STANLEY



Sustainability Report 2017

| CONTENT | PAGE |
|--|------|
| Message from the Chairman | 1 |
| About This Report | 2 |
| -Reporting Guideline | 2 |
| -Report Scope | 2 |
| -Information Collections | 2 |
| Thai Stanley Business with Sustainability | 2 |
| -Our Products | 2 |
| -Production Management | 3 |
| Economic Performance | 4 |
| -Economic Impact of the Company's Operation | 4 |
| throughout Supply Chain | |
| -Corporate Governance | 5 |
| -Anti - Corruption | 6 |
| -Supply Chain and Stakeholder Management | 6 |
| Social Performance | 10 |
| -Labor Management and Employee Development | 10 |
| -Safety , Occupational , Health and Work Environment | 15 |
| -Supporting Local Communities and Society | 17 |
| Environment Performance and Energy Conversation | 20 |
| -Environment Management | 20 |
| -Energy Conversation | 22 |

24

25

Operating Result Report

GRI Content Index

Messages from the Chairman

Over the past 36 years, Thai Stanley has been committed to be the completely integrated manufacturer of world class automotive lighting equipment. The company focuses on production, product design and to use of high technology in various systems on a regular basis.

And importantly, along with the business. The Company takes into account the supporters of the company, including our shareholders, employees, business partners, government, and the public by doing in many activities as shown in this report. In the last year The company was honored with the highest honor of the Royal Trophy from Highness Princess Maha Chakri Sirindhorn. "The Thailand Labour Management Excellence Award 2017" that is a morale to all Thai Stanley, whom have worked hard to maintain the standard of labor, Labor Relations and Welfare and Safety Occupational Health and Working Environment.

The Company is determined to develop our production for economic stability and maintain the standard of labor management, Safety, Health, Environment and Energy Conservation and addition in the relationship with the community and social development. That for our desire to Stanley's continued business sustainability

Apichart Lee-issaranukul

Executive Chairman

Sustainability Report

About This Report

Reporting Guideline

Thai Stanley Electric Public Company Limited prepares this sustainability report to disclose information on Economic, Social and Environmental performances under the business philosophy to become a world-class fully integrated manufacturer of automotive lighting equipment while earnestly appreciate the value of all parties who support the Company.

This 2017 sustainability report is the first sustainability report published by the Company based on the framework developed by Global Reporting Initiative (GRI) and certain material aspects are still currently being prepared. However, the Company hopes to improve the sustainability report to make it better in the further.

Report Scope

This report presents the information on policies and operating results of Thai Stanley Electric Public Company Limited from the period between 1 April 2017 and 31 March 2018. It does not cover the joint ventures the Company has established in Thailand and overseas. The main financial data is shown in 2017 Annual Report

Information Collection

Information to be disclosed in this report was collected by Administration Division from relevant departments such as Safety & Environment , Accounting & financial , Internal audit.

Since the Company prepares this sustainability report for the first time based on the GRI Guidelines, some information cannot be completely disclosed.

Information not included in this report are significant changes from previous reporting periods because this is the first report and no comparison can be made and topics or concerns raised by experts and stakeholders.

Thai Stanley Business with Sustainability

Thai Stanley Electric Public Company Limited has operated a completely integrated business of automotive lighting equipment manufacture and distribution for 36 years. The Company has adopted a management policy to meet customer satisfaction as well as constantly develop product designs and improve production.

Our Products

The Company manufactures three types of products, including automotive bulbs, automotive lamps, and dies & molds. From research and development of all three types of products are interconnected.

- Automotive bulbs manufactured by the Company are halogen light bulbs such as T19
 and T25 to be used as parts of automotive lamp sets, sold as replacement bulbs, and
 exported to Stanley Group's companies overseas. At present, the Company has one
 automotive bulb plant with sales volume making up approximately 5% of the total sales.
- Automotive lamps including headlamps, tail lamps, and signal lamps are the core
 products manufactured by the Company for domestic automotive manufacturer
 customers and its subsidiaries overseas. Today, the Company has five automotive lamp
 plants with sales volume making up approximately 90% of the total sales.
- Dies & molds are mostly manufactured for use by the Company's automotive lamp plants. Today, the Company has one die & mold plant with sales volume making up approximately 5% of the total sales.





Auto Bulb Product

Die & Mold Product





Automotive Lamp

Production Management

The company focuses on the evolution of quality products that genuinely meet international standards as well as various needs of customers. The company has recently advanced its brandnew production strategy known as SNAP (Stanley New Approach for Higher Productivity), a corporate activity launched to generate further improvement in all business aspects that can substantially be measured by cost reduction. In the year 2017 to focus is on cost reduction under the "Return to SNAP Basic" concepts by through 3 main activities.

- Reduce workplace waste. Through improved activities focused on improving cycle time in the process.
 - 2. Reduction of work wastes by adopting Real Time Management
- Reduce wastage in the workflow by reducing lead time in all processes, from procurement to delivery.

Furthermore we continuing to focus on human resources development. In the last year, we have focused on educating staff to work through their skills. Training Center (Training Dojo) and this year we have high level personnel development initiatives in HR Development Project ,by focus in 2 activities are

- The development of Mini Expert is the creation and development of specialized experts that satisfy the target to improving product quality.
- Smart Manager is the creation and development of personnel to become executives in the future.





Economic Performance

Economic Impacts of the Company's Operation throughout Supply Chain

The Company's type of business is automotive products, which is the industry that has continually been promoted and supported by the government sector. Although domestic economy has sometimes caused a slowdown in the industrial growth, the Company's business continues to grow.

Thailand's automotive lighting equipment industry has three major manufacturers with nearly equal market shares. The Company has adopted a management policy to focus first and foremost on meeting customer satisfaction to retain customers and maintain market share.

At present, Thailand's domestic car sales are directly affected by economic impacts, which also affects the Company's production.

The Company has set annual operational goals based principally on customer orders and estimates of gross domestic product growth. An operational evaluation is conducted on a monthly basis and a weekly monitoring result is presented at the weekly strategy meeting.

Corporate Governance

The Company is committed to operating business with transparency, honesty, and integrity in the best interest of all stakeholders. The company has developed its Corporate Governance Policy and Code of Conduct for the Board of Directors and employees that printing and distribute to all directors and employee for their practicable, Furthermore, Stanley group also promote the Code of Stanley group by printed and distribute to all employees to reflect the unity of business management and operations.

The Company has disclosed the following corporate governance information on pages. 93 of its annual report as required by the Stock Exchange of Thailand.

- · Roles and responsibilities of the Board of Directors
- · Responsible business conduct
- · Risk management and internal control
- · Information disclosure
- Engagement and communication with shareholders

Respect of Other Businesses' Property Rights The Company always takes into account the importance of customer confidentiality. As each product possesses its copyright to be owned by a certain customer, the company will assign a responsible person to take care of the product in every process, starting from the design and manufacturing to the delivery to the customer.

The company has issued its information security policy to facilitate the control and maintenance of corporate data including customer confidentiality. There is an Information System department established to manage and supervise the access to information and control the equipment and programs applied into the company's copyrighted computer-based programs and systems authorized by information technology business providers. Obviously, the information technology department is required to review its policy and other requirements at least once a year, which will be proposed to the Risk Management Committee and the Board of Directors on a yearly basis.

In addition, the company has upgraded its confidentiality measures to rely more on physical controls, requesting for good collaboration from all visitors. Under the company's premises, no photography is allowed unless it is officially approved by the company. Meanwhile, recording of sound or image will never be accepted, particularly in restricted areas, for instance, the research and development department, the new product development department, and the production engineering department.

Anti-Corruption

The Company has set its anti-corruption policy considered the company's Code of Conduct stating that "The Board of Directors, executives, staff members, and other related parties are strictly prohibited to get involved in any form of corruption including offering, promising, soliciting, demanding, and giving or accepting bribes as well as request others to accept those corrupted practices on their behalf, related to the company's business operations".

For the review and evaluation of this requirement, each department manager is directly responsible for assessing risks in various areas prior to informing the Risk Management Committee at least once a year. Similarly, the Office of Internal Audit will be required to annually evaluate all corruption-related issues before proposing them to the Audit Committee and the Board of Directors, respectively.

For the penalty of misdemeanor, the company will consider the termination of employment contract without compensation payment. However, over the past years, there was no risk of corruption found.

The company has also announced its intention to join the Collective Action Coalition campaign developed by the Thai private sector.

Supply Chain and Stakeholder Management

As the Company manufactures automotive lighting equipment for sale to automotive manufacturer customers, its supply chain includes suppliers, customers or automotive manufacturers, and consumers or motor vehicle users. The Company manages its supply chain as follows:

Supplier Management

The company have policy that strictly complies with agreement or contract made with the suppliers by adhering to operating business with integrity to self and to other parties in accordance with law and related rules and regulations. The supplier selection is according to purchasing policy that consider cover to company documents, performance, environmental, employee practical and human rights.

<u>Supplier Selection</u> The Purchasing Department is responsible for selecting suppliers based on the qualifications required by the Executive Board.

<u>Supplier Development</u> The Company requires its suppliers to improve their production. Since the Company has adopted a quality assurance policy and adhered to the principle of not buying, not producing, and not selling defective products, the quality improvement required for suppliers is beneficial to both the suppliers and Company.

The company initiated the project of developing raw material suppliers to be quality suppliers by delivering goods on time, being competitive which leads to quality raw material with reasonable price. The project has been carried on until present, divided into 2 activities as follows:

1.Supplier SNAP , The company extends productivity improvement activity to suppliers and sends SNAP (Stanley New Approach for higher Productivities) team together with purchasing officer to the supplier company in order to educate and conduct productivity improvement activity in an periodical manner during 6 month period.

Supplier Improvement Project , The company will choose the suppliers to help them to identify problems and give advices on manufacturing efficiency.

The company also provides customer support and encourage vendors to be certified to international standards as quality assessment to provide a quality of supply chain.

<u>Supplier Meeting</u> The Company arrange for Meeting with business partner is also held with the purpose to keep partner updated about the company movement and to hear opinions; for example, for bank or creditor; the company will invite them to the meeting together with securities analyst so as to be informed about the company quarterly performance, or for the case of suppliers; supplier meeting is held every year through purchasing department in order to inform about annual purchasing policy and confer QCD award to the suppliers who delivered the good products and being punctual.





For construction contractor, a separate meeting will be held by occupational health and safety officer and invite the staff who is responsible in the field of repairing, construction, or expansion of the company properties to the meeting in order to ensure that safety measure is extended to the involved parties.

<u>Evaluation</u> In addition to supplier selection and purchase, procurement conducts an annual evaluation to assess suppliers on various aspects such as product quality, delivery, and prices.

Customer Management

The Company has set a customer policy as follows:

Management: To meet customer satisfaction first and foremost by improving standards in key areas, including quality, cost, delivery, development, safety, and human relation through the plan – do – check cycle.

Quality: To develop a quality assurance system that meets international standards and to deliver products with confidence in gaining customer satisfaction and trust.

The Company has adopted the competition policy and guidelines that promote fair competitive practices. The Company has always recognized the importance of fair competition rules that will never regulate market monopoly or cause biased competition to other business rivals.

The Company provides training for employees who are directly involved with this matter i.e. marketing , purchasing etc. whereas other general employees are informed via internal communication and the Office of Internal Audit are examined concerning these aspects on a yearly basis.

<u>Product Design and New Technology Exhibition</u> Because each vehicle or motorcycle model uses specific automotive lamp, the Company's research & development and sale teams work with individual customers to design products that truly meet the needs of each customer.

Furthermore, Stanley Group has organized a exhibition to present automotive lamps designed by the Group's research & development teams and other products to customers.

<u>Customer Meeting and Involvement.</u> Because each of the Company's products is designed and manufactured for specific vehicle model, the Company has regularly held a meeting with its customers and participated in activities organized by customers.

<u>Customer Evaluation</u> The Company has been evaluated by customers on an annual basis for its quality, price, and delivery. In 2017, the Company won the following awards from customers.

- · VAVE Award from Toyota Motor Thailand Co., Ltd.
- Q-Award Excellent Quality Status Recognition from Auto Alliance Thailand Co., Ltd.





Motor Vehicle User Management

The Company has set up a Quality Assurance Department to be responsible for assuring product quality, providing suggestions about products, consulting, and receiving complaints to ensure that customers satisfy with the quality of products and services.

Other Stakeholder Engagement

The company recognizes the rights of stakeholders such as employees, shareholders, government sectors, and local communities as required by laws and makes sure that their rights are properly protected and treated.

Employees The company realizes that the company is growing because of the cooperation of every employee so the employees are valuable resource of the company. The company policy are cover employee sustain in respect with safety, welfare, privilege for employees and the company have certified for Thai Labor Standard, TLS800-2003 (since June 2008 until present) from Ministry of Labor and Social Welfare. The Company has disclosed information about employee management in this report under the topic of labor management and employee development of social performance section.

<u>Shareholders</u> The company policy is to protect shareholders' rights in an equitable manner as required by law. The policy is set that dividend paid to shareholders will not be less than 30% of net profit (Financial Statement - The company only)

The Company has disclosed information about shareholder treatment in the annual report under the topic of corporate governance of shareholder engagement and communication section.

<u>Local Communities and Society</u> The Company recognizes the importance of society and local communities as it has been a part of the society ever since it was established. The Company has participated in supporting local activities regularly.

Moreover, the Company has set guidelines for treating and managing stakeholder rights in the corporate governance policy and code of conduct for directors and employees. Stakeholders can contact and file a complaint with the Company through the Company's website (info@thaistanley.com, companysecretary@thaistanley.com). The complaints will be handled by responsible unit according to the procedures set up by the Company.

Social Performance

The Company's social performance can be divided into 3 groups as follows:

1. Labor Management and Employee Development

Labor Management

The Company has set its management standards to reflect the company's genuine social responsibility in the labor management aspect. The company is strictly committed to pursuing labor laws and other relevant requirements to generate greater development of employees' quality of life as well as working environment. Additionally, the company has been urged to regularly review its management policies as Thai labor standards are applied to all departments, covering suppliers and subcontractors.

The Company has issued its labor management manual, considered an ultimate document of the labor management system according to the Thai Labor Standards explained below:

<u>Discrimination</u>: The Company has expressed its intention not to support any discrimination action on employment, payment of wages and other financial supports, social welfares, training and development opportunities, promotion, employment termination, and retirement, which are due to the difference of nationality, race, religion, language, age, gender, marital status, sexual orientation, disability, HIV infection, preference of a political party, or personal concept and idea. The company will never hinder, interfere, or conduct any action deemed to have affected the employees' rights and their routine practices without causing any damage to the organization.

<u>Child Labor</u>: The Company will never approve, support, or get involved in employing a child labor whose age is under 15 years old. Also, the company has never encouraged the use of child labor in any business activity that may cause an impact on occupational health and safety.

<u>Pregnancy</u>: The Company will never allow any pregnant employee to work in inappropriate working conditions that will be harmful to her health and physical body. According to the relevant laws, pregnant ladies must be stationed in an appropriate working environment that will not affect their health and pregnancy. Similarly, there will be no termination of employment offered to pregnant employees, particularly during the pregnancy period. No diminution of position or benefits is always guaranteed due to pregnancy.

The company has cautiously evaluated this issue with its suppliers to promote the abolition of human rights in the Thai society.

<u>Freedom of Business Association and Negotiation</u>: The Company provides its employees with the right to join various committees in the company and fully possess the right of negotiation, selection, or election of corporate representatives. The company will never hinder or interfere with the exercise of employees' rights. At present, the company possesses authorized representatives elected to represent the Welfare Committee and the Occupational Health and Safety Committee. The election will be held in every two years.

Since the establishment, The Company has never been involved in any labor dispute and there is no labor union existing in the company.

Welfare and Quality of Life Development

The Company takes into account the development of the quality of life of its employees to suit current economic conditions. To ensure the happiness of the work-life balance, the company has considered the increase of salaries for all employees on a yearly basis, while providing every personnel with appropriate organization-based welfares such as travel allowance, uniform, and laundry service. Employees will also be offered special presents for special occasions like birthday and the New Year festival. The company approves food expenses for diligent employees working overtime and outside the company. Furthermore, the company also remains alert in offering medical expenses to employees and their family members. These benefits will be considered and approved on a yearly basis.

The company organizes fun-filled activities to promote employees' good health, for example, sporting events and recreation activities. To foster greater awareness of Thai cultures for all employees, the company has launched its culture-based activities. Remarkable examples are the Buddha image bathing, Buddhist lent candle parade, dry-food almsgiving, and merit-making ceremony for special occasions.



In 2017, the Company has initiated Cash Less project, which encourages employees to pay for their food through mobile banking application of Siam Commercial Bank. The project aims to reduce the use of paper money and save time, increase health quality by not touching banknotes and coins, and promote the use of technology to be in line with Thailand 4.0.





In August 2017, the Company won Princess Maha Chakri Sirindhorn's Thailand Labor Management Excellence Award 2017 from the Ministry of Labor. In September 2017, the Company also received the Outstanding Workplace Award for Labor Relations & Welfares from the Ministry of Labor for the 12th consecutive year.

Employee Development

The company has raised the issue of work respect according to the requirements of human rights and the protection of working conditions aiming to facilitate the labors at large.

The STARs Plan has been applied into the human resource management system to ensure effective development of manpower, which can be specified in six major categories.

- Qualification The company has set a hierarchy to demonstrate the level of employee performances used to determine fair and reasonable remuneration.
- Position The company has defined roles and responsibilities of each employee in the organization clearly.

Promotion will be evaluated according to the criteria set by the Promotion Committee.

- 3.Rotation The company approves a change of affiliation by considering types of work to achieve greater development of competency, leading to the promotion to the ultimate level.
- 4. Evaluation The company defines performance measurement criteria used in determining salaries, bonuses, promotions, and positions. Besides, this unveils weakness and strength of employees aiming for further development. The company's evaluation criteria are developed based on fair, reasonable, and acceptable principles.
- 5. Wage Payment The company has set the structure of wages consisting of basic salary, specialist value, position value, and other financial aids paying for working overtime, working on holidays, working on shifts, food expenses, diligence allowance, and travel expenses. The company will consider the salary increase on a yearly basis, regarding the payroll index according to the government's approved minimum wage, inflation, and up-to-date industrial condition.
- 6. Skill Development The company has reiterated its intention to enhance the ability of employees. The company develops a policy of skill development by means of sequential and onthe-job training programs. Strategic training and self-development programs are also introduced, where employees will be eligible to train with internal and external specialists, including experts from the Stanley Group in foreign countries.

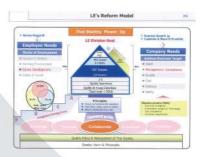
In 2017, a total of 1,522 employees participated in 47 in-house training courses organized by the Company, with an average of 12 hours of training per employee and a total of 202 employees participated in external training courses. These courses such as the power of team working to company development , the life mapping for work successful , Troubleshooting and Decision Makingl. Moreover, 12 employees were sent to Japan for overseas training.







In February 2018, the Company has initiated the Thai Stanley Power Up project to reform its employee development starting with LE's Reform Model. This is a four-year project, which aims to study and analyze problems, risks, and impacts from employees in all aspects to develop training courses that are appropriate and applicable to the matter at hand, utilizing tools and systems to measure training effectiveness in line with the Company's policy and goals of employees at each level



The company has been certified with the Thai Labor Standard (TLS 8001 - 2010) of the complete version by the Ministry of Labor, which is audited on a yearly basis.

Safety, Occupational Health, and Work Environment

The Company has set the safety commitment as follows:



Mr Koichi Nagano President

คำมั่นสัญญาด้านความปลอดภัย

"จะผลักดันให้มีการจัดเตรียมสภาพแวดล้อมการทำงาน เพื่อสร้างบรรยากาศการทำงานที่ปลอดภัย โดยมีพนักงาน



The company has decided to establish policies on occupational health and safety at the workplace in line with regular duties of employees since 2011. Also, the company has been certified with OHSAS18001 in the same year.

The Safety policies include:

- 1. The company is committed to ensuring that safety is the first priority in every employee's performance.
- 2. The company will always comply with all applicable laws, regulations, and standards related to occupational health and safety at the workplace.
- 3. The company will always support the improvement of appropriate working environment and continue to promote secure practices, ranging from using appropriate protective equipment to maintaining good health of all employees.
- 4. The company will encourage various safety-based activities that will stimulate greater awareness of safety among employees both inside and outside the workplace.
- 5. The company has requested all supervisors to be good role models, leaders, trainers, and motivators to encourage employees to produce excellent working performances in a secure way

- The company has urged all employees to consider their own safety, including security of colleagues and the company's assets at all times.
- 7. The company has promoted its occupational health and safety campaign to reflect the cleanliness, comfort, cleanliness, hygiene, and habit-forming in the workplace to prevent accidents and diseases due to operations.
- 8. The Company has motivated all employees to take part in the company's occupational health and safety program, where all employees will possess the right to offer productive comments and feedbacks on the improvement of working conditions and the development of operational safety.
- 9. The company has offered its firm support to the development of human resources and investment budgets allocated for the management of occupational health and safety at the workplace, ensuring the highest safety for all parties involved.
- 10. The company has promoted its Completely Check Completely Find Out (CCCF) program to achieve the goal of zero accident both inside and outside the workplace.
- 11. The Company regularly reviews its performances complying with the well-developed policies.

In 2017, The Company achieved the occupational health and safety campaign, reflecting zero serious accident, illness, death, strike, and fire case. The 7,000,000-working hour rate was achieved in the same year, decreased by 50% from the previous year.

The company has announced the launch of its Safety Dojo Training Center to enhance greater safety awareness for both employees and outsiders aiming to support the zero accident campaign. The company provides training courses to employees at this center regularly every month. It also provides opportunities for outside group such as government to visit and learning at this center as well.







For other activities related to occupational health and safety at the workplace, the company also provides ongoing training, including security training, for all employees. The program includes the day and night evacuation drill, emergency preparedness, exhibition of occupational health and safety, energy conservation, Monday meeting, and several other knowledge-based activities.







In August 2017, the company was honored with the Outstanding Occupational Health and Safety Award for the fourteen consecutive year.

3. Supporting Local Communities and Society

The Company is located at Ban Klang , Pathumthani , and has been established outside the industrial estate location. The company is highly cautious of impacts that may possibly cause to the surrounding communities. Never having any dispute with the community, the Company is in collaboration with Ban Klang Municipality, representing communal people in organizing tradition-based activities, remarkable examples are the Buddha image bathing, Buddhist lent candle parade, dry-food almsgiving and to use of local food products is a set of snacks at the shareholders' meeting. The rice from the farmer group in Surin is processed into Difuku as a new year gift to customers.

For community development, the company has always relied on its unique employment model, where 80% of residents in Pathum Thani province and the nearby vicinity are employed. The company offers opportunities for students of local universities to visit factory for more knowledge and broader understanding on product manufacturing and management.

The Company collaborated with Pathum Tani Provincial Office to organize the "Pathum Tani Public-Private Collaboration to Purchase Rice from Farmers" project to purchase rice from farmers in Surin, Yasothon, and Roi Et for use within the Company. Local farmers were also welcomed to sell their rice and products the market fair organized monthly by the Company.





In 2016, the Company invested 22.25% in Pracharath Rak Samakkee Pathum Thani (Social Enterprise) Company Limited, that established from government's policy that the objective is to support for more strong local economy, people have more income. The company support place inside for selling products from the manufacturer in the group on a monthly basis.

Corporate Social Responsibility Activities of Stanley Thailand Foundation

The Stanley Group has established the Stanley Thailand Foundation since 1993, aiming to promote various CSR activities mainly in Pathum Thani province. Remarkable examples of CSR activities launched in 2017 can be described below:

- 1. Education Activity
- 1.1 The foundation had presented annual scholarships to 1,123 students from 16 schools in Pathum Thani province and 6 schools in Nakhon Ratchasima province.

For individualized scholarships (Outshining Fund), the foundation was consistently responsible for all education-related costs starting from the high school to Bachelor's Degree levels. In 2017, three outstanding students were selected to take part in the individualized scholarship program, where 3 students was already graduated with a Bachelor's Degree. Currently, there are 22 students selected to join the program.





1.2The foundation offered its concrete support to the science competition named the Stanley Science Project Contest held to encourage primary and secondary students to create excellent robotic devices. The competition was hosted by the Technology Promotion Association (Thailand-Japan).





1.3 The foundation donated educational equipment as books for library and 300 bicycles to 30 schools in Lat Lum Kaew, Thayaburi, Lam Luk Ka, and Nong Sua communities.





2. Environment Activity

The foundation had donated garbage to communities in Pathumthani such as Banklang Municipality, Kukwang Municipality and Suan Prik Thai Subdistrict Administrative Organization.

3. Charity Activity

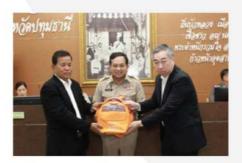
The foundation had donated other necessities for HIV-patient of Wat Phra Bat Nam Phu in Lopburi province and lame children of the Ruamphanya Person Lame Association in Nonthaburi province.

And also donation to Flood Victim in various sectors such as necessities bag and mosquito nets, etc.





In June 2017, the Stanley Foundation gave four AEDs (Automated External Defibrillators) to government agencies and hospitals in in Pathumthani to promote health safety and support local communities.



Environment Performance and Energy Conservation

Environmental Management

The Company has received an ISO14001certification since 2002 and has set up the Environment Committee (ER) to support and implement activities in accordance with the Japan Stanley Environment Policy.

The Company has strategically determined its philosophical concept for the conservation of environment as follows:

"We are strictly committed to preserving the environment and making good use of natural resources through all corporate activities to preserve the fertile nature in the most sustainable way".

To comply with the aforementioned concept, environmental policies are described below:

- 1. The company will consistently introduce corporate activities related to environmental conservation and prevention of pollution to minimize the impact on the environment, while remaining firm in improving every working process varying in design, development, production, and waste management complying with relevant environmental laws and regulations.
- The company will conduct effective communication programs based on basic philosophy, environmental policies and activities for all employees and related parties aiming to maximize knowledge and understanding on environmental conservation.
- The company is always prepared to disclose its environmental policies and environmental activities to public.

In 2017, The Company achieved about environmental conversation targets as follows:

 Reduce water consumption by 1% from baseline in 2016 (less than 394,157 m3 / year) by using the index as the water consumption per product and number of employee.

The Recycle Water Recycle Initiative is implemented in the water curtain system of the coating stage in the lamp factory, and the lawn watering system. The public relations campaign to reduce water usage through media such as the Monday Line, the voice and environmental

The result is that it can replace the use of tap water up to 55,817.4 cubic meters per year.

2. Reduce waste to landfill by 1% from 2013 (less than 2.61%).

The operations include waste sorting campaigns and modification of waste disposal methods by pushing for reuse and recycling, Organize the monitoring activities of the Environmental Committee every quarter to check the waste management of each unit., and public relations. Company waste management The campaign is aimed at reducing the amount of waste in every unit at least one unit

The result Is on target The proportion of waste dumped into landfill disposal was 1.24%

The company emphasizes the separation of various types of waste, the destruction of waste and the sale to the private sector to recycle. Moreover, the focus is on 5S activities, emphasizing the cleanliness of all areas.

3. Reduce paper usage by 1% from base year 2016 (less than 9.644 reams)

Operates by modifying the consistency assessment method through the use of Excel, producing a system for processing of unused materials through the use of the Information System. The project is to reduce the use of paper in every department, at least one project per department.

The result is on target

The company to operate on the environment continuously. All areas monitored by The Executive Board. Increasing green space in the company by planting trees in the company area on a regular basis on the last working day of the year, World Environment Day activity and Earth Day activity.

In 2017, the measurement of pollution within the company, including noise, water, heat, and air were conducted by external agencies. All pollutions were maintained at acceptable rates complying with the required environmental standards.

The environmental performance is summarized on pages....of operational summary





Energy Conservation

The Company has set up the Environment Committee (ER) to support environment policy and encourage every department to implement environmental activities.

The Company has determined efficient energy conservation policies explained below:

- Be committed to effective energy management and conservation, while strictly pursuing energy conservation laws and regulations.
- 2. Consider energy conservation to be the responsibility of top management and employees at all levels to cooperate in implementing the prescribed energy conservation measures, including the monitoring of outcomes to be reported to the Energy Conservation Committee on a regular basis. This reflects the company's passionate desire to continuously improve energy efficiency.
- Allocate sufficient resources for energy conservation and management to ensure that the idea is in line with the company's objectives and goals.
- 4. Develop effective production process including activities related to energy consumption aiming for the achievement of energy conservation and management, considered part of the company's operations.
- Improve energy efficiency to be in line with the nature and amount of energy used, where modern technology and good practices are applied in an appropriate and continuous manner.
- Seek alternative energy to generate sustainable energy and environmental sustainability.
 It is highly appropriate to disclose the company's energy conservation activities to relevant stakeholders and the general public.

In 2017, the Company set 2 energy conservation targets as follows:

- 1. Reduce electricity consumption by 4% from base year 2013 by controlling the power consumption of the factory by using electricity meters through computer programs. The company uses the main power source from electricity. And use up to 95 million units per year. To know each part clearly. The company installed Power Meter Monitoring (Dr.ECO program) to analyze energy consumption, see the point of loss and what to fix. There is a regular meeting between the energy conservation team and related parties on a monthly basis.
- Reduce CO2 emissions by 4% from base year 2014 with the following indicators: Carbon dioxide emissions per million baht in all units within the company. The use of Yellow Card tracking, training, awareness building, and promote the use of renewable energy (Solar Looftop)

Targeted results It can reduce CO2 emissions by 6.59%

To encourage participatory energy conservation by organizing turn off all electricity activities on weekends (Sundays) one day a month., Campaign to reduce energy consumption through various media such as voice calls, Monday Meeting and organized the Energy Committee Patrol activities of the Energy Holiday Patrol period, etc.

The top executives have placed importance on regular follow-up on energy conservation activities conducted on a quarterly basis and assessments of energy conservation capacity and energy management. The results of the primary assessments indicated the need for improvement.

The company has PQC building, a multipurpose building with canteen, library, gym, and spacious areas for engineering practices initiated to support production and on-the-job training prior to entering the production plant. Moreover, the innovative building is equipped with the Diming Switch system, natural lighting system, and LED lighting system complying with the energy conservation concept.





| Summary Operation Result | Unit | 2560 | 2559 | 2558 |
|--|----------------|-------------|------------|------------|
| Economic Performance | | | | |
| Common Stock , Revenue , Profit , Financial Ratio - as in Annual Report (English Version) | Page | 3,58 | 3,73 | 3,70 |
| Corporate Governance Performance | | | | |
| Number of Complaints of Violation | Case | 0 | 0 | 0 |
| Violation of the Code of Business Conduct is a reality. | Case | 0 | 0 | 0 |
| Human Resource Performance | | | | |
| Total Employee | Person | 2,997 | 2,897 | 3,055 |
| Male | Person | 1,616 | 1,584 | 1,663 |
| Female | Person | 1,381 | 1,313 | 1,392 |
| Employee provide by division | | | | |
| Administration Division | Person | 100 | 101 | 110 |
| Marketing Division | Person | 44 | 39 | 42 |
| Production and Support Division | Person | 2,828 | 2,729 | 2,876 |
| Employee by type | 1 | | | |
| Permanent | Person | 2,649 | 2,629 | 2,653 |
| Fixed Time | Person | 322 | 240 | 375 |
| Employee by nationality | | | | |
| Thai | Person | 2,971 | 2,867 | 3,028 |
| Japanese | Person | 26 | 28 | 27 |
| Safety Performance | | | | |
| Number of Accident - stop working / dead | Time | 1 | | 4 |
| Training | | | | |
| Training hour per employee (Average) | Hour | 12 | 12 | 12 |
| Environment and Energy Performance | | | | |
| Material Utilization | | | | |
| Main Material utilization (Resin) | Ton | 10,356 | | |
| Electricity and Fuel | | | | |
| Electricity usage | kWh | 100,528,991 | 95,053,513 | 91,659,134 |
| Fuel usage (Gas) | Liter | 350,041 | 255,913 | 262,086 |
| Waste , Defect and Industrial waste Disposal | | | 2000000000 | 11000000 |
| Quantity of Waste | Ton | 5,067 | 4,526 | 4,216 |
| Water | | | | |
| Quantity of water usage | | | | |
| Tap water | M ³ | 374,367 | 389,538 | 391,553 |
| Groundwater | M ³ | 7,357 | 8,600 | 8,740 |
| Recycle water usage | M ³ | 55.817 | 28.612 | 7.229 |

GRI Content Index

| GRI Indicator | Descriptions | Page | |
|---------------------------|--|------------------|------------|
| | | Annual Report | SD Repo |
| Strategy and Analysis | | | |
| G4-1 | Provide a statement from the most senior decision-maker of the organization | 6-9 | |
| G4-2 | Provide a description of key impacts, risk and opportunities | | |
| Organizational Profile | */ | | |
| G4-3 | Report the name of the organization | | 1 |
| G4-4 | Report the primary brands, products and services | | 2 |
| G4-5 | Report the Location of organization's head quarters | | |
| G4-6 | Report the number of countries where the organization operates | | |
| G4-7 | Report the nature of ownership and legal form | | |
| G4-8 | Report the markets served including geographic breakdown, sectors served and types of customers and beneficiaries | | 2 |
| G4-9 | Report the scale of the organization | | |
| G4-10 | Report types of employees and their classification (such as gender, permanent employee, region, substantial portion and significant variations) | | |
| G4-11 | The percentage of total employees covered by collective bargaining agreements | | |
| G4-12 | Describe the organization's supply chain | | 5 |
| G4-13 | Report any significant change during the reporting period regarding the organization's size structure, ownership or its supply chain | | 5 |
| G4-14 | Report whether and how the precautionary approach or principle is addressed by the Organization | | |
| G4-15 | List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses | | |
| G4-16 | List memberships of associations (such as industry associations) and national orienternational and advocacy organizations in which the organization principates in as strategic member | | |
| Identified Material Aspec | ts and Boundaries | | |
| G4-17 | Organizational consolidated financial statements or equivalent documents status | 21-28 | |
| G4-18 | The process for defining the report content and the Aspect Boundaries and how the organization has implemented the Reporting Principles for defining Report Content | | 1 |
| G4-19 | List all the material Aspects identified in the process for defining report content | | 1 |
| G4-20 | For each material Aspect, report the Aspect Boundary within the organization | | 1 |
| G4-21 | For each material Aspect , report the Aspect Boundary outside the organization | - 1 | |
| G4-22 | The effect and the reasons of any restatements of information provided in previous reports | - 4 | |
| G4-23 | reports reports Soundaries Roundaries | | |
| Stakeholder Engagemen | 1 | / | _ |
| G4-24 | A list of stakeholder groups engaged by the organization | | 5-9 |
| G4-25 | The basis for identification and selection of stakeholders with whom to engage | | |
| G4-26 | The organizational approach to stakeholder engagement | | |
| G4-27 | The key topics and concerns raised through stakeholder engagement and how the organization has responded to those key topics and concerns | | |
| Report Profile | · · · · · · · · · · · · · · · · · · · | | |
| G4-28 | Reporting period (such as fiscal or calendar year) for information provided | | 1 |
| G4-29 | Date of most recent previous report (if any) | | |
| G4-30 | Reporting cycle (such as annual , biennial) | | 1 |
| G4-31 | The contact point for questions regarding the report or its contents | | |
| G4-32 | The organizational performance "in accordance" with GRI Content index , or the reference to the External Assurance Report | | |

| GRI Indicator | Descriptions | Page Annual SD | |
|---------------------------------|---|-------------------|-------------|
| | ************************************** | | SD Repor |
| G4-33 | The organizational policy and current practice regarding external assurance for the report | | |
| Governance | die V | | |
| G4-34 | The governance structure of the organization, including committees of the highest governance body | | |
| Ethics and Integrity | | | |
| G4-56 | The organizational values, principles, standards and norms of behavior such as code of conduct and codes of ethics | | |
| Category ; Economic | P | | |
| Economic Aspect : Econo | omic Performance | | |
| G4-DMA | Disclosure on management approach for Economic Performance of Economic Aspect | 9 | |
| G4-EC1 | Direct economic value generated and distributed | | |
| G4-EC2 | Financial implications and other risks and opportunities for the organizational activities due to climate change | | |
| G4-EC3 | Coverage of the organizational fefined benefit plan obligations | | |
| G4-EC4 | Financial assistance received from government | | |
| Economic Aspect : Marke | et Presence | • | |
| G4-DMA | Disclosure on management approach for Market Presence of Economic Aspect | | |
| G4-EC5 | Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation | | |
| G4-EC6 | Proportion of senior management hired from the local community at significant location of Operation | | |
| Economic Aspect :Indire | ct Economic Impact | | |
| G4-DMA | Disclosure on management approach for Indirect Economic Impact of Economic Aspect | | |
| G4-EC7 | Development and impot of infrastructure investment and services supported | | |
| G4-EC8 | Significant Indirect economic impacts, including the extent of impacts | 9 | |
| Economic Aspect : Procu | rement Practices | | |
| G4-DMA | Disclosure on management approach for Procurement Practices of Economic Aspect | | 6 |
| G4-EC9 | Proportion of spending on local suppliers at significant locations of operation | | |
| Category : Environmenta | i a | | |
| Environmental Aspect : N | Materials | | |
| G4-DMA | Disclosure on management approach for Materials of Environmental Aspect | | 21 |
| G4-EN1 | Materials used by weight or valume | | |
| G4-EN2 | Percentage of materials used that are recycled input materials | | |
| Environmental Aspect : E | Energy | | |
| G4-DMA | Disclosure on management approach for Energy of Environmental Aspect | | 22 |
| G4-EN3 | Energy consumption within the organization | | 23 |
| G4-EN4 | Energy consumption outside of the organization | | |
| G4-EN5 | Energy intensity | | |
| G4-EN6 | Reduction of energy consumption | | |
| G4-EN7 | Reduction in energy requirements of products and service | | 23 |
| Environmental Aspect : Water | | | |
| G4-DMA | Disclosure on management approach for Water of Environmental Aspect | | 21 |
| G4-EN8 | Total water withdrawal by source | | |
| G4-EN9 | Water sources significantly affected by withdrawal of water | | |

| GRI Indicator Descriptions | Descriptions | Page | |
|----------------------------|---|-------------|------|
| | Annual Report | SD Repor | |
| G4-EN10 | Percentage and total volume of water recycled and reused | | |
| Environment Aspect : I | Emissions | | |
| G4-DMA | Disclosure on management approach for Emissions of Environmental Aspect | | 22 |
| G4-EN15 | Direct greenhouse gas (GHG) emission (Scope1) | | |
| G4-EN16 | Energy indirect greenhouse gas (GHG) emission (Scope2) | | |
| G4-EN17 | Other indirect greenhouse gas (GHG) emissions (Scope3) | | |
| G4-EN18 | Greenhouse gas (GHG) emissions intensity | | |
| G4-EN19 | Reduction of greenhouse gas (GHG) emissions | | |
| G4-EN20 | Emissions of ozone-depleting substances (ODS) | | |
| G4-EN21 | Nox , Sox and other significant air emissions | | |
| Environment Aspect : I | Effluents and Waste | | |
| G4-DMA | Disclosure on management approach for Effluents and Waste | 1 | 21 |
| G4-En22 | Total water discharge by quality and destination | | |
| G4-EN23 | Total weight of waste by type and disposal method | | |
| G4-EN24 | Total number of volume of significant spills | | |
| G4-EN25 | Weight of transported, imported , exported or treated waste deemed hazardous under the term of the basel convention Annex I, II, III and VIII and percentage of transported waste shipped internationally | | |
| G4-EN26 | Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the organizational discharges of water and run off | | |
| Environmental Aspect | : Products and Services | | |
| G4-DMA | Disclosure on management approach for Products and Services of Environmental Aspect | 85 | |
| G4-EN27 | Extent of impact mitigation of environmental impacts of products and services | 85 | |
| G4-EN28 | Percentage of products sold and their packaging materials that are reclaimed by category | | |
| Environmental Aspect | : Compliance | | |
| G4-DMA | Disclosure on management approach for compliance of Environmental Aspect | | 20 |
| G4-EN29 | Monetary value of significant fines and total number of non-monetary sanctions for no-compliance with environmental laws and regulations | None | None |
| Environmental Aspect | : Transport | 72. | 4 |
| G4-DMA | Disclosure on management approach for Transport of Environmental Aspect | | |
| G4-EN30 | Significant environmental impacts of transporting products and other goods and materials for the organizational operations and transporting members of the workforce | | |
| Environmental Aspect | : Overall | 1 | 9.0 |
| G4-DMA | Disclosure on management approach for Overall of Environmental Aspect | | 21 |
| G4-EN31 | Total environmental protection expenditures and investments by type | | |
| Environmental Aspect: | Supplier Environmental Assessment | | |
| G4-DMA | Disclosure on management approach for Supplier Environment Assessment of Environment Assessment of Environment Assessment of | | |
| 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 | | |
| Environmental Aspect | : Environmental Grievance Mechanisms | | 1 |
| G4-DMA | Disclosure on management approach for Environmental Grievance Mechanisms of Environment Aspect | | |

| GRI Indicator | GRI Indicator Descriptions | | ige | |
|-------------------------|--|------------------|-------------|--|
| -2001/12/2010000 | | Annual Report | SD Repor | |
| G4-EN34 | Number of grievances about environmental impacts field , addressed and resolved through formal grievance mechanisms | | | |
| Category : Social | | | _ | |
| Sub-category : Labor Pr | actices and Decent Work | | | |
| Labor Practices and De | cent Work Aspect : Employment | | | |
| G4-DMA | Disclosure on management approach for Employment of Labor Practices and Decent Work Aspect | | 9-13 | |
| G4-LA1 | Total number and rates of new employee hires and employee turnover by age group , gender and region | | | |
| G4-LA2 | Benefits provided to full-time employees that are not provided to temporary or part- time employees | 107 | | |
| G4-LA3 | Return to work and retention rates after parental leave, by gender | | | |
| Labor Practices and De | cent Work Aspect : Labor / Management Relations | | | |
| G4-DMA | Disclosure on management approach for Labor / Management Relations of Labor Practices and Decent Work Aspect | | 9-13 | |
| G4-LA4 | Minimum notice periods regarding operational changes, including whether these are specified in collective agreements | | | |
| Labor Practices and Dec | cent Work Aspect : Occupational Health and Safety | | | |
| G4-DMA | Disclosure on management approach for Occupational Health and Safety of Labor Practices and Decent Work Aspect | | 14-16 | |
| 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 | | | |
| G4-LA6 | Type of injury and rates of injury, occupational diseases rate, lost day and absenteeism and total number of work-related fatalities, by region and by gender | | | |
| G4-LA7 | Workers with high incidence or high risk of diseases related to their occupation | | | |
| G4-LA8 | Health and safety topics covered in format agreements with trade unions | | | |
| Labor Practices and De | cent Work Aspect : Training and Education | - | | |
| G4-DMA | Disclosure on management approach for Training and Education of Labor Practices and Decent Work Aspect | | 12-13 | |
| G4-LA9 | Average hours of training per year employee by gender and by employee category | | | |
| G4-LA10 | Programs for skills management and lifelong learning that support the continue employability of employees and assist them managing career endings | | 12 | |
| G4-LA11 | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category | | | |
| Labor Practices and De | cent Work Aspect : Diversity and Equal Opportunity | | | |
| G4-DMA | Disclosure on management approach for Diversity and Qual Opportunity of Labor Practices and Decent Work Aspect | | 12 | |
| G4-LA12 | Composition of governance bodies and breakdown of employees per membership and other indicators of diversity | | | |
| Labor Pracitces and Dec | cent Work Aspect : Equal Remuneration for Woman and Men | | | |
| G4-DMA | Disclosure on management approach for Equal Remuneration for Woman and Men of Labor Practices and Decent Work Aspect | | 12 | |
| G4-LA13 | Ratio of basic salary remuneration of women to men by employee category , by significant locations of operation | | | |
| Labor Practices and De | cent Work Aspect : Supplier Assessment for Labor Practices | | | |
| G4-DMA | Disclosure on management approach for Supplier Assessment for Labor Practices Aspect | | 6 | |
| 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 | | | |

| GRI Indicator | Descriptions | Pa | - C. |
|------------------------|--|------------------|--|
| | SCORNAGE. | Annual Report | SD Repor |
| Labor Practices and De | cent Work Aspect : Labor Practices Grievance Mechanisms | | |
| G4-DMA | Disclosure on management approach for Labor Practices Grievance Mechanisms of Labor Practices and Decent Work Aspect | | 9 |
| G4-LA16 | Number of grievances about labor practices field , addressed and resolved through formal grievance mechanisms | | |
| Category : Social | | | /// |
| Sub-category : Human | Right | | |
| Human Rights Aspect : | Investment | | |
| G4-DMA | Disclosure on management approach for Investment of Human Rights Aspect | | 9 |
| 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 employee trained | | |
| Human Rights Aspect : | Non-discrimination | | |
| G4-DMA | Disclosure on management approach for Non-discrimination of Human Rights Aspect | | 10 |
| G4-HR3 | Total number of incidents of discrimination and corrective actions taken | | |
| Human Right Aspect : f | reedom of Association and Collective Bargaining | | |
| G4-DMA | Disclosure on management approach for freedom of Association and Collective Bargaining of Human rights Aspect | | 10 |
| G4-HR4 | Operation and suppliers identified in which the right to exercise freedom of association and collection bargaining may be violated or at significant risk , and measures taken to support these rights | | Ĭ |
| Human Right Aspect : 0 | Child Labor | | |
| G4-DMA | Disclosure on management approach for Child Labor of Human Right Aspect | | 10 |
| 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. | | |
| Human Rights Aspect : | Forced or Compulsory Labor | | |
| G4-DMA | Disclosure on management approach for Forced or Compulsory Labor of Human Rights Aspect | | 9 |
| G4-HR6 | Operations and suppliers identified as having significant risk for incidents of compulsory labor and measures to contribute to the elimination of all forms of forced or compulsory labor. | | |
| Human Rights Aspect : | | | |
| G4-DMA | Disclosure on management approach for Security Practices of Human Rights Aspect | -/ | |
| G4-HR7 | Percentage of security personnel trained in the organizational human rights policies or procedures that are relevant to operations | A | |
| Human Right Aspect : I | ndigenous Rights | 4 | |
| G4-DMA | Disclosure on management approach for Indigenous Rights of Human Right Aspect | | |
| G4-HR8 | Total number of incidents of violations Involving rights of indigenous peoples and actions taken | | |
| Human Right Aspect : A | | | |
| G4-DMA | Disclosure on management approach for Assessment of Human Right Aspect | | |
| G4-HR9 | Total number of percentage of operations that have been subject to human rights reviews or impact assessments | | |
| Human Right Aspect : 5 | Supplier Human Rights Assessment | | |
| G4-DMA | Disclosure on management approach for Supplier Human Rights Assessment of Human Rights Aspect | | 6 |
| G4-HR10 | Percentage of new suppliers that were screened using human rights criteria | | |

| GRI Indicator | Descriptions | | ige |
|-------------------------|--|------------------|------------|
| | | Annual Report | SD Repo |
| G4-HR11 | Significant actual and potential negative human rights impacts in the supply chain and actions taken | Порон | , topo |
| Human Right Aspect : | Human Rights Grievance Mechanisms | | |
| G4-DMA | Disclosure on management approach for Human Rights Grievance Mechanisms of Human Right Aspect | | |
| G4-HR12 | Number of grievances about human rights impacts filed , addressed and resolved through formal grievance mechanisms | | |
| Category : Social | V | | |
| Sub-category : Society | | | |
| Society Aspect : Local | Communities | | |
| G4-DMA | Disclosure on management approach for Local Communities of Society Aspect | | 9 |
| G4-S01 | Percentage of operations with implemented local community engagement, impact assessments, and development programs | | |
| G4-S02 | Operations with significant actual and potential negative impacts on local communities | None | None |
| Society Aspect : Anti-c | | _ | |
| G4-DMA | Disclosure on management approach for Anti-corruption of Society Aspect | | 5 |
| G4-SO3 | Total number and percentage of operations assessed for risks related to corruption and the significant risk identified | | |
| G4-SO4 | Communication and training on anti-corruption policies and procedures | | |
| G4-SO5 | Confirmed incidents of corruption and action taken | None | None |
| Society Aspect : Public | The second control of | 1.130000 | 7.00110 |
| G4-DMA | Disclosure on management approach for Public Policy of Society Aspect | | |
| G4-S06 | Total value of political contributions by country and recipient / beneficiary | _ | |
| Society Aspect : Anti-c | 24 San Carlot Ca | _ | - |
| | Disclosure on management approach for Anti-competitive Behavior of Society | | |
| G4-DMA | Aspect | 82 | |
| G4-S07 | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly Practices and their outcomes | | |
| Society Aspect : Comp | liance | | |
| G4-DMA | Disclosure on management approach for compliance of Society Aspect | | |
| G4-S08 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations | | |
| Society Aspect : Suppl | ier Assessment for impacts on Society | | |
| G4-DMA | Disclosure on management approach for Supplier Assessment for Impacts on Society of Society Aspect | | |
| G4-SO9 | Percentage of new suppliers that were screened using criteria for impacts on society | | |
| G4-SO10 | Significant actual and potential negative impacts on society in the supply chain and actions taken | | |
| Society Aspect : Grieva | ance Mechanisms for Impacts on Society | | |
| G4-DMA | Disclosure on management approach for Grievance Mechanisms for Impacts on Society of Society Aspect | | |
| G4-S011 | Number of grievances about impacts on society filed , addressed and resolved through formal grievance mechanisms | | |
| Category : Social | | | |
| Sub-category : Produc | t Responsibility | | |
| Product Responsibility | Aspect : Customer Health and Safety | | |
| G4-DMA | Disclosure on management approach for Customer Health and Safety of Product Responsibility Aspect | | 8 |
| G4-PR1 | Percentage of significant product and service categories for which health and safety impacts are assessed for improvement | | |

| GRI Indicator | Descriptions | Page | |
|------------------------|---|------------------|-------------|
| | | Annual Report | SD Repor |
| G4-PR2 | Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of productions and services during their life cycle by type of customers | | |
| Product Responsibility | Aspect : Product and Service Labeling | | |
| G4-DMA | Disclosure on management approach for Product and Service Labeling of Product Responsibility Aspect | | |
| G4-PR3 | Type of product and service information required by the organizational procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements | | |
| G4-PR4 | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and services information and labeling , by type of outcomes | | |
| G4-PR5 | Results of surveys measuring customer satisfaction | | |
| Product Responsibility | Aspect : Marketing Communications | | |
| G4-DMA | Disclosure on management approach for Marketing Communications of Product Responsibility Aspect | | |
| G4-PR6 | Sale of banned or disputed products | None | None |
| 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 culciomes | None | None |
| Product Responsibility | Aspect : Customer Privacy | | |
| G4-DMA | Disclosure on management approach for Customer Privacy of Product Responsibility Aspect | 116 | |
| G4-PR8 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | None | None |
| Product Responsibility | Aspect : Compliance | | |
| G4-DMA | Disclosure on management approach for Compliance of Product Responsibility Aspect | | |
| G4-PR9 | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services | None | None |



บริษัท ไทยสแตนเลย์การไฟฟ้า จำกัด (มหาชน)

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