



Matching for Sustainable Growth

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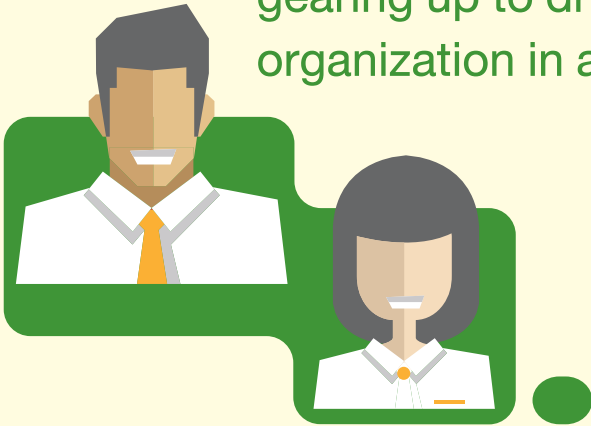
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“Increase staff capability,”
gearing up to drive the
organization in all dimensions



Enhance employee abilities, promote corporate culture
to add value and strengthen organizational competency



The Stock Exchange



“Increase...reduce

When applied wisely, these
with the potential to propel comp

“matching for su

“Synergize strengths,”
building confidence in capital market



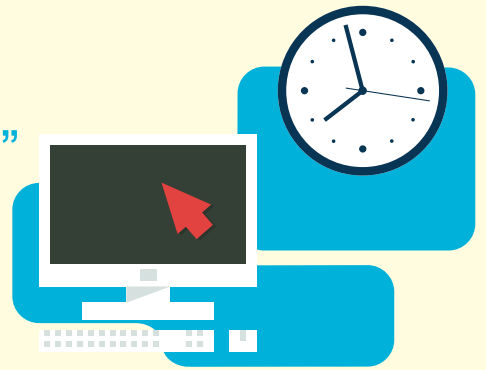
Operate with corporate governance based on responsibility,
transparency and fairness to boost confidence in the Thai capital market



SET

Change of Thailand

“Cut cost and save time”
with innovations to
meet investment needs



Provide diversified and easily-accessible investment products via modern and speedy world-class systems, creating opportunities for stakeholders

“...multiply...share”

These actions can create balance

enables companies to run the distance, ready to

achieve **“sustainable growth”**



“Share opportunities and expertise,”
creating a sustainable society and environment

Create growth by educating on saving and investing,
paired with maintaining a sustainable society and environment



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



The Stock Exchange of Thailand (SET) recognizes the importance of social and environmental responsibility under corporate governance (CG) principles in addition to its mission of serving as a driver of the Thai economy. As a result, SET supports the improvement of Thai listed companies' **CG and social responsibility (SR)** following international standards to prepare them for the ASEAN Economic Community (AEC). In addition, **SET aims to enhance the qualities of our retail investors and intermediaries** together with the capabilities of our own staff in order to elevate the competitiveness of Thailand's capital market and ensure sustained growth of the capital market in the long run.

On supporting CG and SR, SET promoted the CG of listed companies in accordance with ASEAN CG Scorecard criteria by organizing workshops and other training throughout the year. Consequently, Thai listed companies **achieved the highest marks in ASEAN** as evaluated by the Asian Development Bank. In 2013, **SET itself also received a full CG score of 100 percent** as assessed by the Thai Institute of Directors. In addition, the Thai bourse is committed to the developing and enhancing the learning processes underpinning sustainability assessment by continually holding activities for our listed companies to improve the efficiency of their business management. As a result, **three Thai listed companies, the highest number in ASEAN, were added to the Dow Jones Sustainability World Index (DJSI World), the most internationally recognized sustainability index.**




To promote the capabilities of our retail investors and personnel in intermediary institutions, SET focuses on upgrading the expertise of securities professionals and investors, while continuously enhancing awareness and **financial literacy** among students and the general public through seminars and other training activities. SET has launched seven **SET investment centers (SET IC)** nationwide to expand financial literacy in the key cities throughout the country.

On employee development, SET has always valued employees as essential to fulfilling its vision of “empowering business and investors through our strengths to match the right financial opportunities.” In 2013, SET initiated the program “**Be(e) Happy: Happiness starts with us**” to create a superior working atmosphere for its employees and established a corporate culture to ensure that staff members enjoy their work. The bourse also organized human resource development programs to sharpen its staff capacity, professionalism, leadership, and management skills in accordance with SET Core Values, which are customer focus, being proactive, teamwork, and integrity. Moreover, employees at all levels have been introduced to social responsibility and sustainability concepts to help SET and society grow together sustainably.

Social development (SD) is one of SET’s key commitments. The Thai bourse has supported educational development and learning regarding to social development, quality of life, environment, religion, arts, and culture. SET has also consistently contributed to the rehabilitation of survivors of natural disasters both locally and abroad, such as floods in Thailand and typhoon Haiyan in the Philippines. Moreover, SET worked with other capital market institutions, under the “**Thai Stock Market Flood Relief Fund,**” to restore schools and historical sites nationwide that had been damaged by severe Thai floods of 2011. These activities were part of SET’s continuous efforts to build a compassionate society and to achieve a long-term sustainable development.

With the prolonged successes in Thai capital market development, SET will continue to focus on incorporating social responsibility into every process of its operations (CSR-in-process) in 2014 and will comprehensively integrate social responsibility policies, strategic planning and implementation in each business unit planning process to align with SET’s strategic plan and targets over the next three years (2014–2016) of **driving the capital market toward sustainable growth as well as transforming SET into a sustainable organization.**

On behalf of SET, we would like to express our heartfelt appreciation to all our partners: listed companies and intermediaries, staff members and stakeholders who have worked with us as a team, creating the vital synergy needed to strengthen our capital market and economy. Furthermore, SET is committed to move forward to match the right financial opportunity under CG principles and encourage stakeholders to carry out their businesses while bearing in mind their responsibility towards society and the environment so that Thailand’s capital markets and economy will enjoy sustainable growth.



Dr.Sathit Limpongpan

Chairman



Charamporn Jotikasthira

President



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 is the center of securities trading and long-term fund-raising activities of the businesses. It is also the pillar of the capital market leading towards sustainable growth, enhancing the Thai economy and society.

- Its key operations include trading, listing, clearing and settlement, depository, supervising investor's trading activities, protecting market participants' benefits, as well as information dissemination. Its main mechanism is geared towards the development of the capital market to benefit market participants and general public. In addition, SET has continuously developed and promoted finance literacy, capital market infrastructures and research studies, aiming at sustainable growth of the Thai listed companies.

- As of December 31, 2013, SET and its subsidiaries employed 726 employees in total.

- SET's address is:

The Stock Exchange of Thailand Building 62 Ratchadapisek Road, Klongtoey, Bangkok, Thailand 10110

Tel: 0-2229-2000 Fax 0-2654-5649 Website: www.set.or.th

Business overview

The Stock Exchange of Thailand (SET) is the only stock exchange providing full-coverage exchange services and promoting capital market development in Thailand. SET has core businesses as follows:

Exchange business

1. Securities market

Trading and listing: SET provides securities trading service for equity and bond instruments. SET, in primary market, provides listing service for companies raising funds through SET and Market for Alternative Investment (mai) which are secondary markets for investors to trade securities in Thailand. As of December 31, 2013, there were 489 companies listed on SET and 95 on mai. SET also lists other types of securities, e.g., warrants, derivative warrants (DW) exchange-traded funds (ETF) and bonds.

Clearing and settlement: SET is a clearinghouse for transactions taking place on SET, mai and Bond Electronic Exchange (BEX). SET 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 provides clearing and settlement services for over-the-counter bond trading.

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

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

2. Derivatives market

SET operates a derivatives market that trades derivatives products of which underlyings include securities, commodities, foreign exchange and interest rate. SET is also a clearinghouse for transactions occurring in the derivatives market. In addition, SET supervises investors' trading activities and market participants to ensure that the market is fair, orderly and transparent.



3. Technology services

SET 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. SET's Internet trading system (SETTRADE) is well recognized and is utilized by 32 out of 34 brokerage firms in Thailand.

In addition, SET develops and disseminates stock indexes, and also 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 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 shareholder information. Our services also cover managing information of shareholder benefits and executing registrar services with a direct linkage to the Securities Depository Center for the benefits of listed companies and investors.

Furthermore, SET also has secured data storage and processing system with the corresponding back-ups ready for securing the continuity of our services. 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 also act as a registrar for provident fund of asset management firms managing the fund on behalf of employers.

Capital market development

SET is committed to promoting long-term development of Thai capital market and becoming a pillar for sustainable capital market development which enhance competitiveness of Thai economy and support capital market's stakeholders and Thai society. SET has set four major missions as follows:

1. Capital market education

SET organizes the educational development into four aspects according to target groups which are 1) Professional Education, 2) Investor Education, 3) General Public Education, focusing on financial literacy for Thai people and education center, e.g., Maruey Knowledge & Resource Center and SET Investment Center, and 4) Executive Education, focusing on educating public sector and business leaders about capital market and building a network among capital market leaders in GMS and ASEAN.

2. Sustainable development

SET promotes Corporate Governance (CG) to be on par with international standards and Social Responsibility (SR) to be integrated in business operation and to build ecosystem which can support SR in Thai capital market. For example, SET will encourage local institutional investors to invest professionally and fairly. SET will build an SR hub for government, educational organization and Thai people. SET will also encourage listed companies to invest in Social Enterprise (SE) and work towards meeting criteria defined by Dow Jones Sustainability Index.

3. Capital market development infrastructure

SET fortifies capital market's infrastructure for Thai economy and society, e.g., supporting projects of Thai capital market associations and advocating changes in rules and regulations which are barriers of capital market development.

4. Capital market research

SET will conduct and disseminate in-depth capital market research and leading indicators of Thai capital market to benefit stakeholders and Thai people. In addition, SET will continue to establish a platform where market practitioners and academic researchers contribute the knowledge for the long-term development of Thai capital market.



About this report

The Stock Exchange of Thailand, a key driving force in the Thai economy, has prepared this “Sustainability Report” separately from our regular annual report to communicate SET policy and achievements on SET social responsibility and the environment for the second year. Our work is done under corporate governance principles covering economic, social and environmental dimensions in their entirety, following the international standards and reporting methods of the Global Reporting Initiatives Guideline (GRI G3.1). The report also provides complete information regarding issues related to the financial industry. All content has been approved by senior management of the SET in order to demonstrate SET’s commitment to ensure that the quality of information disclosed to the public is accurate and complete.

This Sustainability Report covers the operations of SET and its subsidiaries (from January 1 to December 31, 2013) and gives information on SET’s sustainability development and operations not only for 2013 but for more three years of retroactive information on sustainability results. This report also includes indicators related to financial industry reports relating to SET’s operations in accordance with international standards.

SET is committed to having a clear and accurate Sustainability Report. To show that the information is correct and credible, we have requested an external assurance for the Sustainability Report starting from the year 2014. This and previous years’ reports can be downloaded from SET’s website: www.set.or.th

Additional information can be requested from: Corporate Communications Department
The Stock Exchange of Thailand
62 Ratchadapisek Road, Klongtoey
Bangkok 10110, Thailand
Tel. 0-2229-2000
Email : SETCorporateCommunications@set.or.th



Corporate Governance

SET's Board of Governors (BoG) closely follows the principles of corporate governance (CG) and complies with both the letter and spirit of all rules and regulations to be a trustworthy role model for Thai listed companies in conducting its business, practicing integrity, transparency and fairness to all stakeholders.

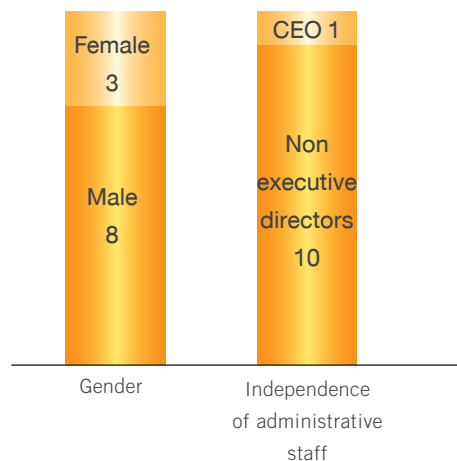
SET CG polices are based mainly on the Principles of CG of the Organization for Economic and Co-Operation and Development (OECD) and partly on the Principles of Corporate Governance for Listed Companies drawn up by SET. In addition, SET has the Corporate Governance and Social Responsibility Committee to support the Board in developing SET's CG, reviewing its CG policy and code of conduct to ensure that they match international standards, and following up with management to ensure that SET policies have been executed and disclosed in the annual report and other public channels.

1. Board Structure

The Securities and Exchange Act requires that the membership structure of the BoG be as follows:

- Five experts appointed by the Securities and Exchange Commission (SEC). Each person must have a high degree of expertise and extensive experience in stock exchanges, securities or finance. At least one person must be a senior executive of a listed company.
- Five experts elected at a SET members' meeting in accordance with the Securities and Exchange Act provisions on the appointment of governors. Four of the candidates will be from a list of member firms' representatives at executive vice president level or higher, while the other candidate is from a list of individual representatives from other parties.
- The SET president. As an ex-officio governor, the president is appointed by the ten previously-appointed governors.
- The board's chairman. The chairman is elected by the BoG and must not be the Exchange's president, to ensure that the roles and responsibilities of chairman are separate from those of management.

Currently, the SET BoG is comprised of 11 members with various skills, experience, and expertise that are useful to SET.





Roles and responsibilities of the Board

1. Vision and mission

The BoG endorses the development of SET's vision, mission, strategies, goals and policies. Moreover, the BoG approves the strategic plan, budget and key performance indicators for the coming year and monitors the supervision of operations to ensure effective implementation of its plans within budget. The BoG evaluates and adjusts business plans in response to market changes. Management reports progress on operations and business outcomes to the BoG every quarter.

In addition, the BoG is responsible for reviewing SET's vision and mission every five years, to suitable or in timely fashion to keep SET's development plan up-to-date. The last review was in 2012, when the BoG decided that SET's mission was to be "Matching your right financial opportunities", which is being implemented by sustained expansion of business issuers and investor base, listed company development, new product enhancement, etc.

2. Assignments and separation of the Board and management

- **Committee assignments**

In 2013, BoG assigned members to thirteen committees to assist the BoG, scrutinize SET corporate governance (CG) and carry out specialized tasks, e.g., the Audit, Nomination and Corporate Governance, Remuneration, and Risk Management Committees. All SET committees act independently in carrying out their duties as assigned by the BoG.

Additionally, to increase efficiency of SET's CG and social responsibility development, the BoG adjusted the structure of the Nomination and Corporate Governance, and Remuneration Committees into two committees, which are the "Nomination and Remuneration Committee" and "Corporate Governance and Social Responsibility Committee". The Corporate Governance and Social Responsibility Committee is responsible for supporting the CG and social responsibility systems of both the exchange and its listed companies.

(For a list of committees and their duties please see annual report 2013)

- **Separation of the BoG and the president**

The SET has clearly segregated the roles in policy formulation and oversight from those in day-to-day operations management. The chairman is a non-executive director, must not be the same person as the president and has no relationship with management. The roles of chairman and the president are separated to ensure a balance of power. The chairman manages the business of the Board and monitors the translation of the Board's decisions into executive action. In addition, he provides close oversight, guidance, advice and leadership to the president and management but does not intervene with any routine activities under the president's responsibilities.



<p>Roles and responsibilities of the Board</p>	<ul style="list-style-type: none"> • Establish SET strategic policies and direction and monitor the supervision of operations to ensure effective implementation and compliance with rules and regulations. • Approve the strategic plan, budget, and manpower plan. • Appoint the SET president and executive management. • Ensure the adequacy and effectiveness of accounting, financial reporting, internal control, internal audit, CG, and risk management systems. • Delegate authority to operations to ensure that operations are conducted effectively, including in internal control.
<p>Roles and responsibilities of the president</p>	<ul style="list-style-type: none"> • SET’s president is the highest executive responsible for managing SET’s business in compliance with laws, rules and regulations, and strategic directions. He also implements Board decisions. • Reports progress of SET operations relative to SET’s strategic plan to the Board quarterly. • In working with third parties, the president, as SET’s representative, may delegate authority following guidelines or rules and regulations determined by BoG.

• **Authorities, duties and responsibilities of the BoG Chairman**

1. Convene BoG meetings.
2. Chair BoG meetings. Encourage all governors to actively take part in BoG meetings, including voicing their views, raising critical questions, consulting, guiding, etc. In case of a tie, the chairman will have a casting vote.
3. Ensure the effective discharge of the BoG’s functions and responsibilities.
4. Support the Board’s self-assessment and evaluation processes.
5. Provide support, advice, and supervision to the president to enhance operating effectiveness and efficiency.

2. Treatment for stakeholders

The SET Board of Governors (BoG) ensures that the exchange’s operations are based on fair and equitable treatment for stakeholders. The BoG recognizes the reciprocal relationship the bourse has with all stakeholders, including the Securities and Exchange Commission, securities companies, listed firms, asset management companies, investors, employees and other related agencies including business partners, creditors, competitors, the public sector, society and the environment.



2.1 Summary of current best practices on stakeholders, in accordance with SET Code of Conduct

<p>Member, listed companies, and asset management companies</p>	<ul style="list-style-type: none"> • Listening to stakeholders and related parties' views, both on regulatory adjustments and new regulations issuance, including creating a clear understanding in compliance with the SET regulations and standard. • Organizing extensive public relations activities to promote company profiles, including facts and figures of listed, securities and asset management companies, for the benefit of investors and the public.
<p>Investors and the public</p>	<ul style="list-style-type: none"> • Developing a variety of excellent financial instruments, products and services and providing accurate and adequate information about them. • Providing complete, accurate and updated information • Providing effective two-way communications channels for investors and the public to access business information as well as report complaints. Customer information must be kept confidential and not used for the benefit of one's own or other persons.
<p>Employees</p>	<ul style="list-style-type: none"> • Recruiting and hiring capable and experienced staff, corresponding with the SET's growth demand. • Providing development programs to enhance employee competency and career advancement opportunities. • Managing remuneration and other benefits for employees and management, taking into account the economic situation and SET's long-term achievement, competitively with other leading organizations. SET's evaluation system is based on the exchange's goals and staff performance (performance-based pay). • Taking care of its employees consistently well, with equal treatment and welfare benefits. • Setting up effective communication channels between management and staff and implementing activities regularly and consistently, covering strategic objectives and directions for the capital market. In addition, all employee opinions and suggestions must be fairly and equally treated.
<p>Suppliers and other business partners</p>	<ul style="list-style-type: none"> • Treating suppliers and business partners with fairness and transparency, based on mutual benefit. • Avoiding dishonest conduct purposely carried out to benefit suppliers/ business partners. All parties must strictly comply with contractual agreements, obligations and conditions. If any obligation cannot be fulfilled, SET should notify suppliers/contractors as soon as possible, in order to find ways to solve the problem. • Implementing strictly in compliance with regulations and best practices of purchasing and procurement.



Creditors	<ul style="list-style-type: none"> • Complying with contracts or agreements as well as guaranteeing conditions with creditors strictly. In case SET is unable to comply, creditors must be informed and negotiated with in advance, in order to find solutions and protect against loss or damage that may occur. • Managing effectively to ensure that creditor trust in SET's financial status and debt repayment ability (solvency) is maintained. • Disclosing financial information accurately, completely and in timely manner.
Competitors	<ul style="list-style-type: none"> • Competing fairly, not seeking to obtain competitive intelligence dishonestly and not being involved in illegal actions to gain competitive information or beat competitors.
Government sector	<ul style="list-style-type: none"> • Supporting the government's policies, in compliance with the rules and regulations of regulatory commission entities, as well as promoting and supporting various government activities to strengthen national stability and growth.
Society, community, and the environment	<ul style="list-style-type: none"> • Keeping in mind the responsibilities to the society and environment, ensuring the staff are knowledgeable about CSR and strongly encouraging staff' participation in CSR activities.

2.2 Treatment for members and meeting arrangements

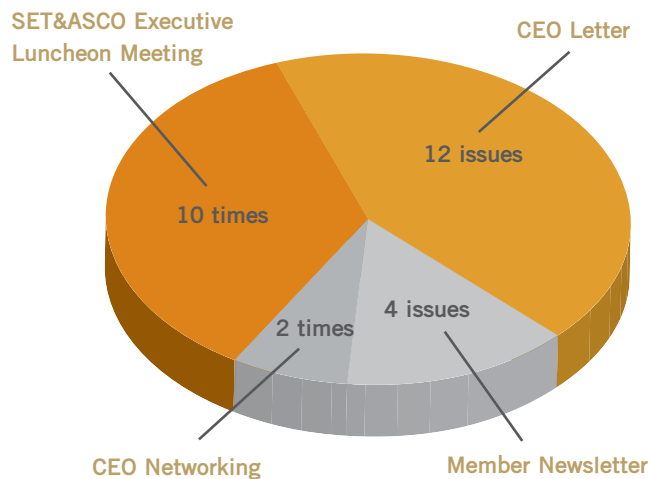
The BoG recognizes the importance of CG and members' rights to fair and equitable practices. The Securities and Exchange Act of Thailand requires the Exchange to convene an annual meeting of members to elect board members, approve its financial statements, appoint an auditor and approve remuneration of BoG members. SET continuously endeavors to provide activities and disclosed information to all members and capital market.

In 2013, the BoG called an ordinary meeting on April 23, chaired by the BoG Chairman and with a total of 5 governors (out of 11) in attendance. There were two extraordinary meetings in 2013, with an average attendance of 87% of members. Among the matters considered were elections of governors, approval of remuneration of the BoG chairman, appointment of the auditor, consideration of significant practices relevant to members, and the arrangement of hearings on matters related to all members, which were the placing of collateral in cash accounts and amendment of trading rules for convertible securities issued by foreign companies.



SET made additional efforts to maintain good relations with our members by conducting these activities:

Collaborative activities among members in 2013



- **SET and ASCO executive luncheons**

These monthly panel discussions are held between members of the Association of Securities Companies (ASCO) and various parties involved in the capital market to discuss matters of mutual concern.

- **CEO networking**

These are panel discussions among senior executives of all brokerage firms to strengthen the good relationships between them and enable members to express opinions on the securities business.

- **Member Newsletter**

This publication is for all members, and contains quarterly updates on the capital market..

- **CEO Letter**

This is a monthly newsletter from the SET president to the presidents of all securities companies, informing them of SET happenings.

Moreover, In 2013 SET held conventions and seminars for members about retail investor attitudes towards securities companies and on developing the securities Infrastructure in Thailand connecting to China and Southeast Asia, in total of 7 times.

2.3 Managing Suggestions

SET gives the utmost importance to customer feedback and realizes the importance of effectively managing suggestions from listed and member companies, as well as associate firms, to enhance its operations. In 2013, SET set up a new internal communication system called “Stakeholder Relation Management” so that all executives can acknowledge, exchange views and take action of stakeholders’ complaints and suggestions more efficiently.

3. Anti-misconduct and anti-corruption policy

SET anti-misconduct and anti-corruption policy, as part of its corporate governance and ethics policies, specifies rules and regulations against corruption which all staff must strictly comply with. The purpose is to build trust among all stakeholders in SET, ensuring honest and transparent operations. SET supports anti-misconduct and anti-corruption activities.

In 2013, SET launched the “**Anti-Corruption Guidelines**” for management and staff, specifying behaviors or situations likely to put one at risk of corruption, with a Q&A section to aid risk management. The Anti-Corruption Guideline’s concept is as follows:

- All forms of bribery and corruption are prohibited in all projects, activities, or transactions.
- Employees must not give, offer or receive any gift or other benefit as a mutual exchange or persuade another person to engage in unfair treatment or unethical conduct.



- SET is politically impartial, not involved with any political party, and does not provide financial aid to a party or politician.
- Donations to charitable non-profit organizations must not be related to bribery, corruption or fraud benefits and must not be linked with political issues.

Communicating anti-corruption policy to external target groups

In 2013, SET communicated its strong anti-corruption commitment to suppliers and other business partners, including listed and member companies, as follows:

- **Suppliers and current or potential business partners** being negotiated with will be informed through orientation meetings. In addition, SET's anti-corruption policy is clearly stated on purchasing and procurement order forms, bidding announcements and notification documents, the terms of reference, and signature mail.
- **Listed and member companies** will be informed via hand-delivered newsletters and SET's website.

Awareness of anti-corruption among SET staff

- Communicate SET's anti-corruption policy and best practices to create better understanding among management and all staff via many activities, including:
 - Organizing orientation sessions for those responsible for purchasing, procurement and corporate communications, which are the major functions implementing this policy.
 - Publicizing the guidelines for all staff, highlighting the key points in a simple and easy-to-read manner in articles, posters and organizing activities on the annual CG Day (held in 2013 on September 6)





- Encouraging participation of Board members, executives and staff in events and activities organized by anti-corruption organizations, as SET is a member of Anti-Corruption Organization of Thailand, for instance, the “Anti-Corruption Day 2013” campaign on September 6, 2013.



- Encouraging Board members, executives and staff to reach out as guest speakers, presenters or participants at events, put on by capital market organizations and associations on anti-corruption topics such as a practical guide to fight corruption, or how listed companies communicate and make policy to fight corruption:

(More information on the SET’s CG is available in the Annual Report 2013)



Enterprise Risk Management

The SET Board of Governors has adopted risk management policies and a framework to address risk management across the organization efficiently. A Risk Management Committee consisting of governors and experts in risk management was established to provide opinions and recommendations on effective risk management guidelines and a framework to ensure that enterprise-wide risks are managed in accordance with policies, guidelines, and international standards. These steps are to enhance confidence that policy execution covers significant risks of the organization comprehensively and according to good corporate governance guidelines. SET also emphasizes continuous improvement by including the **enhancement of enterprise risk management** in SET's strategic plan of 2013. This strategic plan was completed as planned.

SET oversees, manages key risks and categorizes such risks into three levels: 1) Strategic risk, 2) Business risk, and 3) Process risk. These key risks are in line with 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 risk levels based on impact and likelihood, and determines measures to manage risk to be at an acceptable level. SET also follows up and reports on risk status continuously to ensure that SET is equipped to respond to risks promptly. SET strives to create cooperation from all levels in the organization, and controls as well as oversees overall risk management to ensure that risks will be contained at an acceptable level. The risk management structure has been arranged properly by setting up a Risk Management Unit to coordinate with all units as risk owners to create a risk management process, including identifying and assessing risks, providing risk mitigation plans, and monitoring progress of mitigation plans set by risk owners. SET embeds risk management into the corporate culture. In 2013, SET organized training in integrated risk management and strategy for executives, related officers and risk officers of each division. In addition, SET included risk management awareness activities in CG Day event to promote good governance, risk management, compliance and ethics throughout the organization.

SET considers significant risks which may affect operation of SET and related parties in the capital market by managing risk, following up and reporting on risk management results to SET executive committees and the SET Board of Governors regularly. To enhance investor confidence, **SET defined preventive and corrective measurements for implementing the new trading and clearing systems of Thailand Futures Exchange (TFEX)**, which will be launched in 2014. SET is conducting tests with all related parties in the industry.



SET has a **Business Continuity Plan (BCP)** to ensure that SET's critical services can be continually delivered without interruption and without affecting related parties in the capital market, such as listed companies, investors, 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.



Sustainable Business

The Stock Exchange of Thailand has placed high importance on operating businesses with accountability to stakeholders, continuously developing products and services, being accountable for products and services, revising policies and regulations, and upgrading operational systems to respond efficiently to the diverse needs of investors and other stakeholders to achieve sustainable capital market development in the long term.

1. Product and service development



Develop products and new commodities for the equity and futures markets

2013 marks the first year that SET has listed a Thai holding company with core investments overseas. Listing of CKP Power Limited (CKP) on the Thai bourse increases the fund mobilization tools for businesses while expanding investment opportunities for investors. SET also supported the listing of three infrastructure funds, namely BTS Growth Infrastructure Fund (BTSGIF), Amata B Grimm Power Infrastructure Fund (ABPIF) and True Telecommunications Growth Infrastructure Fund (TRUEIF). SET has been

developing fund mobilization and investment tools in the realty market in accordance with international standards by, for instance, introducing regulations for real estate investment trusts to replace those for property funds effective January 1, 2014.

Moreover, SET has also added more products to be used as references for derivative warrants (DWs). These products are components of SET 50 and SET 100 Indices, and have a market capitalization of at least THB 10 billion each to cater to the needs of investors. SET has also cut the time used to approve DW listings to just 3 working days, down from 15.

For the Thailand Futures Exchange (TFEX), this was the year to revamp products and services to prepare for the new derivatives transaction and payment system which will commence in 2014. SET has expanded the underlying stocks of stock futures to include SET 100 Index components, increasing the number of such stocks to 60. Regulations for stock futures have been adjusted to be more flexible by raising the position limit for contracts of underlying securities and decreasing the minimum size required for block trade transactions for contracts with high notional value. This adjustment will enable investors to use stock futures to manage their investment portfolio more efficiently. The volume of stock futures transaction in 2013 increased by 288 percent compared to the previous year.

In addition, TFEX will expand its services related to USD futures contracts with cooperation from Krungthai Bank p.l. The Bank will provide USD transaction and delivery services at their branches on contract due dates to enable smaller exporters and importers to manage exchange rates at low cost. The service will go live in March 2014.



Thailand Securities Depository Co Ltd (TSD) to continue providing comprehensive and speedy services meeting international standards

The securities operation re-engineering guidelines, a joint study between SET and member companies, stipulates that TSD will concentrate on straight-through processing to increase convenience and efficiency in operations. TSD is thus streamlining its work systems to enable members to open segregated depository accounts, preparing for a pre-settlement matching system which is in line with operations of international securities depository centers in many leading countries.

In 2013, TSD started disseminating news and other information regarding the rights and privileges of securities holders and member companies via its corporate action News to non-swift participants, providing real-time updates that members can apply in their systems instantly.

Enhance work capacity of securities registrars: Highlight services in electronic formats

In 2013, TSD concentrated on enhancing the efficiency of securities registration in electronic formats to offer convenient and speedy service to two groups of recipients:

- The issuer portal service is a communication channel from registrars to member companies to boost efficiency, using electronic formats to enable securities issuers to monitor work status or issue registration instructions.
- The investor portal service allows shareholders to access their information via a web portal 24/7. They can enquire about their rights and privileges, print reports, manage personal information, and receive other supplementary services such as notification of rights and privileges of securities via email.

2. Product and service responsibility

SET has continuously placed high significance on product and service responsibility, with the following guidelines for operation:

Listen to opinions from stakeholders

To develop new products and commodities, SET has attentively listened to views of stakeholders, incorporating their views into SET improvement plans to ensure the suitability and benefits of the overall capital market.

One of SET's operational guidelines in holding itself accountable for its products and services is **to survey the satisfaction** of its customers and other stakeholders every year, including listed companies, member companies, investment managers, financial consultants and commercial banks which have been working with SET. The 2013 survey shows that 80 percent of customers were satisfied with SET service and products, meeting targets. SET regularly uses the survey results to better answer the needs of its customers.

In the past year, SET organized meetings with working committees, consisting of SET management and executives of other capital market organizations, to regularly discuss business development guidelines and monitor issues that might obstruct operations in terms of products, services, regulations or IT. The meetings also discussed how to educate investors and securities professionals in key areas. In 2013, there were four meetings between the Securities and Exchange Commission (SEC) and SET, 10 SET & ASCO Executive Luncheons, 10 meetings with member companies, one meeting with management of securities/fund managing companies, 12 meetings of the working group for CIO broker meetings, two CEO Networking meetings with member companies and one Fast Connect activity with financial consultants.



Promote understanding about products and services

Marketing communication has to be accountable to stakeholders in terms of products and services. The Thai exchange has consistently enhanced the understanding of each group of investors through seminars, visits to listed companies and communications via print and online media throughout the year. In addition, SET has supported efforts to develop the expertise of member company and commercial bank staff to prudently manage the investment portfolios for their customers, including the following:



Banker to Broker Project:

SET has been promoting bank branches as a convenient investment channel for the past three years. In 2013, nine commercial banks became project partners, resulting to an increase of investor accounts from bank savings customers to 46,000 in 2013, much higher than the 9,600 accounts since the program started on the first year.



Your 1st Stock Project:

This joint effort by SET and 20 member companies enabled new investors to make informed, prudent decisions. The project featured seminars, visits to listed companies, and viewing documentaries and online media. The project has created more than 95,000 new investors.



Let Money Work via Mutual Funds Project:

This project has been organized continuously for 10 years and is a collaborative effort between SET, the SEC, Association of Investment Management Companies and 18 securities and mutual fund companies. The campaign for 2013 was “**Invite Thais to Use Mutual Funds,**” making such funds a popular investment tool nationwide, the answer to every household, regardless of income level, in managing their savings. Consequently, combined net asset value of equity funds in 2013 increased to THB 461 billion, up 21.5 percent from the previous year.



TFEX has several activities:

a **TFEX Open House** has been organized by the Thai bourse and leading member companies every quarter to provide training on technical analysis for derivatives. The **TFEX Challenge** focuses on in-depth analytical training to create informed investors and quality professionals for derivatives. SET also disseminates information via **TFEX Station**, an online investment information and service center which is available 24/7. Moreover, SET cooperated with member companies to train investment consultants and sponsored numerous prizes to develop professional capacity and expand the investor base.



SET joined hands with local financial institutions and businesses to promote investment expertise nationwide through a wide range of activities, e.g., **SET in the City, Money Expo and SET-TFEX mobile seminars**, making investment opportunities accessible to those living in the provinces as well as in Bangkok. In 2013, more than 163,400 people participated in such events and more than 7 million people connected online via various channels, including the “**SETactivity**” mobile application.



Opportunity Day

The stock exchange has encouraged listed firms to communicate with the investment community continuously and directly by asking company top managements to explain their quarterly results live and face-to-face with investors, analysts, fund managers and media representatives. In addition to participating in person, the audience can watch programs via www.set.or.th/oppday or on their smartphones. In 2013, SET developed the application OppDay on **Android tablets** in addition to iPad to enable more users to watch the program online. In 2013, there were 176 companies participating; around 245,000 viewers from 96 countries watched the program either live or rerun, up by 72 percent over last year. A total of 71,000 people downloaded the application OppDay, a rise of 1.5 times year-on-year. This year, SET worked with member firms, inviting their securities analysts to provide an overall investment picture of each industrial sector. **Mobile Opportunity Day** activities were organized in the provinces to enable investors there to meet the listed company executives in person.





Inspect work system to boost the confidence of stakeholders

SET continued to prepare for its new transaction and payment system for futures by conducting simulation tests for its industry-wide test system and market rehearsal. SET worked directly with broker members and program developers to monitor performance and provide solutions to ensure that the tests ran smoothly. Recommendations from each round of testing will be used to improve the next round of tests, boosting the confidence of broker members in the new system, which will go live in May 2014.

3. Policy and regulation revision

To expand opportunities of Thai investors and prepare for the advent of the Asean Economic Community (AEC) in 2015, SET has updated its policies and regulations to prepare for these changing circumstances, including issuing regulations for listing real estate investment trust (REIT), holding companies with their core investment overseas, and infrastructure funds.

Moreover, since broker members play a key intermediary role in facilitating investment, SET has revised its regulations pertaining to broker members, bringing regulations up to international standards, reducing duplication and boosting its ability to supervise the members. For instance, SET requires the members to maintain the required qualifications throughout the membership period or improve assignment of licensed trader and the duration for license withdrawal in line with the requirement of the SEC. In revamping its rules and regulations, SET coordinated with the SEC to listen to opinions of related parties including financial advisors, member companies, listed firms, and the general public.

SET streamlined its regulations by transferring the payment and delivery of OTC bonds, which are not guaranteed by Thailand Clearing House Co. Ltd., to Thailand Securities Depository, thus clarifying TCH's role as central counterparty in accordance with international standards and in line with the principles for financial market infrastructures proposal. TCH also revised its principles for contributing to its clearing fund, ensuring that it had sufficient funds to cover transactions on the stock exchange and futures market. TCH also reviewed the qualifications of its members efficiently.

4. Upgrade major work systems to support long-term growth

Throughout 2013, SET brought its main IT work system up to international standards with a basic infrastructure that was modern, stable, safe, and flexible enough to connect to other stock markets in the region based on world-class IT governance. SET has proceeded with its IT Master Plan (covering 2010-2014) and Operations Master Plan (covering 2012-2016).

Boost IT system capacity by applying international standards

In 2013, SET continuously developed its trading platform, which can handle both equity and futures transactions. After the commencement of SET CONNECT in 2012, SET expects that the new trading platform will make it faster to develop systems for other new products or tools in the long run. The modern trading platform will make it possible to introduce other investment options, attracting more attention from both domestic and international investors. The futures market transaction system will be ready to function by May 2014.



Develop new clearing system for the growing securities market

In early 2013, SET started to develop its new clearing system, starting with the derivatives market, going live there in 2014 before being extended to equity and bond products in the first quarter of 2015. This new system meets international standards in efficiently managing risk and connects to transactions in real-time. The system enhances SET's flexibility in launching financial products, for it connects to clearing houses and securities depository centers worldwide, as well as clearing and settling securities and derivatives from multi-market with multi-currency.

Develop co-location lease service to reach international standards

In 2013, SET expanded co-location lease services for broker members which want to install servers to receive and send transaction orders via SETNET3, which connects member companies with the stock exchange. The system results in a speedy, error-free and stable work flow, with environmental control and safety. After offering the service in April 2013, three companies have signed up so far.



Follow IT global best practice guidelines to earn IT certification for long-term operations meeting international standards

SET modernized its IT security system to follow ISO27001 standard and earned the internationally-recognized ISO/IEC27001:2005 certification, showing that its system and IT data protection met international standards, with pre-emptive measures to manage possible risk. SET continues to develop and streamline its IT service in line with ISO 20000 standard to raise credibility in SET professionalism

Increase efficiency in supervising transactions to boost confidence in the capital market.

In 2013, the stock market was highly volatile, with stock prices and transaction volumes fluctuating wildly. To monitor securities transactions and prevent illegal practices—which is an important element to protect investors and prevent unfair, illegal securities transactions—SET has implemented these measures:

Trading alert List: If any security traded with unusually heavy volatility during a trading day as a result of information unknown to investors, SET will make an announcement to that effect and place the security in question on a trading alert list by the end of the day, naming the security via SETSMART and on SET's website. At the same time, SET will ask the companies involved to inform investors before the opening bell of the next trading day as to the reason, if any, for the volatility, so that they could make informed, prudent decisions. By end-2013, SET had announced such trading alert lists 64 times, covering 39 securities.



Cash balance: If any stock experiences highly speculative trading, which can be risky to the overall transaction system, SET will require customers to deposit cash in full into their trading accounts before they can start buying the stock in question. In 2013, SET required full cash balances in 194 cases, covering 108 securities.

False markets: This is to prevent transaction orders which may lead to price manipulation. In such cases, SET will warn members that SET believes that there may be such orders in the equity or derivatives markets, as the case may be. This step was taken 224 times in 2013.

In 2013, SET examined cases which might lead to unfair securities transactions as defined in the Securities and Exchange Act B.E. 2535 and transferred 13 cases to the SEC.

SET continued to implement self-regulatory organization procedures for members who were also Association of Thai Securities Companies (ASCO) members. In 2013, SET discussed with members of ASCO's Compliance Club for the brokers to improve and adjust some issues involving corporate governance.

5. Build long-term sustainability for the Thai capital market

SET has endeavored to boost the competitiveness of the Thai capital market and strengthen its foundation for long-term, sustainable growth by developing the quality of listed companies, member firms, capital market professionals, investors, savers, and leaders from the public and private sectors.

5.1 Boost competitiveness of capital market participants

Promote corporate governance (CG) of listed firms

In 2013, SET supported listed companies in developing their corporate governance (CG), thus boosting their capacity to compete when the Asean Economic Community is formed in 2015, by:

1) Elevate CG standards and practices

SET implemented its revised CG principles in line with the ASEAN CG Scorecard, which is used to evaluate ethical standards of listed companies in ASEAN countries. **In 2013, Thai listed companies achieved the highest score in ASEAN**, as evaluated by the Asian Development Bank.

In addition, SET organized training to promote understanding about CG practices on a continuous basis. There were 10 training sessions last year, attended by 426 listed companies. SET also produced the **"Orientation Guidelines for New Directors"** to guide companies and newly-minted directors to enable them to perform their duties with the highest effectiveness. The exchange also conducted a survey, "2012 Remuneration for Directors and Management of Listed Companies" as a guideline for firms in the same industry to use in determining compensation.



2) Conduct survey and encourage companies to transform desired CG standards into action.

For the past four years, SET has surveyed listed firms in their working towards CG goals, covering progress made and problems encountered, then making recommendations. These surveys have covered four aspects: 1) director performance, CG policy and business ethics, 2) risk management, 3) internal audit, and 4) internal controls. Twenty listed companies participated in the program. In addition, annual CG Forums were organized to promote knowledge and understanding about CG for directors and management of listed companies, attracting 960 participants from 604 companies.

In addition to promoting expertise for listed companies, the exchange encouraged directors to participate in the **Director Accreditation Program (DAP)**, which has a basic curriculum teaching directors how to perform their fiduciary duties, including following CG principles. The curriculum was developed by the Thai Institute of Directors (IOD). In 2013, SET sponsored 161 directors from 78 companies to participate in DAP training.

3) Assess Corporate Governance Reports

SET assigned the Thai IOD to evaluate listed companies on their success in implementing CG guidelines and used the results to improve the CG of these firms. The average score of the companies steadily increased, with an average of 78 percent in 2012 and 209 companies, or 41 percent of the total participants, receiving 4-5 stars. SET has continuously supported the project since 2001.



4) Encourage and honor listed firms for their CG Report excellence

SET presented “Top CG Report Awards” and “2013 SET Awards of Honor in Corporate Governance Reports” to honor companies in SET and mai which demonstrated outstanding CG. A total of 24 companies received awards.



Encourage listed companies to do business with social responsibility.

SET encourages and enhances listed companies so that they will operate with social responsibility to achieve solid and sustainable prosperity, driving the Thai capital market, economy and society towards long-term growth.

In 2013, SET supported firms to do business with social responsibility in three key areas:

1) Enhance understanding about sustainable development

The Thai bourse provided both theory and hands-on experience in operating a business with social responsibility.

In 2013, SET concentrated on asking companies to incorporate social responsibility principles in their operations following the CSR in Process concept and to disclose the results to society to help them better understand the concept of CSR in Process in a tangible manner.



Moreover, SET enhanced the awareness of and understanding about socially responsible investment, which is becoming increasingly important to international investors because it helps companies become sustainably strong for the long term.

Throughout 2013, there were 2,233 executives and staff of listed companies participating in SET's social responsibility training, a doubling from 939 people in 2012.



2) Promote social responsibility role models in each sector

SET has produced and disseminated nine editions of CSR Best Practices (for listed firms in eight industrial sectors on SET and mai (Market for Alternative Investment) as examples of business operations based on social responsibility. The best practices reports are promoted so that companies can study and apply the guidelines applicable to their sector.



During SET Awards 2013 and CSRI Recognition 2013 events, SET recognized and honored listed companies with outstanding performance and held them up as being exemplary models for consistently running their business with social responsibility. In 2013, many firms have shown exceptional progress and innovation in operating with social responsibility, considering the long-term impact on their stakeholders. Many companies have incorporated CSR in Process in their corporate vision, mission or strategy to set out their framework to operate their business with responsibility. Some companies have added a unit to determine their corporate direction and strategic goals and monitor results to drive the firm forward dynamically and sustainably. In addition, some companies have developed Creating Shared Value guidelines to make the corporation and society co-exist in a sustainable manner.



3) Advance the ability of Thai businesses to compete internationally

To enable them to be more competitive on the international stage, SET has encouraged listed companies which have been operating with social responsibility to apply for consideration as a component of the **Dow Jones Sustainability Indices (DJSI)**, which is a sustainability index assessment widely recognized in the world stage.

In 2013, two more Thai companies passed rigorous screening and have been included as DJSI components: PTT Global Chemical pcl and Thai Oil pcl, where they joined Siam Cement pcl and PTT pcl, for a total of four Thai listed firms. Of these four companies, only Thai Oil pcl is in the Dow Jones Sustainability Emerging Markets Index; the other three are part of the Dow Jones Sustainability World Index.

Develop investment relations of listed companies

SET concentrated on developing the investor relations (IR) of listed firms through these activities:

- 1) **IR professional training**, consisting of six programs covering three levels, covering a wide range of topics which IR professionals can choose from. In 2013, there were 238 companies participating in this program.
- 2) **SET's IR Advisory Program** is a continuing project from 2012. SET teamed up with advisory companies to provide recommendations how to develop and lay down IR work plans for 30 listed companies.
- 3) **Recognizing** companies with outstanding investment relations via **Best IR Awards**, SET has continuously presented this outstanding recognition as part of SET awards. In 2013, there were 147 candidates for consideration, up from 117 companies in 2012 or a rise of 26 percent. Every participating firm received an individual evaluation from analysts and institutional investors, which contributed significantly to continuously improving the IR of all participants.



Support small and medium-sized enterprises to strengthen the capital market

One of the missions that SET has always placed high priority on is to enhance the expertise of SMEs to enable them to grow sustainably and become more competitive, including by accessing the capital market through SET. Thus, the Thai exchange has worked with partners both in the public and private sectors, such as Office of Small and Medium Enterprises Promotion, National Science and Technology Development Agency, the Federation of Thai Industries, National Innovation Agency, Institute for Small and Medium Enterprise Development and commercial banks, among others.

SET promoted the expertise of SME operators in financial management and in using SET as a funding source by organizing nine rounds of seminars, including those for the general public and for specific target groups. The seminars were quite popular, as a total of 695 companies participated.

In addition to the activities to boost expertise, SET organized activities to connect potential investors to sources of funds under the program “**Innobiz Matching**” by inviting SMEs with high-potential projects who were looking for investors to make presentations to potential partners. In 2013, 16 companies participated and all received valuable recommendations on how to proceed with their ideas. Of the 16, six companies made it to the final round, where they presented their projects to 29 capital firms and individual investors.

Create a society of quality leaders

The Capital Market Academy, which is part of SET, trains top management of public and private sector organizations to create executives with and expertise in the capital market, equipped with the dynamic vision and leadership needed to drive their organizations towards their business and social goals. Thus, graduates are well-equipped to help expand the capital market in a sustainable manner. Over the past nine years, the Academy has produced 17 classes of graduates, totaling 1,434 people from the financial institutions, government agencies and private sector relating to the financial and capital market.

Moreover, the Academy has proposed how to develop the Thai capital market to the government, and the Academy’s proposal has been incorporated into the government’s capital market development plan.

Also, the Academy has produced academic research which promote national competitiveness, e.g., “National strategic plan to promote financial knowledge for the general public,” “Economic policy adjustment to prepare for the fluctuation of Thai baht,” “Reform policy and legal framework regarding the public and private partnership project,” “Thai business perspectives in mobilizing funds via the stock exchange,” “Long-term investment in anticipation of AEC,” “Case studies regarding Thailand infrastructure project development,” “Role of the capital market in developing the rail system in Thailand” and “Financial education: Financial literacy for Thailand.”

5.2 Upgrade standards of financial and investment consultants

Develop the expertise of securities professionals

In 2013, SET helped upgrade the expertise of securities professionals and develop licensing standards, thus strengthening intermediary institutions so that they will provide quality services to investors and boost the confidence of investors in the Thai capital market in the long term.

Major activities and programs that SET implemented to support the sustainability of the capital market in 2013 are:



New programs to develop expertise of capital market professionals

1) Elevate standards by requiring refresher courses by providing post test for refresher course to boost effectiveness of learners. SET evaluated the quality of services at 20 training centers and recommended changes to raise and standardize training results system-wide.

2) Adjusted the frequency of CISA Level 1 test from quarterly to monthly to respond to the user demand and make it more convenient for users, accelerating the development of industry professionals. (The CISA certification is the Thai counterpart of the world-class Chartered Financial Analyst designation, equal to the CFA in rigor but offered in Thai, aimed at those whose native language is not English.)

3) Developed licenses for securities technical analysts by collaborating with agencies such as the SEC, Securities Analysts Association and Association of Thai Securities Companies. SET also helped develop the body of knowledge to test and license technical securities analysts. Consequently, more than 80 candidates met all qualifications and registered with the SEC to become technical securities analysts last year.

Existing programs to develop the quality of securities professionals

SET continued to work with outside organizations, namely the Association of Thai Securities Companies, Securities Analysts Association, other professional clubs, training institutions, and universities housing SET Investment Centers to develop the expertise of different target groups, including:

1) Investment consultants had the program to develop new investment consultants via **“New Investment Consultants,”** and investment consultants for derivatives professionals by the project called **“Strengthening Derivatives Personnel.”** Moreover, **“Evening Class@SET”** program was organized to provide training and knowledge to **investment consultants** after working hours.

2) Investment analysts with only one or two years of experience were able to boost their expertise through SET’s **“New Financial Analyst”** program, while their more experienced colleagues had the opportunity to upgrade their skills from specialized foreign analysts under the program, **“Sector Analysis Development.”**

Throughout 2013, SET trained more than 5,000 professionals.



Raising the expertise of investment consultants in the provinces

The year 2013 marked the first time that training programs for investment consultants were expanded to nine provinces covering all regions, under the **“Strengthening IC@Provinces”** project. In addition, the **“Train the Trainer@Provinces”** program created trainers who would continue the learning process in a sustainable manner in each region. The projects benefited 704 investment consultants and created 55 provincial trainers.



Provide scholarships to prepare for and sit the investment consultant license test

Thanks to the cooperation with training institutions, Association of Thai Securities Companies and 25 universities from nine provinces nationwide, SET was able to grant scholarships for students to train and take the test for the investment consultant license under a project called “**New Breed IC@Unet**” which created more than 1,800 capital market professionals, including over 500 license-holders.

Enhance capital market expertise in the Greater Mekhong Subregion

The Thai bourse hosted the first-ever **Capital Marketing Education Forum 2013** under the theme “Settle Standards for Professional Education” to establish a cooperative network among the capital markets of Cambodia, Myanmar, Laos, Vietnam and Thailand. Representatives from 12 organizations, each in charge of educating capital market participants in their respective countries, exchanged insights on improving capital market expertise in their nations. This forum will foster good relationships among the participating agencies and lead to further multilateral developments. Moreover, SET sent experts to Cambodia and Laos to advise various agencies and enhance capital market skills in the two countries.



Educate to create financial and investment strength for the general public



Source of learning..going toward a learning society in a sustainable manner

Creating easily-accessible finance and investment **learning centers encourages self-learning**, so SET has carried on a program to create such centers. Thus, in 2013, the Maruey Library helped create a sustainable learning society via various activities, such as Executive Talk@Maruey, SET Learning@Maruey, Online Trading @Maruey, Technical Trading@Maruey and promotion of intriguing books enhancing the quality of life of readers and their surrounding community.



Increasing expertise to create wealth

The Thai bourse has continued to develop and create learning tools for finance and investment using a variety of media to reach targeted groups, including students, investors, securities professionals, listed companies and general business operators. The media include both print and e-books via **App SET e-book**, while content includes economics, finance, investment and management, e.g., “Investment principles and using derivatives for risk management,” “Search for your first stock” and the “Analyze and know your investment” series, which covers a wide variety of instruments, including bonds, mutual funds and stocks.

Use online learning channel to reach every lifestyle of learning

The exchange developed the website www.tsi-thailand.org to be its **investment knowledge portal**, serving as a comprehensive source of information about finance and investment. The website enables information about finance and investment to be disseminated worldwide 24/7. In addition, the **Online Classroom** menu presents six online services, consisting of seminars, knowledge clips, lessons, reports, information and financial tools. In 2013, the website attracted an accumulative 6.9 million page views, thanks to the new generation of viewers who prefer to receive their information online. TSI’s Facebook page also received good feedback from investors because it promotes an exchange of information and opinions. TSI Facebook page now has more than 65,000 members.



Network with universities to distribute information nationwide.

SET realizes the importance of disseminating information countrywide to enable the general public to access investment information more conveniently and more speedily regardless of where they are. SET has networked with universities to establish **SET Investment Centers (SET ICs)** to be modern and integrated learning centers about finance and investment under the theme **“Your Investment Center: The learning center that you can reach.”** There are now seven SET ICs, at Chiang Mai, Naresuan, Khon Kaen, and Ubon Ratchathani Universities; Prince of Songkla University–Hatyai campus, and Kasetsart University–Sriracha campus. SET ICs also link the stock market, member companies and business organizations which conduct joint activities to promote finance and investment to savers and investors, and develop the professional expertise of students. SET IC helps encourage students and others to apply for the investment consultant license. In 2013, over 19,000 people attended training through SET ICs. Those wishing information can monitor SET news and activities of SET ICs at www.tsi-thailand.org/SETIC.





“Money has to be planned: revamp your thinking to create wealth”

For salaried individuals who can set aside a portion of their salaries to save and invest, SET in 2013 launched “**Money has to be planned: revamp your thinking to create wealth**” to encourage salaried staff to plan their finances systematically and empower them with skills to make prudent spending decisions under the theme “**No more debt; start saving, multiply profits by investing and planning before you get old.**”

Happy Money Project

“Happy Money” is a continuing project promoting savings and personal finance planning. “Happy Money” has been carried on since 2009, encouraging employees to save and establish a foundation for financial stability. Moreover, the project helps firms lay down guidelines to build long-term financial well-being for their employees. In 2013, the Federation of Thai Capital Market Organizations helped create a Happy Money corporate model. Fourteen listed companies have participated in the project, which has trained 260 employees and heads of units to be financial advisors and debt management consultants for their colleagues. So far, program trainers have increased the financial expertise of 855 co-workers, and on average, 10 percent of participants have been able to save more than before they joined the project.



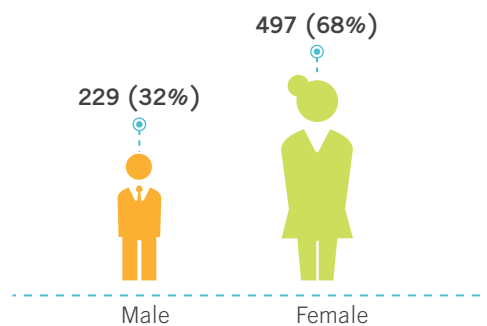


Employees

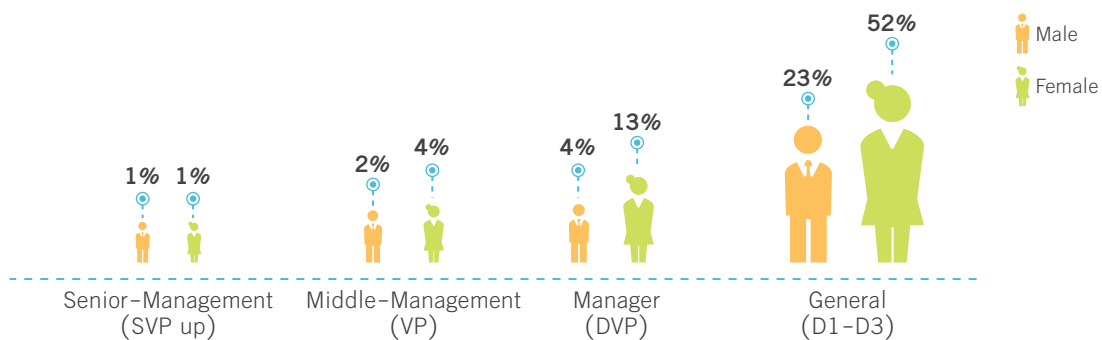
The Stock Exchange of Thailand considers its employees as its most valuable assets, and continues to seriously recruit, retain and develop its human resources as well as provide security, compensation, and welfare benefit plans to employees on the basis of equality, accuracy, transparency and fairness. SET also promotes a positive working environment to enhance employee satisfaction and harmony, and fosters employee engagement in achieving long-term organizational sustainability.

As of December 31, 2013, SET had a total of 726 employees, as shown in the graph below:

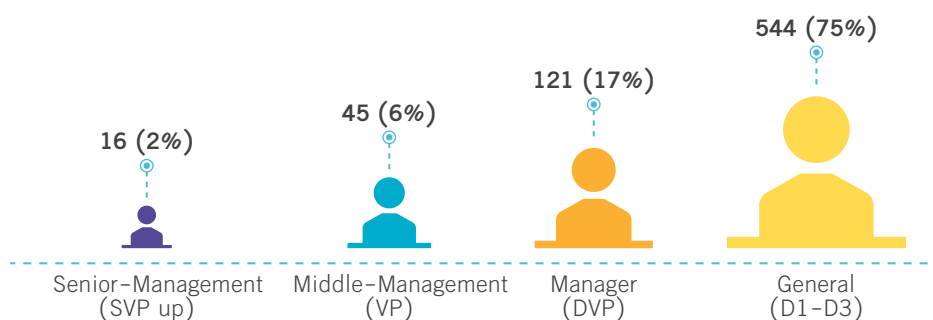
No of employees by gender



Proportion of employees by level and gender

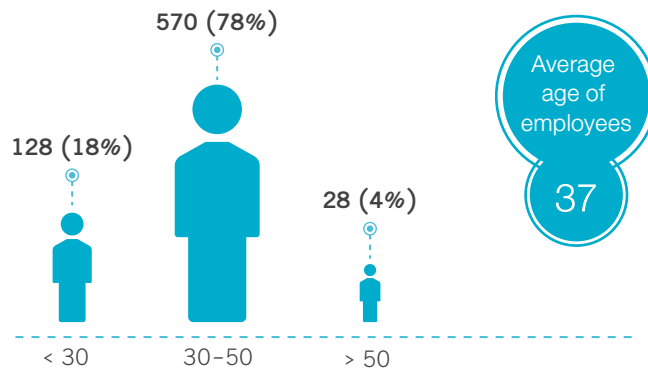


No. of employee by level

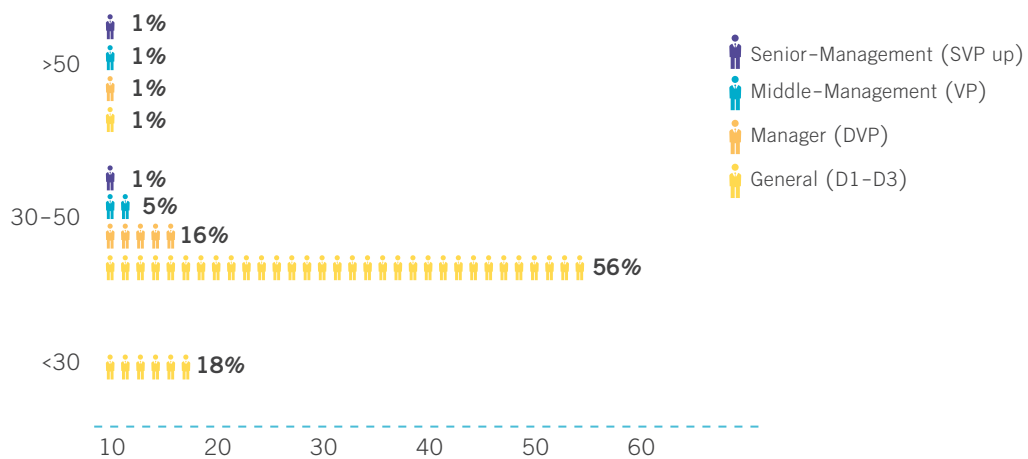




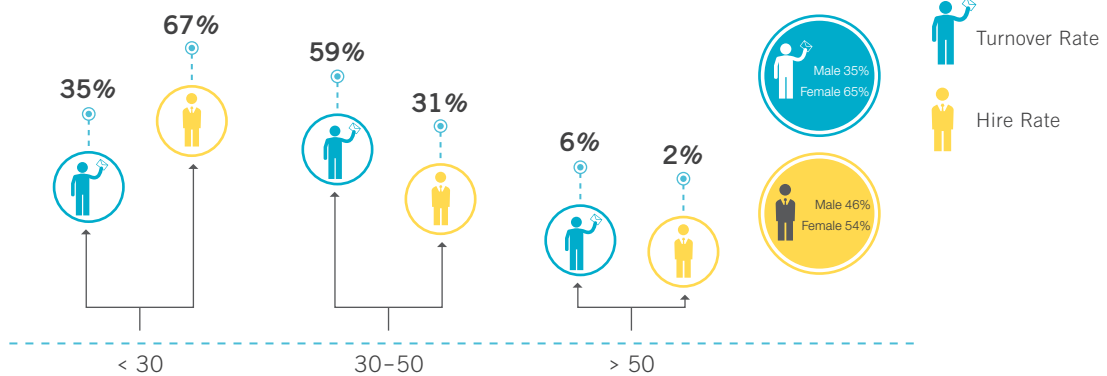
No. of employees by age



Proportion of employees by level and age

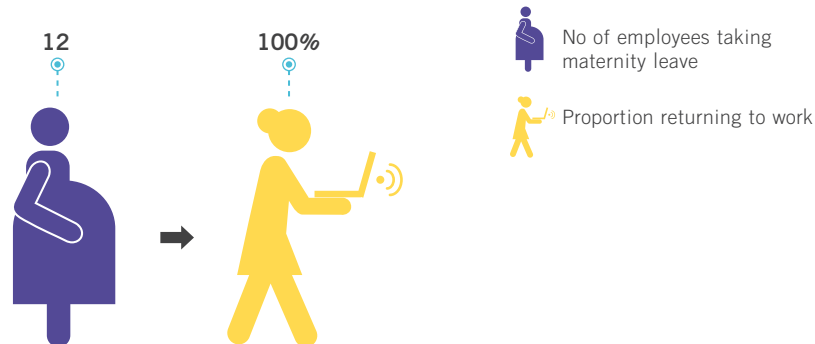


Turnover Rate and Hire Rate





No of employee taking maternity leave and proportion returning to work



Employee potential development

The Exchange provides courses to develop all levels of employees according to the **SET Development Model**, which includes expertise in basic skills (fundamental program), skills to perform tasks (functional program), and business practices (business acumen), including leadership and managerial skills. In 2013, SET also continued an ongoing project to develop a leadership and organizational culture (leadership and culture development) which emphasizes teamwork as well as specific knowledge about the duty of each department (functional skills) through various programs and activities, including the following examples:

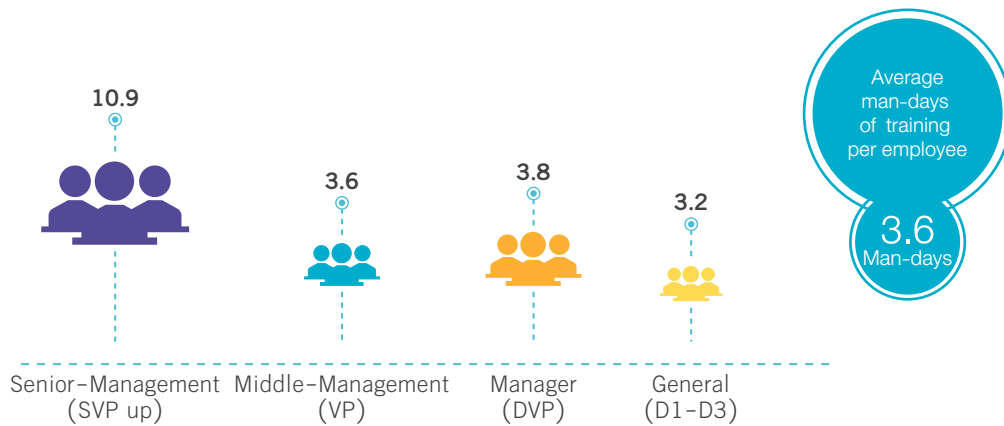
- Leadership Development Program focused on building leaders for the organization. This program has been operating continuously since 2010 to enhance the capacity of the next generation of management by using a variety of methods such as one-on-one coaching by experts, training and seminars, both domestically and overseas.
- Project on management skills for middle management employees (leading themselves and others) to enhance their knowledge, skill and ability in managing themselves and others.
- Activities to cultivate employee understanding of SET's core values (embracing SET core values) by emphasizing being proactive and using teamwork to allow employees to proactively reach the desired goals together.
- Job rotation programs, both within and between departments, to develop employee skills and abilities to perform a broader scope of job duties.
- Scholarship program for Master's degrees in Business Administration, Law, and Technology, both domestically and internationally. In 2013 there were 5 scholarships granted. This program is to encourage employees to enhance their skills, including in leading technology and innovation, to further develop the exchange.

In 2013, the Exchange provided 53 training courses, totaled 2,553 man-days and attended by 80 percent of all employees.





Average man-days of training by employee level



The exchange also has the policy of assisting employees with expenses involved in getting licenses and certificates that are beneficial to their areas of work e.g. the single license, CFP, CFA or TOEIC. IT personnel are encouraged to get tested for their professional skill level, using international standards. In 2013, there were 31 IT personnel who passed the tests and received certificates for network management, data center administration, quality system management, system security and system development, a 19 percent increase from 26 staff in 2012.

In addition, SET has fostered a culture of sharing insights through various activities so that employees have a place to express their opinions, exchange insights and learn from each other, all of which result in developing confidence in the workplace. Examples include special talks by experts with Q&A sessions, as follows:

- In technology, SET promoted awareness of cyber-attacks by offering a program called “Recognizing Dangers of Cyber Threats.”
- In healthcare, SET promoted awareness of the threat of cancer and of gastro-esophageal reflux disease, by organizing a special talk entitled “Turn around and Be Aware of Cancer” and “Acid Reflux Can Secretly Undermine Your Life.”
- In energy conservation, awareness was focused on “Green Homes, Green Offices.”
- In mental health, awareness about “Happiness from Within” was created.
- On social responsibility, there were three training courses on “Corporate Social Responsibility (CSR) for Sustainable Development within the organization,” “Report Writing on Social Responsibility” and “CSR for Directors Program.”
- On learning foreign languages, opportunities included:
 - Learning English through “Funny English with Ajarn Adam” and English learning activities like “Fun for Funds,” “Beauty Scrambled Words,” “Happiness in Your Life,” “CG Cryptograms,” “Grammar Errors,” and “Funny Health.”
 - Two basic Chinese learning courses for employees.





Labor management

The exchange's labor management policy regarding personnel management was set under the guidelines of SET 2001, which provides equal opportunity in appointment, transfer, development, wages, benefits and discipline regardless of gender, religion, race or political opinions. SET doesn't use illegal or child labor. Additionally, the Exchange promotes professional morals and ethics. Working under the organization's core values means putting an emphasis on clients (client-focused), working proactively (proactive), adhering to integrity, providing transparency, and working together as a team (teamwork), all of which create unity and acceptance of each other's differences as well as mutual respect. SET aims to develop employees to their full potential, and equally to encourage staff to be competent and ethical people in the organization and society. Finally, the Exchange strictly adheres to the Labour Protection Act.

Recruiting

SET systematically recruits and hires employees who have the skills and attitudes consistent with the culture of the organization. Emphasis is placed on recruiting internally first, to encourage employees to exchange their insights and increase their potential on the job. If there are no appropriate internal candidates, job applicants will be recruited externally from accredited educational institutions. The recruiting process emphasizes the candidate's abilities and expertise suitable for the organizational culture while also matching the needs of each team. The recruiting process includes an interviewing committee for transparency, and is impartial with regard to gender, religion, educational institute, personal relationship, or any privilege.

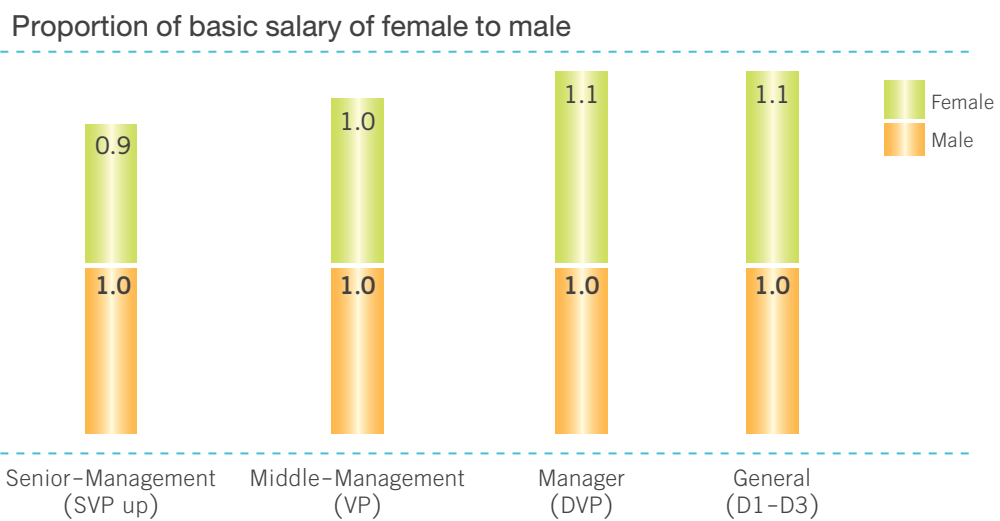
SET also offers the **SET Internship Academy** to undergraduate and graduate students. The students will not only experience SET's real working environment, but will also learn the organization's cultures and concepts in business operations. This program is another venue in searching for personnel to join forces with SET.





Compensation management

SET does a comparison study on compensation and benefits policy (compensation management) for employees so that it is competitive in the labor market without gender discrimination, primarily by considering the scope of responsibility of the position and the person's ability to work in that position. Each year SET budgets for raises and variable bonuses for executives and staff based on both team and individual performance. There are also clear guidelines in evaluation so that the employees have the opportunity to develop and grow along with the organization.



Performance management

SET has established a performance management system for evaluating the success of the employee's performance based on goals previously set, and agreed upon and clearly defined key performance indicators (KPIs). SET President has to use these KPIs linked to corporate strategies, which are then communicated to other management team members and individual staff. These indicators are also linked to the remuneration of individual employees.

As for individual employees, SET supervisors evaluate the performance of staff by tracking the performance of each employee at least twice a year. These performance evaluations are based on two factors: KPI and Competency. Additional factors are considered, including self-directed development and employee behavior so that they are connected to the organization's core values and human resources' obligation to recruit and encourage competent and ethical employees who continuously work with professionalism.

SET has also set up a 360-Degree Evaluation to use as guidelines for leadership development plan and individual development plan, inclusive of succession plan for top executives so that organization will be well-prepared.



Employee benefits

SET has a provident fund to encourage employees to learn to save, as well as being a form of insurance for the employees when they leave the organization. SET has also other welfare benefits including healthcare, loan assistance, housing loans, life and accident insurance, and a credit union which promotes saving and allows members to assist each other financially. SET also has also organized “KIDS CAMP@SET” activities to take care of employees’ children during every semester break.



Employee welfare

SET maintains a safe and healthy working environment covering an in-house clinic complete with a doctor and nurse, annual fire drills, including disinfecting work to kill germs in office building during infectious disease outbreaks. To promote employee health and happiness, the exchange has arranged annual physical exams, vaccinations against preventable diseases, as well as campaigns on preventive healthcare and knowledge of various diseases. SET has a well-equipped fitness center and encourages employees to exercise. SET also provides life and health insurance.



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Communications and understanding between management and staff

SET promotes understanding and efficient communications among all levels of employees. Important activities in 2013 included:

- Town Hall Meetings so that SET President could communicate SET policy, guidelines and directions of operation. Town Hall Meetings also welcomed opinions and suggestions from all employees. There were four such meetings in 2013.



- Top executives and middle management met to exchange views and opinions among managers of each department, encourage participation in synergizing business success, and promote more effective team work. These meetings allowed management to communicate policies or progress of important operations to their staff. There were 10 such meetings in 2013.

Creating a good working environment and promoting employee participation

SET is dedicated to creating a good working environment to keep employees happy at work. Throughout 2013 there were many activities reflecting that goal, including:



- The **Be(e) Happy** program emphasized happily working and living together in everyday life. This philosophy is based on the “Eight Guidelines to being Happy at Work **“(Happy Workplace) from the Thai Health Promotion Foundation, under the principle “Happiness Starts within Ourselves.”** SET has applied this principle to all SET activities.
- The extended vacation (block leave) program, allowing employees an extended vacation so they can plan their annual leave ahead.



- SET initiated various activities to promote teamwork and bonding among SET employees e.g. **“SET31Legs”** is a recreation activity for executives and all employees from all departments to compete as teams in sports. These activities were launched during the end of 2013 and will be continued in 2014.



SET Employee Club

The SET Employee Club operates under the charter of SET employees and subsidiaries, represented by an employee committee, consisting of members, each having a one-year term. Part of the committee is appointed and the rest is elected by employees. This committee has continuously conducted activities within the organization, focusing on developing quality of life and society. These activities are beneficial to all executives, employees and their families, including society as a whole.



In 2013, SET Employee Club participated in on-going activities and promoted many new activities, such as



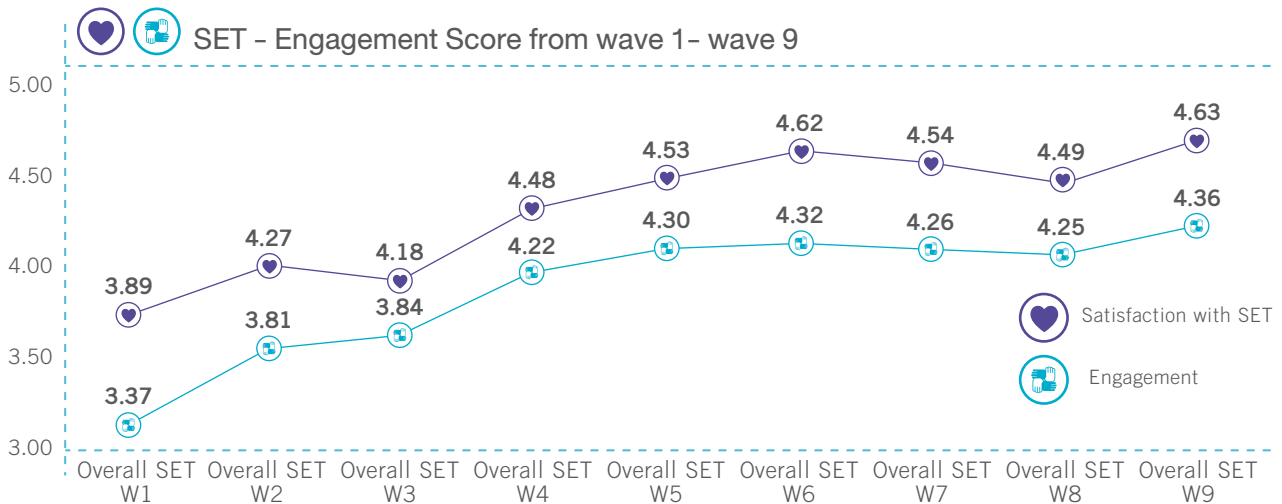
- Traditional activities: Activities related to customs and traditions, including giving alms to Buddhist monks monthly, practicing the dharma, cleaning Buddhist temples as a belief to purify our hearts, and participating in Kathin ceremonies (presenting robes to monks at the end of Buddhist Lent).
- Social activities includes giving blood to the Thai Red Cross Society, an ongoing quarterly basis, contributing over 60,000 cc of blood donated each time. There were activities to support the distribution channel of products from the Royal Doi Kham project. The amount of THB 120,000 after expenses, raised via the SET 38th Anniversary Lottery project, was sent to help soldiers working in the three southern border provinces facing unrest. In addition, warm clothing and school supplies were donated to needy students at Maechan School in Chiang Rai province, a remote area with cold weather in the northern part of Thailand, as well as THB 70,000 donated to Vimuttayalaya Institute in Chiang Rai province to improve its International meditation center.
- Environmental activities, including rehabilitating coral in Amphur Sattahip, Choburi province, where over 150 corals were transplanted.
- Sports and recreation activities covering exercising both for health and for reducing global warming, including joining various clubs for bicycling, fitness, yoga, badminton, soccer or golf.





Employee engagement / Listening to employee feedback

SET has set up a project called **“Little Voices, Great Value”** to support employee engagement for the ninth year in 2013. Its objective is to encourage employee opinions to improve the workplace environment and build good relationships within the organization. These, in turn, would help increase the efficiency of the employees. Employee satisfaction with SET was as high as 86% and the resulting engagement score was 4.36/5.00, which was a historic high.



Appeal management / Handling employee complaints

SET has set up a systematic appeal procedures for its employees. There are channels to deal with complaints and manage appeals so that the process is fair and impartial. The procedures are also conducted confidentially and with respect for human rights, focusing on the effective understanding among employees themselves, and between employees and the organization. A committee was set up to consider and investigate each case. The employees can make complaints to their direct supervisor. If the complaint is about the supervisor, the complaint can be sent to the supervisor’s manager. In 2013 there was no report or complaint of any human rights violation.



Social Responsibility

SET has valued social responsibility to all stakeholders, including the continuous caring for our community and society. With this vision, The Stock Exchange of Thailand Foundation has been in charge of optimizing social development projects, which cover three aspects: 1) Promoting education; 2) Developing society, the quality of life, and the environment; and 3) Promoting religion, art and culture. Of all the projects, SET manages some and increases greater impact by encouraging employee engagement and motivating the responsibility awareness towards community and society in the mind of employees across levels. SET provides its support through sponsorship for certain projects, which are run by agencies in capital market, educational institutions, foundations and some charity organizations.

1. Promoting education

SET continuously emphasizes the promotion of financial literacy, personal finance planning and investment to everyone regardless to age. This includes students and the general public. The tools used for projects under this aspect include creating activities, sub-projects, learning materials, and learning channel. This effort is to equip Thai people to have financial immunization and strong financial health, ensuring them to be confident when the AEC becomes effective. This will help them to be competent and become the strong economic fundamental for the country.

1.1 Enhancing financial planning skills for youth in primary and secondary schools



SET Junior Financial Club (SET JFC) project

SET organized the SET Junior Financial Club with an aim to enhance financial skill and encourage financial discipline for the youth under the concept of **“The 4 know hows: The Way to Wealth.”** The project was featured with the youth’s idols sharing their financial management experience and providing some inspiration for them to achieve their financial success in the future. The SET Junior Financial Club 2013 attracted more than 2,700 youth participants joining the event that was held in four different parts of Thailand. The biggest venue was Bangkok while Chiang Mai, Khon Kaen and Surat Thani hosted the remaining three. Besides, the youth participants consequently join us at our fan page via www.facebook.com/SETJFC. Currently, the webpage gained more than 7,900 visitors.





The Diamond Crown in Economics contest

Organized for the fifth year with collaboration with the Romchatra Foundation, government agencies and the private sector, the “**Diamond Crown in Economics contest: Nguen Thong Kong Mee Ka and Sufficiency Economy Philosophy**” contest is aimed to promote learning and raise the standards of economics learning and personal finance planning for primary and secondary school students. It was held under the “**Thai capital market, the gateway to ASEAN**” theme in 2013 with 4,558 students from 1,008 schools nationwide joining the competition. From the first competition up until the latest one, 14,751 students from 4,094 schools nationwide participated in total.



The key milestone development for this project in 2013 was that economics students in universities were eligible to join the contest. The event received the overwhelming response with 216 students in the format of 72 teams from 22 educational institutions nationwide participating.

1.2 Committing to promote financial and investment literacy for university students



Young Financial Star Competition (YFS) project

Having been recognized as the outstanding project that truly produces quality asset for the capital market, the Young Financial Star Competition (YFS), which SET has joined hands with alliances for more than 10 years, marked another distinguished development. The 2013 competition featured the derivatives contest, seeking for the TFEX Derivatives Star Team. As a result, in total, 5,628 students from universities nationwide participated in 2013.



SET Young Generation project

SET organized the SET Young Generation project: **New Graduates Are Aware of Their Finance** in a move to provide financial literacy for university students in their senior year, where basic financial planning is needed for them to achieve their expected income generating once they start working. In 2013, the event travelled to six locations and attracted 4,090 students' attention. In addition, SET leverages the financial planning literacy promotion effort further by making a video clip available online. Currently, the clip received 337,170 views.



Business Planning contest project

SET has supported the business planning contests run by different educational institutions, where graduate students in business administration study are encouraged to unleash their potential in business planning and presentation. The contests that SET has supported, include

- The mai Bangkok Business Challenge@Sasin 2013: Now being organized by Sasin Graduate Institute of Business Administration of Chulalongkorn university, Market for Alternative Investment (MAI) and alliances for the ninth year, the mai Bangkok Business Challenge@Sasin 2013 was held under the concept of “Nurturing the Seed of Business Success for Sustainable Growth.” Reputable universities worldwide also participated. In 2013, 315 contestants in 63 teams from 20 countries participated.

- Asia Venture Challenge 2013: Organized by the Faculty of Commerce and Accountancy, Thammasat university, the contest is aimed to equip the students to become competent entrepreneur and business executives in Asia under the concept of “Passion Driving Entrepreneurial Success.” In 2013, 12 teams of graduate students in business administration from eight countries participated.

- Global Social Venture Competition (GSVC) 2013–Southeast Asian Regional Round was held by the Faculty of Commerce and Accountancy, Thammasat university. The GSVC, the world’s oldest and largest social venture competition, challenges the contestants to submit the innovative business plan that could cope with the social and/or environmental challenges. Such business plan must be practical and assessable. In addition, the plan must generate sustainable income. In 2013, 62 teams comprising of 248 participants, took part in the contest.



Enhancing potential of teachers nationwide project

SET has valued the importance of teacher development as a teacher plays a crucial role to the country's educational development and school is the source of knowledge for the community and society. Essentially, education is one of the key factors that could help improve the quality of the society. Therefore, SET supported the related project organized by the Thai Listed Companies Association. In 2013, the project had 100 teachers from the four Southern provinces of Thailand participated in the activities that would enhance their teaching development.

Supporting the blind to pursue scientific education

This pilot project is a collaboration of the Information Technology Project initiated by Her Royal Highness Princess Maha Chakri Sirindhorn, the National Science and Technology Development Agency, and the Thailand Association of The Blind. It is aimed to support the blind to pursue their bachelor's degree in science. The project provides financial support, learning materials and facilitating equipments as needed.

Library for Klong Toey Wittaya School project

"Hong Ploen," a public library contributed by SET to Klong Toey Wittaya school, has been operated under the concept of "Learn" and "Play," It has served students, teachers, school's personnel and community members and encouraged them to spend their spare time wisely on reading. Up until now, the library has welcomed more than 8,000 visitors.



In addition, SET has supported a number of educational promotion projects such as academic seminars, contribution of learning materials and equipment and computer donation and etc.

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

SET has continued to implement a series of activities that will enhance the quality of the society and environment. The activities focus on improving people's potential. This includes providing the opportunity for the children, youth and those in need. As a result, this will pave the way for the country to be the society of sustainable happiness. SET's activities for the society engage community members to create the activities that will truly benefit the community and society. SET also shares its expertise in financial planning as part of the activities to enhance the potential of the community and the society.



The Social Recognition project

Organized for the seventh consecutive year by the SET Foundation and with the support from seven social organizations, the Social Recognition project is aimed to encourage people in different areas to do good deeds that will have an impact to the society as a whole. The annual recognition program rewards the winners, who are selected by the seven organizations that share the common mission in recognizing people who contribute to the society.

1) Library Development The Thai Library Association has honored Mrs.Churee Sangkapinyo, the librarian of public library in Songkla province, who creates learning opportunity for the underprivileged. Another award winner is Mrs.Nittaya Torprasitkul, librarian teacher at Don Soong school, located in Amphor Khao Saming, Trad province. She encouraged reading discipline for students and teachers, which gives an impact to the neighboring community.

2) Education The Professor Sangvian Indaravijaya Foundation has honored Miss Sripan Wianthong, former director of Watnothaipayap school located in Chiang Mai. She has dedicated to the Thai education development for over 38 years.

3) Rural Social Development The Population and Community Development Association has honored Hug Muang Nan Foundation and Sustainable Agriculture Institute, Chiang Mai. They play an important role in driving and encouraging activities that sustainably develop the individual, family and community.

4) Music The Sugree Charoensook Foundation has honored Mr.Thongsai Taptanon, harp master. He is Thailand's first electric harpist, who continues to preserve the traditional Thai art.





5) Sports The Football History Association of Thailand has honored Mr.Samruay Chomchoey, footballer from PP island. He used soccer as a moral support tool to help the youth, who were suffered from the impact of the tsunami.

6) Urban Social Development The Vimuttayalaya Institute has honored Mr.Pan Pankam, local wisdom model from Chiang Rai. He has dedicated himself to promote the “organic agriculture” as the source of safe food, which has been a healthy food choice for urban people for more than 10 years.

7) Drug prevention The Duang Prateep Foundation has honored Police Lieutenant Somgkiat Simakupt, who has long served to solve the drug trafficking problem in Klong Toey community and other community under his responsibility without yielding to the darkness.



Supporting Good Deeds Foundation project

SET has continued to support the Good Deeds Foundation for second consecutive year. The project focuses on helping those who have become injured, disabled or deceased because they helped others. This is to encourage people to continue to do good deeds.



The Power to Bridge Social Disparity project

SET has continued to support the Capital Market Academy for the fourth consecutive year. The project includes field study and solution proposition. It focuses on the areas that are impacted by social disparity such as Buriram, Nongkai, Mae Hong Son, Sakon Nakhon, Sra Kaew, Sri Saket, Amnart Charoen, Nakhon Panom, Ubon Ratchathani and Loey. In 2013, the academy and its students continued their effort via **“The Power to bridge social disparity project”** by contributing learning equipments, library and class building for the Border Patrol Police School-project initiated by Her Royal Highness Princess Maha Chakri Sirindhorn-in Udorn Thani and Chiang Rai.



Developing community in a truly sustainable way

SET has valued ways to develop the potential of the community surrounding where we operate. The activities, aimed to develop the quality of living of the community members in a sustainable way, cover several aspects including learning promotion, financial management, saving, morality, ethics and religion. Among all activities, SET held the financial literacy program called **“Mini SET Junior Financial Club (SET JFC)”** for over 1,000 students from Klong Toey Wittaya school and Sun Ruam Namjai school, which situate near the SET operation site. Under this program, the activity called **“Knows how to earn, save, and spend”** increased their saving skill and advice them how to spend wisely. If these students know how to save and spend, it will consequently ensure their healthy financial life and help sustain the society.



Besides, SET held **“Dharma, happiness at heart, community force to stay away from drugs”** activity. With the Klong Toey community members joining, the event began with offering food to the monk activity, followed by Phra V.Vajiramedhi delivering his sermon at Chum Chon Moo Baan Pattana Klong Toey school. This program is aimed to tighten the relationship among the members, which will help reduced the crime rate, drug trafficking and all vices in the community. The sermon could also be adapted to be the living guideline.



Flood Relief Support

In 2013, led by the SET's executives and employees, SET contributed relief packages for those who suffered from the flood in Prachinburi and Ubon Ratchathani. SET also donated through charity organizations such as the Thai Red Cross in order to ensure that aid covers those in need. In the meantime, the **"Thai Stock Market Flood Relief Fund"** and **"Restoring Flooded Schools, Building Relationships with Communities"** project continue to rehabilitate the temples, ancient remains and schools that were affected from the severe flood in 2011. This is aimed to get these places back to normal, where they used to be the center of moral support for the community.



In addition, SET provided aid to those suffered from the Hai Yan typhoon in the Philippines. SET not only made donation through the Thai government but also acted as a center to collect donations, which were wired to the Philippines stock market, under the project **"Thai Capital Market Aid for Hai Yan victims in the Philippines."**



Collective Action Coalition Against Corruption

SET has continued to support the actions against corruption of the Thai private sector, which cover strategic planning, national conference organizing and seminar. Results from the actions taken under the project and concept of Collective Action Coalition Against Corruption will be proposed to the public in a move to empower the anti-corruption sentiment and for the effectiveness of the implementation.



Musical and Art Hall project (Hor Prem Dontri)

SET supported Thaksin University and alliance in the construction project of musical and art hall (Hor Prem Dontri) in Songkla. As music is an important tool to heal, the hall is aimed to help strengthen the unity of people in the country.

Besides, SET has supported the projects and activities regarding to social development, quality of life, environment and catastrophe, which were requested by the government agencies, private sector, charity organizations and foundations. These include new generation investor for society project and projects with the Volunteer Heart Foundation, the Engineering Foundation, and Fund for underprivileged cancer patients by Siriraj Hospital. SET also supported the international seminar about HIV in Asia Pacific, charity golf tournament, rehabilitation project for the disables and the Foundation for the Blind in Thailand under the Royal Patronage of Her Majesty the Queen and the Thailand Association of the Blind.

3. Promoting religion, art and culture

As the economic development has caused the changes towards the country's social structure, challenging social problems arise and increasingly affect the country's development. SET has valued that religion, art and culture would centralize the unity of people in the country, so we have provided supporting activities accordingly.



Religion

SET hosted the kathin ceremony for Wat Sapan located in Klong Toey district. The fund raised from this activity would be used for constructing the 9-storey religious practice building. Also, this building would be used as drug rehabilitation site and shelter care.

Besides, SET co-hosted a kathin ceremony organized by the 84th Anniversary Rajanakarin Center, Khao Din Nhong Saeng, Chantaburi province. The fund raised from this event will be used to build the Buddhist practice. SET provided financial contribution for the Administrative Court's royal kathin project. Also, SET joined hands with the Assembly of Buddhist Organizations of Thailand Association and alliance to hold activity to celebrate the Magha Puja Day in dedication to the Buddha and His Majesty King Bhumibol Adulyadej. Last but not least, SET supported the Ruamchit Normkiao Foundation in holding religious ceremony in dedication to His Majesty King Bhumibol Adulyadej and Her Majesty Queen Sirikit.



Covering the top of tiered-umbrella with gold at Bodh Gaya, Bihar, India

SET contributed to the project aimed to cover the top of the tiered-umbrella with gold at Bodh Gaya, which is one of the most important pilgrimage sites for the Buddhist. This activity is also in dedication to the 100th birthday of Somdet Phra Nyanasamvara Suvaddhana Mahathera, the Supreme Patriarch of Thailand.



SETTRADE Youth Musical Talent and SETTRADE Musical Moment

Organized by SET for eighth consecutive year, the SETTRADE Youth Musical Talent and SETTRADE Musical Moment have proved to be the beneficial opportunity for the youth to express their talent in a creative way. The projects trained the youth to concentrate, make a decision, and solve problem. They are the activities that encourage the youth to spend their spare time wisely. This not only keeps them from drugs and all vices, but also enhances their skills which will be beneficial to their study and living. As a result, these are the efficient projects that help improve the quality of living and society as a whole.



Besides, SET provides supports to projects that are related to enhancing religion, art and culture, following the requests from the government agencies and private sector. Among those include the financial support to build Wat Pathum Wattanam located in Hastings, New Zealand, which is in dedication to Her Royal Highness Princess Maha Chakri Sirindhorn. Also, SET supported the Thai traditional dance held in dedication to Her Majesty Queen Sirikit's birthday on 12 August 2013. Proceed from the project is used to help support the monk patient under the Thai Red Cross, Chulalongkorn hospital.



Environmental Responsibility

The Stock Exchange of Thailand stresses the importance of conserving the environment and using energy efficiently, and has integrated these important goals into the Exchange's working processes as well as instilled staff awareness of environmental conservation in various forms.

1. Products and services

Reducing paper usage: SET has changed the way reports are sent to member companies by using electronic formats instead of paper, saving paper and other resources such as electricity.

Furthermore, SET offers customized registrar and shareholder information via a web portal 24/7, giving faster and more convenient service for clients and members.

Energy savings: SET has developed an application for Android tablet as well as iPad users so they can access "Opportunity Day" events on their devices. Now, investors, analysts, and media representatives can watch live broadcasts of quarterly reports of listed companies and can find out more about the firms without having to travel all the way to the SET head office, saving time and energy. Thanks partly to such innovations, the on-line audience for "Opportunity Day" activities increased 72 percent from the year 2012.

2. Technology ("Green IT")

Reducing paper usage: In 2013, SET improved its examinations of IT operations by having staff use electronic operational checklists on iPad instead of paper documents. Not only does this process increase the efficiency in IT operations, but also reduces paper usage and trash.

Energy conservation: SET selects modern technology that has high energy efficiency and is environmentally friendly, reducing costs in the long run. Since 2010, SET has implemented virtualization and cloud service projects for server management to achieve greater flexibility in changing the number of servers to meet differing job purposes and needs, lower operation and server maintenance costs, free up space, and increase IT resource management efficiency. Presently SET is using 70 percent of its servers in virtualization or cloud solutions, saving 366,035 units of electricity per year.

3. Aspects of energy management

Installing automatic light switches in meeting rooms

Because SET's conference rooms are used frequently, leaving lights on while waiting for meeting participants to arrive wastes energy. Therefore, we have changed meeting room light switches to be motion-activated, so lights are on only when there is somebody in the room, saving up to 2,000 watts per minute per room, including during peak times.

Reduce energy usage with LED light bulbs

In 2014, SET will replace existing light bulbs with LED ones to reduce energy usage, lower the release of carbon dioxide, and increase the life of the bulbs.

Using S-LED (Self-Scanning Light-Emitting Diode) printers

SET uses printers with the S-LED system as they are outstanding in energy management in order to reduce greenhouse gas and carbon dioxide emissions, using environment-friendly ink and reducing waste from working processes. This system uses energy only when necessary and only for what the user needs.



Green meetings

SET stresses the importance of having meetings that are environmentally friendly. For example, meeting invitations and publicity are sent out via email instead of paper mail. An iPad reduces paper use in SET board meetings. Meeting documents are prepared using both sides of the paper or electronic documents. Meeting equipment used helps reduce energy use. Lastly, food and drink are provided without using foam or plastic, thus lessening trash.

Energy saving campaign

SET has participated in the “60 Earth Hours” campaign continuously for five years. This project’s goal is to slow down global warming by reducing the release of carbon dioxide. SET has also joined the energy conservation project led by the Department of Alternative Energy Development and Efficiency, Ministry of Energy, and supports the use of alternative energy vehicles. Energy usage in buildings is reduced by turning off lights during lunch time, and electricity usage is reduced 50 percent after 6:00 p.m. The temperature inside buildings is kept at a somewhat warm 25 degrees celsius, and all electric devices and appliances are turned off after work.

In addition to the above, SET also promotes energy conservation activities which include participation by employees as follows:

Taking the stairs instead of elevators

The campaign for using the stairs instead of elevators began with the government’s energy conservation policy. In 2013, SET stepped up its public relations efforts to motivate employees by offering stickers with information on calories used when climbing each step, so that they could see the increase in health benefits while decreasing the use of energy.

Encouraging employees to use the stairs instead of elevators decreased the use of electricity and saved 247.20 kilowatts (KW) per day, totaling 65,260 kilowatts per year. Employees can also see another benefit: Using the stairs keeps the body moving and burns 10 calories going up per step.



“Talking about energy conservation” campaign

Interviews with employees in different departments about how to conserve and reduce the use of energy are regularly broadcast on the public announcement system within the building to motivate employees to be aware of energy conservation and be motivated in reducing the use of energy.

Energy conservation awards

1) “Commendable Voluntary Agreement (VA) Network Award 2013” SET joined the “TBCSD Green Meetings Project” of the Thailand Business Council of Sustainable Development, together with the Thailand Environment Institute, by participating in the “Green Meetings” contest on holding green meetings within the organization. This project has guidelines that are similar

to SET’s meeting arrangements, and SET received the award “Commendable VA (Voluntary Agreement) 2013” award to recognize organizations which emphasize having meetings that are green.



2) Energy Efficiency Improvement and Promotion for Buildings Program, Level 1, year 2 (Hotel and Office Building Category)

The Exchange joined “Energy Efficiency Improvement and Promotion for Buildings Program” organized by the Metropolitan Electricity Authority and received its Energy-Saving Award in the “hotel and office building category.”

4. Water management

SET has an efficient system for treating waste water before it’s released. In addition, the water system is monitored to prevent leakage so as to use water as efficiently as possible. Also, in 2013, SET held a program to “stimulate” reducing water use in the restroom sinks by 50 percent by reducing water pressure. This reduction in water pressure not only saved 10 cubic meters of water per day but reduced the electricity needed for pumping water in the building, saving THB 10 per day. Lastly, SET used visual media help employees see clearly the importance of conserving water, through a slogan stating: “6 seconds uses 1 liter of water.”

5. Waste management

SET separates different kinds of trash so that each kind can be disposed of properly. There are trash containers for each type of trash on every floor of the building, and employees are clearly told how to correctly dispose of trash.

Shred2Share Project-Securing information and taking care of the environment together

SET is one of the leading Thai business organizations that has joined the “Shred2Share Project”, run by InfoZave Company, which is part of SCG Paper. By creating awareness of environmental conservation in employees, this program changes behavior in how to take care of documents containing sensitive information. Such documents will be securely destroyed by shredding, and the paper waste will be recycled, thus conserving the environment and reducing energy used for producing paper. This project saves both coal and water, reduces the carbon dioxide used in producing new paper, and reduces trash. In 2013, SET’s paper recycling program sent 11.36 tons of paper that had been securely destroyed to this project, saving 2.95 tons of carbon dioxide, 1.24 tons of coal, and 568.21 cubic meters of water.



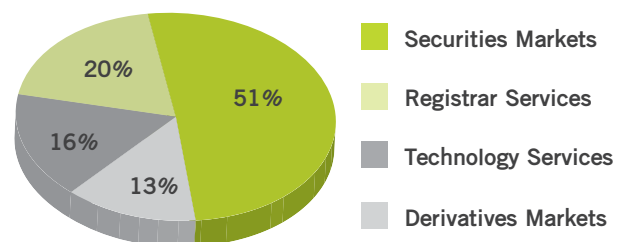


Sustainability Performance Data 2011-2013

(Unit: THB million)

For the year ended December 31	2013	2012	2011
Economic			
Operating revenues ¹	4,309	3,365	3,245
Other income ²	172	152	137
Investment Income ³	821	982	752
Operating expenses ⁴	(2,976)	(2,599)	(2,545)
Employee benefit expenses	(1,240)	(1,084)	(1,102)
Contributions to The Stock Exchange of Thailand Foundation ⁵	(562)	(454)	(359)
Income tax	(132)	(124)	(158)
Revenues over expenses	1,661	1,365	1,110
Total assets	34,039	29,937	27,019
Fund balances ⁶	20,653	19,486	17,868

Operating revenue by segment



1. Operating revenues rose by THB 944 million or 28.05%, mainly due to the rise in daily average trading value and market capitalization of equity instruments and the increase in registrar services and technology services.

2. Other income rose by THB 20 million, or 13.16%, in comparison with 2012. This was mainly from higher revenues from marketing events, such as SET in the City and educational activities. In addition, revenues from fund management for margin deposits and clearing funds of the Thailand Clearing House increased.

3. Investment income dropped by THB 161 million, or 16.39%, in comparison with 2012. This was mainly from the decrease in profit from sales of investment, as in the first half of 2013 SET adjusted its portfolio to increase investment in equity securities.

4. The SET group had operating expenses in 2013 of THB 2,976 million, increasing 14.51% from 2012. This was mainly from rises in total SEC fees, which were linked to the trading value of equity securities. Employee benefit expenses increased. Registrar expenses, which are linked to the number of corporate action services, rose. Fees and compensation expenses decreased due to the one-time expense of the Operations Master Plan consultancy in 2012



5. Contributions to Foundation increased by THB 108 million, or 23.79%, because one-third of revenues over expenses were appropriated to Foundation as profit increased.

6. As at December 31, 2013, total funds of SET group amounted to THB 20,653 million, up by THB 1,167 million, or 5.99%, in comparison with the balance as at December 31, 2012. This resulted from revenues over expenses for 2013 reaching THB 1,661 million, while the market price of available-for-sale securities, those are, equity securities funds and property funds, decreases.

For the year ended December 31	2013	2012	2011
Employee			
Employee Information			
Total employees	726	723	733
Employee level (%)			
Senior management (SVP up)	2	3	3
Middle management (VP)	6	5	5
Manager (DVP)	17	17	17
General (D1-D3)	75	76	75
Employee contract type (%)			
Permanent	100	100	100
Temporary	-	-	-
Work location (%)			
In Thailand	100	100	100
Outside Thailand	-	-	-
By nationality (%)			
Thai	100	100	100
Non-Thai	-	-	-
By gender (%)			
Male	32	31	31
Female	69	69	69
By age group (%)			
Below 30	18	17	21
30-50	79	79	75
Over 50	4	4	4
Turnover			
Employee turnover (persons)	54	63	46
Employee turnover (%)	7.4	8.7	6.3
By region			
Thailand	100	100	100
Outside Thailand	-	-	-

For the year ended December 31	2013	2012	2011
Employee			
By gender			
Male	35	44	46
Female	65	56	54
By age group			
Below 30	35	35	33
30-50	59	60	61
Over 50	6	5	7
Hire			
New employees hired (persons)	57	56	46
New employees hired (% of total workforce)	7.9	7.7	6.3
By region			
Thailand	100	100	100
Outside Thailand	-	-	-
By gender			
Male	46	48	39
Female	54	52	61
By age group			
Below 30	67	71	52
30-50	31	29	44
Over 50	2	-	4
Returning to work and retention after maternity leave			
Employees taking maternity leave (persons)	12	12	6
Employees returning to work after maternity leave (%)	100	100	100
Employee training			
Total training costs (THB million)	9.5	6.7	n/a
Total man-days of training	2,553	2,969	n/a
Average man-days of training per employee	3.6	4	n/a
Total man-days of training per employee by level			
Senior management (SVP up)	174	259	n/a
Middle management (VP) ¹	162	589	n/a
Manager (DVP)	462	336	n/a
General (D1-D3)	1755	1785	n/a
Average man-days of training per employee by level			
Senior management (SVP up)	10.9	13.6	n/a
Middle management (VP)	3.6	15.5	n/a
Manager (DVP)	3.8	2.8	n/a
General (D1-D3)	3.2	3.3	n/a

1. In 2013, the Leadership Development Program for middle management was adjusted and launched during the last quarter.



(Unit: THB million)

For the year ended December 31	2013	2012	2011
Social			
Social Contributions	71.9	70.8	203.0
1) Supporting education and financial literacy	36.9	24.7	18.5
Elementary and secondary level	12.9	9.0	69.0
University level	22.9	15.2	10.5
Other educational activities	1.1	0.5	1.0
2) Developing society, quality of life, and environment	30.9	42.9	183.7
Society and quality of life development	23.1	23.4	21.8
Disaster assistance	1.0	19.5	161.8
Sports and other social support activities	6.8	-	-
3) Promoting religion, art and culture	41.0	3.2	0.9

For the year ended December 31	2013	2012	2011
Environmental Preservation			
Resource consumption			
Electricity (kW) ¹	10,842,000	10,973,000	11,173,000
Diesel fuel (liters)	2,350	2,572	2,620
Water (m ³) ²	67,202	59,350	58,353
Recycled paper ³			
Unused paper, sent to recycling (tons)	11.4	14.2	15.8
Recycled paper helped reduce resource usage and gas emissions			
Coal equivalent (kg.)	1,250	1,564	1,735
H ₂ O equivalent (m ³)	567	711	789
Co ₂ equivalent (kg.)	2,955	3,698	4,101

1. Electricity use dropped by 131,000 units, or 1.2%, resulted from cooperation in reducing electricity usage including air-conditioning temperature adjustment.

2. Water use rose by 7,852 units or 13.22%, compared to 2012. This was mainly due to the increase in customer service activities to generate revenue such as product launch, training and seminars.

3. The “Shred2Share” project has been designed to turn unused paper into recycled paper.



GRI Content Index

Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
1. Strategy and Analysis					
1.1	Message from the Chairman	2		Full	
1.2	Key impacts, risks and opportunities	2, 15-16		Full	
2. Organizational Profile					
2.1	Name of the organization.	4		Full	
2.2	Primary brands, products, and/or services.	4-5		Full	
2.3	Operational structure		20-21	Full	
2.4	Location of head office	4		Full	
2.5	Countries of operation	4		Full	
2.6	Nature of ownership	4		Full	
2.7	Markets served	4-5		Full	
2.8	Scale of the organization	4	26, 98-102	Full	
2.9	Significant changes during the reporting period regarding size, structure and ownership		20	Full	Restructuring 2 divisions (Market Operations and IT)
2.10	Awards received	22, 53-54			



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
3. Report Parameters					
3.1	Reporting period	6		Full	
3.2	Date of most recent previous report (if any)	6		Full	
3.3	Reporting cycle	6		Full	
3.4	Contact point	6		Full	
3.5	Process for defining report content	6, 11-12		Full	
3.6	Boundary of the report	6		Full	
3.7	Specific limitations on report scope or boundary	6		Full	
3.8	Basis for reporting on entities that can affect comparability	6		Full	
3.9	Data measurement techniques and bases of calculations	6		Full	
3.10	Restatements of information and reasons for such restatements	None in 2013		Full	
3.11	Significant changes in the reporting scope, boundary or measurement methods applied	6		Full	
3.12	GRI content index	59-68		Full	
3.13	Assurance	6		Full	
4. Governance, Commitments, and Engagement					
4.1	Governance structure	7	14-15, 20-21	Full	
4.2	Chair of the highest governance body	7		Full	
4.3	Independence of the highest governance body	7-8		Full	
4.4	Mechanisms to provide recommendations or direction to the highest governance body		72	Full	
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives, and the organisation's performance		83	Full	
4.6	Management of conflicts of interest		77	Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
4. Governance, Commitments, and Engagement					
4.7	Process for determining the qualifications and expertise of the highest governance body	7	73-74	Full	
4.8	Statements of mission or values, code of conduct, and principles relevant to sustainability performance	1,3,8	86	Full	SET CG principles and SET Code of Conduct http://www.set.or.th/en/about/overview/setcg_p2.html
4.9	Procedures of the highest governance body for overseeing the identification and management of sustainability performance	7-8	88	Full	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to sustainability performance		82-83	Full	
4.11	Implementation of the precautionary approach or principle	15-16	79, 96-97	Full	
4.12	Participation in/support for external initiatives	7, 14-15, 21-23, 26, 53-54		Full	
4.13	Memberships	14		Full	About SET > Membership in International Organizations http://www.set.or.th/en/about/overview/history_p1.html
4.14	List of stakeholder groups	9-11		Full	
4.15	Identification and selection of stakeholders	9-11		Full	
4.16	Approaches to stakeholder engagement	11-12	69-71	Full	
4.17	Key topics and concerns raised through stakeholder engagement	11-12		Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
5. Disclosures on Management Approach (DMAs)					
DMA PS	Disclosure on Management Approach PS				
Aspects	Product Portfolio	4-5		Full	
FS1	Policies with specific environmental and social components applied to business lines.		64-65	Full	
FS2	Procedures for assessing and screening environmental and social risks in business lines.	15-16	79, 96-97	Full	
FS4	Processes for improving staff competency		64-65	Full	
FS5	Interactions with clients/investees/ Audits		64-65, 69-71 78-79	Full	
DMA EC	Disclosure on Management Approach EC				
Aspects	Economic Performance _{COMM}		38	Full	
	Market presence		38	Full	
	Indirect economic impacts		38	Full	
DMA EN	Disclosure on Management Approach EN				
Aspects	Materials	11		Full	
	Energy	11		Full	
	Water	11		Full	
	Products and services	10		Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
5. Disclosures on Management Approach (DMAs)					
DMA LA	Disclosure on Management Approach LA				
Aspects	Employment	10, 36		Full	
	Labor/management relations	10, 36		Full	
	Occupational health and safety ^{COMM}	10, 38		Full	
	Training and education	10, 34		Full	
	Diversity and equal opportunity	10, 32		Full	
	Equal remuneration for women and men	10, 37		Full	
DMA HR	Disclosure on Management Approach HR				
Aspects	Child labor	36		Full	
	Remediation	36, 41		Full	
DMA SO	Disclosure on Management Approach SO				
Aspects	Local communities	11		Full	
	Corruption	12-13		Full	
	Public policy	12-13		Full	
DMA PR	Disclosure on Management Approach PR				
Aspects	Product and service labelling	10		Full	
	Marketing communications	10		Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
6. Performance Indicators					
Product and Service Impact					
Product portfolio					
FS6	Percentage of the portfolio for business lines by specific region, size, and by sector.	55		Full	
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line	23-31		Full	
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line	18, 20, 30, 52, 54		Full	
Audit					
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.		78-79, 94-95	Full	
Economic					
Economic performance					
EC1 _{COMM}	Direct economic value	55, 58	26, 109	Full	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	15-16	24-25, 79, 96-97	Full	
EC3	Defined benefit plan obligations	38		Partial	
EC4	Significant financial assistance received from government			Full	SET does not receive financial assistance from government.
Market presence					
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	37	68	Full	SET's standard wage can be compared to local minimum wage, without gender discrimination.



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
6. Performance Indicators					
EC7	Procedures for local hiring and proportion of senior management hired from the local community	10, 36, 56		Full	
Indirect economic impacts					
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit	11, 17-18, 21-31		Full	
EC9	Significant indirect economic impacts	23-31		Full	
Environmental					
Materials					
EN2	Recycled input materials	58		Full	
Energy					
EN5	Energy saved due to conservation and efficiency improvements	52-53, 58		Full	
EN6	Initiatives to provide energy efficient or renewable energy based products	52-58		Full	
EN7	Initiatives to reduce indirect energy consumption	52-53, 58		Full	
Products and services					
EN26	Initiatives to mitigate environmental impacts of products and services	11, 52		Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
6. Performance Indicators					
Social: Labor Practices and Decent Work					
Employment					
LA1	Analysis of workforce	57		Partial	
LA2	New employee hires and employee turnover	57		Full	
LA3	Benefits provided to full-time employee	38		Full	
LA15	Return to work and retention rates after parental leave	34, 57		Full	
Labor/management relations					
LA4	Employees covered by collective bargaining agreements	36		Full	SET strictly adheres to the Labour Protection Act.
Occupational health and safety					
LA8	Education, training and prevention of serious diseases	34-35, 38		Full	
LA9	Health and safety topics covered in formal agreements with trade unions	36, 38		Full	
Training and education					
LA10	Average hours of training	35, 57		Partial	
LA11	Skills management and lifelong learning programmes	34	67-69	Full	
LA12	Performance and career development reviews	37	68	Full	
Diversity and equal opportunity					
LA13	Composition of the Board and breakdown of employees per category according to indicators of diversity	7, 32-33, 56-57		Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
6. Performance Indicators					
Equal remuneration for women and men					
LA14	Ratio of basic salary and remuneration of men to women	37		Full	
Social: Human Rights					
Child labor					
HR6	Elimination of child labour	36		Full	
HR11	Grievances related to human rights	41		Full	
Local communities					
S01 (FSSS)	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities	42-51, 58		Full	
S01 (G3.1)	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	42-51, 58		Full	
Corruption					
S02	Risks related to corruption		66-67	Full	
S03	Anti-corruption training	13		Full	
S04	Incidents of corruption and actions taken in response	None in 2013		Full	
Public policy					
S05	Public policy positions and participation in public policy development	12-14		Full	
S06	Contributions to political parties	None in 2013		Full	



Indicator	Disclosure	SR page no.	AR page no.	Level of Reporting	Remark
6. Performance Indicators					
Product and service labelling					
PR3	Product and service information	10, 17-20		Full	
PR4	Non-compliance with regulations and voluntary codes concerning product and service information and labelling	22-23		Full	
PR5	Customer satisfaction	18		Full	
FS16	Initiatives to enhance financial literacy by type of beneficiary.	23-31		Full	
Marketing communications					
PR6	Marketing communications standards	10-12, 18-20		Full	

Remark

SR: Sustainability Report

AR: Annual Report



Statement GRI Application Level Check

GRI hereby states that **The Stock Exchange of Thailand** has presented its report “Sustainability Report 2013” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level B.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 5 May 2014



Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 22 April 2014. GRI explicitly excludes the statement being applied to any later changes to such material.



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