directors' Meeting No.8/2015 held on July, 14, 2015 considered approving the complain channel via the Company's website at [www.ctvdoll.co.th](http://www.ctvdoll.co.th) and directly send e-mail to [auditcom@ctvdoll.co.th](mailto:auditcom@ctvdoll.co.th) for the complainer to submit the complaints. Mrs. Absorn Suriya, internal audit manager who is in charge of reviewing the complaint before sending to the 3 Audit Committees. This procedure is a safe system that no one cannot access or edit the original complaint also the complainer can easily inform and submit the complaints through the Company's website. Total complaints submitted via the Company's website, e-mail, and mail in 2015 are 5 issues and all issues have been resolved.

## Channel of Complaint

### Receipt of Complaint Box

For the convenience, CHO puts this box outstandingly at the Head office

### Letter

CSR committees  
Cho Thavee Dollasien PLC.  
265 Moo 4, Klangmuang Road,  
Muangkhao, Mungkhonkaen, Khon Kaen 40000

### E-mail

info@ctvdoll.co.th

### Website

www.ctvdoll.co.th

### Telephone

043-341412-18 Extension 86102

### Facsimile

043-341410

### The Company's Board of Director

E-mail : info@ctvdoll.co.th  
Post : The Company's Board of Director  
Cho Thavee Dollasien Public Company Limited  
265 Moo 4, Klangmuang Road,  
Muangkhao, Mungkhonkaen, Khon Kaen 40000

### The Independent Directors and Audit committees

E-mail : auditcom@ctvdoll.co.th  
Post : The Independent Director and Audit committees  
Cho Thavee Dollasien Public Company Limited  
265 Moo 4, Klangmuang Road,  
Muangkhao, Mungkhonkaen, Khon Kaen 40000

### Investor relations

E-mail : ir@ctvdoll.co.th  
Post : Investor relations  
Cho Thavee Dollasien Public Company Limited  
265 Moo 4, Klangmuang Road,  
Muangkhao, Mungkhonkaen, Khon Kaen 40000

CHO's continuously conducts and communicates the policy against Corruption through CHO's public relation Board, also, informs the policy to the Executive Directors' Meeting and assigns employees from related parties to attend seminars with public and private sectors such as Stock Exchange of Thailand (SET) and Securities and Exchange Commission (SEC). In 2015, CHO to participate in "Private sector Collective Action Coalition (CAC) against corruption" in order to establish best practice standards, CHO then proposes the mentioned intention above through CHO's website.



## Receipt of Complaint Box

For the convenience, CHO puts this box outstandingly, the Social and Community Activity staff are responsible for opening the receipt of complain box which will be opened once a month and report to the Social and Community Activity's meeting in order to review and determined the complaint then it will be considered the issues into the CSR meeting before purposing the resolutions to the Executive Committee's meeting for approval, in 2015 there are 5 complaints and all have been resolved

### 2015 Receipt of Complaint and suggestion

Website	-None-
Telephone	-None-
Receipt of complaint box	5 complaints
Letter	-None-
Others	-None-

Total numbers of complaints are 5 and all issues have been resolved.

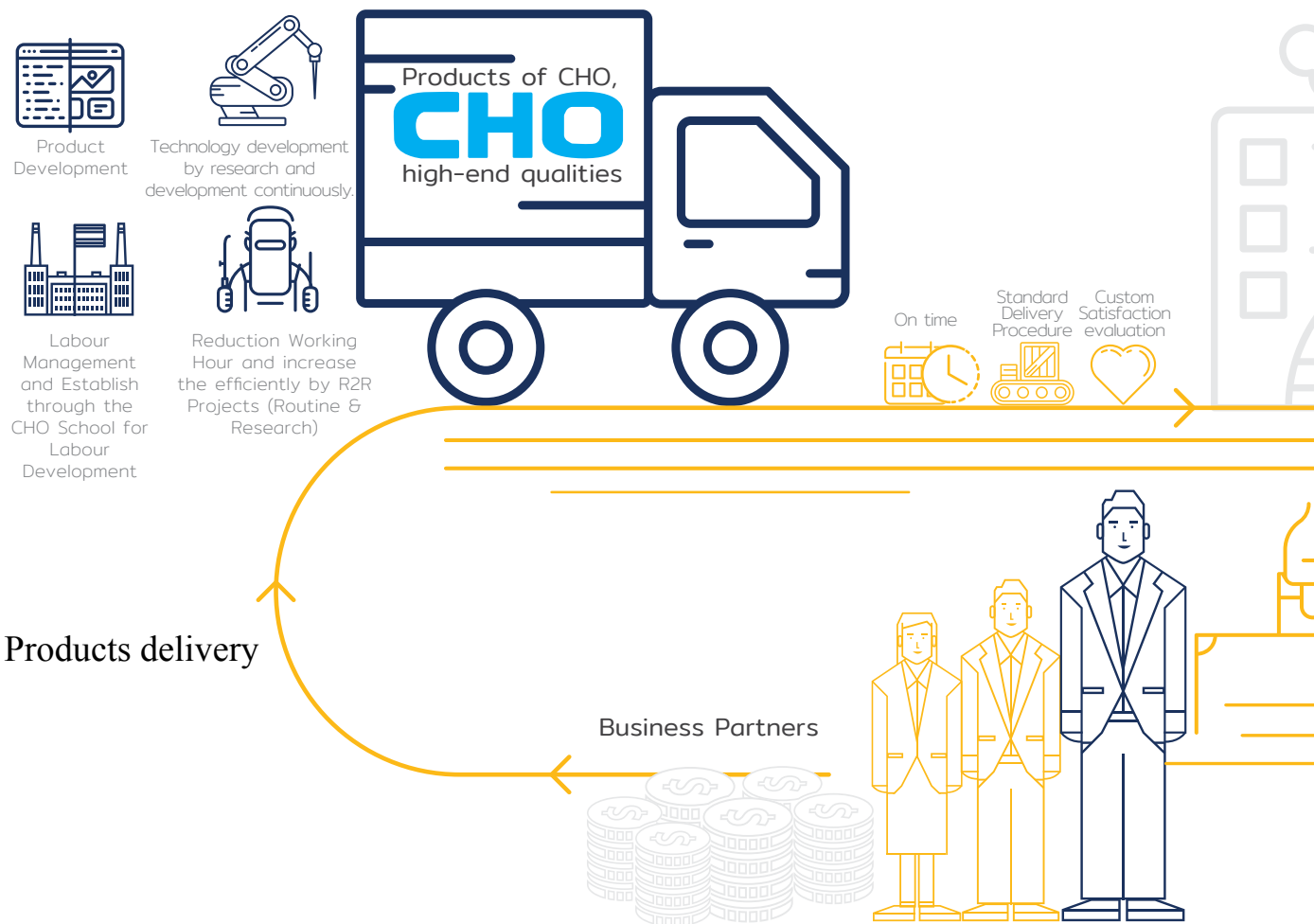
Human Resources	Unit	2014	2015
Number of complaints	case	0	1
Complaint of discrimination	time	0	0
Number of complaints have been resolved	case	0	1
Society	Unit	2014	2015
Number of complaints relating to social effect	case	0	0
Environment	Unit	2014	2015
Number of complaint	case	1	1
Number of complaints have been resolved	case	1	1
Human Right	Unit	2014	2015
Number of complaints on labor	time	0	0
Number of complaints on human right	time	0	0
Number of complaints have been resolved	case	0	0



# Supply Chain Management

## Procurement

According to the international procurement standards, the For the highest qualities, the Company has set procurement procedures, not allow any piracy goods as parts of the CHO products. The Company also supports the local economy's prospects of CHO's customs, for example, purchasing a truck head unit from clients. Provision and procurement had planned to verify to be ERP, the program-SAP will be installed. The new provision and procurement system could push the company run with the higher efficiency inventory and databases systems.



## Designing

CHO's Designer Team was brighten up with the modern technique, carbon footprint. So, products of CHO created under concepts of lowering the environment impact. New container, BIG BAO, the good issue from CHO with the improved specifications, 3 metric tons of mass reduced, more fuel save of haulage truck, the wall of container made of polyurethane or PU - very good for thermal insulation, the cold gel were used, cooling system can be reduced up to 30% both size and power. In the case of the cooling system out of controlled, temperature inside the container room still continuously under zero of Celsius-48 hours slowly warming up to room temperature, longer. The specification of new model container is very good to used as backing up storage for any fresh items. This product won the 3rd award of the top 10, the best of National Innovation Contest-2010.

## Products and Services

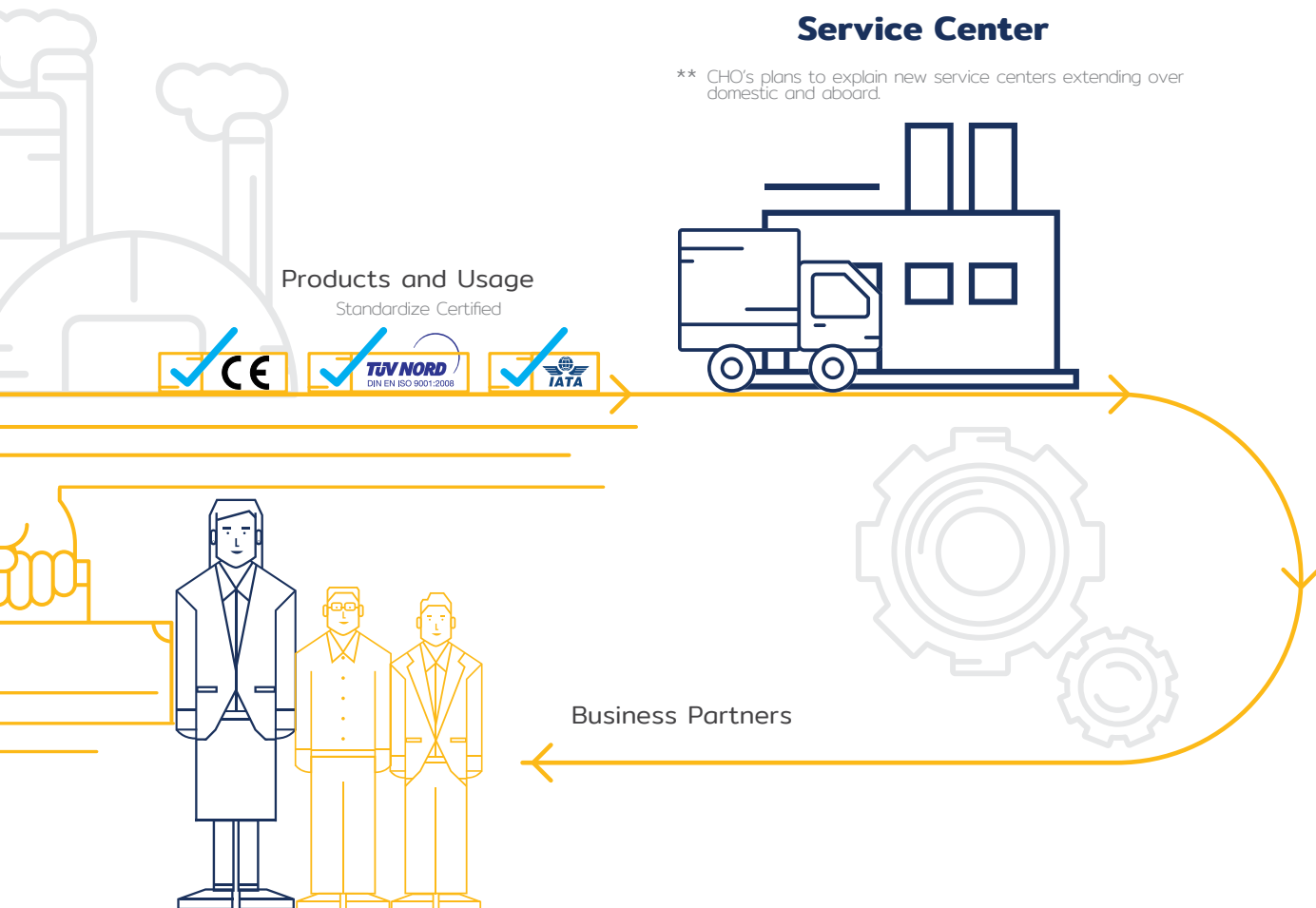
The Catering Truck, product of CHO, use for many airlines catering business. The fantastic designed concordance with many standards, i.e., the standard of the International Air Transport Association-IATA, the standard of International Civil Aviation Authority - ICAO, ISO 9001 and manufacture declaration-CE. Refer to those certifications mean that the CHO's products are safety to use for air transportation, secured, friendly to environment. The CE, the EU standard, regards to EU laws and regulations for health, safety and environmental protection.

## Service Center

Linfox Transport (Thailand) Co., Ltd. And Aekachai Distribution System Co., Ltd., entrusted of CHO to be the Service Management of all trucks, Semi-Trailers and Trailers for all preventive maintenance. Those vehicles use in their business over 2,000 units. There are 6 CHO's serviced centers located in 6 TESCO-LOTUS distribution centers in Lum Luk Ka Wang Noi, Sam Khok, Bang Bua Thong, Khon Kaen and the last established center in 2015 was in Surat Thani. In near future, CHO's maintenance center will be extends for both domestic and aboard. Hot line, 24 Hour

## Service Center

\*\* CHO's plans to explain new service centers extending over domestic and aboard.





## Products delivery

Products delivering, either domestic or aboard, follows through the nationwide procedures. Under process of delivery, means that all products will be on the customer hands on time, in good condition with the absolutely satisfaction of our customers.

089 711 2198 is provided for after sale service, customer call for urgently cases and for customer satisfaction. In the last year, 2015, We do the offer sales services up to 214 jobs.

# Organization Stakeholder Analysis .....

CHO confidents in the manufacturing of goods and services to the customers in acknowledging the business for all sectors, as from the learning of technology development in continuous and the driving of the development at local level to global level, which will bring to the growth in field of social, economy, and environment all together. All of these matters have been designated as CHO's strategy in responding to CHO's stakeholders both internal and external, with the cooperation of each sector as appropriately, and create the growth benefit with fairness and transparent, aware to the operation of business with responsibility to society and community. CHO has its plan of model scheme for 10 years, with the review annually in building good relationship with suppliers, customers, entrepreneurs, government sector, and employees in the organization, CHO has surveyed in each year the satisfaction and the demand of customers. CHO also communicates and coordinates with every sector of the stakeholders, in bringing the information for the efficiency improvement in designing products and services as accurately, and also for the actual coordination. The issue about responsibility and communication procedure for each group of the stakeholders can be summarized as follows:

Stakeholders	Responsibilities	Communication procedure and participation
<b>Employees</b> 	<p>CHO lends the significant of the development of its employees' knowledge, by focusing on those who earned less than bachelor's degree in attending the course and have the further examination in part of skillful for much more effectiveness of operation. This leads to the project called bachelor's degree of Cho Thavee affecting to the higher remuneration without having go back to school. It is the real on-the-job training as appropriately, it also building the binding to the organization on many activities often organized by CSR committee.</p>	<ul style="list-style-type: none"> <li>• The employees' communication and getting information by the voice on the line for public relation, monthly making merit activity, Happy workplace from CSR and other activities.</li> <li>• CEO meets the employees at the meeting row</li> <li>• CHO's information from the annual report and CSR report.</li> <li>• Sustainability of professional development by the project of personnel development CHO School and training.</li> <li>• Listen to the employees' opinion from the survey.</li> <li>• Receipt of opinion and complaint box</li> <li>• A performance evaluation twice a year</li> </ul>
<b>Community and Society</b> 	<p>The reduction of pollution from CHO's operation concerning the noise and smell, the investigation and coordination with community in responding to the subject requested, and provide the protecting system of pollutions, the development of CHO's economic, the development of temple, school in annual, to support the local community's activities for good health by playing sport, and sport family as increasing for each year.</p>	<ul style="list-style-type: none"> <li>• The community relation activity, to support in field of education, technology, sport, culture, religious,</li> <li>• The conference with local government sector, to join in the activity of community, government sector, private sector</li> <li>• Sport activity "Football CHO Thavee Junior Cup", and Thai traditional activity</li> <li>• Survey activity relating to the community and society for the surrounding area twice a year</li> <li>• Receipt of complaint from the community</li> </ul>






## Strategic plans for the year 2015

3 times for revised 2023 strategic plan (Budgeting, Marketing strategic plan and innovation development.)






Communication channel	Stakeholders' expectation	CHO's responding
<ul style="list-style-type: none"> <li>Communicating through the voice on the line and other activities</li> <li>Communicating through the electronic media</li> </ul>	<ul style="list-style-type: none"> <li>Developing good culture within the organization</li> <li>Developing business way and building relationship</li> <li>Managing personnel effectively</li> <li>Better benefits and compensation, stability</li> </ul>	<ul style="list-style-type: none"> <li>Being a good operator by organizing the activity in order to built relationship among employees and encourage them</li> <li>Organizing a training program for employees at technician level in CHO School</li> <li>Equally treatment to the employees</li> <li>In 2015, CHO provided various benefits to employees such as a fringe benefit for a disable employees</li> </ul>
<ul style="list-style-type: none"> <li>Providing the Company information from the annual report and CSR report</li> <li>FM radio, FACEBOOK, advertising, public relation through social media, you tube channel</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable developing for the community and society</li> <li>Better environment for the surrounding area and reducing the air pollution from a spraying</li> </ul>	<ul style="list-style-type: none"> <li>Organizing activities in order to help and reduce the community and society's problem</li> <li>Building a green area by planting a tree around the Company fence in order to reduce the air pollution from a spraying to the surrounding area</li> </ul>

Stakeholders	Responsibilities	Communication procedure and participation
<b>Customers/ Trading Partners</b> 	<p>To perform as to the agreement of procedure, to develop the modern innovative design, the new related legal, to take good care for the safety of assets as systematically and orderly, fairly treatment to the trading partners concerning the purchasing and payment</p>	<ul style="list-style-type: none"> <li>Organizing the meeting with entrepreneurs</li> <li>Communicating through the electronic media and web page</li> <li>Inviting the customer for the Company visit</li> <li>Surveying on the satisfaction</li> <li>The trading partner and the Company support the activity of CHO Thavee Junior Cup</li> <li>Providing a receipt of complaint channel for the operation and production improvement</li> <li>Providing a 24-hour call center for a domestic after sales service</li> </ul>
<b>Creditors/ Debtors</b> 	<p>To act as per the agreement condition, transparency in purchasing goods and payment to suppliers with Good Corporate Governance</p>	<ul style="list-style-type: none"> <li>Providing the Company information through the annual report and CSR report</li> <li>The financial report performing complied with laws and regulations and Good Corporate Governance building on good relationship, welcome for company visit,</li> <li>the disclosure of important to related organization as accurately</li> </ul>
<b>Competitors/ Business Alliance</b> 	<p>To perform as to rules of bidding competition as accurately, complied to the rules and regulations of bidding, to provide useful information, to share the knowledge</p>	<ul style="list-style-type: none"> <li>Organizing the meeting, to share the experiences</li> <li>Legal issues relating to business, company visit, and business cooperation in future</li> </ul>





Communication channel	Stakeholders' expectation	CHO's responding
<ul style="list-style-type: none"> <li>Survey for customer satisfaction</li> <li>The Company's information through the annual report and CSR report</li> <li>Through a social media</li> <li>E-mail, website and a assessment form</li> </ul>	<ul style="list-style-type: none"> <li>Responding to the customer's needs</li> <li>The needed products and the quality of products and services</li> <li>Maximizing the performance of the repair and maintenance management</li> <li>On time delivery</li> </ul>	<ul style="list-style-type: none"> <li>Researching and passing on knowledge of technology in developing products equivalent to global standard</li> <li>Developing standard and modern products</li> <li>Continuously developing the after sales service</li> <li>Strictly follow the agreement and condition to the customers and trading partners</li> </ul>
<ul style="list-style-type: none"> <li>Contacting through the electronic media, telephone, letter and website</li> </ul>	<ul style="list-style-type: none"> <li>Acting to the creditors and debtor according to agreement condition complying by law</li> </ul>	<ul style="list-style-type: none"> <li>Following the regulation, the loan contract and other agreement with business transparency</li> <li>Organizing the company visit for the confidence of business operation</li> </ul>
<ul style="list-style-type: none"> <li>Annual report and CSR report</li> <li>Memorandum Of Understanding (MOU)</li> <li>Meeting</li> <li>letter E-Mail, company visit, exchange of lecturer, website</li> </ul>	<ul style="list-style-type: none"> <li>Transparent competition and fairly treatment on business operation</li> <li>Gaining trust from alliance</li> </ul>	<ul style="list-style-type: none"> <li>Transparency in business operation</li> <li>Performing as to rules of bidding market competition as accurately</li> <li>Being the only one representative company outside the European zone and being trusted by MAN Truck &amp; Bus AG ("MAN") from Germany in modifying truck.</li> </ul>

Stakeholders	Responsibilities	Communication procedure and participation
<b>Shareholders / Investors</b> 	<p>The stable financial liquidity, good operation results from Good Corporate Governance, return on investment with process that can be examined, precise and transparency, the organization has positive development in continuous, the expansion of service providing in future</p>	<ul style="list-style-type: none"> <li>• Providing the annual report and CSR report to the shareholders and the investors</li> <li>• Annual shareholders' meeting</li> <li>• The company visit</li> <li>• Road show in other province</li> <li>• Opportunity Day for listed company meet and greet the investors</li> <li>• Booth and exhibition for investment</li> <li>• Disclosing the Company information and business performance in each quarter through the Company's website, Facebook and CHO News</li> </ul>
<b>Media partners</b> 	<p>Source of information with the effectiveness, accuracy, and promptly</p>	<ul style="list-style-type: none"> <li>• Annual report, CSR report</li> <li>• shareholders' meeting and press tour</li> <li>• Thank Press</li> <li>• occasionally meet the mass communication</li> </ul>
<b>Government Sector</b> 	<p>The Company have contacted on procurement with the public sector from past until nowadays, also the company is monitored to comply with laws and regulations and Good Corporate Governance by the public sector</p>	<ul style="list-style-type: none"> <li>• Company visit by the public sector</li> <li>• Quoting the procurement with the public sector</li> <li>• Following the regulations and condition of the public sector</li> </ul>



Communication channel	Stakeholders' expectation	CHO's responding
<ul style="list-style-type: none"> <li>Contacting through the electronic media, telephone, letter, website, Facebook and CHO news</li> </ul>	<ul style="list-style-type: none"> <li>Maximizing in return in investment and growing of the business operation</li> <li>Transparency in management</li> <li>Building the understanding in the Company operation</li> </ul>	<ul style="list-style-type: none"> <li>Increasing more information channel for shareholders and investors</li> <li>Updating currently information and news through the investor relation website</li> </ul>
<ul style="list-style-type: none"> <li>Press conference, e-mail, website, Facebook, line, telephone, advertisement through CHO YouTube channel</li> </ul>	<ul style="list-style-type: none"> <li>Receiving the completed and updated information with fairness</li> <li>Receiving the updated news of business operation</li> <li>Fairly treatment disclosing the information to the mass communication</li> </ul>	<ul style="list-style-type: none"> <li>Updating news of business operation</li> </ul>
<ul style="list-style-type: none"> <li>Letter from the public sector, contacting through the electronic media, telephone and website</li> </ul>	<ul style="list-style-type: none"> <li>The Company gain trust from the private sector as the transparency in business operation</li> </ul>	<ul style="list-style-type: none"> <li>Transparency in following the rules and regulations of business operation</li> </ul>

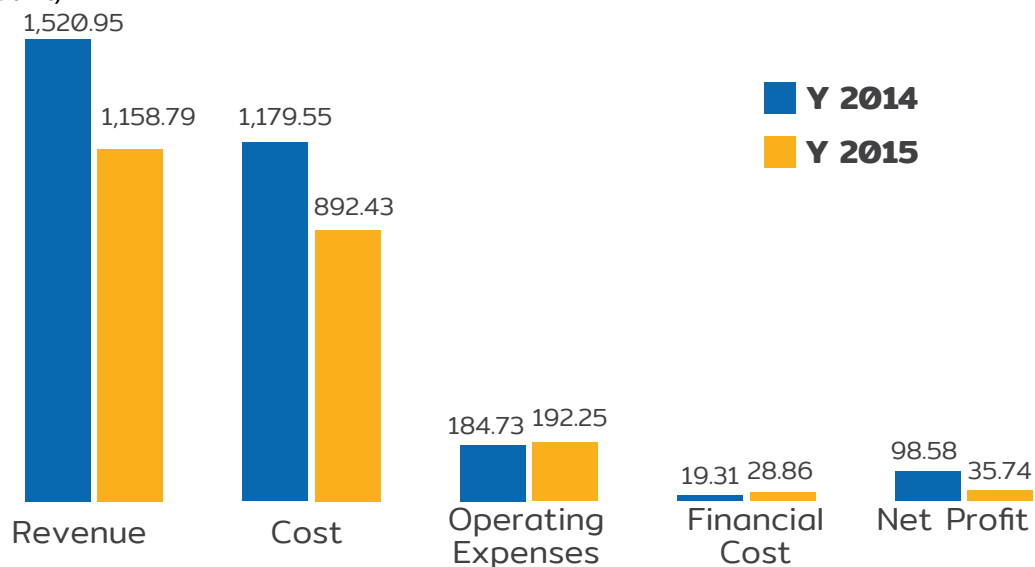
# Economic operation

## Revenues

In 2015, CHO and its subsidiaries reported revenues from the main business of Baht 1,158.79 million, and the revenues from others of Baht 16.16 million, comprising of revenues from the contract work of Baht 972.73 million, revenues from the sales and services of Baht 169.90 million and revenues from the others 16.16 million. The total revenues were decreasing by 362.16 million Baht or 23.8% when compared to year 2014, due to the global economic recession especially the group of oil exporting countries and the economic which were affected by the collapse of oil and commodities prices, trading and working capital reduction along with the volatility of the financial markets affecting the global economic activity and also Thai economic is still slowly recovering. However in 2015, CHO and its subsidiaries reported net profit at Baht 35.74 million decreasing by Baht 62.84 million or 63.7% from last year.

### 2015 and 2014 revenue and expense reversion table

(Million Baht)



## Expenses

In 2015, CHO and its subsidiaries reported the cost of sales and services at Baht 892.43 which was declined along with the decreasing in revenues at Baht 281.12 million or 24.3% as the wages and salaries have been increased higher than the minimum wages in order to allow the company maintains the skilled-employees. However the gross profit margin was maintained to 21.58% which was lower than year 2014 at 0.39% from the developing in designs and supply chain managements for production. The 2015 operating expense was increased to Baht 7.53 million due to the preparation of NGV project from JVCC joint venture which won the action. The financial cost was increased to Baht 9.55 million due to the acquisition of capital for purchasing land for the new factory construction.

### The value of approved petty patent in designs

As at the end of 2015, 12 petty patents and 10 design patents have been registered by CHO for the total of 22 patents and 8 petty patents are on the approval process. CHO currently has the petty patent and design patent purposing for approval for the total of 69 patents.

At January 5, 2015 the independent valuation company under the list of The Securities and Exchange Commission (SEC) appraise the value of 11 petty patents at Baht 61 million which are under the protecting period of 6 years and renewable of 2 times and each time for 2 years for the total of 10 years. However, the developing and designing expenses reported at Baht 7.4 million.

## Saving and Credit Cooperative

Cho Thavee Khon Kaen Saving and Credit Cooperative Limited was registered under the Cooperative Act B.E. 2542 (1999) on May 14, 2004 for the purpose of encouraging the habit of saving, helping each other among members and providing loan services to members according to the rules and regulations of cooperative's law. The Cooperative received the shares deposit for cooperative funds, equally to the cooperative member's shares, from Cho Thavee Dollasien Public Company Limited and the company's member. When resigning from CHO, the member, held shares for up to 5 years, can withdraw his/her shares together with accumulated shares paid from CHO. As of December 31, 2015, the Cooperative's total of member was 604 persons, and as of December 31, 2014, the Cooperative's total of member was 515 persons, total grant funds for year 2015 were 1,960.390 Baht, year 2014 were 6,696,700.00 Baht. The total grand funds will be increased in each year as shown in the table below

2015 **1,960,390 Baht**

2014 **1,380,090 Baht**

Grant-in-add





# Developing Aspects and CHO's Strategic Directions

CHO prioritize and pay attention at the significant aspects of business operation that help in sustainability in the future. Therefore CHO have analyzed all the significant aspects for every part of business operation throughout the stakeholders. In this report have done a survey of both inside and outside stakeholder's need and expectation for all aspects related to risk and opportunity. The significant economic, social and environmental aspects can be summarized as follows:

## Significant economic aspect

- Innovative management
- Research and development
- Good corporate governance management
- Business partner management

## Significant social aspect

- Labor treatment
- Occupation health and safety
- Stakeholder engagement
- Social responsibility

## Significant environmental aspect

- Environmental quality management
- Biodiversity
- Use of resource

## Business development strategy

CHO applies the policy of driving organizational sustainability with the Learning Organization strategy through the important tool including Routine to Research (R2R), Knowledge Management (KM) and Continuous Quality Improvement (CQU) in creating the learning at all time. The employees are the most important tool as they are the connector and passing the development from inside organization to the outside and environment society which is called the "Sustainability"

**The business operation according to the model scheme for 10 years "CHO 2013 Strong, Brave and Differentiation"**

In 2015 CHO applied the growing strategic plan which is the long term plan of the model scheme for 10 years with the will of "CHO 2013 Strong, Brave and Differentiation" reviewing every year in order to be the leader in designing, creating, manufacturing, innovative designs world-class technologies with professional management integration and unique knowledge in order to reach the excellence. The Company has its target in offering the quality products by producing environmentally friendly products and building the confident and the satisfaction to the customers. CHO is also doing a research and transfer the technology aiming for the product development equivalent to global quality, emphasis on the differentiation of the product by collecting knowledge, in-house and public training, R2R project and CHO School.

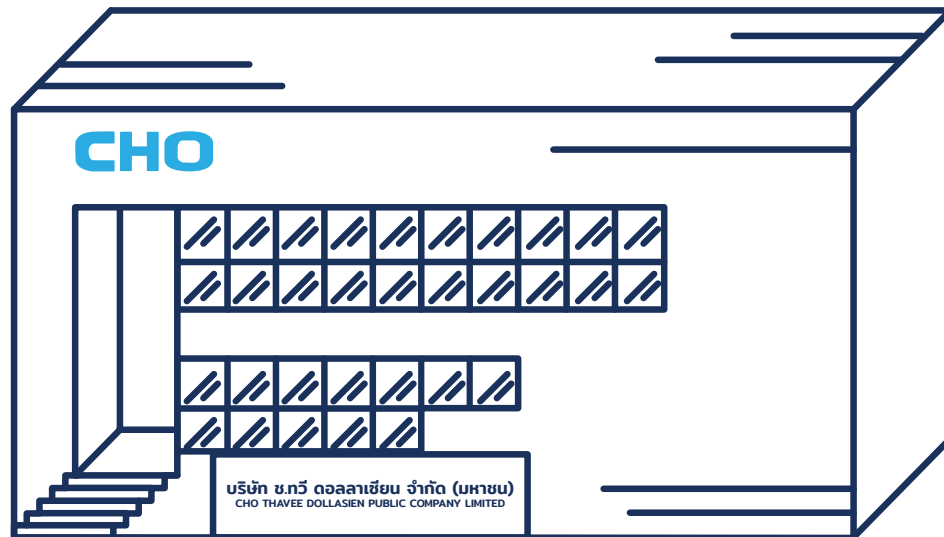
## Growth Strategic plan



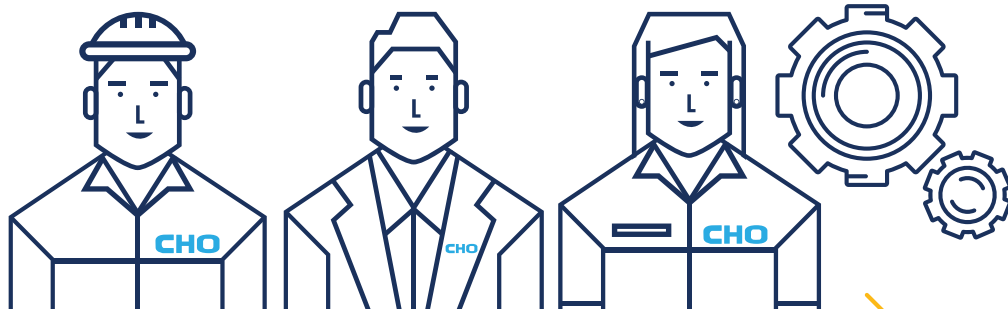
Researching develop  
Technological transmission



Development equally to global standard  
concentrating on product

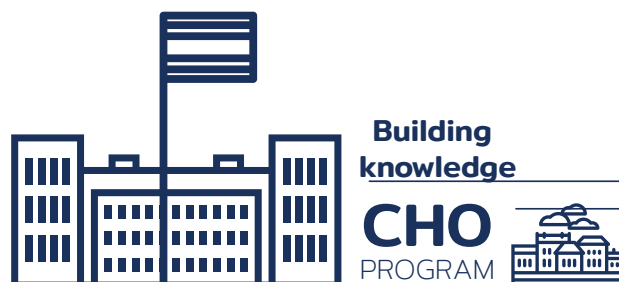


## "CHO 2023 STRONG BRAVE DIFFERENT"



### Building person

CHO aims to build a culture of happiness of staying together to support people dare to think and be different for the target of being 'CHO species'



### Building knowledge

CHO PROGRAM

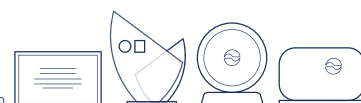
CHO builds the knowledge through the CHO program with the corporation of the local education institute build the CHO School in order for a course development for employees. CHO allow the technician level to attend class and be trained on Saturday and Sunday when they complete the course they will get the Bachelor degree certificate.

### Building innovation



R2R

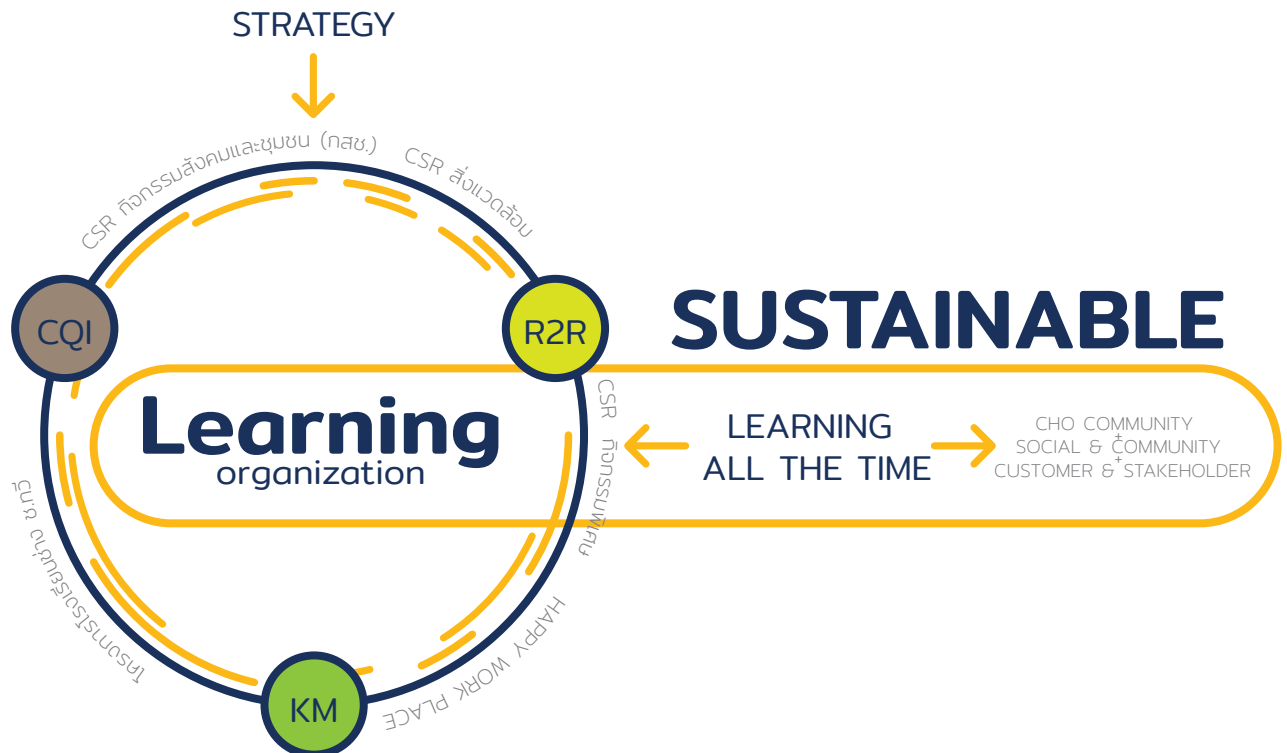
Routine to Research



CHO applies the concept of Routine to Research: R2R for all employees to try to build a practical innovation such as the chassis drill, movable air hose and so on that helps increase of income and production, decrease of cost, time and risk. Moreover CHO cooperate with the local educational institute creating the Mechatronics course in order to develop the robot model that can actually work with human which can help the problem of lack of labor in the future.

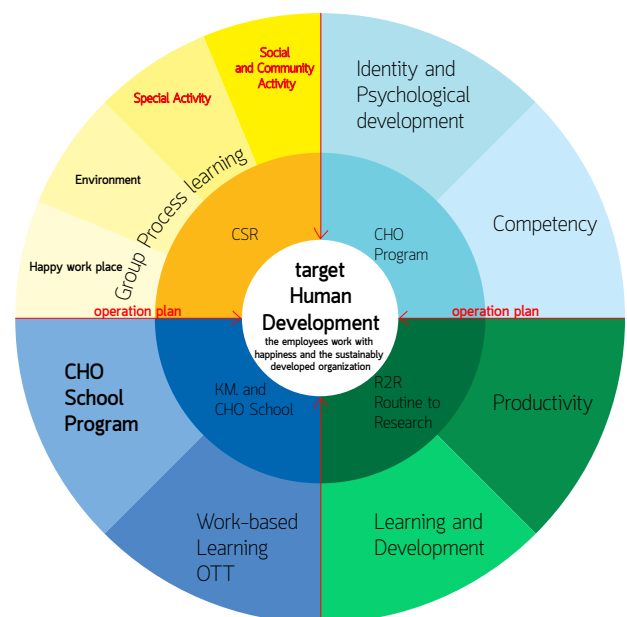
## Innovative Movement for Sustainability

In summary, the organization's driving policy focused on knowledge as the basic to the development of learning to sustainability by having group of activity and CHO's course as the basic and R2R instrument helping in developing the procedure of learning systematically



The management of the organizational sustainability concerns the policy in defining vision and strategy. The managements have their significant duties in setting the goals and transmitting the vision and the management framework to the authorized committees. The transmitting depends on the mechanism, and the operational procedure of various activity groups in reaching the targets and the cooperation of the organization's human resources.

The significant strategic goal of the organization is "to be a Learning Organization". The policy direction in managing the sustainability depends on the application of mechanism from each group in creating the learning at all time. The mechanisms are such as the technician school course, the employee development course (CHO program), and group of various activities. The significant driving of policy in leading the organization to be a learning organization is the driving and the developing of routine work systematically. CHO has implemented significant instrument called R2R (Routine to Research) by having the continuous quality implement (CQI) which is the supporting instrument for the development of routine work to research (R2R) with 15 projects of R2R in year 2015



# CHO's Technical School Project

Human resources development is conducting according to the sustainable policy and the trends of changing. Development approaches are classified into 3 main categories, for all sections, Coaching/OJT-On Job Training, Knowledge Sharing/CHO School, and Project Assignment/Mechatronics Project. They can learn new techniques to handling their jobs and quality improving the new product and issues. By the approaches, the strengthen organization, the secure growth with sustainable. The interpersonal relationship is by product and shown off the clearly teamwork.



Coaching / OJT



Knowledge Sharing / CHO School



Project Assignment / Mechatronics Project

## CHO School Training for Trainer Program

The Courses of CHO Technical School was designed from many data assessing for the cores competency of the managers/supervisors. In order to prompt employees to work in the Factory. Many Short Courses were set on the basis of Technical fundamental, specific techniques, etc. Each courses requires 12 weeks long. The courses participants as following:

- New guys of Manufacturing Section 40.4 %
- New guys of Supporting Section 12.8 %





## CHO MECHATRONICS PROGRAM

The Mechatronics Course offers for engineers and technicians. They will learn the basic of automatic control principles and its programming. Special project on Mechatronics will hands out to participants.

## CHO MECHATRONICS : 2015

Participants

Contacted Hours : persons



## Completed Implentation Projects

### 1. Lighting Powered bt Solar Electric

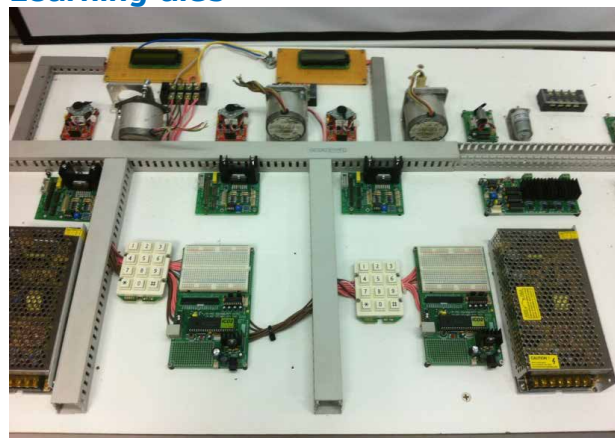


- 12 Solar panels were installed. Battery discharges on load for 12 hours and 2-3 hours completely recharges.

- 20 Batteries were installed as energy storages, 28.73 hours for completely discharge, or 24 hours with no recharging.

- DC/AC inverter is required with battery level detection for selectable between AC and DC voltage sources.

### 2 Microcontroller Boards : Learning aids



- Architectural structure of microcontroller : learning and practicing
- Learning the commands sets and syntax
- Programming
- Applications in automatic control system



**Routine Job to Research Development (R2R)**

R2R is learning process for rapid and continuously improving their routine jobs. This is an innovation for strengthen performance of all sections of CHO. Each R2R project is under committee, ensure that it is usable prototype. The result of R2R effects to :-

- Goods delivery and premium services continuously improving for the satisfaction of customers
- Core competency and efficiency of CHO increasing Totally
- Learning achieving : Personnel and The Organization



15 Projects  
already sent



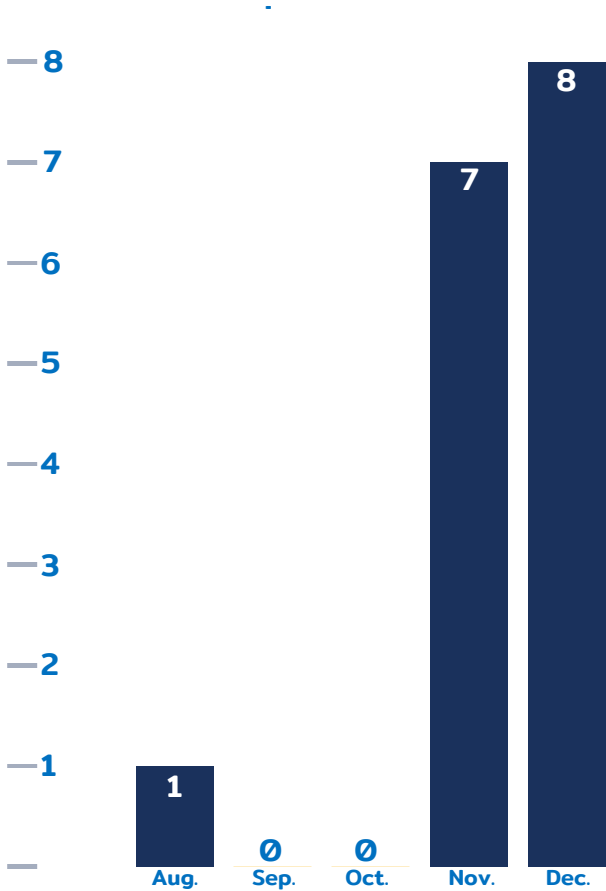
Only one project was approving



7 projects are handling.



8 projects are rejected



**2015 : R2R Completely Prototype 1 Piece**



Cable Roller

By Mr. Pairoj Meesa

Position : Electrician

Advantage: 50% Reducing restoring time for electrical cable and reducing waste form production processes

# CHO CSR Operation

## CSR COMMITTEE ALL DEPARTMENT

All Departments  
Charity  
Learning Process and  
Development



### SOCIAL AND COMMUNITY ACTIVITY

- Disabilities
- Anti-Corruption
- Human Rights
- Internal and External Communities



### ENVIRONMENT

- Internal Environment
- External Environment
- Environmental Innovation Development



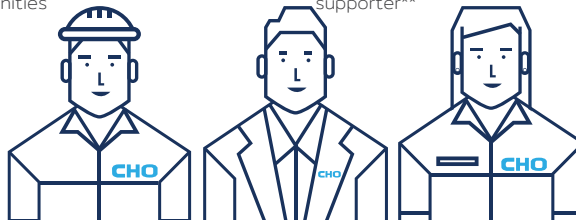
### SPECIAL ACTIVITY

- Other Special Activities within the Company
- \*\*External activities supporter\*\*



### HAPPY WORK PLACE

- Happiness in 8 field of Happy Workplace

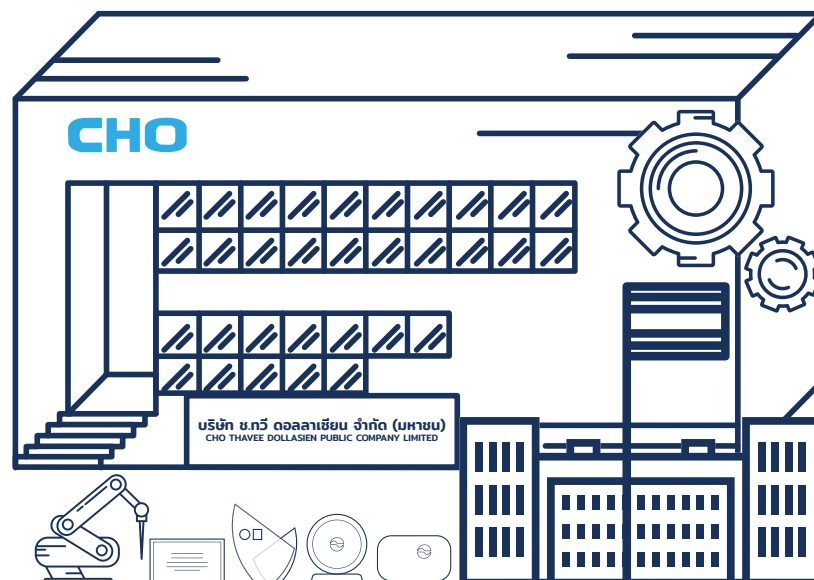


## Participation Process / Respect

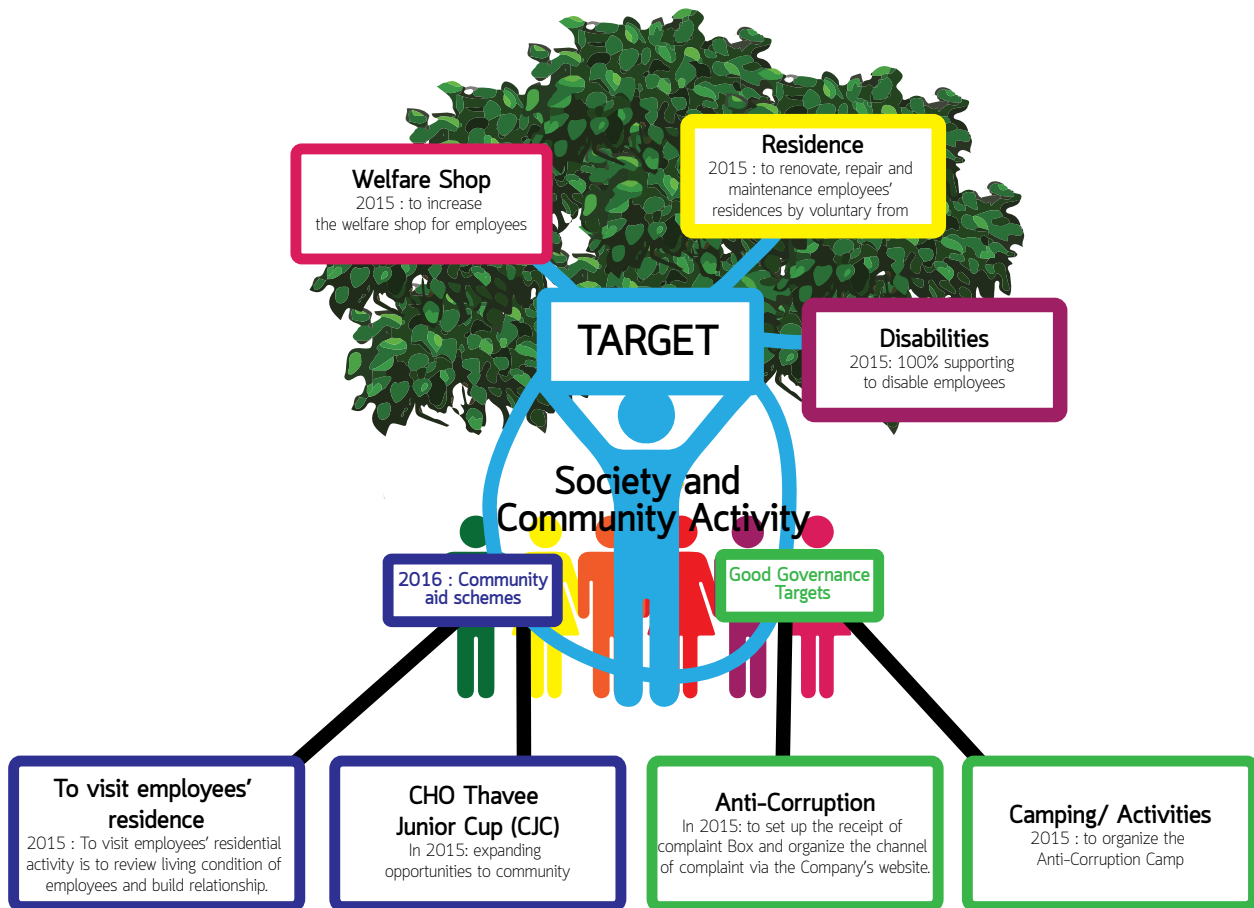


CHO's New year party and entertainment In 2015, the cooperation between 4 groups of CSR organizing the new year party for entertaining the employees in order to allow them being in unity and relaxing after the whole year devotion of work

## CHO. Strength & Core Competency



# Society and community Activity (SCA)



The SCA. Committees and Working staff are responsible for the activity of Anti Corruption, the human right and social relates. These functions were performed both inside the company and public. The committees and working staff were discussed the situations every month for seeking the suitable activity. The operating plans were reset and approving by the administrative board.

## Community aid schemes in 2016

The company has set a Cho Thavee Saturday Market without any fees, using the general purpose area inside the Factory. The market is opened for the employees of Cho Thavee and people from the surrounded communities. The objective of the Saturday Market is set for increasing the income of employees and people in the surround communities.

## Social and community Activity Performance in 2015

- Provided complaint boxes

Many of complaint boxes were installed. These boxes are opened once a month. The complaints are set to be the discussion topic in the Social and community Activity. Through the year 2015, there are 8 complaints were dropped into these boxes. But there are only 5 eligible complaints were selected and resolved.

- Joining the campaign of Cycling Against Corruption

Employees cycling team was joined to the Khon kaen Chamber of Commerce in the campaign of Cycling Against Corruption at the Triple 8 center, Khon Kaen. The campaign was conducted to encourage the people and all of social networks to realize the victims of corruption in addition all of social networks were co-signing for against corruption. Cycling route was set around the Khon kaen municipal. The benefit of this joining can be counted as an anti-corruption, to make them change their attitude toward anti-corruption and encouraging them do exercise their body.



## The implementation of Labors and human rights the company.

The Company has been allowing the disable person to be an employee to promote the crimination and improve their equality and quality of life. In the year 2015, there are 6 disable were employed equivalent to 1% of all workers (data shown in October 2015). In addition of salary payment, social welfare is topped up for all disables. The company treats the better life; work place and suitable work condition to reduce any risk from the disable while their operation Social and community Activity team promotes the social welfare for disable to the CSR Committees and then the terms were approved by the administrative committee.

## Employee Home refurbishment

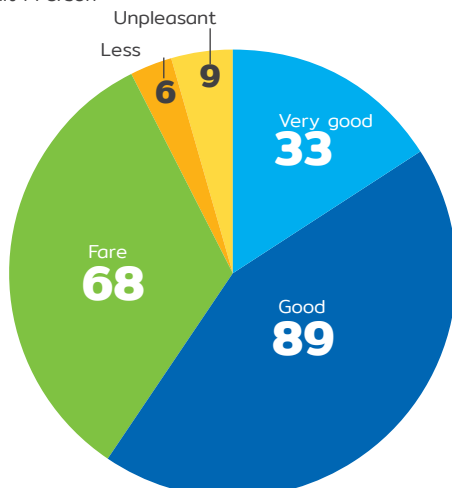
In the year 2015, Social and community Activity team was conducted the home refurbishment project which has been set in 2014 in order to improve the quality of life by their colleague. Any employee can join the project with Social and community Activity team In year 2015, one house had been refurbished by among employees to foster their colleagues.



## Some Data of Employees household

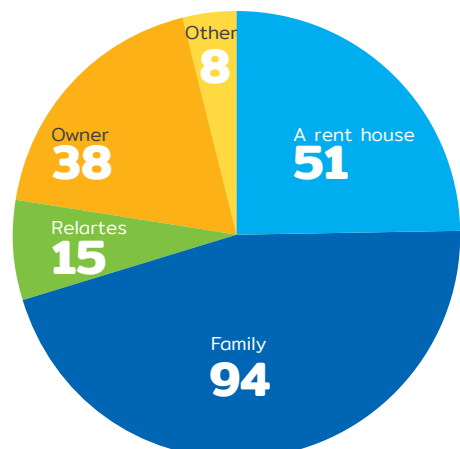
### Level of Satisfaction in households

Unit : Person



### Residences

Unit : Person

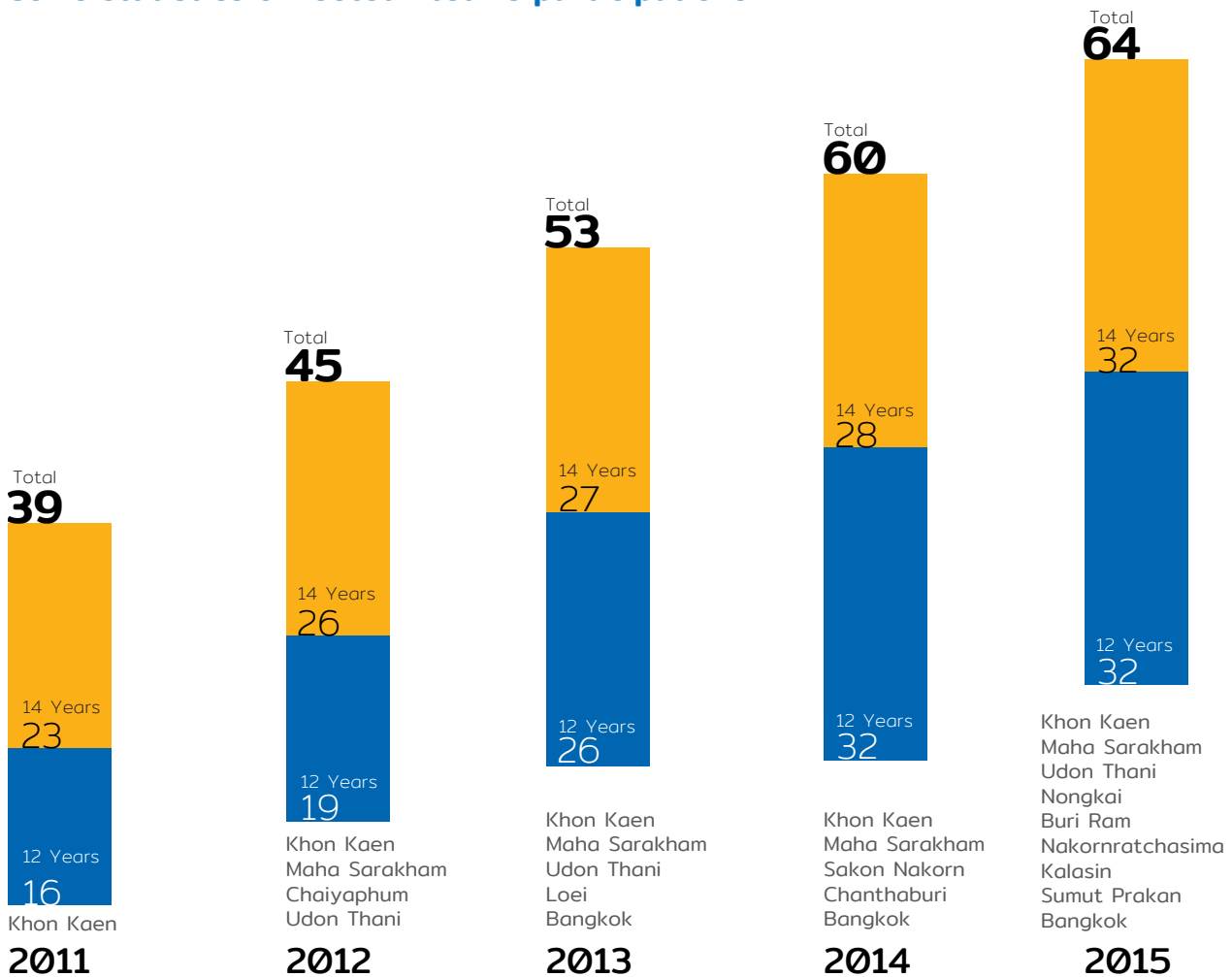




## Cho Thavee Football Junior Cup Games

The Company had implemented the Football Junior Cup Game for 5 consecutive years since 2011. The games are set once a year for Thai children of age 12 and 14 years old respectively. The aims of the games are set to encourage Thai children into sports, and stay away drugs. In addition, the young player should become a good youth in future and/or should become an eligible employee of the Company in future accordingly. The other advantage of the game is to offer more information of the Company to parents of the players. In the year 2015, “The Fifth Cho Thavee Musho Football Games and Track Competition” sponsored by The Athletic Association of Thailand, the patronage of the King. There were 22 teams in games with 251 young players.

## Some statistics of football teams participations



# Environment

Environment team is a responsible for handle all operational of environment both inside and outside the organization. In addition, to creating innovative environment which consistent to the core competencies of organizations

## The CSR- Environment objectives of Environment in accordance with “To Goal CHO 2023”

1. Provide an appropriate environmental management system. Monitoring and evaluating the implementation of all projects regularly. As well as learn issues on the environmental movement such as global warming, pollution, ecology, etc.
2. Selecting new technology for production processes that governs to environmental standards with friendly to environment, pollution reducing, and the pollution treatment before being released into nature.
3. Using resources efficiently, Energy consumption efficiently, reuse or recycle in resources
4. Develop new products and services with friendly to the environment and safe to use.
5. Safety and Healthy for employees and the surrounding community.
6. Compliance with environmental laws and regulations.
7. Support customers on the caution of the environmental precautions that result from using the product and services from Cho Thavee group.
8. Promoting knowledge and training toward employees and people in surrounding community in the issue of environment, safety and health care.
9. Setup an emergency plan to dealing with the environmental issues that may arise. Setup a real time reporting system to regulators when such events occur.
10. Promote environmental preservation to community and support to surrounding community for those activities.

## Performances of CSR-Environment in 20158

Project: CHO for Community(Tree Fence around the Factory)

The Company has provided prevention system, protection system, and treatment system to air, waste water, dust and odor from our production, in order to meet to the environmental laws and other standards, An authorized External Auditor is conducted and monitoring those environmental performances in every 6 months. Some of risk persisted. The surveying team walked through the surrounding community and gathering data on the topic relevant the factory affect to environmental and their health. By data said that 28% of sample said that dust pollution affect at very low to medium level and 16% of sample said that dust pollution affect at significant more level to the people who live in Thavorn village, nearest to the factory, complaint about odor and sound more than people in Nontoon village, who live far away. Most people recommend the Factory has to reduce the environment of odor, dust or color particle and sound pollutions at rest time.

By conclusion, dust and odor generated from the painting process. The CSR investigated the painting room and found that it the painting room cannot operates up to the maximum efficiency level. Social and community Activity team has an idea to have the pine trees fence around to replace the old death trees. The pine trees barrier become the dust and odder filter by nature, and sun guard in addition. The pine trees barrier is a part of project that brought the factory to community, good image of the Factory.

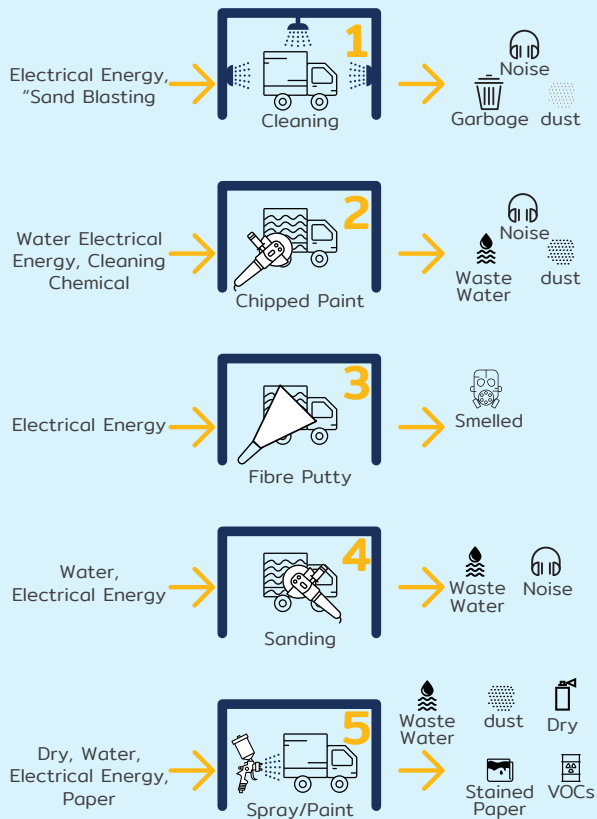
Manufacturing process affect to health risks, and effect to environment is coloring process.



## Air Pollution

Dust: Monitoring and Prevention

- Painting room and sandblasting room are a closed air room to prevent spread out of dust and particles, ventilation fans must be installed.
- Air filters must be installed.
- Planted pine trees around painting room to reduce dust and odor from VOCs.



- Reducing a number of color material that contain VOCs.
- All containers of VOCs material must closed and keep all sprayed parts. Water pollution, wasted water from painting process contained no more dirt particle. A few of color particle and some of VOCs organic can be found.

## Noise Pollution

- Noise sources has been controlled.
- Noise generated from sources is blocked and reducing its very high level down to hearable level.
- The sound absorbers were installed onto the building structure.
- To prevent injures from noise, Hearing Protection Products will be used, such as earmuffs and earplugs.



On Sunday 16, 2015, employees planted up natural barrier using 208 pines along the concrete fence on the back and sideway of the factory. This natural barrier should reduced odor and particle of color from manufacturing process. Cho's employees, they are all show off a good attitude to protect the environment.








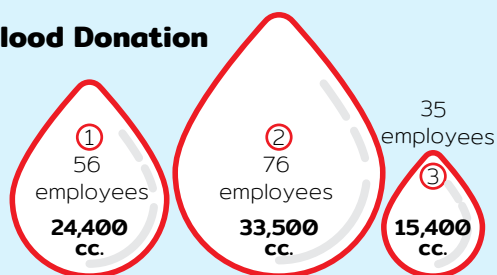
## Special Activity (SPA)

Special Activity is responsible for supporting and contributing to society in various forms. The Company has offers a policy on CSR to the form of the truly sustainable development. So, the SPA was set up by developing mind thought from general supporters to be a public sponsor who support and enhance in the company charities.

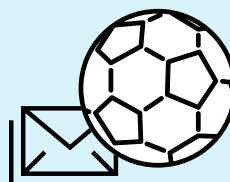
### The performance of the Special Activity (SPA) in 2015

Blood Donation	The CSR funded to support	National Children Day.
<p>This CSR activity aimed yearly base to enhance awareness of sacrificed and pool up the blood bank of hospitals in Khon Kaen provinces. In the year 2015, the blood donation was implemented for 3 times by 173 employees of the company at totally 74,300 ml. was donated.</p> <ul style="list-style-type: none"> <li>- The First on April 11, 2015, by 56 employees, at totally 24,400 ml were donated.</li> <li>- The Second on August 15, 2015, 76 employees, at totally 33,500 ml were donated.</li> <li>- The Third: November 21, 2015, 35 employees, at totally 15,400 ml were donated.</li> </ul>	<p>The CSR funded to support 'the 14th championship of street soccer futsal – Anti drug' at Kosumpisai District, Maha Sakham, to the Chairman of Kosumpisai District Coordinator on April 7, 2015. The Futsal was focused to the sport enhancement in Thai youth, to spend their time effectively, and stay away of all drugs, instilling a mankind love, harmonious within their group, highly discipline, virtue and ethic of living which are basically and happiness principle of coexistence in the public.</p>	<p>The parcels were given to children at Ban Non-Toon, the community school which is one of the company vicinities. This is to support the community and participate with them.</p>
		

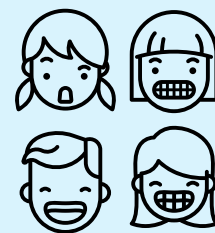
#### Blood Donation



#### The CSR funded to support



#### National Children Day.

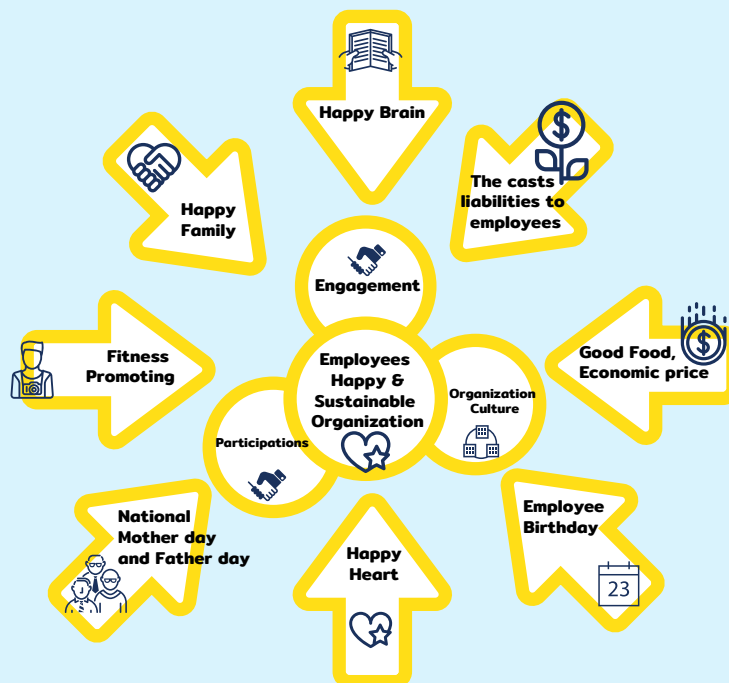




# HAPPY WORK PLACE

Happy Work Place is the reinforcement of happiness activity for all employees while doing their work. There are 8 factors of happiness to encourage. Each of happiness factors can be part of other activities. The CSR-SPA committee will consider for appropriate activity and support budget. Any suggestions or problems will handle by the CSR-SPA committee.

## Performance Of Happy Work Place in 2015



### 1. Happy Family

This event is to encourages employees to realize and recognize the importance of family, creating and maintain warm family. So, in the National Father Day, December 5th, CSR-SPA had encouraged all employees present their love to dads.



### 2. The Casts Liabilities to Employees (Happy Money)

The Company realized to the mental health of employees such as stress, anxiety, and worrying in debts. the integration on those problems is to help them release debt and strengthening financial discipline.





### 3. Merit Making and offer food to monk (Happy Soul)

In each month, CSR-SPA team provides a birthday celebration for employees who were born in the month. To make them all high merit and encouraging the spiritual moral, brought them a good co-workers and happy in performing their work, faithful in religious and morally living.



### 4. Fitness Promoting (Happy Body)

Encourage exercise after work and at lunch time, To keep them strengthen, physically and mentally health



### 5. Good Food. Economic Price (Happy Money)

Canteen with nutrition food and free of stream rice were set for all employees. The Happy Work Place team had start this project since 2015 which could help employees reducing cost of living.



### 6. Generosity to Others (Happy Heart)

The HAPPY WORK PLACE, as behalf of all employees, brought all thing to assist the employee who suffering from house burnt all things were shown the hand to hand among employees in 2015, two employees was assisted from cause of house burnt.



### 7. Recreation (Happy Relax)

The company has activities to relax the stress from working hard, or releasing stress for individual. In order to make worker's life balanced



### 8. Learning and All-time Approving Themselves (Happy Brain)

The company is pushing all employee to be an expert or skilled worker in each position, the CSR-SPA encourages them learn to be professional, got progress in career path regularly, and more discipline in their work.



# Environment

## Environmental policy

- Willingness of manufacturing a friendly environment products, The Cho Thavee has set main policies as following
- Support employee's compliance with regulations and other requirements concerning environmental issues strictly, including the developing and improving of environmental performance continually.
- Take action of prevention and reduction in accidents at work places by setting action plans and preparation for the case of emergency.
- Garbage Management and Energy Saving, focusing to comply with environmental laws and regulations regarding to prevent and reduce pollution caused by production activities. The prompt of the public relations toward employees and public according to environmental laws.



## Water Management

The Company is focusing the efficient of water consumption. A few water consumption in the production is bringing zero problems in the water management and the water consumption. The water treatment system from the production and offices are efficiency. Grease Trap, Septic Tank and Anaerobic Filter were installed prior to get the better quality then drained to the public sanitary sewer

## Monitoring & Measurement

Monitoring The Quality of Environment in Head Quarter and Its Subsidiaries

The company and Its Subsidiaries use main source of Electricity, in order to reduce the air pollutants from the production lines. For the air pollution in painting process is operate accord to the requirement of the legal provision, More than 80% of processes, The company chooses a color material which is composed of 2K with the Low Emission Product in addition with closed painting coloring rooms which is equipped the modern Air Filter Systems to reduce pollutant particles, also the mean of particulate from all processes is meet the national regulations. Moreover, the air quality in the plant and vicinities regularly was monitoring by the inspector, the Environmental Management, Faculty of Engineering, Khon Kaen University, which has been certified by ISO / IEC17025.

The noise pollution of The company and Its Subsidiaries is inspected within the factory and vicinities every six months. The data reported that the noise pollution is meet requirements of the National Regulations.



## Waste Management

The company and Its Subsidiaries have arranged the appropriate managements which is applying for disposal from the Factory by meet to the National Standards and Regulations. In the year 2015, a number of non hazard waste, 900 metric tons approximately, were classified and sorting for energy saves and resources preserving. Basically, 3Rs project was introduced for waste management, i.e. Reduce, Reuse and Recycle. Its can reduced cause of disposal. Some of waste was put to landfill in the located area that can safe for the hygienic environment without side effect to the factory and vicinities. In addition, the simply techniques of environmental preserve and energy preserve were introduced to employees, the Youth, and vicinities via 3Rs projects. Specially, new product from the industrial wastes is encouraged, i.e., PU foam for autoclaved aerated concrete or AAC. The project presented the people to encourage their knowledge with having more social awareness.

## Sustainable energy & Green Innovation

The mission of The company and Its Subsidiaries is creating products with regarding to the energy preservation, friendly to environment, sustainably, safety, multi functions which is a basic concept of the energy preservation. Also the strictly implement in accordance with standards and regulations is applied in order to reduce the energy consumption in production lines, in addition, the production processes are improving to reduce the energy consummation and take the least effect to environment. The following activities concern to energy and environment preservations are presented.

## Energy Preservation, Investment for Environment

Nowadays, Thailand's economy and industry has been expanding continuously with an increasing number of the population causing the rise of demand for the energy in the country by 13% per year which likely to increase further and also making the country enlarge its use of natural resources. Thus, the company is focusing to reduce an energy consumption including the use of renewable energy to reduce the country's natural resources burden and to apply Mechatronics Engineering knowledge which our staffs have gained from the training. Led by the solar cells study and development by using solar energy for lighting the area around the company which result the reduction in power purchasing and save more energy. The former Sport light needed the electrical energy of 43.2 kWh then we changed to the solar cell LED light which needed the electrical energy of 8.16 kWh and can be used to power lighting around the company's fences for at least 12 hours per day. Reducing electricity cost up to 63,072 baht per year.



The Company and The Subsidiary Company was developed the sustainable product for preserving energy. With the composite materials are used to be the main part of a new lighter container which is enhances the efficient of carrier to be greater but lighter. The fuel consumption, the interesting statistics is reduced by 9%.

We are working under leading of the professional in product designer to create new product with the world standards. By the year 2014, The project of Electric Trucks and Electric Catering electric commercial vehicle s was established were 100% electrical driven either reduce pollution or global warming.

## Working Environment

The quality of working life is very importance in our Company. Therefore, The company and Its Subsidiaries is focusing either worker and working environment so the working environment were managed and balanced through appropriate activities. The hygienic safety, happiness, and stabilized, are the most criteria to tuned up good attitude and feeling in their work which all effect to employees themselves, their organization, and the employees morale.

## Training in Environment

New guys must have to join the environment training before install to their work place, and by the year 2015 are 100% of new guys were passed through this training. The training course contents are definitions of environment, working environment, i.e. dust or particle, noise pollution, temperature, light intensity, national standard and regulation, safety management, healthy, working environment and personal protecting equipments and usage

Training Courses	Unit	2014	2015
New guys participated to the courses	Percentage	0	100

## Reducing the environmental impact on the community.



The company had installed slants around the spray booth to deodorize and prevent the spread of spray paint which may affect the surrounding community with 2 meters high and 130 meters length around the spray booth. After the installation, the company had asked residents in the surrounding community and found that the smell of paint and the spray paint which spread into the community were reduced by 80%. In addition, the company has planted the Pradipat pine along the side and the back walls of the factory to create a natural fence which can filter the painted smell and dust from the company's products manufacturing process.

Environment	Units	2014	2015
<b>Energy</b>			
Electrical Power : Buying	kW	1,655,520.00	1,439,980.00
<b>Water</b>			
Total of Fresh water	Liter	8,045,628.96	9,126,000
Waste Water treated	Liter	0	0
Treated water reused	Liter	0	0
<b>Waste Management</b>			
Landfill	Ton	0	0
recycle	Ton	0	0
sale	Ton	816	900
other	Ton	0	0
Leakage of Chemical substance	Time	0	0

## Safety and Health Care

1. The first responsibility of employee's in work place is the "safety first."
2. The company shall support for the improving of working conditions and environmental conditions for more safety.
3. The company shall support for the safety activities that promote to employees for stimulating the employee's awareness such as: the training, the motivation, public relation, the competition campaign of safety, etc.
4. The company and its employees must cooperate for all safety activities that take them to the ultimate safety, or shortly "accident must be zero."
5. All of the supervisors must take action of a role model, leader, trainer, coacher, and motivator for all employees with safety strategies.
6. The employee must recall himself/herself safety, co-workers, and throughout the company's assets at all times.
7. The employees must care of the cleanliness and the orderliness over the working area.
8. Employees must cooperate for all safety projects and healthy project and has a right to raise up a suggestion for improving their working environment and their safety procedures.
9. The company has to procure the evaluation on the result of the policies implementation regularly.

### Safety Manual

The Company realizes that every employee is a valuable resources and recognizes the priority over any properties and equipments. Safety, Health and Environment are highly important policies which have to implement at all sections. This handbook of Safety is concerning to all either member of the Company or Out Sourcing Contactors. Everyone has to study throughtout this handbook of safety. Any conflict to this handbook, the specific procedure shall be replaces.



### The Chart of Safety

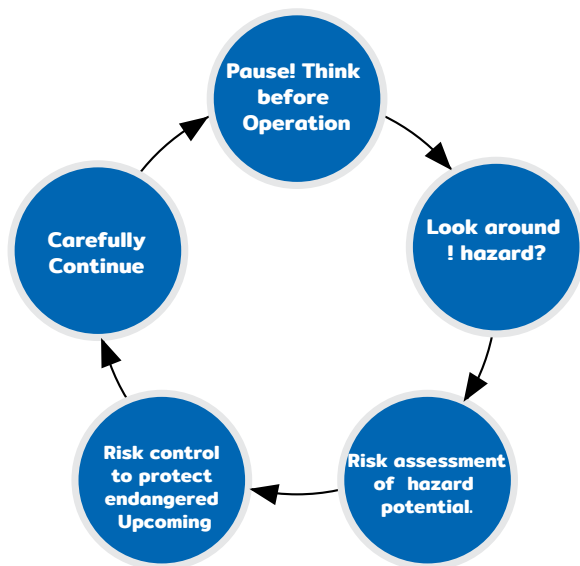


### Safety staff

1. Safety officer. Professional	1
2. Safety officer. Chief Executive Officer	12
3. Safety officer. Supervisor	19
4. Safety officer. Technician	1



## Field Risk Assessment: Accidental Reduction



## Safety

Providing the environment and health in the workplace, the firm concerns to the safety in each operation therefore the firm is providing the environment and health in the workplace the personal safety equipment was provided and employees were trained to use for general and particular works to adapt the working environment, in order to establish the effective production system, and improving their quality of life in the working area. The most important, whereas they are working, employee must be careful and concentrate in all operation, never negligent, and highly self care, because the accident either occurred within the plant or outside.

### An Exercise ; Emergency Case of Chemical Leakage

In order to prevent the Chemical disasters that can spread over the vicinity. The Company has an emergency plan in the case of Chemical Leakage either risk reduction or safety reasons. The Rescue Emergency exercise in case of a chemical leakage was performed once a year under the target of unity, teamwork, good experience in communication and systematical approach on operational rescue.

### The summary of cases caused by the operation

Safety Remark	Unit	2014	2015
Absence due to any accident (employees)	Cases/Hours	1/120	2/160
Absence due to any accident (contractors)	Cases/Hours	1/8	0
The event nearly caused an accident	cases	0	0
Number injured (employees)	Cases	7	17
Number injured (contractors)	Cases	2	0
Total of Dead	Case	0	0



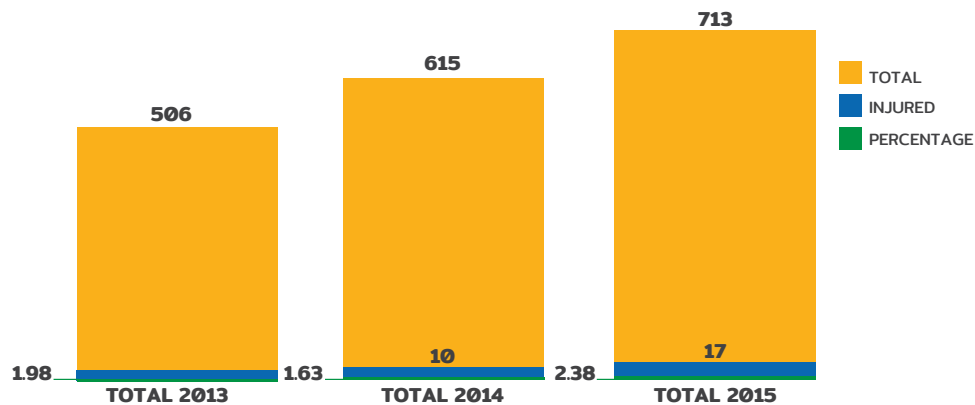
## Fire Prevention in Plant

The Company has provided fire protection, fire extinguishing, and fire evacuation exercise according to the regulation of the Ministry of Interior. To saving all workers and officers of the company, the must learn how to make sure fire safe, how to use fire extinguishers and fire host. A number of participants of fire evacuation exercise must at least 40% of all members of the factory and at least once a year

## The risk to an accident occurrence

The Company and its affiliates realize either safety or healthy of workers. In addition, it shall be a cause to employee's morale and spiritual of workers. By the year 2015, 17 injured, most of them were careless and miss performing. Accidental case was usually found in hot work and assembly the products. So, both of the Assembling Unit and hot work Unit are the risky working areas and have to implement all relevant preventing and control.

## Record of Injury in the Company during 2013-2015



## Healthy

The Company has provided physical healthy checks and occupational health services for employees and has Annual assessment on physical environments, i.e. dust, noise, etc., and chemical environments were monitored. The assessment report leads to establish an appropriate preventive plans to specific working area and/or leads to modify or reorganize the working area avoiding any unexpected outcome.



- Physical healthy check according to the National Regulation "Medical Check. BE.2547" once a year. These covered the pre-works checking and test for drugs
- Providing courses for new guys on physical health, occupation health, for good communication

### The Records of Sound Level Density in 2015

Point	Monitoring Point	Sound Level Strength	
		Leq 8 hr	Lmax
1	Assembly Plant No. 5, 6, 7	72.6	94.6
2	Assembly Plant of Cho Thavee Thermotecch Co.,Ltd.	76.6	98.3
3	Office of Cho Thavee Thermotecch Co.,Ltd.	75.5	98.0
4	Cut Plates area of Cho Thavee Thermotech Co.,Ltd.	79.7	98.4
5	Parts Manufacturing	78.2	98.4
6	Parts/Cut/Role	75.2	98.9
7	Public area	76.0	104.9
8	Break and Hydraulic Area(Lower parts)	75.9	99.2
Standard index		90	140

- Sound level within the plant was inspected to prevent the sound affects to environment. The inspection performed by the Centre for Environmental Management, Faculty of Engineering, Khon Kaen University. The result of the inspection met to the National Standard, declared by the Interior Ministry.

### Air Quality: Dust particle, 2015

Point	Monitoring Point	Particle in the air (mg/m3)
1	Spraying Room No. 03	0.42
2	Assembly Factory 5, 6 , 7	0.28
3	Assembly of Cho Thavee Thermotech Co.,Ltd.	0.42
4	Office of Cho Thavee Thermotech Co.,Ltd.	0.14
5	Cut Plates area of Cho Thavee Thermotech Co.,Ltd.	0.28
6	Parts/Cut/Folding	0.14
7	Spraying Room 1993 Phase II	0.42
8	Foam adjoint of Cho Thavee Thermotech Co.,Ltd.	0.42
9	Factory 4	0.42
Standard index		151

- The inspection of air quality within the plant was performed by the Centre for Environmental Management, Faculty of Engineering, Khon Kaen University. The result of the inspection met to the National Standard, on the section of "Working safety with environment (Chemical)," declared by the Interior Ministry.

## Awards and Recognition 2015



### THAILAND TOP COMPANY AWARDS 2016

The company has got Thailand Top Company Awards 2016 which Organized by Faculty of Business Administration, University of the Thai Chamber of Commerce in conjunction with Business+ Magazine and ARIP PLC. in order to award a standard prize and a pride for the success of Thailand business organizations which have potentials to maintain good governance and public responsibility.



### Outstanding Investor Relations Awards 2015

The company got the award of "the Listed Company Investor Relations for year 2015" with ranking level of outstanding by the SET Awards 2015, held by The Stock Exchange of Thailand and the Money & Banking Magazine. This award certified the honorable to the Company. The Company was recognized of the role of Investor Relations Officers who deals with investors.



### Asia Corporate Excellence & Sustainability Awards 2015 OR ACES Awards - 2015

The company got award of the Top SMEs in Asia Corporate Excellence & Sustainability Awards (ACES) 2015 organized by MORS group in Singapore. The MORS is an organization deals for the excellence on sustainable, and flexibility in the management, responsible to rapid changes in industry and consumer demand in Asia.



### Thailand Sustainability Investment 2015

The company got the award of Thailand Sustainability Investment 2015, this award organized by The Stock Exchange of Thailand or SET. The SET encourage the registered companies that ran their firm under the sustainable policy. The names of such companies were listed as "Thailand Sustainability Investment". In 2015, There are 51 companies were on the list, it can be said that "CHO, the one of fifty one of the winner" is good in Sustainability Investor, good environmental indicators, good social impact and good Governance Or ESG company.



### STI Thailand Award 2015

The Company got first prize of “The National Innovation Contest 2015” for the large scale enterprises category, the invented name of “VR7- Industrial Robot, the 7-axes robot for handling the material with a Vision System” in “The 2nd Reformation of Science, Technology and Innovation.” The Cho Thavee Company has been considered as the Outstanding Manufacturer driven by Science and Technology. The Company took action as knowledge base in society, the best modeler in science, technology, and innovation development, researching for industrial development and industrial innovation for community.



### STI Thailand Award 2015

The Cho Thavee Thermotech Co.,Ltd. the subsidiary, got the 2nd prize of the contest of small and medium-sized enterprises in the North Eastern area. This The subsidiary was declared as the outstanding and excellent driven by science and technology. The Company took action as knowledge base in society, the best modeler in science, technology, and innovation development, researching for industrial development and industrial innovation for community.

### 100 Score from The 2015 Annual General Meeting – AGM 2015

The company has been ranked by the Shareholders in “The 2015 Annual General Meeting – AGM 2015” with the grading of “Excellent of 100 Score.” The meeting was organized by the Investors Association of Thailand.

### Corporate Governance Report of Thai Listed Companies (CGR) 2015

The CGR of Thai Listed Company reported in the year 2015, to result of surveying implemented by “The Thai Institute of Directors Association or IOD” reported the fantastic score of the Company got 87 score, in Good Governance Company and ranked as “Very Good” company suitable for investors.



## About this Report

This is the second sustainability report of Cho Thavee Dollasien Public Company Limited (CHO), to disclose and report the company's operating results during the period of January 1, 2015 – December 31, 2015. We are aiming to communicate the policies in economic, environmental and social aspects by applying the approach of the Global Reporting Initiatives (GRI-G4). In 2014 CHO participated in "Corporate Sustainability Advisory Program" for the purpose of the capacity development and foundation in generating the first sustainability report, also, the increment of the efficiency strategic and social responsibility plans with the assistance from the consultant team from the Stock Exchange of Thailand

### Content Selection for Reporting :

Content selection for this report selected the significant indication for sustainable business operation of CHO. CHO is also aiming on Human Resource development, product development and social responsibility development.

### Scope of this Report :

This report presents throughout all activities including the business operation, economic, environmental and social sustainability of the Company and Cho Thavee Thermotech Co. LTD. (the subsidiary company) by not including the irrelevant company.

This report publishes in Thai and English version by printed, CD and electronic media on the company's website, for any enquiry or suggestion, please contact:

**This report is made in Thai and English version  
on printing ad and Electronic media  
If you have any question or suggestion for our website, please contact  
CSR Committee and Investment Relationship  
Cho Thavee Dollasien Public Company Limited  
265 Moo 4, Klangmuang Road, Muangkao  
Muangkhonkaen, Khon Kaen 40000  
Tel.: 043-341412-18 extension 118  
Facsimile: 043-341410  
Email address: [info@ctvdoll.co.th](mailto:info@ctvdoll.co.th) or [daosawai@ctvdoll.co.th](mailto:daosawai@ctvdoll.co.th)**

## GENERAL STANDARD DISCLOSURES

Standard Disclosure	Disclosure Requirements	Page	
		AR	SR
STRATEGY AND ANALYSIS			
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	4-5	2-3
G4-2	Provide a description of key impacts, risks, and opportunities.	99-102	12-13
ORGANIZATIONAL PROFILE			
G4-3	Report the name of the organization.	back cover	15
G4-4	Report the primary brands, products, and services.		10-11
G4-5	Report the location of the organization's headquarters.		5
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.		11
G4-7	Report the nature of ownership and legal form.		5
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).		10-11
G4-9	Report the scale of the organization.		5-7
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).		6-7
G4-11	Report the percentage of total employees covered by collective bargaining agreements.		15
G4-12	Describe the organization's supply chain.		20-21
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	73	20-21
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.		46
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.		18, 45-46
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations.		18, 45-46
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	71-72	-
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.		30-31, 54
G4-19	List all the material Aspects identified in the process for defining report content.		30-31
G4-20	For each material Aspect, report the Aspect Boundary within the organization.		30-32
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.		30-32

Standard Disclosure	Disclosure Requirements	Page	
		AR	SR
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.		-
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.		-
<b>STAKEHOLDER ENGAGEMENT</b>			
G4-24	Provide a list of stakeholder groups engaged by the organization.		22-27
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.		22-27
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.		22-27
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.		22-27
<b>REPORT PROFILE</b>			
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	43	54
G4-29	Date of most recent previous report (if any).		54
G4-30	Reporting cycle (such as annual, biennial).		54
G4-31	Provide the contact point for questions regarding the report or its contents.		54
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.		54
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.		-
<b>GOVERNANCE</b>			
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	32-33	14-17
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.		14-17
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.		15-16
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.		16, 22-23
G4-38	Report the composition of the highest governance body and its committees.	32-33	14-17
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).		14
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	50-51	-
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.		-

Standard Disclosure	Disclosure Requirements	Page	
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G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.		22-23,32
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	43	-
G4-44	a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	58-59	-
G4-45	a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.		12, 22-23
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.		12, 14
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.		12, 23
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	43	-
G4-49	Report the process for communicating critical concerns to the highest governance body.		-
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.		-
G4-51	a. Report the remuneration policies for the highest governance body and senior executives. b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	34-37	8
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.		-
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.		38
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.		8
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	37-38	8
<b>ETHICS AND INTEGRITY</b>			
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.		31, 17
17-18G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.		17
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.		1-18

## SPECIFIC STANDARD DISCLOSURES

Standard Disclosure	Standard Disclosure Title	Page	Page
		AR	SR
CATEGORY: ECONOMIC			
ASPECT: ECONOMIC PERFORMANCE			
G4-DMA	Generic Disclosures on Management Approach		
G4-EC1	Direct economic value generated and distributed		28-29
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change		12-13
G4-EC3	Coverage of the organization's defined benefit plan obligations		8
G4-EC4	Financial assistance received from government		-
ASPECT: MARKET PRESENCE			
G4-DMA	Generic Disclosures on Management Approach		-
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation		-
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation		6-7
ASPECT: INDIRECT ECONOMIC IMPACTS			
G4-DMA	Generic Disclosures on Management Approach		
G4-EC7	Development and impact of infrastructure investments and services supported		37-38
G4-EC8	Significant indirect economic impacts, including the extent of impacts		
ASPECT: PROCUREMENT PRACTICES			
G4-DMA	Generic Disclosures on Management Approach		
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	73 ,92	-
CATEGORY: ENVIRONMENTAL			
ASPECT: MATERIALS			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN1	Materials used by weight or volume	84-85	20
G4-EN2	Percentage of materials used that are recycled input materials		35 , 46
ASPECT: ENERGY			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN3	Energy consumption within the organization		45-47
G4-EN4	Energy consumption outside of the organization		46-47
G4-EN5	Energy intensity		46-47
G4-EN6	Reduction of energy consumption	81	46
G4-EN7	Reductions in energy requirements of products and services		20
ASPECT: WATER			
G4-DMA	Generic Disclosures on Management Approach		47
G4-EN8	Total water withdrawal by source		-
G4-EN9	Water sources significantly affected by withdrawal of water		45, 47
G4-EN10	Percentage and total volume of water recycled and reused		
ASPECT: BIODIVERSITY			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		47
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas		40-41, 47
G4-EN13	Habitats protected or restored		22-23, 47
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk		-
ASPECT: EMISSIONS			
G4-DMA	Generic Disclosures on Management Approach		



Standard Disclosure	Standard Disclosure Title	Page	Page
		AR	SR
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)		-
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)		-
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)		-
G4-EN18	Greenhouse gas (GHG) emissions intensity		-
G4-EN19	Reduction of greenhouse gas (GHG) emissions		45
G4-EN20	Emissions of ozone-depleting substances (ODS)		41
G4-EN21	NOX, SOX, and other significant air emissions		
<b>ASPECT: EFFLUENTS AND WASTE</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN22	Total water discharge by quality and destination		-
G4-EN23	Total weight of waste by type and disposal method		47
G4-EN24	Total number and volume of significant spills		47
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally		45-47
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff		-
<b>ASPECT: PRODUCTS AND SERVICES</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN27	Extent of impact mitigation of environmental impacts of products and services		20, 47
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	88	11
<b>ASPECT: COMPLIANCE</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		-
<b>ASPECT: TRANSPORT</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce		-
<b>ASPECT: OVERALL</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN31	Total environmental protection expenditures and investments by type		41, 46
<b>ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN32	Percentage of new suppliers that were screened using environmental criteria		
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken		
<b>ASPECT: ENVIRONMENTAL GRIEVANCE MECHANISMS</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms		19
<b>CATEGORY: SOCIAL</b>			
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>			
<b>ASPECT: EMPLOYMENT</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region		6-7
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation		7-8
G4-LA3	Return to work and retention rates after parental leave, by gender		7
<b>ASPECT: LABOR/MANAGEMENT RELATIONS</b>			

Standard Disclosure	Standard Disclosure Title	Page AR	Page SR
G4-DMA	Generic Disclosures on Management Approach		
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements		-
<b>ASPECT: OCCUPATIONAL HEALTH AND SAFETY</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs		48
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender		49-51
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation		50
G4-LA8	Health and safety topics covered in formal agreements with trade unions		48-50
<b>ASPECT: TRAINING AND EDUCATION</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA9	Average hours of training per year per employee by gender, and by employee category		9
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings		9, 32-35
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category		9,32-35
<b>ASPECT: DIVERSITY AND EQUAL OPPORTUNITY</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity		7, 14-15
<b>ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation		-
<b>ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria		-
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken		
<b>ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms		18-19
<b>SUB-CATEGORY: HUMAN RIGHTS</b>			
<b>ASPECT: INVESTMENT</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained		9
<b>ASPECT: NON-DISCRIMINATION</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR3	Total number of incidents of discrimination and corrective actions taken		19
<b>ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights		17
<b>ASPECT: CHILD LABOR</b>			

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G4-DMA	Generic Disclosures on Management Approach		
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor		8
<b>ASPECT: FORCED OR COMPULSORY LABOR</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor		8
<b>ASPECT: SECURITY PRACTICES</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations		-
<b>ASPECT: INDIGENOUS RIGHTS</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken		-
<b>ASPECT: ASSESSMENT</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments		37
<b>ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria		-
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken		-
<b>ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms		19
<b>SUB-CATEGORY: SOCIETY</b>			
<b>ASPECT: LOCAL COMMUNITIES</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs		22-23, 37
G4-SO2	Operations with significant actual and potential negative impacts on local communities		41
<b>ASPECT: ANTI-CORRUPTION</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified		-
G4-SO4	Communication and training on anti-corruption policies and procedures	109	17-19
G4-SO5	Confirmed incidents of corruption and actions taken		-
<b>ASPECT: PUBLIC POLICY</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-SO6	Total value of political contributions by country and recipient/beneficiary		-
<b>ASPECT: ANTI-COMPETITIVE BEHAVIOR</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	100	-
<b>ASPECT: COMPLIANCE</b>			
G4-DMA	Generic Disclosures on Management Approach		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations		-

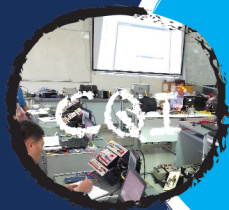
Standard Disclosure	Standard Disclosure Title	Page	Page
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ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			
G4-DMA	Generic Disclosures on Management Approach		-
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society		
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	112	41
ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY			
G4-DMA	Generic Disclosures on Management Approach		
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	112	19
SUB-CATEGORY: PRODUCT RESPONSIBILITY			
ASPECT: CUSTOMER HEALTH AND SAFETY			
G4-DMA	Generic Disclosures on Management Approach		
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement		-
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes		-
ASPECT: PRODUCT AND SERVICE LABELING			
G4-DMA	Generic Disclosures on Management Approach		
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements		21
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes		-
G4-PR5	Results of surveys measuring customer satisfaction		21
ASPECT: MARKETING COMMUNICATIONS			
G4-DMA	Generic Disclosures on Management Approach		
G4-PR6	Sale of banned or disputed products		
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes		-
ASPECT: CUSTOMER PRIVACY			
G4-DMA	Generic Disclosures on Management Approach		-
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		-
ASPECT: COMPLIANCE			
G4-DMA	Generic Disclosures on Management Approach		-
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services		

CSR Social and Community Activity CSR Environment



CSR Special Activity

The Differences  
make us  
SUSTAINABLE



CHO PROGRAM

CHO SCHOOL



CSR HAPPY WORKPLACE

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