



Matching Your Opportunities for Growth

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Vision

Empowering business and investors through our strengths to match the right financial opportunities

Mission

Clients and Intermediaries

Expand business issuers and investor base by satisfying their financial needs and strengthening intermediaries for mutual growth and success

Products and Services

Offer a wide range of attractive products and services to create value and match financial opportunities across different segments of business and investors

Operations

Operate with flawless execution according to international standards to ensure efficiency, effectiveness, flexibility and global connectivity

People and Culture

Inspire staff to perform up to their fullest potential and create a corporate culture that aims at achieving excellence in matching the right financial opportunities for business and investors

Message from the Chairman and President



In 2012, although Thailand went through a series of local and international uncertainties, including the global economic crisis, natural disaster, and the severe flooding in late 2011, The Stock Exchange of Thailand group, together with its related securities firms and listed companies, were able to cope with those difficulties and even achieve several record highs in our operations. Many listed firms posted impressive performances, a reflection of the Thai capital market's strength and a result of their striving to adhere to good corporate governance (CG) and operate within a framework of corporate social responsibility.

Throughout the year, SET underscored long-term capital market development. To support this goal, SET promoted good CG and social responsibility both within the organization and with other stakeholders in the capital market. As a result of the firm cooperation received from every party involved, the **Thai capital market was ranked as the third best in Asia** out of 11 countries across the region in the CG Watch 2012 survey by the Asia Corporate Governance Association.

As we enter 2013, SET continues to improve and promote listed company standards. Besides revising the corporate governance guidelines to be aligned with the ASEAN CG Scorecard in the past year, SET encourages listed firms to enhance their business operations, further raising the level of Thai securities as an asset class among foreign investors, and pro-actively seeks out ways to prepare firms for the imminent establishment of the ASEAN Economic Community.

In 2012, SET has continued to promote its **Corporate Social Responsibility Institute (CSRI)** to become the development center for Thai listed companies in facilitating and adhering to CSR best practices. SET has believed that not only the strong performance of firms would attract and enhance investment opportunities, but also their operating with responsibility to society and the environment, following good corporate governance practices, would add value to the organization and contribute to boosting the country's competitiveness amid the increasing importance of Socially Responsible Investment (SRI) among global institutional investors.

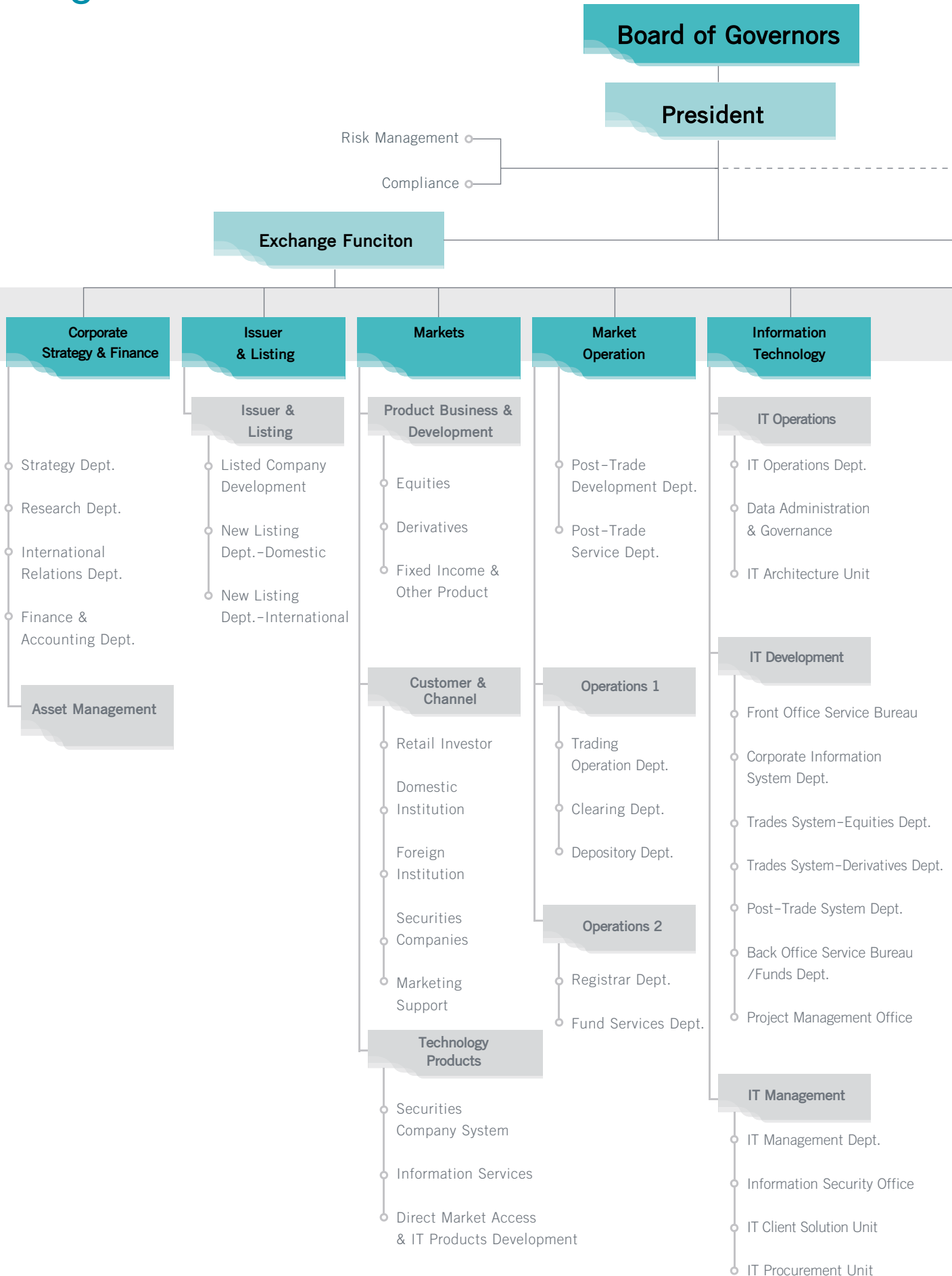
In addition, SET has strengthened intermediaries whose mandate is to provide information and services to investors. In cooperation with the Association of Thai Securities Companies, SET has continuously provided skills development training programs for securities business professionals. SET has also put continuing efforts into increasing the financial literacy of investors and the general public including youth ranging from primary school through university as the young generation is the crucial foundation of the country's economy, so that they may learn the most efficient way to grow yields. SET continues to provide numerous savings and investment educational sessions through seminars, multiple learning channels, and other training activities, as well as introduced innovative technologies to access investment tools.

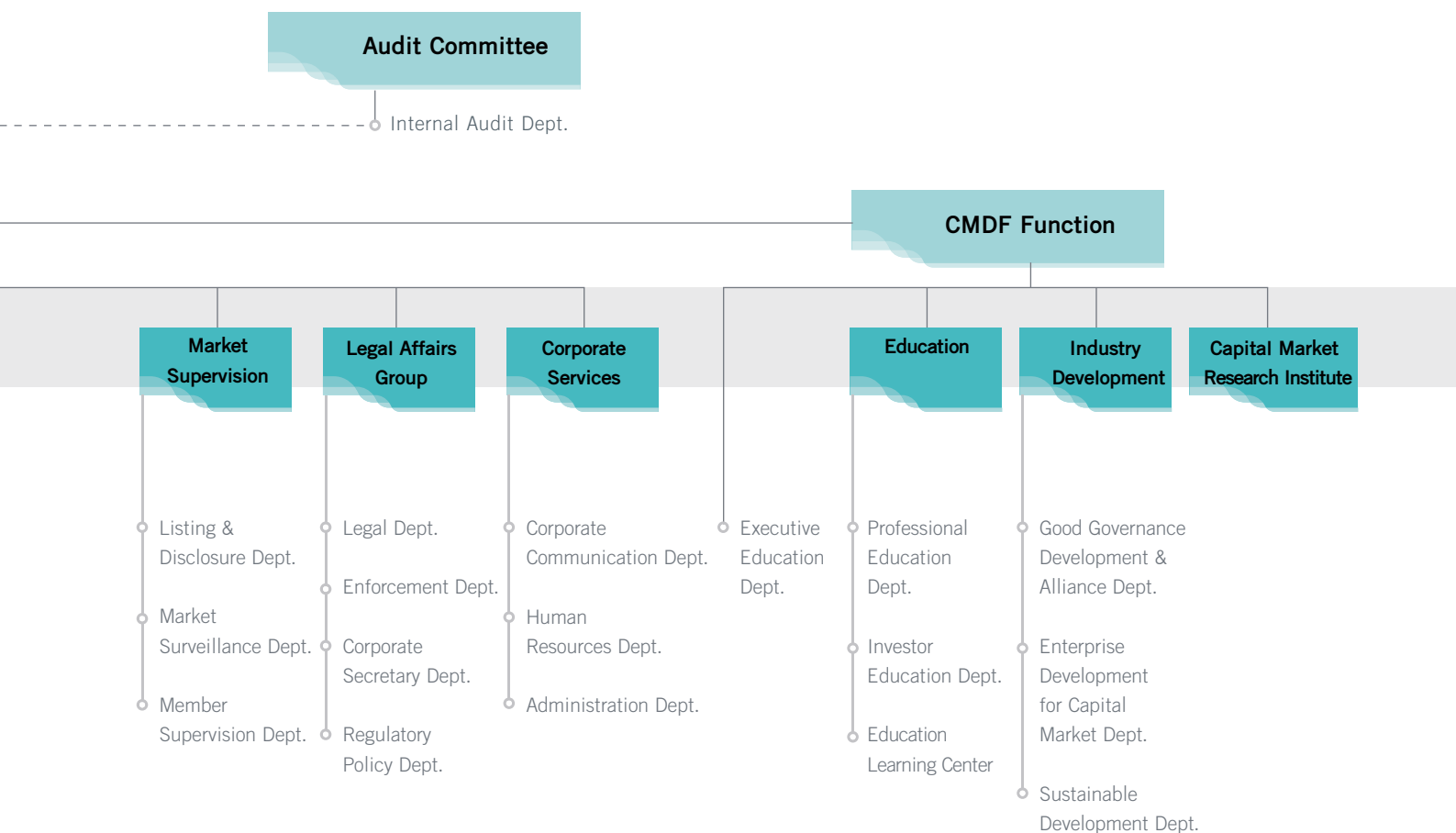
The 2011 Flood catastrophe was a challenge that proved the corporate social responsibility embedded in SET core business. SET Foundation and other stakeholders in the capital market swiftly established the **"Thai Stock Market Flood Relief Fund"** to aid those flood victims. The fund focuses on supplementing the government assistance, including for emergency aid, rehabilitation and long-term development in order to help flood victims get back on their feet. In 2012, SET launched the **"Restoring Flooded Schools, Building Relationships with Communities"** project to help rehabilitate 76 schools nationwide that suffered from the floods, consisting of 60 schools supported by the stock market's fund and 16 schools from the Capital Market Academy Flood Relief Efforts project, helping schools to get back to their normal courses of operation and able to be transformed into flood shelters when needed, and laid ground for sustainable development for the community.

SET is committed to good corporate governance following rigorous corporate social responsibility guidelines. The bourse also continues enhance its employee's efficiency, effectiveness and capability, as well as provide benefits that are aligned with social and economic changes in order to make SET a happy workplace. To groom employees to be responsible to stakeholders, SET's 2013 policy and business strategy are targeted to run with the CSR-in-Process model as a strong foundation to help business, society, community and the environment grow sustainably, in line with SET's vision to match opportunities and create growth for Thai society.

On behalf of The Stock Exchange of Thailand, we would like to thank the government, all key stakeholders in the capital market, and investors for their whole-hearted cooperation that has strengthened the capital market and the Thai economy, and which will pave the way for the sustainable growth of our society and country.

Organization Chart





As of January 26, 2013

About The Stock Exchange of Thailand

Overview

- The Stock Exchange of Thailand (SET) is a juristic entity set up under the Securities Exchange of Thailand Act, B.E. 2517 (1974). The Exchange officially started trading on April 30, 1975. Presently, the bourse operates under the legal framework laid down in the Securities and Exchange Act, B.E. 2535 (1992).
- The bourse's mandate is to promote savings and long-term fund-raising activities to develop the country's economy. It is the center of securities trading and provider of related services and does not distribute any profits to members. Also, it encourages the general public to become shareholders in local businesses and industries.
- Its main operations include securities listing, supervision of listed companies and information disclosure, trading and market surveillance, member supervision on securities trading, post-trade services, securities registration services, information dissemination, promoting financial literacy to investors, and long-term capital market development.
- As of December 31, 2012, SET and its subsidiaries employed 721 employees in total.
- SET's address is:

The Stock Exchange of Thailand Building 62 Ratchadapisek Road, Klongtoey Bangkok 10110 Tel: 0-2229-2000 Fax 0-2654-5649 Website: www.set.or.th

Business overview

Products and services

The Stock Exchange of Thailand (SET) and its subsidiaries (SET group), is the only stock exchange providing full-coverage exchange services in Thailand. SET group has core businesses as follow.

1 Securities

SET group provides securities trading service for equity and bond instruments. SET group provides listing service for companies raising funds through SET and Market for Alternative Investment (mai) which are secondary markets for securities trading in Thailand. As of December 31, 2012, there were 477 companies listed on SET and 81 companies listed on mai. SET group also lists other types of securities, e.g., warrants, derivative warrants (DW) exchange traded fund (ETF) and bond.

Furthermore, SET group supervises investors' trading activities and market participants to ensure that the market is fair, orderly and transparent. SET group also regulates listed companies to disclose accurate, transparent and timely information to investors and the public.

SET group is a clearinghouse for transactions taking place on SET, mai and Bond Electronic Exchange (BEX). SET group serves as the central counterparty (CCP) for all trading activities on those exchanges. In addition to serving as CCP for trading on the exchanges, SET group provides clearing and settlement services for over-the-counter bond trading.

SET group acts as a central securities depository for stocks and bonds, using a secure and efficient scripless system. SET group provides services for securities deposit, withdrawal, transfer, pledge and revocation. Investors can conduct these transactions through depository participants.

2 Derivatives

SET group operates a derivatives market that trades derivatives products of which underlyings include securities and commodities, e.g., index, stock, gold, silver, oil, currency and interest rate. SET group also supervises investors' trading activities and market participants to ensure that the market is fair, orderly and transparent. In addition, SET group is a clearinghouse for trading transaction occurring in the derivatives market.

3 Technology services

SET group provides both front and back member services, e.g., Front Office Service Bureau (FSB), internet trading system and Back Office Service Bureau (BSB). These services help market participants to expand their business with an economy of scale and to shorten their development time for new products and services.

In addition, SET group provides trading market data and listed companies' information for data vendors and investors so that investors can utilize them for investment decisions.

4 Registrar services

SET group acts as a registrar for stocks and offers services which mainly cover the functions of preparing and maintaining the Register Book that contains correct and complete information. Our services also cover managing information of shareholder benefits and executing registrar services with a direct linkage to the Securities Depository Center.

Furthermore, SET group also has secured data storage and processing system with the corresponding back-ups ready for securing the continuity of our service. Our vault and data management systems have been in place to secure the rights of the securities holders and for verification and risk minimizing purposes.

In addition to acting as a registrar for stocks, SET group also act as a registrar for provident fund of asset management firms managing the fund on behalf of employers.

5 Capital market development

SET group focuses on long-term development of capital market which will strengthen competitiveness of Thai economy. SET group emphasizes on 2 aspects:

(1) improving financial and investment capabilities of the Thai people, stakeholders in capital market and executives of organizations related to long-term development of capital market.

(2) promoting corporate governance (CG), investor relation (IR) and corporate social responsibility (CSR) among listed companies.

In addition, SET group conducts in-depth capital market research that will lead to decision making at a policy level. SET group is also a member of Federation of Thai Capital Market Organizations (FETCO). FETCO collaborates with government agencies and regulatory bodies in order to drive policies and long-term development of the Thai capital market.

About the report

The SET group has initiated and publicized this Corporate Social Responsibility Report (CSR Report) for the first year in order to demonstrate our responsibility towards society, community and the environment, which aligns with good corporate governance principles. In the coming years, the SET group will develop and transform the CSR Report into the Sustainability Report, which will cover our social responsibility performance in all dimensions, including to the economy, society and environment. The information will be completed, clear, and up-to-date and in a format that meets global standards. This will be useful to and increase the confidence of stakeholders who are relevant to society and the country as a whole.

Scope of the report

This report covers our activities from January 1 to December 31, 2012. Essentially, the SET group began to produce the 2012 report following the Global Reporting Initiatives 3.1 standard (GRI G3.1) in order to achieve accreditation. However, the data collected in 2012 did not completely meet GRI guidelines, and the SET Group is determined to meet all requirements in the near future. Overall content in this report was evaluated in accordance with GRI G3.1 by SET itself, without third-party assessment.

For more information or if you have any comment, please contact SETCorporateCommunications@set.or.th

Corporate Governance



The Stock Exchange of Thailand (SET) realizes its responsibility to be a key organization enhancing the capacity of and elevating the Thai capital market in all aspects in anticipation of increasing international competition and the advent of the ASEAN Economic Community (AEC) in 2015. Achieving this mission will contribute to promoting good corporate governance (CG) among listed companies.

In 2012, SET revised the “**Principles of Good Corporate Governance for Listed Companies**” to ensure that listed firms have updated CG guidelines in accordance with the ASEAN CG Scorecard, which is the basis to assess CG of listed companies in ASEAN. Following the updated CG guidelines will lift the standards and improve CG practices of Thai firms, benefitting them as well as the overall capital market and contributing to the country’s sustainable economic development.

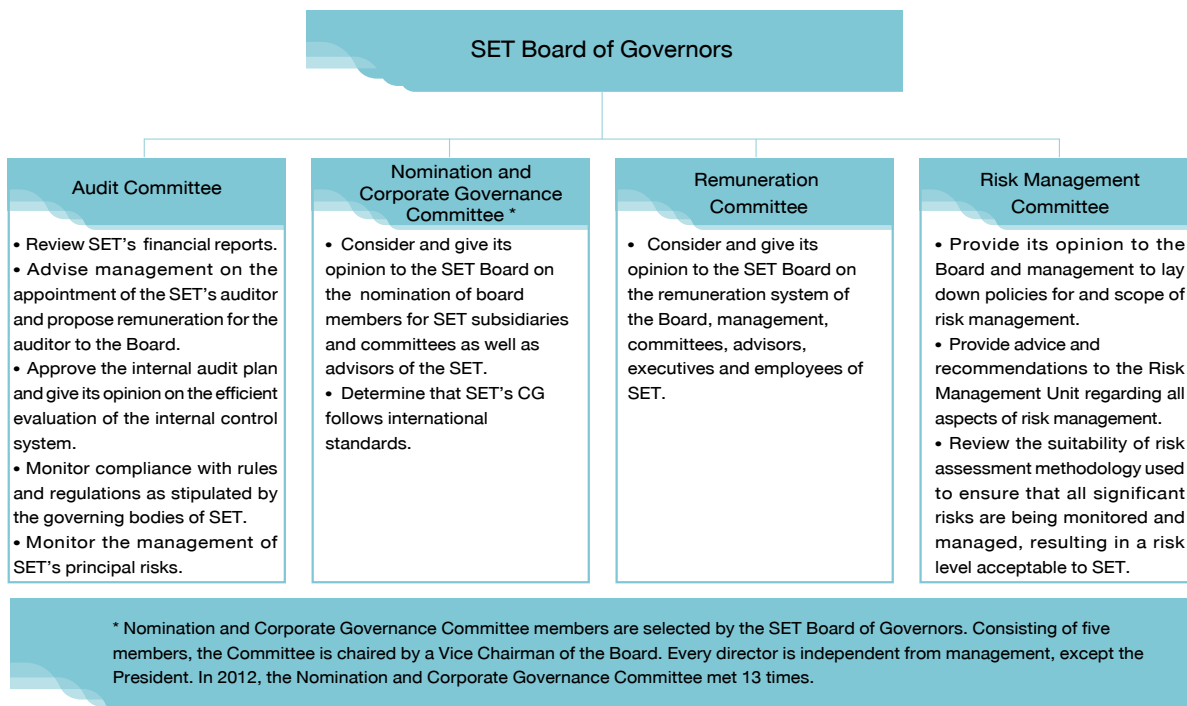
Aside from promoting implementation of CG on a continuous basis, SET also requires its member companies to adhere to good CG principles. SET stipulates that its member companies shall follow professional ethics in

conducting their securities businesses and follow CG principles set out by SET and related government agencies and professional associations.

Promoting good CG among SET executives and employees

SET is determined to promote understanding about good CG in every step of operations, including organizational strategic planning and setting **the SET’s CG Policy are based mainly on CG guidelines of the Organization for Economic and Co-Operation and Development and partly on the Principles of Good Corporate Governance for Listed Companies drawn up by SET.** In addition, SET has the Nomination and Corporate Governance Committee to support the Board in developing SET’s CG, reviewing its CG policy and code of conduct to ensure that they were comparable to international standards, and following up with management to ensure that SET policies will be executed and disclosed in the annual report and other public channels.

Moreover, other committees screen SET’s CG where specific expertise is required, such as the Audit, Remuneration and Risk Management committees. The committees operate independently under the scope of duty and responsibility assigned by SET Board of Governors. SET’s CG structure is as follows:



In 2012, SET improved the Corporate Governance Policy and Code of Conduct of the SET group to ensure that its policy and the execution guidelines were in compliance with the CG Best Practices that the SET had applied in operations and the best practices of local and international organizations. **The SET's CG policy mainly reviewed and revised the treatment of stakeholders and responsibilities of the Board.** For instance, SET added policies against corruption, violation of human rights, and infringement of intellectual property rights; and added policies on operating according to desirable environmental standards. SET also revised its regulations regarding the acquisition and disposition of SET-listed securities by directors and employees. Moreover, SET has added policies regarding Board responsibilities; such as on reporting of conflict of interests of Board members, and on serving on the board of directors of a listed company. These efforts reflect the transparent operation of the SET group, which adheres to recognized CG standards and serves as an exemplary model for other organizations in the Thai capital market.

In addition, SET has encouraged the directors, management and employees of SET group to exercise CG principles on a continuous basis to create a corporate culture of good CG. SET incorporates "Integrity" as one of the SET Core Values which employees are required to observe with honesty, transparency, rationality and professionalism to enhance the creditability of the SET group. The concept has been ingrained via a variety of activities, such as dissemination of CG journals, seminars, field trips to visit leading organizations, both domestically and internationally, and an annual CG Day to communicate key messages of CG policy and codes of conduct to directors, management and employees at all levels.



More information on the SET's CG is available in the Annual Report 2012.

Risk Management

The SET Board of Governors has adopted a risk management framework and policies to address risk management across the organization effectively and efficiently. Among other steps, the SET Board established a Risk Management Committee consisting of SET governors and experts in risk management to provide opinions and recommendations to ensure that all significant enterprise-wide risks are managed comprehensively in accordance with policies and international standards, including in CG. SET also emphasizes continuous improvement in risk governance, as recommended by a consulting firm. Moreover, SET has enhanced enterprise risk management by including it in SET's strategic plans for 2013.

SET oversees and manages significant risks covering four categories, as follows:

1. Strategic risk
2. Financial risk
3. Operational risk
4. Compliance risk



The risk management framework covers 14 risks in line with practice at leading stock exchanges and the international guidelines and standards prescribed by The Committee of Sponsoring Organizations of the Treadway Commission (COSO) and ISO31000:2009 Risk Management – Principles and Guidelines.

SET identifies risks, assesses their levels based on impact and likelihood, and determines measures to manage risk to be at acceptable levels. SET also follows up and reports on risk status continuously to ensure that SET will respond to risks promptly. In addition, SET strives to create cooperation from all levels in the organization, and oversees overall risk levels to ensure that they will be contained at acceptable levels. SET's risk management structure has been arranged properly by setting up a Risk Management Unit to coordinate with risk representatives from each SET division to identify, assess, and monitor all four categories of risks.

SET takes into consideration significant risks which may affect SET's operation and related parties in the capital market by conducting risk management measures as well as following up and regularly reporting on risk management results to SET committees and the SET Board of Governors.

In 2012, SET emphasized risk management of SET CONNECT, its new trading system which was launched in September. To enhance investors' confidence, SET completed several tests and worked closely with 32 member companies and more than 5,000 officers from 385 branches of member companies nationwide before implementing this new trading engine.

SET's Business Continuity Plan (BCP) ensures that SET's critical services can be continually delivered without interruption and without affecting related parties in the capital market, such as listed companies and shareholders. SET reviews and conducts annual BCP exercises with all related parties in the Thai capital market to ensure preparedness for a traumatic event.



SET's Risk Management Unit coordinates and supports risk owners to implement SET's risk management framework, and regularly and extensively reports on key risk status to executives, the Risk Management Committee, Audit Committee and SET's Board of Governors. The Risk Management Unit organizes Risk Management Committee meetings at least quarterly, provides risk management reports to the Audit Committee quarterly, and embeds a risk management culture in the organization.

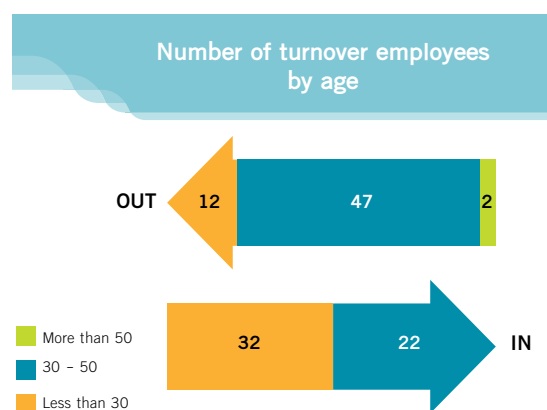
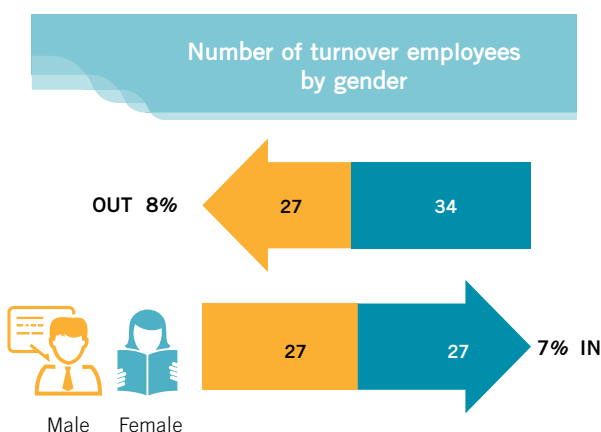
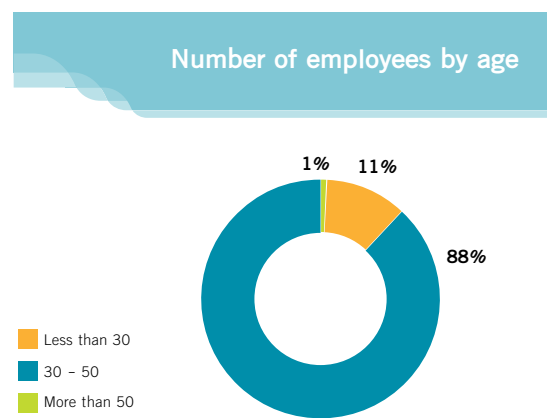
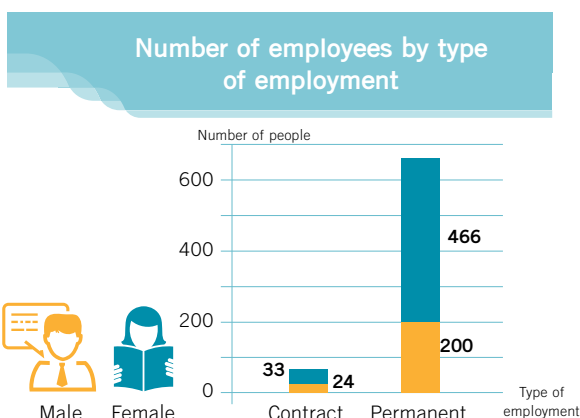
Employees

The Stock Exchange of Thailand places significant emphasis on employee engagement. As employees are the most valuable resource of an organization, the exchange has set up a **Remuneration Committee** to establish policies, principles and other human resource operational systems. Guidance on human resource development has been stipulated in accordance with the organization’s missions and goals, and SET has prescribed strategies to enhance the potential of our executives and staff as well as their welfare, benefits, and conditions of employment termination. In addition, SET promotes employee engagement for sustainable business growth and ensures that mechanisms are in place to prepare our staff towards competition in the international business arena.

Employee recruitment

SET systematically sought capable employees whose attitude was consistent with its organizational culture. Internal staff have been provided job opportunities prior to outsiders in promoting rotation, learning and self-improvement. In case internal search has found no appropriate candidates, SET has recruited at leading educational institutions with procedures focusing on knowledge, competence and suitability that fits SET’s organizational culture and the needs of each business unit. A special selection committee ensures transparent and fair interviews and selection regardless of gender, nationality, religion, institution, education, personal relationships and privileges.

2012 employment statistics



Employee incentives

Performance management

SET's performance management mainly centers in explicit key performance indicators (KPIs). The SET governors' and president's KPIs are connected with the organization's strategies, KPIs of executives and staff members, as well as their annual remuneration.

Individual employees' performance will be assessed in terms of KPIs and competency by their superiors at least twice a year. Also, other factors include self-enhancement, employee behavior in tandem with organization values, human resource missions, and the availability of capable persons with consistent professionalism who will lead SET towards steady and sustainable growth.

Remuneration management

SET has studied its compensation management and compares its schemes against the labor market to ensure that SET is competitive in terms of fairness, job descriptions, and competency. Our executives and employees are offered salary raises and variable bonuses in line with SET's annual performance, which include team and individual performances. Staff promotions are carried out along with employee development and advancement in their career paths along with the organization's growth.

SET facilitates the necessary welfare benefits, including health care, assistance loans and housing loans, life and general insurance, in-house clinics with physicians and nurses, annual health check-ups, and vaccinations. We provide proactive health care knowledge and medical campaigns on women's common diseases. Also, the exchange organized KIDS CAMP@SET to take care of employees' children during the summer vacation.

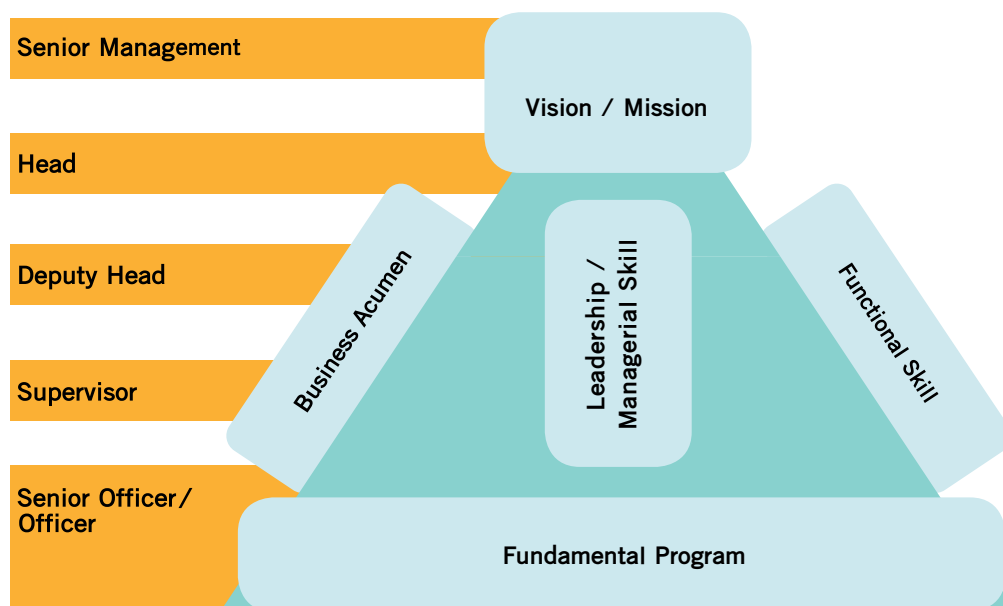
Staff retention

Enhancement of staff potential

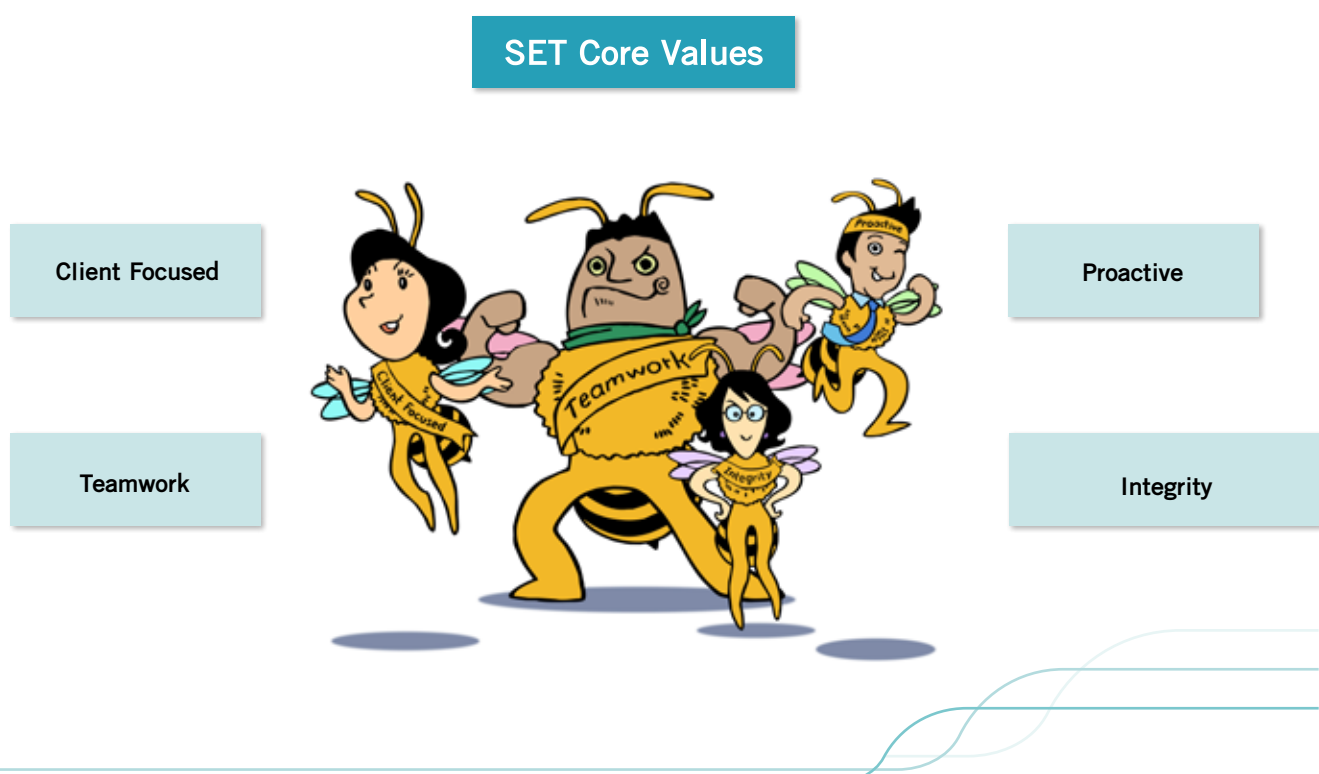
Staff development is a crucial part of SET's preparation for changes in accordance with our business direction and operational plan. SET's development model has been established and implemented through the fundamental program, functional skills, business acumen and leadership/managerial skills. SET provides diverse forms of enhancement, including self-learning, training by experts or those more experienced, knowledge sharing, and internships. Development planning for individual employees is in place for systematic staff enhancement via stipulated training programs. Employee training averages at three mandays per year.

The 360-degree assessment method is applied for SET executives who are senior vice presidents or higher for their leadership improvement and to collect information for individual employee development planning. Succession plans are also carried out for upper-ranking executives as a proactive approach for a smooth leadership transition.

An orientation program is provided to communicate with new employees on SET policies and practices, and information on operations and organizational culture. Other training courses in diverse fields are also facilitated, including the 7 Habits of Highly Effective People, analytical thinking skills for problem-solving and decision-making, business mindsets, communication skills, and leadership/managerial skills for employee self-enhancement and happiness at work. Given the variety of programs, staff will become more competitive and responsive to organizational changes.



Moreover, employees are encouraged to adhere to SET’s four core values: Client Focused, Proactive, Integrity and Teamwork. Diverse activities to promote staff practices in accordance with the four core values have been provided.



SET awarded scholarships for master's degrees at both domestic and international institutions in business administration, laws and information technology. Our scholarship employees have been enrolled at Harvard Business School, MIT (Sloan School of Management), Stanford University, Northwestern University (Kellogg School of Management), Columbia University, Cornell University, and Carnegie Mellon University.

Expertise enhancement

Knowledge sharing has been promoted via diverse activities for mutual learning among staff members and their confidence at work in the following matters:

- Products and services: “USD futures”
- Financial planning: “SET your wealth, SET your life”
- Health care: “Chocolate Cysts, a danger for women”
- Energy saving: “Energy conservation and saving”
- Mental health: “A positive attitude leads to happiness and success”, leaves of absence for meditating are not recorded as vacation leaves



Employee engagement

SET introduced “**Little Voice Great Value**” **employee engagement program** as a channel to hear employee opinions toward their work environment. Employee engagement surveys have been carried out since 2007, and in 2012, the eighth survey exhibited a high level of employee engagement. Additionally, action plans and diverse activities have been undertaken for efficient teamwork communication, a factor that enhances and creates a positive work environment.

Employee rights

SET policy is to manage human resources with fairness and equality in terms of employee promotion, rotation, development, compensation, and benefits and punishment, regardless of gender, religion, nationality or political stance. A code of ethics is promoted among employees under SET's core values to create unity amid diversity and mutual respect for one another. These steps are to enhance employee performance up to their capacity with equality, cultivating them as good and capable assets of the organization and society. SET strictly adheres to the Thai Labor Protection Act B.E.2541(1998).

Organization for equality

Diversity and equal opportunity

Employee information, rights and equality are analyzed and monitored to ensure that we are truly an organization for equality.

Petition management

SET provides a systematic petition mechanism with channels opened for complaints, while supervision for fair petition acceptance is in place with confidential agreements and respect for human rights. Petition management involves creating understanding between employees, and between employees and the organization, with special investigation committees being established on a case-by-case basis. Employees can petition their superiors directly. Should the complaints involve their direct superiors, the cases should be petitioned to higher-ranked supervisors.

SET Employee Club

SET puts significance on employee participation and thus set up the SET Employee Club, which is operated under the SET Employee Club Charter. The club committee is comprised of staff representatives who are supervisors or equivalent or lower. The SET Employee Club committee must have no more than 21 persons consisting of 5-10 persons appointed by the president following the recommendation of their supervisors, and the rest selected by SET staff members and the SET Employee Club's meeting of members. Terms of committee members are for one year per term, and members may be re-selected or re-appointed for no more than three consecutive terms.

The SET Employee Club focuses on activities beneficial to employees and overall society, with employee participation, sharing of views, and activities to promote good relationships among employees, their families, communities and society.

Campaigns of employee volunteers

Under the SET Employee Club's campaigns to promote employee volunteerism, employees are encouraged to participate in SET social responsibility programs including those increasing financial literacy in savings and personal finance for youth, improvement of a community's quality of life, society and environment enhancement, and activities organized by Buddhist,



art or cultural organizations. The SET Employee Club continues to join hands with other organizations in conducting activities with public benefits.



In 2012, the SET Employee Club held several public service activities and encouraged SET staff to participate. One of those activities to construct a solar-power water supply system for agriculture to two villages in Tumbol Kokklang, Amphur Lamplaimas, Buriram, in the arid and underdeveloped Northeast, where SET staff also learned how grow and harvest rice from villagers. This activity was part of the “Social Recognition Project”, where the SET Foundation supports the Population and Community Development Association to establish and strengthen “Super Tumbols” in Buriram, Nakornrachasima (in the Northeast) and Krabi (in the underdeveloped South) provinces.

The SET Employee Club has organized more activities as extensions of the “**Thai Stock Market Flood Relief Fund**” via the “**Restoring Flooded Schools, Building Relationships with Communities**” project, to help achieve the fund’s goal of creating sustainable growth for flooded schools and communities and to cultivate volunteerism among SET staff. In these activities, SET employees, together with teachers and students of schools under the program, helped improve the schools involved, including cooking, entertaining and cleaning dormitories.



Moreover, special activities were organized in diverse festivals to provide opportunity for SET executives and staff to share their love and care for society. For example, on March 5, 2013, SET was awarded a certificate by the Thai Red Cross Society for SET’s blood donation program, which has been held for five straight years, providing more than 1,000 units of blood, helping relieve the Thai Red Cross Society’s blood shortage.

Activities to strengthen relationships among employees and their family members

SET believes in the essence of relationships between employees and their family members. Thus, activities to strengthen bonds among executives, employees and their families have been organized with participation of families involved. These activities allowed employees to share experiences and skills, including an educational trip to Uthai Thani, a mother and children photo contest on Mother’s Day, exchange of messages on Father’s Day, and an outdoor market program.

Activities to promote employee health

SET places emphasis on physical and mental health care among employees, which in turn could impact their performance. SET thus promoted activities of diverse sports and recreation clubs including those for badminton, basketball, football, yoga and Buddhist practice as channels through which employees could exercise, relax and exhibit their constructive talents. In 2012, the SET organized the **“SET Unity: 10,000-lap Walk and Run for Our Father”** program for SET executives and employees to ran and walked in a public park close to SET building by more than 10,000 laps. Moreover, SET representatives have consistently participated in sport matches with other organizations to strengthen relationships.



Activities to promote culture appreciation

Being aware of the significance of Thai culture and conservation of its traditions, SET has promoted a variety of employee activities which will also help unify employees. These include blessing ceremonies to celebrate the birthdays of Their Majesties the King and Queen, monthly merit-making and giving of alms to monks as well as praying in the morning, giving alms to monks by



those whose birthdays fall in a given month, water-pouring to ask for blessings from respected elders on Songkran Day, and presenting robes to monks at the end of Buddhist Lent at Wat Sangkaram, Amphoe Dan Lan Hoi, Sukhothai. These are activities that promote morality in the organization.

Operating business matching the needs of customers and other stakeholders

The Stock Exchange of Thailand has a vision of **“Empowering business and investors through our strengths to match the right financial opportunities”**. Thus, in 2012, SET’s key mission was to become the first option for Thai businesses seeking to raise funds to support their expansion and serve as the key investment alternative for savers together with local and international investors. SET has developed products and services to engage investors as well as partners and other relevant parties.

IT service to match financial opportunities for business and investors

SET is determined to be a bourse with a highly efficient work system comparable to those of other international leading securities markets to match the right financial opportunities of business and investors and increase business opportunities for market participants. SET has produced its **“IT Master Plan”** covering five years (2010–2014) to be an essential work plan for its transaction infrastructure and post-trade service system.

In 2012, SET launched its new securities trading engine, **“SET CONNECT”**, which is as efficient as the systems in the world’s leading markets. The new trading platform is stable, safe and capable of handling a 10-fold increase over the current level of transactions. In addition, SET CONNECT supports future product launch as well as improves connections with global capital markets. Meanwhile, SET also rolled out **“SET WATCH”**, a buying-selling supervision system, to ensure that transactions are carried out according to international standards and that any irregularity could be easily and fully detected, and **“SET FEED”**, an information distribution system that disseminates selling and buying information to members and information providers more effectively and efficiently than before.

SET has placed a high priority on **information security**. One security measure that has been put in place is installation of **Data Leakage Prevention (DLP)** to ensure safety of important organizational information, including on trading, listed companies, financial information, and customer data. The system is programmed to verify access to such data according to authorization level of each user, to prevent unauthorized usage or leakage of information. Usage reports, including anomalies in the use of information, will be periodically generated for management to review. This system reinforces security in keeping and controlling access to information to ensure confidence in the industry, and has been officially deployed since September 2012.

SET also connects to regional securities trading boards in Malaysia and Singapore via the **ASEAN Trading Link** to enable local and international investors to trade ASEAN securities more conveniently. In addition, the regional trading link has introduced Thai listed companies to more international investors to increase business opportunities for member companies at low cost because SET has invested in the ASEAN Trading Link infrastructure for them.

SET realizes that derivative warrants (DWs) are becoming increasingly popular, and therefore has developed a system to accept DW listing via an electronic channel, or **e-Listing**, to facilitate and speed up DW acceptance into the trading system, easing the listing process for securities companies.

Post-trade service quality development

SET, via Thailand Securities Depository Co.,Ltd. (TSD), has developed and improved its post-trade service infrastructure according to SET's **Operations Master Plan**, produced in 2012, to ensure that customers, including securities holders, securities issuers, and other market partners and relevant parties, receive convenient and speedy service with cost and energy efficiency and environment conservation.

1. Service for securities holders. SET has leveraged efforts to improve **e-Dividend** services, a payment service that deposits dividends or interest directly into customers' bank accounts that has been operating since 2003. As a result, securities holders can save time and service fees incurred from cashing checks from other provinces. The e-Dividend service eliminates concerns over possible delay or loss in check delivery and is also easy to subscribe to without service fees. From 2012, SET, together with Siam Commercial Bank p.l.c. and Bangkok Bank p.l.c., has enabled securities holders who are customers of these two banks to subscribe to e-Dividend service via these banks' ATMs or websites 24/7, boosting convenience and saving time and cost for clients.

2. Service for securities issuers. SET strives to improve service for issuers via offering prompt and convenient information distribution. SET has developed the **"SET Portal"** system, which is a communication channel between SET and issuers to deliver documents to TSD without delay, via online electronic transmission. This is a significant improvement from in the past, when documents had to be printed out before delivery. The online system boosts convenience, reduces errors, saves time and energy and reduces the use of paper to save the environment.

In addition, SET also provides **AGM/EGM Voting Services** with its **e-Registration service**, which is convenient and speedy, plus its **e-Voting system**, which features accurate, fast, and transparent vote counting and display. The systems have received positive feedback from companies and promoted investor relations efforts of the companies, benefiting investors on a large scale.

3. Services for fund members, employers and mutual fund management companies. TSD has improved its work process by developing its **Member Servicing System (MSS)** to submit financial information to funds online, reducing the use of paper and greenhouse effect. The system also makes it more convenient for employers to deliver members' financial contributions each month. TSD developed the MSS in 2006, and in 2012, TSD made it into a web-based application. Now, employers can record accumulated financial information and contributions of members in each fund, examine membership information, and transmit information electronically to TSD without delay. Moreover, backdated information for the past month can be retrieved for amendment, saving time for preparing employers' documents every month and reducing the risk of data loss during e-mail transmission or document delivery to TSD.



Moreover, there has been a service for members to inquire about provident funds since 2005. Provident fund members can use their pin codes to check the status of their provident funds by telephone or via the internet at www.tsd.co.th, using the Call Center menu to increase convenience and speed up service.

Developing channels to access investment information

SET encourages listed companies to disseminate information to investors on a continuous basis via the Opportunity Day event, which provides a forum for management of listed companies to directly inform investors, analysts and the media on the firm's quarterly performance. Participants may attend each Opportunity Day in person or watch the program on www.set.or.th/opday and www.settrade.com/opday. All those interested have equal access to the investment information from Opportunity Day, regardless of whether they are investors or not, in Bangkok or not, or even overseas. The program is also available on smart phone. In 2012, SET broadened the application OppDay on iPad to include fact sheet information of every company, Stock Focus journals and event calendars showing participating companies, thus making it more convenient for investors to research the company's information.

Opportunity Day

Listed companies meet investors

Via new channel



OPPORTUNITY DAY



FACTSHEET



STOCK FOCUS



CALENDAR



ANNUAL REPORT



Free Download

App OppDay
on iPad



Free Download >>



In 2012, there were 175 companies participating in the Opportunity Day event and allowing programs to be broadcast live, up 13 percent from 2011. A total of 261,948 people from 118 countries watched live or recorded programs, up 68 percent. After the application OppDay became available on iPad in the fourth quarter of 2012, a total of 27,883 people have downloaded the program. Listed firms can also link to the program and direct information and questions to their web sites to promote their investor relations activity.

Aside from the fact that SET has continually organized seminars by inviting management of listed companies and securities analysts to provide information directly to individual and institutional investors, SET in 2012 collaborated with the Thai Investors Association in organizing four company visits to bring investors to the listed firms on SET and Market for Alternative Investment (mai), so that participants could examine company operations first-hand.

In 2012, SET staff members also made numerous trips nationwide to provide investment information, investment planning tips and knowledge to investors. There were 209,400 people attending these events.

Encouraging business to mobilize funds for expansion

SET supports companies in mobilizing funds to facilitate their operations in accordance with rules and regulations. Therefore, SET teamed up with the Investment Banking Club to distribute information on nine financial instruments. The equity market has also initiated and organized “Financial Instruments for Directors” activities continually since 2011 to promote understanding of fund mobilization to company management. The executives have gained a better understanding about how to choose from among the financial instruments available in the capital market to match the interests of their business, shareholders and other stakeholders. In 2012, the activity has been held eight times, with 462 executives from 209 companies attending the events.

In 2012, SET reviewed the criteria on listing securities on mai for the renewable energy industry, which is beneficial to the economy and environment. Since renewable energy helps strengthen the country’s energy security, the new listing criteria encourages operators in this industry to continue their projects by reducing capital restriction requirements following the country’s electricity generation development plan for 2010–2030 as prescribed by the Energy Ministry, which aims to increase consumption of renewable energy by at least 5 percent of total electricity generation by 2030.

Upgrading the capital market in the long term

SET strives to increase competitiveness of all stakeholders in the capital market, including listed companies, member companies, securities professionals, investors, and savers. The bourse also aims to instill age-appropriate financial expertise and saving habits among children and youth because they will be the foundation for the sustainable development of the capital market and economy.

Developing the quality of listed companies

1) Good corporate governance (CG).

SET revised the 2006 CG principles for Listed Companies in accordance with the ASEAN CG Scorecard and has organized a project to improve CG among the listed companies for three years in a row SET also analyzes and reports on the remuneration of directors and management of listed companies on a continuous basis to serve as guidelines for firms in comparing the remuneration of their own directors and management against those of their peers in the same industry. SET also presents CG Report Awards to the companies on SET and mai to identify and honor those with excellent CG.

2) Investor relations (IR).

SET prescribes investor relations (IR) in three areas, namely:

- 1) Offering SET’s IR Advising Program to promote knowledge and practice of IR.
- 2) Disseminating “The First Step towards Investor Relations” manual to encourage IR personnel to apply the guidelines in their organizations.
- 3) Presenting the “Best IR Awards” during the SET Awards presentation to honor and promote the firms with outstanding IR.



3) Social responsibility

SET established the Corporate Social Responsibility Institute (CSRI) in 2007 to promote social and environment responsibility consciousness among firms. The institute acts as a center to enhance CSR concepts and implementation guidelines based on social and environment responsibility for companies and other business organizations. SET works together with businesses and the social sector via CSRI to use business resources to support society and protect the environment. In 2012, SET produced two CSR manuals, namely **Social Responsibility Guidelines for Companies and Guidelines to Produce Sustainability Report**.

SET also organized workshops and seminars to share experiences in three areas, namely:

- 1) Social responsibility management for sustainable development
- 2) Production of sustainability reports
- 3) CSR best practices to promote understanding of and expertise in operating with responsibility towards society and making sustainability reports.

Moreover, SET has presented the **Best Corporate Social Responsibility Awards** to recognize listed companies with outstanding CSR performance every year. In 2012, the CSRI created the **CSRI Recognition Awards** in addition to the CSR awards for the first time, consisting of the **Rising Star Awards** for small-to-medium-scale listed companies with outstanding social responsibility performance, **Most Improved CSR Awards** for listed firms with the most remarkable progress in social responsibility, and **Most Innovative CSR Awards** for listed company with outstanding innovation in social responsibility to recognize, honor and boost the morale of firms determined to run their businesses with consciousness of their responsibilities towards society.



Developing the quality of member companies

1. In setting out regulations for the capital market, SET has taken into consideration the opinions from the securities companies. The regulations are also based on their practicality and flexibility in execution, and the Thai bourse has promoted understanding about the intent of the regulations. Rules and regulations concentrate on managing risks which may affect investors, members and the securities market, following internal control principles and preventing dishonest practices.

2. Work with members to ensure compliance with SET regulations by, for instance, organizing meetings or events to promote an exchange of information, rehearsing practices to promote understanding about policy execution, or providing counseling for members.

3. Support Association of Thai Securities Companies' efforts to be a self-regulatory organization by transferring part of SET's supervisory powers to the Association. The transfer of such responsibility is based on risks, risk impact, and the possible impact of, and efficiency in, supervision to provide flexibility and reduce obstacles in doing business for member companies. The implementation guidelines are comparable to those applied in international capital markets. SET will continue to govern the areas that impact the overall market and investor confidence, while the Association will look after business practices. The transfer of responsibility creates a balance in supervision, to provide flexibility in operations and service for investors. The effort is collaborative between the operators, via the Association, with SET approval.

4. On investor asset protection, SET understands the necessity to protect investors, especially safeguarding their assets kept with securities companies. SET has established the Securities Investors Protection Fund (SIPF) since 2004 to protect investor assets with securities companies which are also SIPF members, and investors can seek compensation from the fund pursuant to prescribed conditions. The fund's size is no less than THB 500 million, with the start-up capital of THB 300 million being contributed by SET and the rest coming from fund members. The fund will compensate each investor up to no more than THB 1 million if a fund member goes bankrupt or engages in a dispute regarding a securities transaction with an investor and the arbitrator orders the fund member to compensate the investor in the form of money or assets but the fund member fails to comply with the order. SET has also expanded the scope for asset protection for derivatives investors by setting up the Derivatives Investor Protection Fund (DIPF) on November 15, 2012. The fund is worth no less than THB 100 million, with Thailand Futures Exchange providing THB 50 million of the start-up capital and the remaining THB50 million coming from fund members. This fund is also in place to boost investor confidence and ensure that they are protected.

Creating quality investors

SET seeks to increase expertise about saving and investment in a systematic manner, covering all targeted groups through seminars and other training activities on a continuous basis, such as the **“Save in stock by TSI: Create wealth via securities and quality investment.”** In addition, SET has developed online learning channels to captivate participants of every learning lifestyle. **“TSI on Mobile”** teaches financial planning and investment in a systematic manner which is convenient to use because it is available 24/7. In addition, SET has continuous online learning on the website www.tsi-thailand.org. As of 2012, a total of 719,451 people from the new generation have improved their expertise via the website.

Upgrading the expertise of securities professionals

Concurrently with an effort to create quality investors, SET has placed high importance on creating quality professionals and improving their expertise by collaborating with the Association of Thai Securities Companies to organize programs and curricula as follows:

- 1) “Strengthening New Investment Consultants” program
- 2) “Strengthening Brokers’ Modern Investment Consultants” program
- 3) “Strengthening Back Office Personnel” program by creating a roadmap to improve the expertise of back office personnel
- 4) “Strengthening Junior Analysts” program to develop a new generation of analysts for the industry. In 2012, more than 2,700 people completed these training programs.

Promote research to develop the capital market

Capital Market Research Institute, under the SET group, has focused on research which enhances the potential of SET’s market partners as well as studies to improve the competitiveness of the Thai capital market on the world stage. In addition, the institute has organized forum to present research papers and studies about the capital market to market stakeholders. The institute has been honored by academics from leading universities, experts in the Thai capital market and international organizations who support the production and dissemination of quality studies to promote an exchange of ideas, contributing to the Thai capital market development.



Supporting grants to promote research on the capital market to create business and educational networks

SET is determined to lead in promoting cooperation between the business sector in the Thai capital market and educational institutions by creating a network to connect academics and business operators in the Thai capital market to improve the quality of capital market research and support the body of knowledge and quality research in Thai education.

Creating quality leaders in the organization

SET has created several classes of leaders via its Capital Market Academy, offering a curriculum for high level executives, in order to create executives with knowledge and expertise in the capital market, equipped with dynamic visions and the leadership ability to drive their organizations towards fulfilling both business and social obligations. Over the past eight years, the Academy has produced 15 classes of graduates, totaling 1,240 people.



Social Responsibility

SET has valued social responsibility along with its core business operations as it is well aware that businesses can achieve sustainable growth only with social responsibility. To show our determination to continuously conduct activities to enhance society, in 2006, SET allocated THB100 million of profits from trading securities to establish The Stock Exchange of Thailand Foundation. Each year, SET donates one-third of its annual profits to support social responsibility activities in three aspects: 1) Promoting education; 2) Developing society, the quality of life, and the environment; and 3) Promoting religion, art and culture.



1. Promoting education

Introduction to savings awareness, planning in personal finance and investing for sustainability

SET continuously emphasizes the promotion of literacy about personal financial management, savings and investment for children, youth and the general public. SET's mission is to nurture children and youth with financial immunization so that they will become adults with strong financial principles, enabling them to have better financial health and quality of life, which is an important foundation to develop the country's economy in a sustainable manner.

As an economically-driven organization, SET has committed to operate with social responsibility in promoting education. The Thailand Securities Institute (TSI) was established in 2000 as a center for providing knowledge about financial planning and investment tools that can help leverage savings. Education sessions have been provided to the public across all ages, including children, youth, university students and the public in general by applying activities and educational materials that are suitable for each audience's learning style. Also, SET conducted activities to enhance skills of securities business employees to ensure that they operate ethically and are professionally aligned with international standards, which will lead to sustainability of the overall capital market.

Enhancing skills for youth: A sustainably strong economic foundation

SET has enhanced financial literacy for Thai youths from elementary to university level through projects and other activities focusing on savings awareness and personal finance management. The primary and secondary school projects are as follows;

1. “Nguen Thong Kong Mee Ka” (Personal Finance for Youth) Project

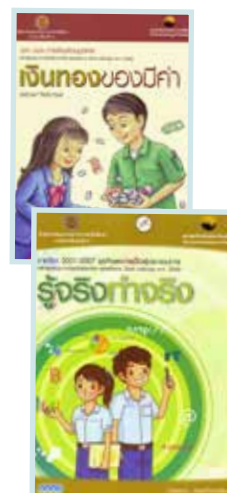
SET has provided information about personal finance management for students in primary, secondary and vocational schools since 2002, so that the new generation might be capable of managing their finances and grow up with good financial health. In cooperation with the Ministry of Education, SET has developed the “Nguen Thong Kong Mee Ka” learning material series for courses in economics, society, religion and cultural study. This cooperation has instilled values, perception of savings, personal finance and financial discipline into youths at a very young age.

The program educates participants by applying creative learning activities. Workshops and simulation activities were integrated to encourage participants to critical thinking and rational thinking, skills needed for their daily life. The program is designed to cover three concepts, which are:

- **Financial understanding** provides youths with fundamental concepts about money, including the nature and role of money and concepts of income and expense management.
- **Financial competence** enables youths to wisely spend, allocate some for savings and choose an investment tool, so they can identify their financial problems and more confidently solve problems in daily life.
- **Financial responsibility** helps raise participant awareness about the positive and negative impacts of financial behavior that affect financial markets and society, encouraging them to utilize financial resources with responsibility.

SET has trained more than 35,000 teachers from 25,000 schools nationwide since the launch of the “Nguen Thong Kong Mee Ka” campaign in 2002. In 2012, the learning management plan has been developed into e-book format and launched on e-training platform. These online tools have reached 436 schools under the Department of Education, Bangkok Metropolitan Administration and 31,204 schools under the Office of the Basic Education Commission, or 31,640 schools in total.

Also in 2012, SET promoted savings awareness per the “Nguen Thong Kong Mee Ka” curriculum for 300,000 students from 436 schools under the Department of Education, Bangkok Metropolitan Administration. In cooperation with the Office of the Basic Education Commission, SET held an economics and personal finance session for 1,121 teachers nationwide.



2. The Diamond Crown in Economics: Nguen Thong Kong Mee Ka and Sufficiency Economy Philosophy Contest for HRH Princess Maha Chakri Sirindhorn Trophy

SET, the Romchatra Foundation, government agencies and the private sector have supported the educating primary and secondary school students about economics and personal finance planning through the Diamond Crown in Economics: Nguen Thong Kong Mee Ka and Sufficiency Economy Philosophy Contest. The event, now being organized for the fourth consecutive year, was held under the **“Open the Door...to ASEAN”** theme, with 4,039 students (up 73 percent from 2011) from 947 primary and secondary schools nationwide joining the competition. For the 2013 contest, SET plans to include university students in a move to extend its development efforts across the entire education spectrum, which will truly develop financial literacy.



3. SET Junior Financial Club (SET JFC) project

Organized for the third consecutive year, the SET JFC is aimed helping secondary school students become financially literate. The 2012 theme, **“The young generation cares about financial management: Knows how to earn, save, spend, and generate returns,”** was applied under the concept of **“The 4 know hows: The Way to Wealth”**. This event attracted more than 2,000 secondary school students. Additionally, www.facebook.com/SETJFC has been created to be a channel to promote and share financial literacy.

With SET’s determination to enhance the financial literacy for the public since 2002, up until 2012, around 35,000 teachers from 25,000 schools have been trained, while around 30,000 students have participated in SET activities. Trained with the necessary skills, these students will be able to manage their personal finances and establish financial sustainability for themselves and their families, strengthening the country’s economic sustainability.

Prepare university students to sustainably manage their finances

University students are another target group that SET aims to teach financial literacy to, enabling them to manage their own personal finances and establish financial stability for themselves and their families, helping lead to the country’s sustainably strong economy.

1. SET Young Generation project: New Graduates Are Aware of Their Finance

SET has organized the SET Young Generation project since 2011 to provide financial literacy for university students in their senior year, not majoring in finance. The project welcomed 11,416 students from 31 universities nationwide.

In addition, SET published two guide books: “Nguen Thong Tong Wang Paen” “When it comes to your finance, planning is a must:

Entering Your Working Age”, providing tips for managing one’s income; and “Nguen Thong Tong Wang Paen: Steps to Become a Business Owner”, offering ideas for the young generation who wished to become entrepreneurs by applying securities investment tools to set clear goals for their lives. This would not only enhance the quality of life for participants but also lead to a financially literate society, which would sustainably nurture Thailand’s society and economy as a whole.



2. Young Financial Star Competition project

SET has initiated the Young Financial Star Competition (YFS) since 2007. This popular contest is a spin-off from the Money Management Award, started in 2003, and Young Researcher Competition, initiated in 2005.

The YFS project is widely recognized in the capital market as one that truly helps produce quality members for the capital market and raises awareness

about the capital market, its code of ethics, teamwork and responsibility towards the society, with over 40,000 students participating in the project so far. From 2009 to 2011, the project successfully generated 514 talented professionals or 66% of 775–first–round qualifiers to the capital market through the “Investment Consultant” course. Moreover the 157 finalists were trained in the Certified Investment and Securities Analyst Program, for securities analysts, and the Certified Financial Planner Program, for financial planners. This project helped raise financial service standards for investors and public, and was an important step to sustainably grow the Thai capital market.

Also, SET developed graduate students with experience, planning skills and business proposals in many contests including the mai Bangkok Business Challenge@Sasin contest in 2012, the Asia Venture Challenge 2012, and a business plan for society contest called SIFE Thailand Program and Global Social Venture Competition 2012.

3. Improving university networking, expanding financial literacy to the region

SET has established four SET Investment Centers in regional educational institutions, i.e., Chiang Mai University, KhonKaen University, Naresuan University, and Prince of Songkla University, Hat Yai Campus, which aim to be integrated and modern investment learning centers. In cooperation with educational institutions, government agencies and the private sector, SET has established 190 SET Corners nationwide to foster financial and investment literacy. Additionally, financial and investment seminars organized by SET in 2012 attracted around 3,000 participants.

4. Encouraging and supporting curricula improvement to enhance the quality of university students

Raising awareness among university students to consider personal finance as a life skill

SET has successfully encouraged 21 universities to include Personal Finance in their curricula. Among these, two universities include Personal Finance as a **“General Studies”** subject, which is a compulsory course for freshmen.

Raising awareness of personal finance as a career

SET joined curricula committees of its university networking group to develop six undergraduate and one graduate courses that were aligned with the Thai Financial Planners Association’s standards, helping enhance the students’ ability to truly meet market demand.

Developing expertise standards to sustainably enhance the quality of securities professionals

In 2012, SET continued to enhance the quality of securities professionals, particularly those who were about to begin their careers and those who had already secured professional licenses. These steps were to provide them with increased financial expertise to sustain and lift the standards of their services going forward.

1. Upgrading licensing test standards has increased the confidence of all relevant parties in the test procedures, with fair evaluations meeting SET standards.

2. Enhancing the quality of testing center to provide quality service for exam candidates. This will also increase operational efficiency, as it now consumes less time to check applicant qualifications, reserve test seats and process payment, saving 580 man-hours per center. Also, these improvements helped reduce opportunity cost which could arise as a result of no-shows on the testing day, which normally averages to be 10 percent of applicants, and costing around THB1.45 million per annum per testing center.

3. Upgrading the quality of professionals in securities firms, SET has joined hands with member companies and other alliance members to boost the quality of professionals to meet growing Thai capital market needs and international competition. The partnership allows the member companies and alliance members to quickly create new transactions efficiently under the **“Strengthening Professionals @ Brokers 2012”** strategy.

Giving financial immunization to general public with sustainability

SET has continued to conduct learning activities and customize learning platforms to fit each target group’s needs, to help people achieve their retirement financial plans and reduce their dependence on an aging society.

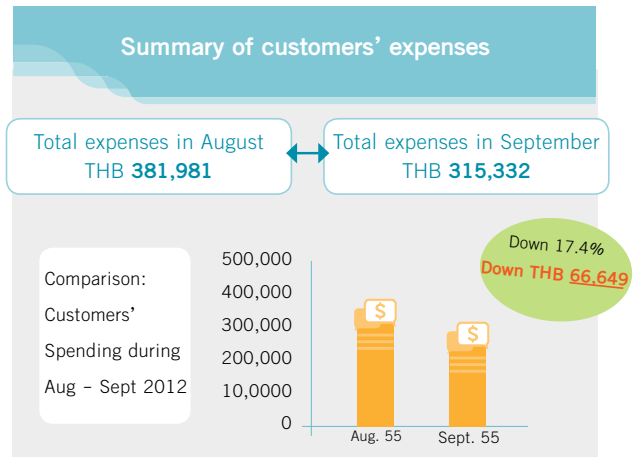
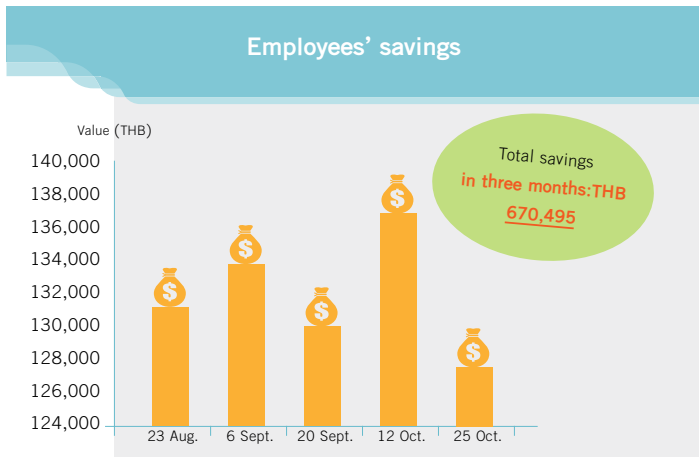
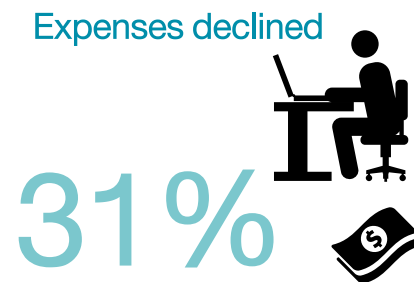
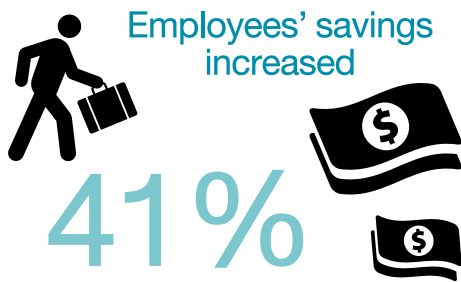
1. Happy Money program

The Happy Money program is one of the eight elements in the Happy Workplace concept, which would help employees to work happily, deliver good performance and achieve customers’ satisfaction. SET joined hands with the Thai Health Promotion Foundation and the Thailand Productivity Institute to launch the Happy Money program in 2009 to promote savings as an important foundation for financial stability and wealth. SET believes that securing financial stability, being capable of generating income and knowing how to save and spend prudently, would help lead to stable mentality, work efficiency and positive productivity, which would be beneficial for both employees and employers. Two main activities under this program are as follows:

- **In-house training for employees** is organized to raise awareness of financial planning, which includes accounting, knowing how to save and knowing how to set and achieve savings goals. The program attracted 7,070 participants from 83 companies.

- **Building an exemplary organization** is to develop organizational leaders to be trainers who can advise on financial planning and debt management to their staff. The four-month project monitored, studied and improved participants' spending habits, developing 209 trainers from seven exemplary organizations while 410 employees' financial problems were resolved.

The evaluation at the end of the project concluded as follows;



The survey after project completion showed that the level of understanding towards financial planning was only 55.82% before the participants joined the project, and improved to 86.51% afterwards, an increase of 30.69 percentage points. As for the trainers, they said that their confidence in being financial advisors went from 63.10% prior to the project, and rose to 86.23% afterwards, a surge of 23.13 percentage points.

As a result, the Happy Money program has improved the financial health of employees and deepened bonds between employees and employers and strengthened relationships between leaders and their subordinates, with more efficient teamwork and dedication to work. These changes have led to higher work efficiency and consequently better productivity for the company. More importantly, the Happy Money program has provided guidance on greater financial health for the exemplary organizations, which leads to the sustainable financial happiness for employees.

2. Employee’s Choice@Workplaces project

The **Employee’s Choice@Workplaces** is a joint program of the Association of Investment Management Companies, and Association of Provident Fund (AOP), and SET, initiated to prepare employees for an aging society. Training courses and other programs on financial planning for retirement were provided to around 7,500 participants, including provident fund committees, provident fund members of state enterprises, financial institutions, and both listed and non-listed companies. Also, SET provided retirement planning knowledge through several media tools such as e-training, Happy Retirement Guide, Article.



3. The Save in Stock by TSI project

The project encourages people to set aside their savings in stocks, providing investment principles and tips for selecting value stocks in order to yield higher returns over the long term. As a result of this project, the capital market will get more quality investors, which will be the important foundation to grow the economy in a sustainable manner.

4. Online Learning Channel, Capturing Every Learning Lifestyle

The SET has developed www.tsi-thailand.org to be an **Investment Knowledge Portal**, which is the source of integrated financial and investment knowledge to reach people of all ages. This allows all investors, whether new or experienced, to learn at any time. Besides, the “**TSI on Mobile**” application and **TSI Facebook** page were introduced to be channels for accessing investment knowledge and sharing information and opinions. These platforms are viable and save time and costs as well. Currently, there are around **750,000** users.

Using learning media to achieve stable wealth

To expand access to learning about financial literacy through electronic media, SET launched two projects aligned with the learning behavior of the new generation, which are **E-Library@Maruey (Maruey eLibrary)** and **SET e-Book**.

The first one, called **E-Library@Maruey (Maruey eLibrary)**, is for the new generation to conveniently learn about financial management and investment at any place and any time via www.maruey.com. The knowledge obtained will lead to a better quality of life and financial stability, and can be shared with a wide range of people. Also, Maruey Library has held various activities to enhance the investment literacy as follows.





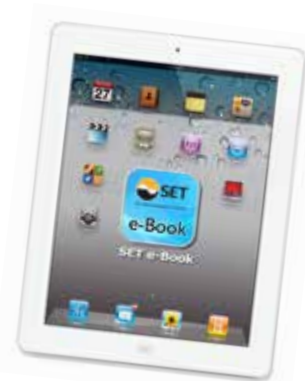
- **Executive Talk@Maruey** is an activity held at Maruey Library, SET building. Executives from listed companies, securities firms and asset management companies, and high profile or successful investors and business administration experts take turns to share their views and experiences.

- **SET Learning@Maruey** is an activity held at the SET library's branch, located in the Esplanade shopping center, Bangkok. Financial investment experts from securities firms and asset management companies share investment techniques and insights into usage trends of investment tools.

- **Online Trading@Maruey** was inaugurated in 2012 at Maruey Library, SET building. Investment experts from various securities firms share information and insights about online investment, showing how to access information conveniently and quickly. Since January 2013, Maruey Library has added a new activity called **Technical Trading@Maruey**, in which securities analysts and other experts share technical investment insights.

Maruey Library has continuously encouraged investment learning. Speaking of economic value, the library helped save investors around THB25.36 million in 2012 had they had to buy the books themselves.

The second project, **SET e-Book**, is a self-learning project for those who are keen in sharpening their skills in personal finance management and investment, business administration, corporate social responsibility and investor relations. Investors or those who are involved in the securities business, including directors, audit committee members, managing directors and top executives of listed companies, small to medium-sized companies, limited companies and firms interested in listing on SET can download the SET e-Book application as a learning resource.



To provide learning opportunities and instill a savings and investment culture in students and the public in general, SET plans to establish a **learning center or museum of the Thai capital market** at SET's new headquarters, to inspire people about savings and investment. In this experience center, everyone can have a self-learning experience via learning material innovations and modern presentation techniques.

In 2012, the project was kicked off by inviting students and public in general to join a contest where they would propose their ideas on how to creatively present financial and investment knowledge under the concept of "Know, understand, be inspired, then invest in the capital market". In addition, a workshop was held to provide basic financial knowledge and presentation techniques. The submission deadline was December 28, 2012. The result will be announced later on.

Grooming a learning society, the way to a sustainable community



SET contributed a public library, called “Hong Ploen” (Edutainment Room) to KlongToey Wittaya School to encourage reading and making productive use of the children’s spare time. “Hong Ploen” comes from “play” and “learn” to signify SET’s intention that it be a place for both fun and education. There are five corners in the library. The first, called “Moom Keng Roo” (Academic Corner) offers text books at the kindergarten and a primary school level. The second, called “Moom Sanook Roo” (Corner of fun-to-know information) is a shelf of children’s literature. The third, called “Moom Rob Roo” (General Knowledge Corner) is stocked with encyclopedia volumes. The fourth, called “Moom Roo Kep Roo Chai” (Corner of

Smart Saving, Smart Spending) provides knowledge about finance management in the forms of tales, cartoons, and short stories, while the fifth, called “Moom Pasa Jeen Na Roo” (Corner of Useful Chinese Language), is good for practicing Chinese. SET has officially handed over the library to the school.

2. Developing society, the quality of life, and the environment

In 2012, SET supported quality social projects initiated by foundations, organizations or individuals who conduct activity that sustainably develops the society and environment. This is to enlarge the impact of their good work, recognize those who contribute to society and encourage developing the quality of life. The projects are as follows:

The Social Recognition project

In 2012, the SET Foundation conducted the Social Recognition project for the sixth consecutive year, which promotes organizations that contribute to society, covering six fields – library development, education, rural social development, music, sports, and urban social development. This is to honor persons and organizations which have contributed to society by their sacrifice and dedication. The project is designed to promote the common good, boost the morale of those who seek to benefit society in a sustainable manner, and hold them up as role models. The award ceremony has been held every year.

SET has supported the Thai Library Association, Population and Community Development Association, Professor Sangvian Indaravijaya Foundation, Sugree Charoensook Foundation, Football History Association of Thailand and Vimuttayalaya Institute. These six organizations have conducted nine projects that benefit Thai society at all levels as follows:

1) Library project for Bangkwang Central Prison, 2) Post-flood library rehabilitation, 3) Cha-Laad Chai Cha-LaadOrm: Wisely save and spend (a project to train teachers to teach financial planning to their students and their families), 4) Super Tambol (a project to enhance the potential of and develop districts,) 5) Choir and Klui Recorder Band Development project, 6) Classical music for society project, 7) Thailand Soccer Museum and Soccer Spirit project, 8) Transforming Thailand as a reading city project, 9) Dharma for people in the city project.

In 2012, the SET Foundation’s “Social Recognition Project” recognized organizations and persons in six categories who were doing good with pure minds, commitment, and performance acceptable to the public, in line with aims and objectives of each organization, as follows:



1. Library Development, The Thai Library Association has honored **Associate Professor Kulwara Chupongpairaj**, or Auntie Kul. The librarian is the author of around 50 children stories. Another award winner is **Yupaporn Choomsaeng**, a teacher and librarian of Nareenukul II School, UbonRatchathani province. Yupaporn is behind the success of the school’s winning the Small Book Competition, which has propelled the school into the spotlight nationwide.

2. Education. The Professor Sangvian Indaravijaya Foundation has honored **Assistant Professor Kanok Tosuratana** for his dedication to found Sisaket Rajabhat university.

3. Rural Social Development The Population and Community Development Association has honored the **Yensira Building**, a shelter for low-income patients with serious illnesses and chronic diseases, and the Spiritual Strengthening Center operated by Songklanagarind Hospital Foundation, Faculty of Medicine, Songkla. The project has supported around 180,000 patients and relatives per annum but charged only THB5 per day.

4. Music The Sugree Charoensook Foundation has honored **Sombat Simla**, a khaen musical instrument expert who is blind. His aliases include “golden finger khaen expert”, “god of khaen” and “magical khaen expert”. He became the first khaen player to play with a symphony orchestra or world-class jazz band. Also, he is akhaen instructor, who will leave a rich legacy of local Thai music.

5. Sports The Football History Association of Thailand has honored **Pichai Kongsriand and the Independent Group**. He is a former Thai national player, who runs a soccer skill course for youth nationwide.

6. Urban Social Development The Vimuttayalaya Institute has honored **the Royal Rural Development project run by HuaySak, Muang district, ChiangRai province**. The project is an exemplary social laboratory for developing rural areas, where residents can depend on themselves economically and practice Buddhism. The central philosophy of the project is “simplicity and sufficiency”.

Supporting Good Deeds Foundation project

The project focuses on scholarships or funding to start up businesses for those who have become injured, disabled, or deceased because they helped others. This project boosts the morale of those doing good and their families by enabling them to continue to earn a decent living.

The Power to Bridge Social Disparity project

The Capital Market Academy classes 1–15 continued their Power to Bridge Social Disparity project for the third consecutive year, to upgrade the communal quality of life in 10 provinces, comprising of Amnart Charoen, Burirum, Loei, Mae Hong Sorn, Nong Kai, SakolNakhon, SraKaew, Sisaket, NakhonPanom, and UbonRatchathani, which are areas that lag in development, including in education and health, with lower incomes per capita.



Child and youth development, anti-drug project and drug rehabilitation for drug addicted youth in KlongToey slum community

This project, run by the DuangPrateep Foundation, seeks to prevent drug addiction among youth and rehabilitate young drug addicts youth to live a normal life. In 2012, the SET Foundation financially supported the DuangPrateep Foundation in several projects, including the Youth's 7 Habits 6 Decisions, Youth Doing Good Deeds, An Exemplary Community, Art for Slum Child Development, and New Life project.

Pediatric Center, The 80th Anniversary Chalermprakiat Building

SET has financially supported the Queen Sirikit National Institute of Child Health, Children's Hospital, by building its Pediatric Center, 80th Anniversary Chalermprakiat Building, procuring medical equipment, and training medical personnel.

Private Sector Collective Action Coalition Against Corruption

The project is supported by the Office of the National Anti-Corruption Commission, and operated by seven organizations: the Thai Institute of Directors, Thai Chamber of Commerce, International Chamber of Commerce, Thai Listed Companies Association, Thai Bankers' Association, Federation of Thai Capital Market Organizations, and The Federation of Thai Industries. The coalition's objective is to raise private sector awareness about the importance of fighting corruption, working with the government, public, media and international organizations to create transparent business operations.

Donation to Royal Thai Army hospitals to procure medical equipment

SET donated to the Royal Thai Army to build a Buddha image called Phra Phut Tha Metta Se Na Nart. Proceeds will be used to purchase medical equipment for 37 army hospitals nationwide. The merit-making dedicated to His Majesty King Bhumibol Adulyadej on the occasion of his 84th birthday on December 5, 2012. The Buddha image will be placed at Washirathamaram temple, Ayudhya province. This merit-making was in dedication to Queen Sirikit on the occasion of her 80th birthday on August 12, 2012.

Contribution to the Thai Stock Market Flood Relief Fund

SET played an important role in initiating a matching fund called the “**Thai Stock Market Flood Relief Fund**” aiding those who suffered from the severe floods in 2011. Assistance covered their living expenses, accommodation and employment, and was designed to be in addition to the government’s relief effort. The fund offered help in three steps, as follows;



1. Emergency assistance The fund aided victims nationwide by providing 30,000 survival kits and portable toilets. The fund also contributed through foundations, government agencies and the private sector, including donations to the Chaipattana Foundation, Bangsai Arts and Crafts Training Centre of H.M. Queen Sirikit, Chaipattana Foundation’s Flood Relief Center, NaraiSuksa School in Lopburi, which is under the Royal Patronage of HRH princess Maha Chakri Sirindhorn; the Medical Council of Thailand, Thailand’s four armed forces and the Thai Red Cross.

2. Rehabilitation The fund helped rehabilitate key areas such as schools through the “**Restoring Flooded Schools, Building Relationships with Communities**” project, which assisted 76 schools get back to normal operation quickly. These rehabilitated schools had multi-purpose buildings, so that they could be transformed into flood shelters when needed. The assistance included renovation of classrooms, multi-purpose buildings, playgrounds, sports fields, canteens and toilets, including basic needs for a school like desks, chairs, computers, skill enhancement equipment, and learning materials.

The fund also supported important projects such as “Be Brave...and Be Good”, which helped rebuild 16 police stations, financial aid to rebuild houses in Bangkok, production of a manual on restoring flood-damaged homes, and an animation guidebook called “Volunteer engineer...Takes you home”.



3. Sustainable long-term development Leveraging from the **“Restoring Flooded Schools, Building Relationships with Communities”** project, SET laid the groundwork for sustainable development by creating jobs for people in the community and providing options to earn extra income during the floods or rehabilitation period. To help instill a volunteer spirit in employees, agencies in the capital market were assigned to help 76 schools by, for example, developing a school’s learning environment or enhancing youth potential. Besides, the fund has developed teachers through the **“Enhancing teachers’ potential”** project, which not only helps the school and community but also builds the teachers’ network. SET also supported the **“Clean Canal”** project, with residents living along 277 canals participating. This project was one of the biggest cooperative efforts of the agencies in the Thai capital market.

3. Promoting religion, art and culture

SET has continuously supported religion, art and culture through activities such as hosting a kathin ceremony at Sangkaram temple in Daan Laan Hoi district, Sukhothai province, to get donations to build a Buddha image. This merit-making ceremony was in dedication to His Majesty King Bhumibol Adulyadej. Also, SET co-hosted a kathin ceremony organized by the 84th Anniversary Rajanakarin Center, Khao Din Nhong Saeng, Chantaburi province. SET supported a dharma talk with His Holiness the Dalai Lama entitled “Buddhism after 2500: Buddha Jayanti” held in Delhi, India, to help people understand Buddhism, which is a strong influence in India and Thailand. In addition, SET held a ceremony to pay respects on Magha Puja Day, one of the most important Buddhist religious days, which could be called Fourfold Assembly Day or Sangha Day.

SET has promoted youth musical talent by organizing **“Settrade Musical Moment Contest”**. The event, in cooperation with the College of Music, Mahidol University, has been held for nine consecutive years, and is a leading stage where Thai youth can show their musical talents and possibly have successful careers in this field.



Environment Responsibility

The Stock Exchange of Thailand (SET) is aware of the need to protect the environment and use energy efficiently, which is one of the guidelines to preserve the environment. SET has also placed high importance on the well-being of communities and society by prescribing process improvement guidelines for employees to boost efficiency in their performance and reduce the impact on the environment.

Products and services

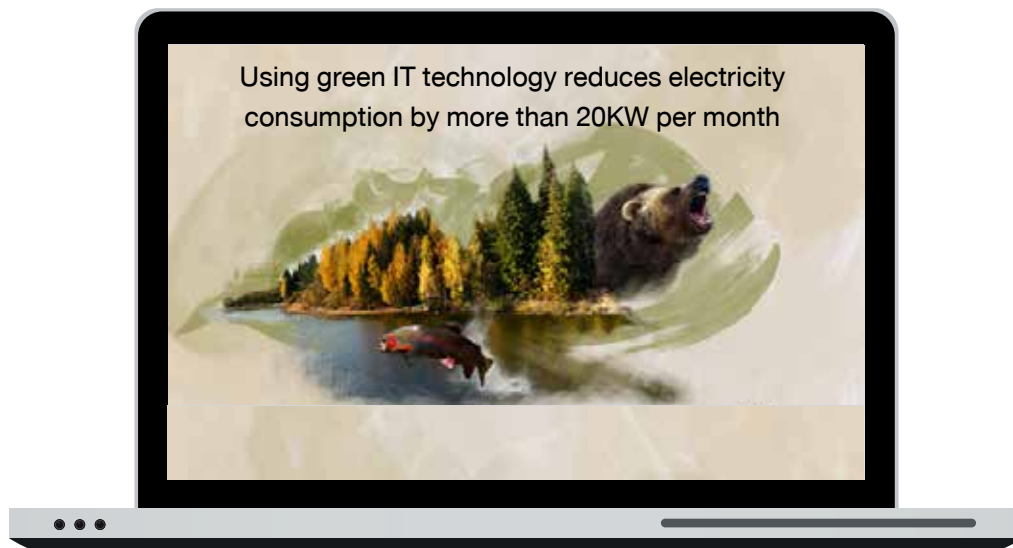
- SET has increased its efficiency in listing derivative warrants by using electronic channels to reduce duplication in work processes. Consequently, the bourse has reduced the level of manual work, saving time for document preparation and reducing the time used to accept listed securities to three days from six days. In addition, the member service system program was improved to speed up data assessment by 35% on average. SET has also used communication tools to improve work efficiency, enabling employees to perform their duties outside the office conveniently and without delay.

- SET now has member companies submit their reports or other information by electronic means instead of on paper, reducing the amount of paper and man-hours used.

Green IT

- SET has implemented environmentally-friendly technology since 2010, boosting energy efficiency at low cost. SET has introduced virtualization technology to manage its servers, reducing electricity consumption by more than 20 KW per month and cutting electricity bills by 20% even though office space used was increased.

- SET manages the air flow of its data center to reduce hot spots and conducts preventive maintenance every quarter to prolong the lifetime of IT equipment.



Materials

- SET has been transmitting information for internal meetings SET high-level executives using electronic means rather than on paper since September 2012 and for its Board of Governors from March 2013 onwards.

- SET campaigns to encourage employees to realize the importance of efficient consumption of resources, such as using both sides of pages and recycling paper. SET has stopped printing welfare coupons and uses electronic media to reduce the paper consumption among other measures.

- SET is one of the 55 Thailand’s leading organizations participating in the “Shred2Share: Safety Information and Environmental Protection” campaign to encourage SET’s employees to realize the necessity to safeguard the confidentiality of the information of the organization and customers as well as to protect the environment. In 2012, SET sent a total of 14.22 tons of paper to the program to save the environment, reducing the emission of carbon dioxide by 3,697 kilograms, decreasing water consumption by 711 cubic meters, and reducing the use of coal by 1,564 kilograms.

Energy

- SET’s office building has been evaluated as “good” in energy-saving by the Department of Alternative Energy Development and Efficiency, Energy Ministry, in May 2009, after the building achieved the Gold LEED rating from the US Green Building Council (USGBC) because of its outstanding performance in energy efficiency, pollution prevention and eco-friendliness in accordance with international standards. Since then, SET’s office building has always maintained the Gold Standard of **Green Building**.



- SET encourages employees to fight global warming by reducing energy consumption in the building, e.g., switching off lights during lunch, cutting electricity consumption by 50% after 6:00 p.m., maintaining air conditioners in good condition at all times, and improving the efficiency of the temperature control system by keeping indoor temperatures at 25 degrees Celsius. SET turns off electrical appliances after work, with security guards patrolling the building to ensure that all lights are switched off.

- SET has continually participated in the “60 Earth Hour” campaign for five consecutive years to save the planet from global warming by striving to reduce carbon dioxide emission, and has also participated in the energy conservation projects of the Alternative Energy Development and Efficiency Department, the Energy Ministry. In addition, SET has promoted the use of eco-friendly hybrid cars to save energy, reduce pollution and noise pollution caused by traditional engines.

Water

SET treats waste water before discharging it into the Bangkok Metropolitan Administration system and constantly checks its treatment system to prevent the possible leakage of water in order to consume water with efficiency and effectiveness.

Waste segregation

SET segregates waste by placing trash bins for each category of trash on every floor of the office and encourages employees to dispose of different types of waste in the right recycling container and separates hazardous waste from other garbage so that each type of waste will be treated properly. This segregation helps reduce the health impact on employees and the environment.

GRI Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
1.1	Statement from the most senior decision-maker of the organization.	2-3	-	Fully
1.2	Description of key impacts, risks, and opportunities.	2-3,11-12	-	Fully
2. Organizational Profile				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of reporting
2.1	Name of the organization.	6	-	Fully
2.2	Primary brands, products, and/or services.	6-7	-	Fully
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	4-5	-	Fully
2.4	Location of organization's headquarters.	6	-	Fully
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	-	-	Fully
2.6	Nature of ownership and legal form.	6	-	Fully
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	6-7	-	Fully
2.8	Scale of the reporting organization.	6	92, 101-103, 109	Fully
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	2-3	-	Fully
2.10	Awards received in the reporting period.	18,41	-	Fully
3. Report Parameters				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	8	-	Fully
3.2	Date of most recent previous report (if any).	-	-	Fully
3.3	Reporting cycle (annual, biennial, etc.)	8	-	Fully
3.4	Contact point for questions regarding the report or its contents.	8	-	Fully
3.5	Process for defining report content.	-	-	NV
3.6	Boundary of the report	8	109	Fully
3.7	State any specific limitations on the scope or boundary of the report	8	-	Fully
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	-	-	NV

3. Report Parameters				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	-	-	NV
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	-	-	Fully
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	-	-	Fully
3.12	Table identifying the location of the Standard Disclosures in the report.	42-52	-	Fully
3.13	Policy and current practice with regard to seeking external assurance for the report.	8	-	Fully
4. Governance, Commitments, and Engagement				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	4-5,10	79	Fully
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	10	79	Fully
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	-	67	Fully
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	-	65	Fully
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	-	76	Fully
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	-	70	Fully
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	-	67-68	Fully
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	-	-	NV

4. Governance, Commitments, and Engagement

Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	9	-	Fully
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	-	74	Fully
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	11	-	Fully
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	9-10	-	Fully
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic	7	-	Fully
4.14	List of stakeholder groups engaged by the organization.	-	59-64	Fully
4.15	Basis for identification and selection of stakeholders with whom to engage.	-	-	NV
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	-	-	NV
4.17	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.	-	-	NV

STANDARD DISCLOSURES PART III: Performance Indicators

Economic performance				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	-	18	Fully
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	-	-	NP
EC3	Coverage of the organization's defined benefit plan obligations.	-	-	NV
EC4	Significant financial assistance received from government.	-	-	NP
Market presence				
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	14	94	Partial
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	-	-	NP
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	-	-	NP
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	-	-	NV
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	23-26	-	Fully
Environment				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
Materials				
EN1	Materials used by weight or volume.	-	-	NP
EN2	Percentage of materials used that are recycled input materials.	-	-	NP

Energy				
EN3	Direct energy consumption by primary energy source.	-	-	NP
EN4	Indirect energy consumption by primary source.	40	-	Fully
EN5	Energy saved due to conservation and efficiency improvements.	21-22,40	-	Fully
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	20-22,40-41	-	Fully
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	21-22,41	-	Fully
Environment				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
Water				
EN8	Total water withdrawal by source.	-	-	NV
EN9	Water sources significantly affected by withdrawal of water.	-	-	NV
EN10	Percentage and total volume of water recycled and reused.	-	-	NV
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	-	-	NP
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	-	-	NP
EN13	Habitats protected or restored.	-	-	NP
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	-	-	NP
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	-	-	NP
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	40-41	-	Fully
EN17	Other relevant indirect greenhouse gas emissions by weight.	40-41	-	Fully
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	-	-	NP
EN19	Emissions of ozone-depleting substances by weight.	-	-	NP
EN20	NOx, SOx, and other significant air emissions by type and weight.	-	-	NP
EN21	Total water discharge by quality and destination.	-	-	NP

Emissions, effluents and waste				
EN22	Total weight of waste by type and disposal method.	-	-	NP
EN23	Total number and volume of significant spills.	-	-	NP
EN24	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.	-	-	NP
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	-	-	NP
Environment				
Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	20-22,40	-	Fully
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	-	-	NV
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	-	-	NP
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	-	-	NP
Overall				
EN30	Total environmental protection expenditures and investments by type.	-	-	NP

Social: Labor Practice and Decent Work

Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
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Employment

LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	13	-	Fully
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	13	-	Fully
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	13	-	Fully
LA15	Return to work and retention rates after parental leave, by gender.	-	-	NV

Indicator	Disclosure	CSR Report Page no.	Annual Report	Level of Reporting
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Labor/management relations

LA4	Percentage of employees covered by collective bargaining agreements.	17	-	Fully
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	-	-	NP

Occupational health and safety

LA6	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.	-	-	NP
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	-	-	NV
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	-	-	NV
LA9	Health and safety topics covered in formal agreements with trade unions.	-	-	NP

Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	14	-	Partial
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	14-15	-	Fully
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	16	-	Partial
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	13	-	Partial
Equal remuneration for women and men				
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	-	-	NV

Social: Human Rights				
Indicator	Disclosure	CSR Report Page No.	Annual Report	Level of Reporting
Investment and procurement practices				
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	-	-	NV
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	-	-	NV
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	-	-	NV
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	-	-	NV
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	-	-	NV
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	-	-	NV
Prevention of forced and compulsory labor				
HR7	Operations and significant 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.	-	-	NV
Security practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	-	-	NV
Indigenous rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	-	-	NP
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	-	-	NV
Remediation				
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	-	-	NV

Social: Society				
Indicator	Disclosure	CSR Report Page No.	Annual Report	Level of Reporting
Local communities				
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	34	-	Fully
S09	Operations with significant potential or actual negative impacts on local communities.	-	-	NP
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	-	-	NP
Corruption				
S02	Percentage and total number of business units analyzed for risks related to corruption.	-	-	NV
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	-	-	NV
S04	Actions taken in response to incidents of corruption.	-	-	NV
Public policy				
S05	Public policy positions and participation in public policy development and lobbying.	10	-	Fully
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	-	-	NP
Anti-competitive behavior				
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	-	-	NV
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	-	-	NV
Social: Product Responsibility				
Indicator	Disclosure	CSR Report	Annual Report	Level of Reporting
Customer health and safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	-	-	NV
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	-	-	NV

Product and service labelling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	-	-	NV
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	-	-	NV
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	-	-	NV
Social: Human Rights				
Indicator	Disclosure	CSR Report	Annual Report	Level of Reporting
Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	22	59,66	Fully
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.	-	-	NV
Customer privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	-	-	NV
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	-	-	NV

Remark NP = Not Applicable , NV = Not Available



The Stock Exchange of Thailand group takes care of environment

By choosing paper that manufacture from specific trees for produce paper.

All trees are planted by durable woods management and are friendly with environment, therefore, this could reduce usage of pulp by more than 50 percent and use soy ink in printing process to reduce volume of carbondioxide.



Matching Your Right
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