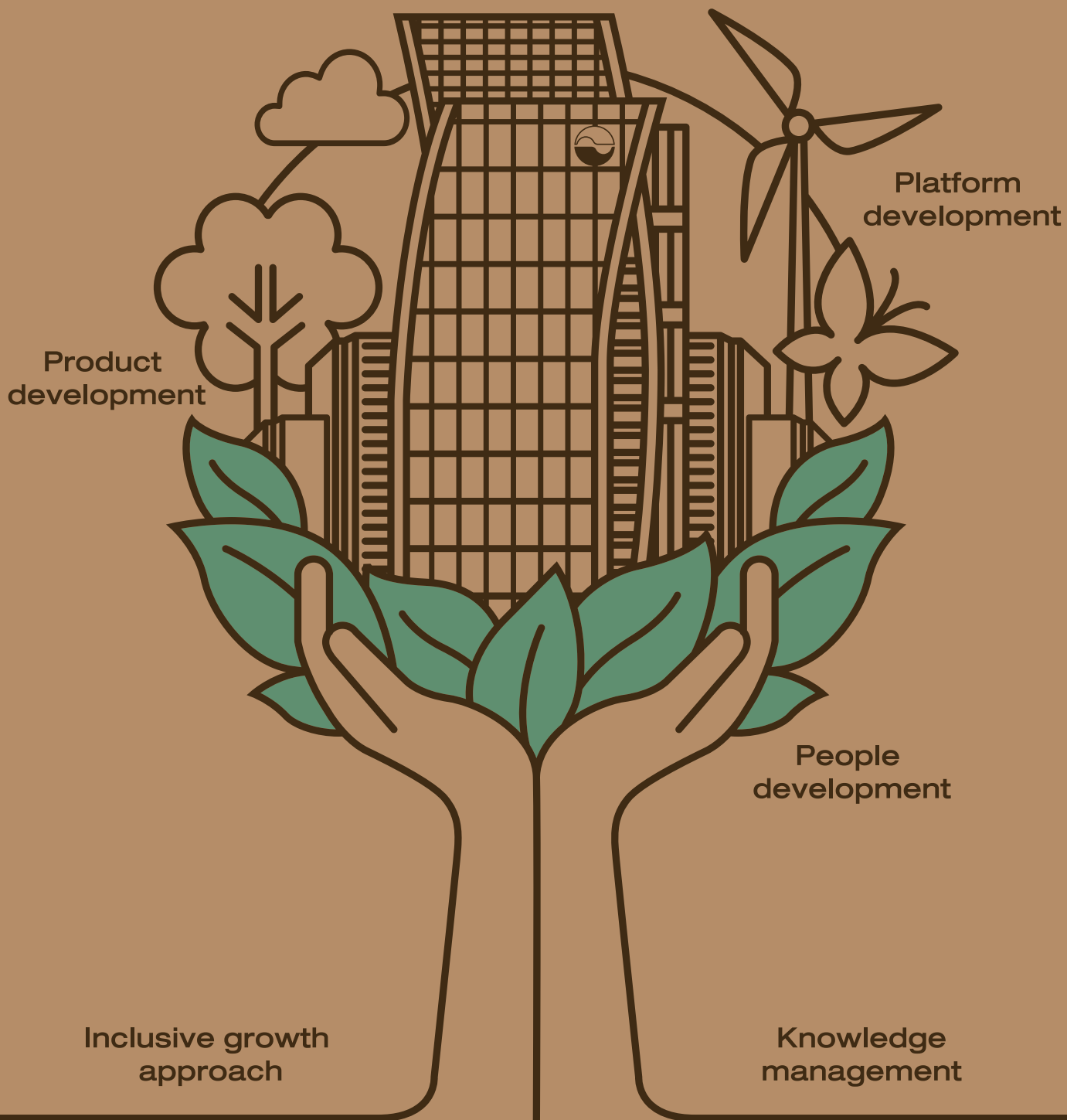


SUSTAINABILITY
REPORT
2016



**YOU GROW
WE GROOM**

YOU 

GROW  

WE GROOM  M

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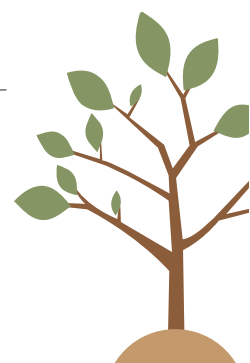
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“ The SET Board of Governors supports the quality development of the Thai capital market to be a firm foundation for the economy, society and the country aiming for sustainable growth. ”

Message from the Chairman

The SET Board of Governors is committed to the quality development of the organization and the Thai capital market based on effective and transparent corporate governance for the benefit of all stakeholders, in accordance with the national and global trends. Starting from 2016, the vision “To Make the Capital Market Work for Everyone” has been initiated to promote the capital market as mechanism to support sustainable growth of the development of the economy, society and the nation, in line with the “Thailand 4.0” economic development plan and the UN Sustainable Development Goals (SDGs). The corporate risk management is also considered a vital part of the sustainability risk management which has been extensively studied covering economic, social and environmental aspects. The results have helped increase the effectiveness in decision making and managing risks that affect corporate sustainability, as such gaining long-term credibility from stakeholders.

In 2017, the SET Board of Governors will further progress in creating fundraising opportunities for potential industries and encouraging startups with various sources of investment funds, strengthening industries with technological innovations, while building quality of the capital market’s value chain to be more internationally accepted in stability and growth.

On another facet, SET also concentrates on cultivating financial literacy and advanced investment knowledge, especially the culture of long-term savings by investment (Investment Savings Plan) for Thailand’s aging society

and happy retirement. To enhance this, the digital platform will be better equipped to improve work operational system and infrastructure for investors to have access to the products and services more conveniently.

Apart from driving business growth to expand continuously, SET also accelerates mechanism to create social innovation and technology via the SET Social Impact platform that can connect both business and social sectors together. Significantly, SET has also taken part in the “Pracharat”, the government’s public-private partnership development model using resources sharing between business and social sectors. The model is efficient in running business together towards sustainability by improving social and environmental aspects. On top of this, SET has placed high importance on driving the new form of business development called social enterprise or SE that can tackle the economic and social problems sustainably. All these missions will strengthen the foundation of the Thai economy, society and environment for our future generations, together with the transformation into “Thailand 4.0” for better quality of life of the Thai people towards stability, prosperity and sustainability.

Dr. Chaibawat Wibulswasdi
Chairman

The Stock Exchange of Thailand

“ SET: To Make the Capital Market ‘Work’ for Everyone ”



Message from the President

In line with increasing international investors’ recognition of Socially Responsible Investment, The Stock Exchange of Thailand (SET) has continued to raise the quality of listed companies in accordance with international standards. In 2016, a total of 14 listed companies have been included in the Dow Jones Sustainability Indices (DJSI) and 30 listed companies in the FTSE4Good ASEAN5 Index. Moreover, SET has disseminated the names of listed companies qualified for Thailand Sustainability Investment (THSI) for the second consecutive year. These companies were selected on merits of operating with due care for the environmental, social and governance (ESG) aspects and long-term sustainability.

In 2016, SET embarked further towards becoming a Digital Exchange. It has continued to push for upgrading work processes and infrastructure, as well as to develop new products and services. The aim was to develop SET in keeping with the speed of technological change, while allowing customers and investors to access, learn, and invest more conveniently. In addition, in line with Thailand 4.0 development strategy, SET has supported startups and technologically innovative industries to grow by making use of financing from the capital market.

Meanwhile, SET has continued to advance on the international cooperation front along the UN Sustainable Development Goals (SDGs) and Thailand’s sustainable growth strategy. In this connection, SET has joined the UN Sustainable Stock Exchanges (UN SSE) Initiative and worked closely with national-level organizations to promote the awareness of ESG for business and capital market sustainability. At the global level, the SET President was also elected to join the Board of Directors of the World Federation of Exchanges (WFE), representing and raising the visibility of ASEAN Exchanges in the global arena.

Looking forward, SET is committed to its vision “To Make the Capital Market ‘Work’ for Everyone”. To this end, SET will continue to raise the quality of listed companies and relating business operators, as well as to promote the culture of sustainable investment for institutional investors and the general public. Overall, SET will work to support all of its stakeholders to make the best and most effective use of the capital market for the benefits of business, economy, society, and country.

A handwritten signature in black ink, reading "Kesara Manchusree". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kesara Manchusree
President
The Stock Exchange of Thailand



About SET

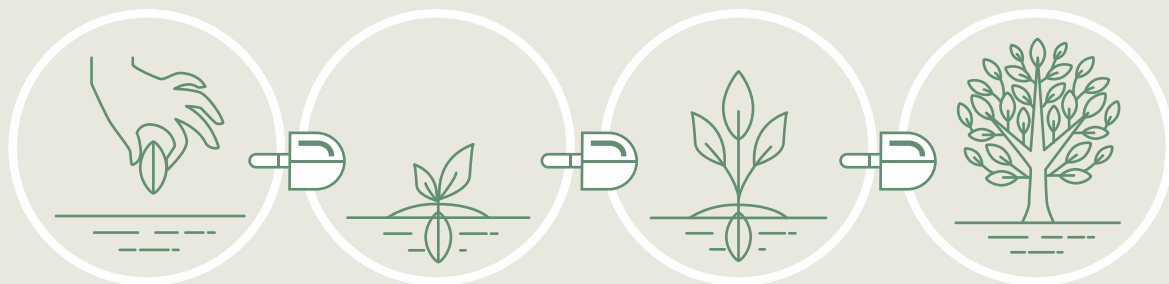
Vision

To Make the **Capital Market**
“**Work**” for Everyone

The Capital Market is an integral tool for economic growth, and should not be privileged to only some. Hence we work hard to make the capital market benefit all stakeholders both directly and indirectly. We believe that good business growth will lead to national strength and this in turn leads to the betterment of society. This is what we envision and are committed to.

Missions

1. To plant state-of-the-art financial **Platform Development** that is both innovative and accessible to our customers locally, regionally and globally.
2. To innovatively grow **Product Development** that is not only relevant to market needs but also resonate with the sustainability of future growth.
3. To foster **People Development** to ensure that our people will be best equipped with business competencies and professional integrity.
4. To implant an **Inclusive Growth Approach** that will enable us to perform as the best business partners and social supporters.
5. To continuously cultivate ourselves and our stakeholders by investing in **Knowledge Management** – creating, sharing and generating knowledge as part of an intangible asset



SET profile G4-17

The Stock Exchange of Thailand (SET) is a juristic entity as self-regulated organization. The new office is located at 93 Ratchadaphisek road, Dindaeng, Bangkok 10400, Thailand. SET's business structure consists of two business areas:

The SET group's core business

Securities market

The SET group provides securities listing and trading service for equity and bond instruments through SET and Market for Alternative Investment (mai) and through Bond Electronic Exchange (BEX) for bond. As of December 31, 2016, there were 656 companies listed on SET and mai. The SET group also lists other types of securities covering warrants, derivative warrants (DW), exchange-traded funds (ETFs), real estate investment trust (REIT) and infrastructure fund (IFF)

Moreover, the SET group acts as a central securities depository and clearing house for stocks and bonds. In addition to supervising trading activities of all market participants to ensure that the market is fair, orderly and transparent.

Derivatives market

The SET group established Thailand Future Exchange (TFEX) to be a center for trading derivatives products of which underlying include securities, commodities and foreign exchange. In addition, TFEX supervises all market participants' activities.

Technology services

The SET group provides both front and back office services for members convening, Front-office Service Bureau (FSB), Internet trading system, and Back-office Service Bureau (BSB). In addition, the SET group develops and disseminates stock indices and provides trading market data and listed companies' information to data vendors and investors so that investors can utilize them for investment decisions.

Registrar services

The SET group acts as a registrar for stocks and maintains securities data, registration of securities holders and the rights of the securities holders linked to the securities depository system.

The Capital Market Development

Financial and Investment Knowledge Development

SET aims to develop financial and investment knowledge for the Thai society. By serving as a learning center, it provides knowledge and disseminates financial and investment information using a creative and easy-to-understand approach via a variety of easily accessible channels. It also enhances the expertise among entrepreneurs and professionals in intermediary institutions; equips them with the knowledge and skills necessary to maximize the potential and prospects of the business sector in the Thai capital market.

Sustainable Development

SET enhances the quality of businesses in the Thai capital market by promoting business operations embracing the concept of environmental, social and governance (ESG) to listed companies, intermediary institutes, and investors. It continues to promote better understanding and best practice guidelines of ESG via training, workshops, handbooks and comprehensive consultancy.

Capital Market Research Development

SET promotes and optimizes research work contributing to capital market development utilizing economic indicators. It also supports other research entities and academic institutions in conducting studies that benefit the capital market.



The capital market sustainable development strategy 2016 G4-FS1

Last year, there were many changes for both Thailand and the international community, impacting economic, social and environmental development. The Thai capital market therefore had to adapt and develop in line with the current situation, in order to grow stronger with stability. SET focused on quality development to build a solid foundation for the future under its strategy: **“Towards Sustainable Growth”**. The aim was to create a variety of new products and services to continuously satisfy investors’ needs, and accommodate the expansion of the capital market. Simultaneously, SET consistently developed the internal work systems to optimize potential at world-class standards while enhancing the Thai capital market to be recognized as a strong, stable and outstanding capital market globally.

Highlights: 2016 The Thai Capital Market Performance

THB 15.50 trillion
 Total market capitalization of SET and mai increased 21% from 2015

14 companies
 Number of listed companies in Dow Jones Sustainability Indices (DJSI), the highest in ASEAN

THB 256,152 million
 Total capital raised on SET and mai

34 companies
 Number of listed companies in the MSCI Index, five more companies than in 2015

THB 52,525 million
 Daily average trading value, the most liquid market in ASEAN

30 companies
 Number of listed companies in the FTSE4Good ASEAN 5 Index, the highest in ASEAN

285,189 contracts
 Daily average trading volume of derivatives

51 companies
 Number of listed companies in Thailand Sustainability Investment (THSI) list

54 : 46
 Balanced proportion of retail investors to institutional investors

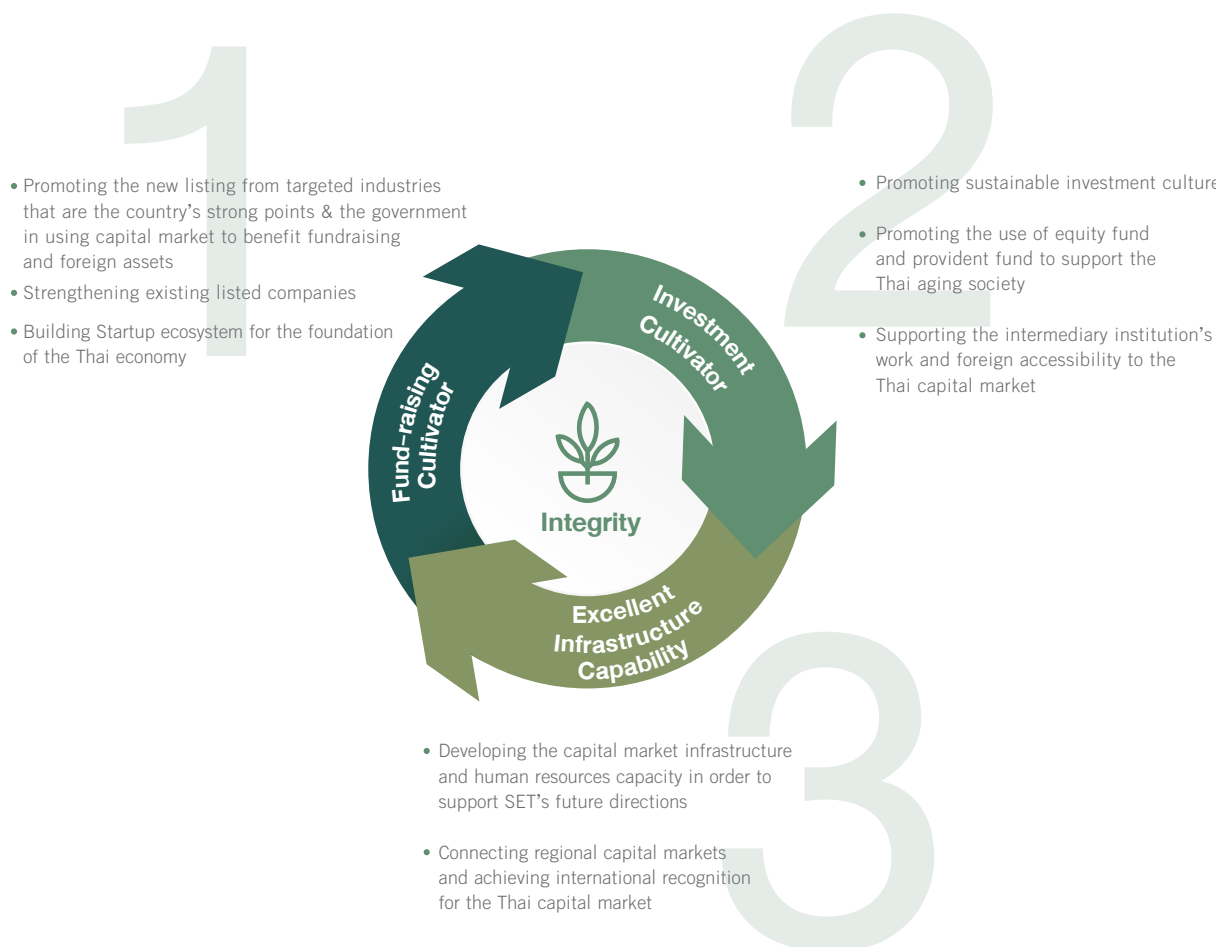
7 companies
 Number of listed companies that have received the IR Magazine Awards, 14 in total, the highest in ASEAN

Outlook for 2017: To Make the Capital Market “Work” for Everyone G4-FS1

In the year 2017, SET remains committed to cultivating strong capital markets continuously under the vision: **“To Make the Capital Market ‘Work’ for Everyone”** as a firm foundation of the country’s socio-economic and environmental development for sustainable growth with world-class quality.

SET aims to support all sectors and stakeholders to access and utilize the capital market efficiently, particularly in supporting potential industries to be listed on the stock market. This includes the development of Startup entrepreneurs to prosper and become the strong support to the new face of the Thai economy, as well as the quality enhancement of listed companies to progress and gain international recognition continuously.

Moreover, SET also aims to promote a culture of sustainable investment. We have developed savings channels through investment models to respond to today’s lifestyle and support happy retirement. Moreover, SET is committed to disseminating financial and investment knowledge to the general public via modern, easy-to-access and fast communication channels. Meanwhile, SET continues to enhance the infrastructure of the capital market, as well as human resource potential, in order to accommodate SET’s future directions.



Our Stakeholders

Stakeholders <small>G4-24</small>	Commitment to stakeholders <small>G4-25</small>
 <p>Listed companies and entrepreneurs</p>	<p>Cultivating in strength and expanding business for sustainable growth</p>
 <p>Investors</p>	<p>Creating quality investors and promoting sustainable investment opportunities</p>
 <p>Intermediary institutions</p>	<p>Connecting the capital market stakeholders with collaboration for a strong growth</p>
 <p>Employees</p>	<p>Cultivating employees to grow in the learning society</p>
 <p>Society</p>	<p>Driving the community and social development towards sustainable growth</p>

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 [SET Thailand](https://www.linkedin.com/company/set-thailand)

Expectation <small>G4-27</small>	Engagement <small>G4-26</small>
<ul style="list-style-type: none"> Guiding companies in the listing process Being fundraising channels for medium and small-sized enterprises Developing fundraising tools suitable for business Building business network for further growth Promoting knowledge and practices of sustainable business operation for high-quality growth 	<ul style="list-style-type: none"> Meetings, training and seminars Discussion and consultation Satisfaction survey and listening to opinion & feedback SET Contact Center
<ul style="list-style-type: none"> Creating quality investors focusing on long-term investment Creating opportunity for more return on investment for investors and savers Creating varieties of products and services Developing user-friendly investment channels Monitoring fair trading Developing reliable operating systems in line with international standards 	<ul style="list-style-type: none"> Training and seminars Roadshow activities Opportunity Day activities SET Contact Center
<ul style="list-style-type: none"> Ongoing development for professionals in the intermediary institutions Producing qualified personnel for the capital market industry Building network of alliances to expand business collaboration Providing efficient infrastructure 	<ul style="list-style-type: none"> Meetings, training and seminars Discussion and consultation Satisfaction survey and listening to opinion & feedback SET Contact Center
<ul style="list-style-type: none"> Encouraging potential development in knowledge, abilities and experiences Promoting transparency at workplace Creating an open-minded working atmosphere and learning society Creating work-life balance 	<ul style="list-style-type: none"> Town Hall Meeting Satisfaction survey and feedback E-mail and Intranet SET Employee Club
<ul style="list-style-type: none"> Cultivating financial knowledge for youth and the general public Promoting financial strength competed in aging society Driving the community and social development towards sustainable growth Adopting full collaboration between business and social sectors 	<ul style="list-style-type: none"> Training and seminars about financial literacy Activities and projects to develop financial skills SET Social Impact website Activities, projects or conferences in collaboration with the government, business and social sectors



About This Report

SET is committed to developing the process of disclosure and reporting sustainability annual report in line with international standard, in order to continuously keep our stakeholders updated about SET's performance. This report highlighted SET's economic, social and environmental performance during January 1–December 31, 2016. It is available in hard copy, CD and information via SET website: www.set.or.th.

The reporting approach

The content in this report is “in accordance” with the Core option of the GRI G4 Guidelines. The data collection was carried out by using two methodologies: interviews and collecting quantitative data from reliable sources with standard calculation formulas.

The material aspects analysis G4-18

The analysis of the material aspects was conducted under SET sustainable development framework covering five dimensions: Market Growth, Sustainability Management, Employees, Society and Environmental Management, in consideration of organization sustainability context, stakeholder inclusiveness, as well as analysis in concordance with international standards such as Global Reporting Initiative (GRI), Dow Jones Sustainability Indices (DJSI) and UN Sustainable Development Goals (SDGs).

SET material aspects G4-19



Market Growth

- 1 Listed Companies' Quality Development
- 2 Investors' Quality Development
- 3 Entrepreneur Development
- 4 Intermediaries' Personnel Development



Sustainability Management

- 5 Corporate Governance
- 6 Enterprise Risk Management
- 7 Investment Product and Service Technology Development
- 8 Supplier Management



Employees

- 9 Employee Training and Development
- 10 Employee Engagement
- 11 Employee Care



Society

- 12 Financial Literacy
- 13 Social Development



Environmental Management

- 14 Energy, Resources and Environmental Management

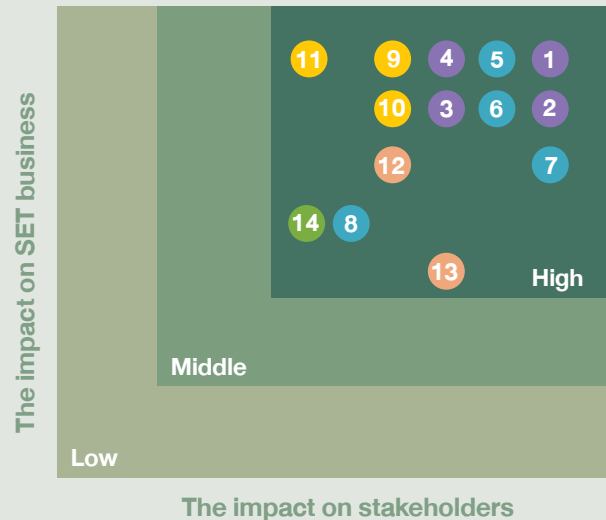
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E-mail: SRcenter@set.or.th

In 2016, SET identified and prioritized the material aspects by analyzing significant factors as follows:

- **The impact on SET business:**
considering the factors which have impact on the success of the corporate strategy plans
- **The impact on stakeholders:**
considering the stakeholders' expectations and concerns

After prioritizing these 14 material aspects, they were all found to have high significant level. The performance data disclosure is included in this report.



Scope of data disclosure in this report

Framework	Material Aspects	Scope of Impact	
		Stakeholders within the organization G4-20	Stakeholders outside the organization G4-21
Market Growth	Listed Companies' Quality Development		<ul style="list-style-type: none"> Listed companies Associations in the capital market
	Investors' Quality Development		<ul style="list-style-type: none"> Investors Associations in the capital market
	Entrepreneur Development		<ul style="list-style-type: none"> Entrepreneurs Government agencies
	Intermediaries' Personnel Development		<ul style="list-style-type: none"> Securities Professionals Intermediary Institution Educational Institution Associations in capital market
Sustainability Management	Corporate Governance	SET governors, executives and employees	All stakeholders
	Enterprise Risk Management		
	Technology Development for Products and Services		
	Supplier Management		
Employees	Employee training and development	SET employees	
	Employee engagement		
	Employee Care		
Society	Finance literacy		<ul style="list-style-type: none"> Youth and General public Schools and Universities
	Social development		<ul style="list-style-type: none"> Listed companies Society and Government agencies Social Enterprises (SE)
Environmental Management	Energy and resources management	SET employees	<ul style="list-style-type: none"> Society and Government agencies

Note:

(1) This report disclosed material aspects of operation performances in line with the 2016's Strategy. G4-22

(2) In 2016, the reviews and changes in scope of disclosure were conducted to be aligned with SET's strategy. G4-23

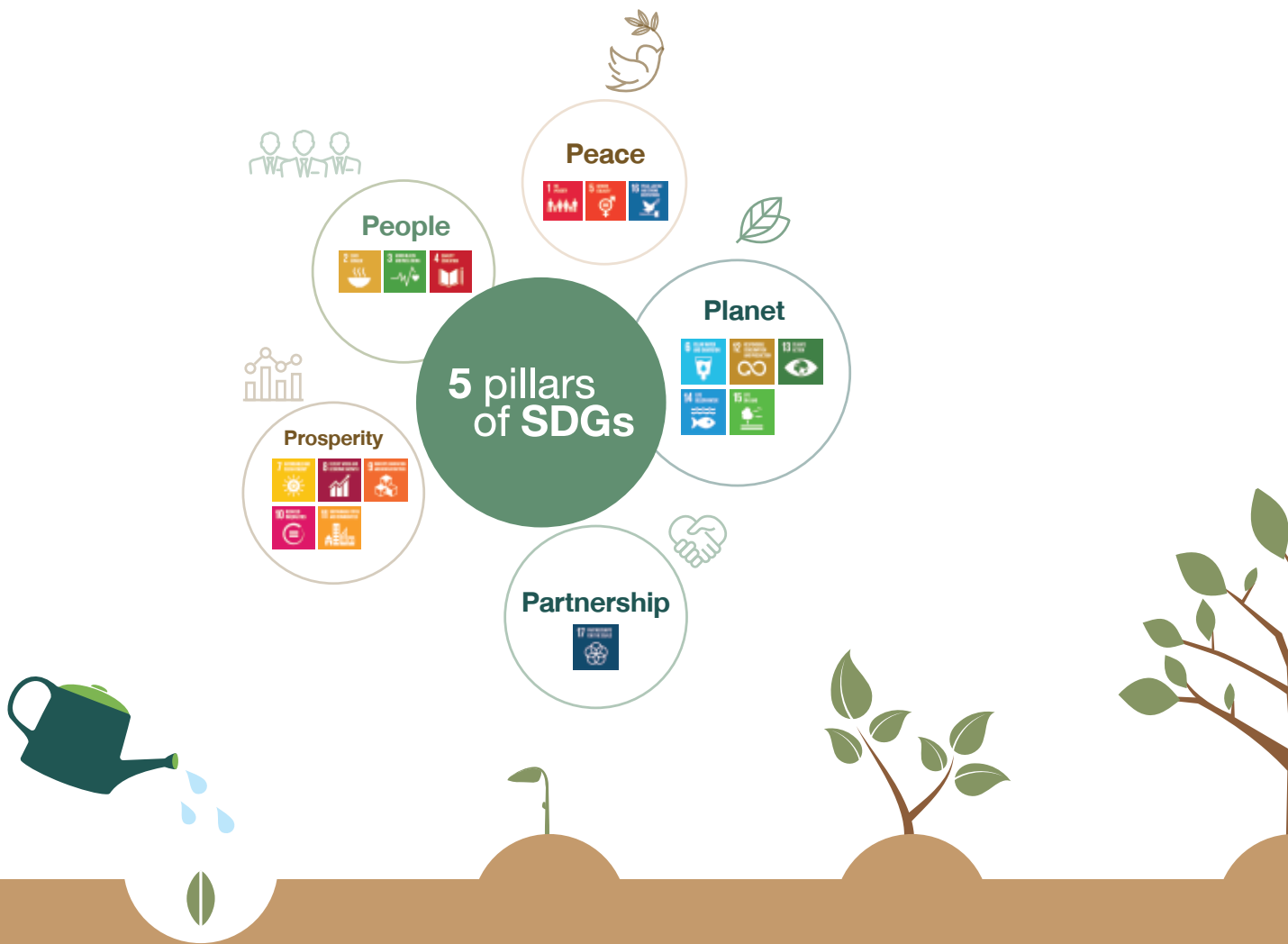


The Sustainable Development Trends



Since 2014, the United Nations has declared the Sustainable Development Goals (SDGs) as a guideline and agreement for the global community to move together towards sustainable economic, social and environmental development. In 2015, the sustainable development concept was promptly widespread in different regions as such creating networks of cooperation to reach the SDGs.

The SDGs is a set of 17 aspirational “Global Goals” to achieve the “World we Want” by transforming current challenges into opportunities for the 5P (peace, people, planet, prosperity and partnership) Thailand has valued the Sufficiency Economy Philosophy of His Majesty King Bhumibol Adulyade as national development direction in the basis of the SDGs that is integrated into the 12th National Economic and Social Development Plan together with Thailand 4.0 economic model.



SET and SDGs

SET focuses on developing the capital market by creating value added while enhancing the value chain to help drive the country's overall economic growth. The results from generating more investment, employment and tax payments for national development have contributed to good quality of life of the Thai citizen in a sustainable manner. These developments are in accordance with the UN Sustainable Development Goals (SDGs) declared as the Global 2030 Sustainable Development Agenda.



Employees

1. Supporting ongoing knowledge and professional skills development for employees
2. Caring for employee safety, healthcare, and work environment



Environmental Management

1. Promoting the use of office technologies to save energy and resources
2. Fostering the participation and development of projects to preserve natural resources and environment
3. Supporting the reduction of environmental impact via participation from both inside and outside the organization



Society

1. Promoting savings among the general public
2. Promoting financial literacy to the youth and general public to build financial immunity for happy retirement
3. Supporting the community development for better quality of life via activities and projects of SET Social Impact and the Stock Exchange of Thailand Foundation



Market Growth

1. Promoting financial accessibility for business
2. Supporting business expansion, employment increase and tax payment to the government
3. Fostering the ESG business operations and the disclosure of its operating outcome
4. Encouraging investors to consider investing in businesses embracing economic, social and environmental aspects through Thailand Sustainability Investment (THSI)
5. Promoting investment knowledge to the investors



Sustainability Management

1. Following the rules, regulations and laws
2. Treating SET stakeholders with transparency, equality and fairness
3. Supporting women's role in leading the organizations.
4. Continuing to develop innovative investment products and services
5. Continuing to effectively manage business risks and business operation plans



SET and the sustainable development in the global capital markets

SET has become affiliated with the UN Sustainable Stock Exchange (SSE) Initiative, the 13th exchange in the world and the first in ASEAN. SET's significant role was being selected to host the first international conference in stock exchange development towards sustainability in ASEAN, entitled "UN Sustainable Stock Exchanges Regional Dialogue: South East Asia 2015". The conference received tremendous interest from the leading capital markets in ASEAN and has become a vital starting point in moving the ASEAN capital markets towards sustainability.

SSE Initiative organized the 2016 UN Sustainable Stock Exchanges Global Dialogue in Singapore participated by leaders and representatives of the stock exchanges, investors and related parties from 16 countries. The synergy of the discussion and idea sharing was to set the business and capital market roles in progressing to achieve the SDGs goals, as well as the Green Economy, a key mechanism to create balanced economic, social and environment development sustainably.



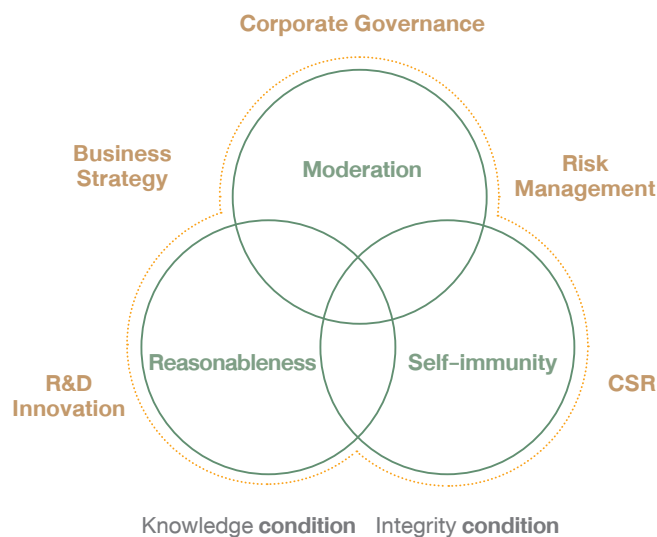
SET has continued to drive and develop the capital market forward in accordance with the SSE Initiative practices by encouraging listed companies to take environmental, social and corporate governance (ESG) into account in conducting their businesses. It also drives listed companies to operate with high standards and to be internationally recognized. The key performances in 2016 consisted of the launch of Thailand Sustainability Investment (THSI) list, the process to encourage listed companies to enter Dow Jones Sustainability Indices (DJSI), the promotion of sustainable investment, the disclosure of the ESG information, among others.

The sustainable development trends in Thailand

Sufficiency economy in the Thai capital market

Changes in the economic landscape have caused business risks and competition in marketing, production, personnel, finance and other circumstances with impact on business survival in the long term. It is fortunate that Thailand values the Sufficiency Economy Philosophy of His Majesty King Bhumibol Adulyadej which consists of 3 key components: moderation, reason and self-immunity, based on knowledge and ethics. Business can then operate prudently and can cope with all types of changes and obstacles sustainably.

SET is, therefore, committed to developing the capital market in full force by adapting the Sufficiency Economy Philosophy to the business development and the capital market in many ways such as the support of suitable, moderate and reasonable investment, the continuous dissemination of finance and investment knowledge, the development of good governance, the promotional campaign on social and environmental responsibilities, and many more. These processes have been woven into each company’s Strategy Map, Risk Management and Corporate Governance master plan, enabling business to operate systematically using modern technology. The management can make policy-based decisions aiming for long-term immunity rather than short-term profits.



SET gearing towards “Thailand 4.0”

In 2016, The Thai Government promotes the new economic model “Thailand 4.0,” focusing on sustainable growth and development. It emphasizes research and development, science and technology, creative thinking, and innovation to position the country standing become a high-income nation through a “value-based economy”. The model covers five groups of industry:

1. Food, Agriculture and Biotechnology
2. Healthcare, Wellness and Medical Technology
3. Digital, Internet of Things, Artificial Intelligence & Embedded Technology
4. Smart Devices, and Robotics
5. Creative Industry, Culture & High Value Services.

To comply with the national development strategies, SET aims to enhance the economy through the capital market mechanism by supporting the target industrial potential to be listed on the stock market. This is to create opportunities for business to compete internationally, while developing the quality of listed companies to grow sustainably. In addition, SET also educates investors in accordance with the trend and direction of the capital market today. On top of this, SET also cultivates the startups, technology-driven business, to firmly grow in order to become a major force in building the economic foundation. SET will further promote domestic business and investment expansion to increase employment rate, generate income distribution, reduce the dependence on foreign economies as a result.





PENSION FUNDO

Scrabble Connect

SET
mal TFX
TBX set:rade
TSD TCH

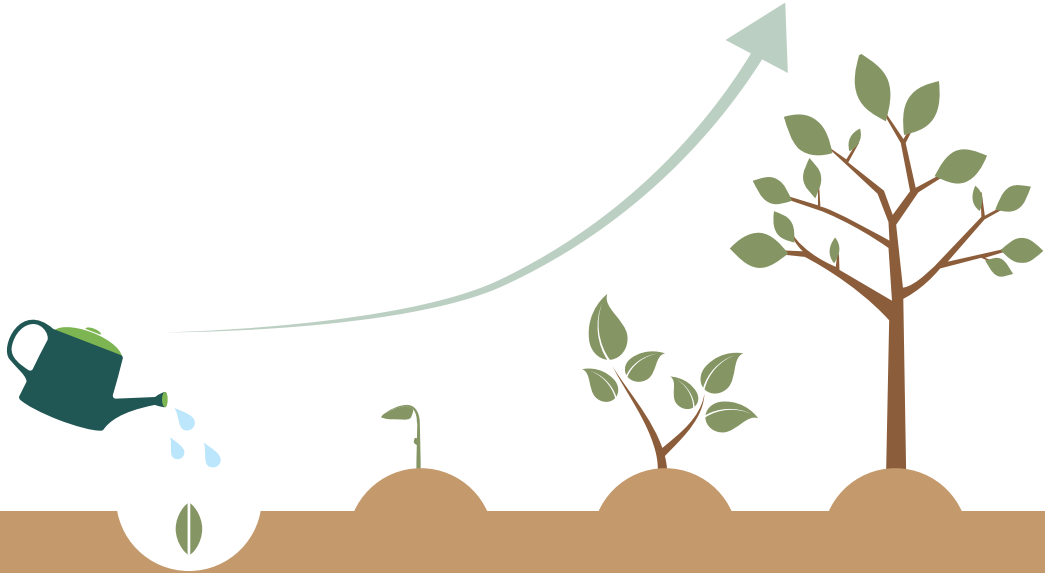


Market Growth

Building solid foundation for the capital market **“cultivating”** sustainable growth

- Promote Sustainable Growth for Listed Companies and Entrepreneurs
- Develop Quality Investors
- Enhance Skills towards Professionalism

Promote Sustainable Growth for Listed Companies and Entrepreneurs



SET has facilitated the movement of Thailand’s economy and society for over four decades. There were 656 listed companies in 2016, with the total market capitalization over THB 15.50 trillion, higher than the country’s GDP of THB 13.90 trillion. In addition, The continual investments of listed companies have generated more than 1.2 million jobs, contributing more than THB 193 billion of tax payment to the government.

G4-EC7 G4-EC8

SET has strengthened listed companies’ financial growth, with concern on environmental, social and governance impact, in order to enhance potential of the Thai capital market ecosystem for building confidence in the global arena.

15.50 trillion
The total market capitalization in 2016

Strengthen CG, forming solid foundation for the capital market

Corporate governance (CG) is a key factor in building business credibility, transparency and confidence among investors for their investment decisions. Therefore, SET encourages listed companies’ board of directors to recognize the importance of CG, and install the CG culture, with emphasis on providing knowledge and understanding, including business consultation for listed companies.



CG culture enhancement in the Thai capital market

SET supports the company directors and boards' roles in leading CG substance into practice, while raising CG awareness to enhance the capital market's value chain. In 2016, SET focused on promoting the principles of business ethics, contributing to business sustainable immunity. This was carried out via three CG quarterly forums, attracting a total of 873 participants. In addition, "Director Sharing" activity was also arranged in group and individual companies to advise the board of directors and executives on effective CG development processes, participated by a total of 61 companies.

Furthermore, SET also supported key personnel as "CG drive" of listed companies, particularly the corporate secretaries. "CS Sharing" activity was launched as a channel to enhance professional skills with opportunities for personnel to share working experiences. The activity was attended by more than 300 participants.

SET, together with the Institute of Internal Auditors of Thailand, organized special seminars for internal auditors on "Internal Auditors: Key Mechanism in Corporate Governance and Value Creation", and the Chief Audit Executive (CAE) forum entitled "Stand Taller: Doing the Right Things Right".

In addition, the "Internal Auditors (IA) Clinic" seminar was also held monthly to promote a broader and deeper understanding of the internal auditor's roles, responsibilities and significance. The seminar was attended by 847 participants. SET has joined with capital market associations: for example, the Thai Listed Companies Association (TLCA), mai Listed Company Association (maiA), the Institution of Internal Auditors of Thailand, among others, to develop listed companies via initiative activities.



Enhancement of the Thai capital market to international CG standards

SET supports the Thai Institute of Directors Association (IOD) in conducting the Corporate Governance Report of Thai Listed Company (CGR), a yearly assessment which includes analysis and suggestions as guidelines on CG in developing and enhancing listed companies. In 2016, the findings showed the average score of 78 percent, rated as “good”, higher than the average score of 75% in 2015.

78%

2016 CGR Average Score

In 2016, SET encouraged listed companies to join the CG assessment locally and regionally via the “ASEAN CG Scorecard of 2015–2016” evaluation program that covered top 100 listed companies with the highest market capitalization including Indonesia, Malaysia, the Philippines, Singapore, Thailand and Vietnam. Thailand has achieved the highest average score for the 4th consecutive year. Besides, 23 out of the top 50 firms were Thai among the total of 600 firms. The results from latest 2016 “CG WATCH”, assessment organized by Asian Corporate Governance Association (ACGA), in every other year it showed that Thailand was ranked of 5th among the total of 11 countries in Asia, with an average score of 58.

1st

Top score in the ASEAN CG Scorecard 2015–2016, Highest in ASEAN for the 4th consecutive year

The success reflects the potential of Thai listed firms to grow and develop the Thai capital market with quality. This is an important step forward to gain global confidence and recognition for the development of the Thai capital market in a sustainable manner.

Creating sustainability culture for listed firms

SET emphasizes a variety of learning processes through seminars, in-depth consultation and evaluation of sustainability implementation in accordance with international standards, in such a way as to enable listed firms’ executives and staffs to implement efficiently in their workplace. SET has designed a sustainability development strategy to suit listed firms’ industries and businesses environment in the following three levels:



Level 1 : Promoting practical knowledge to achieve concrete practices



Level 2 : Promoting disclosure of the environmental, social and governance (ESG) approach to the public



Level 3 : Raising up Sustainable Development level to meet global standards



Promoting practical knowledge

In 2016, SET organized SD forums called “Business Direction towards Sustainable Development Goals: SDGs” for listed companies, investors and general public to be informed and familiarized with the United Nation’s SDGs, attended by more than 300 participants. In addition, a forum on “Sustainability Report for Beginners” was held to promote knowledge, understanding and raise awareness of the ESG disclosure for the Market for Alternative Investment (mai)’s listed firms. More than 100 participants in this special event also learned the know-how of the Global Reporting Initiative (GRI), followed by the launch of “Checklist: achieving sustainable business for SMEs”, a book on how to achieve sustainable business.

SET also promotes sustainability development by carrying out basic training courses on social responsibility management and advanced courses to improve skills of trained CSR practitioners, consisting of six workshops to strengthen practitioners’ skill in continuously monitoring and evaluation corporate sustainability performance. In 2016, a total of 643 participants from 300 listed companies joined the workshops.

The knowledge has continuously been promoted in a variety of media: books, manuals and articles about sustainability practices such as the social responsibility practices guidebook for SET and mai-listed companies, The Key to the sustainability development definition, Checklist: achieving sustainable business for SMEs, SD Focus quarterly journal and others.

In addition, SET has continuously carried out the Corporate Sustainability Advisory Program since 2014 to create the role model for sustainability development of mai-listed firms. In 2016, five participating companies from 5 industries were selected to join a yearly advisor program. The project companies received “one-on-one” coaching about corporate sustainability development covering strategy, planning, implementation, including ESG reporting.



The company is committed to running business responsibly and aims to foster all of our stakeholders along with developing business towards sustainability. We have applied what we have learned from SET about sustainable development and integrated into our company’s operating strategy. We focus on striking a balance between corporate growth and value creation for customers and stakeholders, optimizing operational efficiency, governance, and risk management. All these have resulted in the gain of trust from all sectors, and fulfilled growth over the past 20 years.



Khunawut Thampromkhun

Managing Director
Home Product Center Public Company Limited
SET Sustainability Awards 2016 (Rising Star)
and Thailand Sustainability Investment (THSI) 2016



Promoting ESG disclosure: a quality-creating tool G4-FS5

“ **Sustainability Report enables stakeholders to realize business growth potential and opportunities with quality in the long run.** ”

SET encourages listed firms to disclose their ESG performance in the SEC Form 56-1 as well as the international sustainability report guidelines Global Reporting Initiative (GRI).

SET, conducted a survey on Thai listed companies' ESG disclosure 2015 among 639 companies, found that there were 627 of Thai listed companies that disclosed ESG information, representing 98.13% of listed companies, a 3.28% increase from the previous year. Among them, there were 65 companies disclosing the ESG information along the GRI, representing 12.54% of listed companies, an increase of 3.14% from the previous year.

In addition, the study conducted between the National University of Singapore (NUS), jointly with ASEAN CSR Network, found that Thai listed companies score highest number of companies in conducting sustainability reports, as well as quality based on the GRI framework, followed by Singapore, the Philippines, Malaysia and Indonesia. This reflects high quality of the Thai listed companies' ESG disclosure with outstanding results, receiving higher recognition at regional level.

Rising up sustainable development level to meet global standards

SET sees opportunities in confidence building for Thai business to be recognized among the global capital markets. The focus was on enabling potential listed firms to enter the international sustainability indices assessments, such as Dow Jones Sustainability Indices (DJSI), by organizing “DJSI Exclusive Training”, inviting world-class speakers to give advice before entering the assessment process. In 2016, 33 Thai listed companies were invited to join the assessment. The result was 14 of those firms were selected as DJSI members. In addition, 30 Thai firms were also included the “FTSE4Good ASEAN 5 Index”. Such improvement demonstrates the potential of the Thai capital market as it continues to gain increasing international recognition.

14 companies
Listed on Dow Jones Sustainability Indices (DJSI): Highest in ASEAN

30 companies
Listed on FTSE4Good ASEAN 5 Index: Highest in ASEAN

Promoting sustainability among Thai listed companies continuously

G4-PR3 G4-FS5 G4-FS11

SET encourages SET and mai-listed firms to participate in sustainability performance assessment annually, to ensure that they operate with regard to a balanced economic, social and environmental growth. The criteria used are in line with international standards in environmental, social and corporate governance (ESG) aspects according to the qualification screening criteria. SET also provides firms with feedback and gap analysis for further improvement. In 2016, a total of 89 listed firms participated in the assessment process with an average score of 66%.

The results will be used for the “Thailand Sustainability Investment” (THSI) list. SET, in cooperation with agencies in the capital market, prepared and launched THSI list. Such qualified SET and mai-listed firms including those selected as DJSI members, are eligible for consideration. THSI working group consisting of experts in corporate governance and social responsibility, as well as in the capital market’s various institutions, can ensure that the screening process will be transparent at all stages. In 2016, there were 51 firms selected to be on THSI list. On top of this, the annual “SET Sustainability Awards” are also granted to recognize and honor outstanding firms in their sustainability performance. In 2016, 14 firms received the awards.

51 firms

on the list of Thailand Sustainability Investment (THSI) 2016



“ The fact that SET has been trying to enhance the quality of listed companies by transferring knowledge of sustainability development into business processes, such as corporate governance, social and environmental responsibility taught me that a business needs to start its development from what it already has, and keep on developing. Then it should start to connect itself to the concept or strategy that generates more value to the business and its stakeholders. This is key to fulfill the capital market. ”

Nitan Chaiyanate
Business Development Manager and Corporate Secretary
G Capital Public Company Limited
Thailand Sustainability Investment (THSI) 2016



Developing listed firms' personnel

SET recognizes that the listed companies' personnel, including investor relations officers and CFO, have significant roles in strengthening business development and connecting with the capital market. SET aims to equip them with management skills and strategy planning skills to build up financial and investment opportunities for sustainable business.

Developing IR professionals

Investor Relations (IR) officers play a key role in disseminating the listed company's information accurately with transparency in order to generate confidence among the investors, potential investors, analysts, fund managers and media. Therefore, SET fully supports their skills and knowledge development, including enhancing the proficiency continuously through training and seminars designed for 3 target levels, as follows:

- **Beginner**

The course focuses on building a knowledge base and tools essential to the Investor Relations career, such as the Basic IR consisting of first steps to investor relations, basic finance for IR, and basic valuation for IR, etc.

- **Intermediate**

The course focuses on the dissemination of best practices in order to apply and further develop efficiency investor relations area continuously, such as IR preparation for roadshows, good practices for analyst presentation, good practices for IR webpage, etc.

- **Advanced**

The course focuses on the strategic development and sustainability issues to be applied to the investor relations task, such as ESG for IR, business strategy for IR.

In 2016, the total of 441 listed firms successfully completed investor relations courses, with 74 new firms participated for the first time. In addition, SET has continuously organized "SET's IR Advisory Program", providing in-depth consultancy about the investment relations to listed firms. During 2016, SET organized courses on "IR Best Practice training" and "Refresher Workshop: Managing IR during a crisis", participated by 28 companies. It also cooperated with the Securities and Exchange Commission of Thailand (SEC), and Thailand Investor Relations Club to organize a seminar on "How to Write an Effective MD&A". To improve the quality of disclosure, it is necessary to understand the objectives and guidelines for the "Management Discussion and Analysis" preparation in regard to changes in the company's financial position or performance. A total of 331 listed companies participated in these seminars.

67%

Proportion of listed companies participated in the investor relations courses in 2016



The effectiveness of IR development

The SET's IR Directory 2016 survey conducted among 632 companies showed that 86% of listed firms have allocated personnel to be directly responsible for IR. Out of this number, up to 69% clearly structured departments or officers responsible for the IR, increasing from 63% in 2015. Interestingly, the information obtained from the listed companies that participated in "The Best Investor Relations Awards 2016" showed a total of 194 participating companies. During the past 5 years, the number has increased at an average rate of 13% per year (from 117 firms in 2012 to 194 firms in 2016). This reflects that most firms recognize the significance of IR and the opportunity to increase value through IR's performance.

SET, together with the IR Magazine organized, "IR Magazine Awards & Conference – South East Asia 2016", the first time in Thailand. It aims to offer investment relations information and exchange IR knowledge internationally. Listed companies with outstanding investment relations performances will be awarded base on the survey among institutional investors in Indonesia, Malaysia, the Philippines, Singapore and Thailand. The set criteria involve corporate governance compliance, financial reporting quality, investor conference organizing and sustainable development implementation. In 2016, seven Thai listed companies won 14 awards out of a total of 24 IR awards in this region. This reflects the efficiency of investment relations in the Thai capital market as it has become well recognized by institutional investors regionally.

Enhancing financiers in the capital market

Executives and officers in accounting, finance, and investment management of listed companies all play important roles in strengthening financial potential and business stability. Therefore, SET has focused on knowledge development for these professionals since 2014, by providing several courses, such as "Strategic CFO in Capital Market", etc., to improve the financial strategy management skills to be ready to manage changes in economics, regulations and accounting standards, as well as to benefit the capital market. Participants will be knowledgeable about the role of financial investment officers, efficient system development, effective teambuilding through the exchange of experiences with experts, as such enabling them to apply this in their workplace. A total of 494 participants attended these courses throughout 2016.

In addition, SET, together with the Thai Listed Companies Association and Investor Relations Club of Thailand, has organized the "Young Corporate Financial Officer" (YFO) project to prepare students with high potential to step in as investor relations or financial investment career with quality, to cope with the increasing demand in the industry. The 10-day training offers the students the opportunity to present their assigned project, to be assessed by a team of experts. The students can gain knowledge and skills through case studies. In 2016, a total of 73 students from 18 universities nationwide participated in the project.





Getting business ready for growth with confidence

In addition to developing and strengthening listed companies to reach their highest potential, SET also plays an important role in providing knowledge for SMEs and startups, including the businesses with readiness for listing. SET plans to develop knowledge, enhance creativity in new business ideas for entrepreneurs, so as to move toward an innovation-driven economy, under the Thailand 4.0 policy.

Startups: World's new economic warriors

In 2016, SET initiated a project called “Startups: Entrepreneurs Classroom” to build knowledge, skills and experience in business management in a systematic way starting from bright new ideas and transforming them into products and services, together with marketing & sells, as well as funding source for business growth. This was carried out via two courses of startup fundamentals, attended by more than one thousand participants.

The dissemination of knowledge was the broadcast in “The Entrepreneurs’ Classroom” program on Money Channel TV station, as well as Startup Glossary book, 9 startups’ magic touch, providing access to the startup business information, while inspiring people across the board.

In addition, SET carried out, the “SET Startup Teacher” training courses especially for teachers to gain knowledge and understanding about startup business concept, how to create startup business, and the lean startup business process. The teachers had the opportunity to learn, exchange ideas and business experiences, while practicing using modern business tools. These thinking processes can be used to apply students in their classrooms effectively. A total of 43 professors from 18 universities from Bangkok and regional networks have participated in the special course. After that, it was formed into a network of university professors who continue to exchange information about startup business through the LINE application.

Promoting SMEs potential

Small and medium-sized enterprises (SMEs) is considered an important segment of the economy that stimulates employment, distributes income, circulates money, and grows the nation’s economy. In 2016, SET partnered with Thai Credit Guarantee Corporation (TCG) to create a training course called, “Capital Market: SET Your Growth, Create Your Value and Wealth”. This training has broadened the entrepreneurs’ perspectives and ideas in sustainable business growth, and the use of the capital market as a vehicle for business expansion, including exchange of expertise, case study and study trip at successful listed firms, attended by 18 SMEs.

Develop Quality Investors



By the end of 2016, there were more than 1.3 million retail investors, with trading value of up to 54% of total trading value in the stock market. These investors have played a key role in the capital market's stability and liquidity. SET is therefore committed to improving quality investors continuously by disseminating investment knowledge, as ways to enable investors to generate returns from the capital market sustainably.

Building quality investment knowledge G4-FS14

Promoting investment knowledge to investors is like providing immunization for investors, to be equipped with basic information and analysis, sufficient for prudent decision-making. This strong foundation will lead to investment management to create wealth for investors, while strengthening the capital market sustainably. SET therefore places importance on promoting knowledge to investors, starting from how to select their first stock through the “Your 1st Stock” project. In cooperation with a total of 27 securities firms, SET disseminated investment knowledge and methods among new investors, together with risk assessment techniques via seminars, printed materials and online at: www.set.or.th/yourfirststock.

SET has initiated the “Investors Classroom” project since 2005 to disseminate basic knowledge and skills for potential investors, and to provide in-depth investment analysis for existing investors. SET focuses on developing knowledge contents in accordance with investors’ needs and behavior continuously to ensure that investors are able to adopt the knowledge to reach investment goals. The contents have been designed to be interesting and easy-to-understand, covering a variety of investments available offline and online via training, video clips, articles, online lessons, financial tools, investment manual, as well as social media like Facebook, YouTube and advertisement. In addition, SET has also organized “The Investor Classroom” roadshows to promote investment knowledge nationwide. In 2016, a total of 16,656 people in Bangkok and across the country participated in the events. As for the SET website: www.set.or.th/education, particularly on the “Investment Knowledge” section, there were 4,966,376 views in 2016.

4.96 million views
Number of online users in the
“Investment Knowledge” section
on SET website in 2016



SET creates equal opportunities in the accessibility of investment knowledge for all. The “SET Investment Center or SET IC” has been set up across the country, for the youth and general public to have an easy access to modern investment knowledge, in cooperation with seven regional universities, namely Chiang Mai University, Naresuan University, Khon Kaen University, Ubon Ratchathani University, Prince of Songkla University, Suratthani Rajaphat University and Kasetsart University at Sriracha Campus. In Addition, SET IC is also used as venue for finance and investment knowledge-based activities, such as “Investor Classroom” roadshows, and training. The center also promotes “SET Corner”, an educational space for investment knowledge, at 180 locations across the country. SET continued to provide the resources and textbooks, including the renovation of the SET IC in Phitsanulok and Songkhla provinces to cope with increasing demand. In 2016, 12,152 visitors, users and participants, visited the seven SET ICs.



Training the Trainers

It is necessary for SET to keep training the trainers to cope with increasing demand. Therefore, SET has created an activity named, “TSI Train the Trainer”. By creating a new generation of speakers who possess in-depth understanding of finance and investment with teaching techniques to suit learning styles, it will reach the public more widely.

In addition, SET has initiated activities to promote investment knowledge among teachers, administrative staff and students such as “SET Young Generation” program aiming to widen perspectives about finance and investment through real life experience, while creating a network of students to deliver the knowledge to the society. In 2016 a total of 151 students, 27 teachers and staff from 40 institutions in 28 provinces participated.

Promoting shareholders’ rights

SET supports the Thai Investors Association (TIA) in organizing the “Shareholder’s Rights Voluntary Protection” project to disseminate knowledge on shareholders’ basic rights, such as CG principles, laws for shareholders, shareholders’ benefits, and more while building confidence in quality companies. The trained volunteers will then be selected as the project’s representatives to attend the AGM.

Enhance Skills towards Professionalism

SET has collaborated with capital market agencies such as the Association of Thai Securities Companies (ASCO) and the Association of Investment Management Companies (AIMC), and others to develop the skills and knowledge for the investment professionals to provide ethical and high standard of services. The curriculum has been designed and developed in line with each professional group covering investment consultants and investment professionals.

Developing quality IC for quality capital market

The Investment Consultant (IC) has a major role in providing advice and information for investors' decision making. Therefore, SET aims to raise IC expertise to support the expansion of investment products in accordance with the securities investment consultant quality development plan. The demand is on equity product specialist and multi-product specialist, including the wealth specialist group consisting of investment planner and financial planner. These professionals will be trained in such courses as The IC Leader, The Equity product specialist, The Multi-product specialist, Junior IC and Evening class for IC @SET, and others. There were 2,705 participants in 2016, an increase from 2,482 in 2015.

In addition, SET put together courses that benefit IC professionals, such as "How to Adjust Strategies In the Current Financial Innovations, The Upcoming FinTech, Digital Marketing for Professional IC, The psychology of investing and The customer's emotion management in all market conditions, The in-depth analysis of renewable energy stocks, etc. by broadcasting via online classroom, with continuous updated contents, providing easy and fast access knowledge for IC professionals.



Strengthening intermediaries

SET, in cooperation with related professional associations such as ASCO Training Institute (ATI), Back Office Operations Club (BOO) and Human Resources Club (HR) and others, has continued to develop training curriculum to enhance the skills and capabilities of investment professionals: back office personnel and human resources personnel to enhance the quality to work and support the expansion of securities business. In 2016, there was a total of 567 participants.





Building new breed of professionals in the securities industry

SET aims to develop new breed of professionals to support the securities industry growth, to encourage potential youth to show their talents in financial investment, as first step for career in the securities industry. SET in cooperation with Thailand Futures Exchange pcl, Muang Thai Insurance pcl, PTT pcl, Kasikornbank pcl and the capital market agencies, has continuously organized the “Young Financial Star Competition” (YFS) since 2003. This gives opportunity for students, from the third-year undergraduate up to graduate levels, with remarkable expertise in investment, financial planning, derivatives, insurance and concept of social responsibility.

SET has enhanced knowledge via digital learning starting from the online member or test application process, test preparation through applications like SET e-book, e-Tutor and e-Training, including Digital testing. SET has added one more regional test center, making the total of 13 test centers across the country, to accommodate increasing numbers of candidates. In 2016, there were 5,640 candidates from 88 universities. Among these, 333 were selected to participate in the project.

During the past 14 years, 63,545 students have joined this project. From 2009 to 2016, the YFS project has successfully produced 1,540 personnel who have passed the IC course, representing 71% of the 2,203 total who passed the first round. As from the Derivatives IC course, the personnel produced was a total of 653, representing 63% of 1,034 total who have passed the first round. This reflects the fact that YFS is a great source in producing qualified personnel to supply the private sector and the capital market.

63,545 students

**Number of students participated in the
Young Financial Star Competition (YFS)
during 2003–2016**

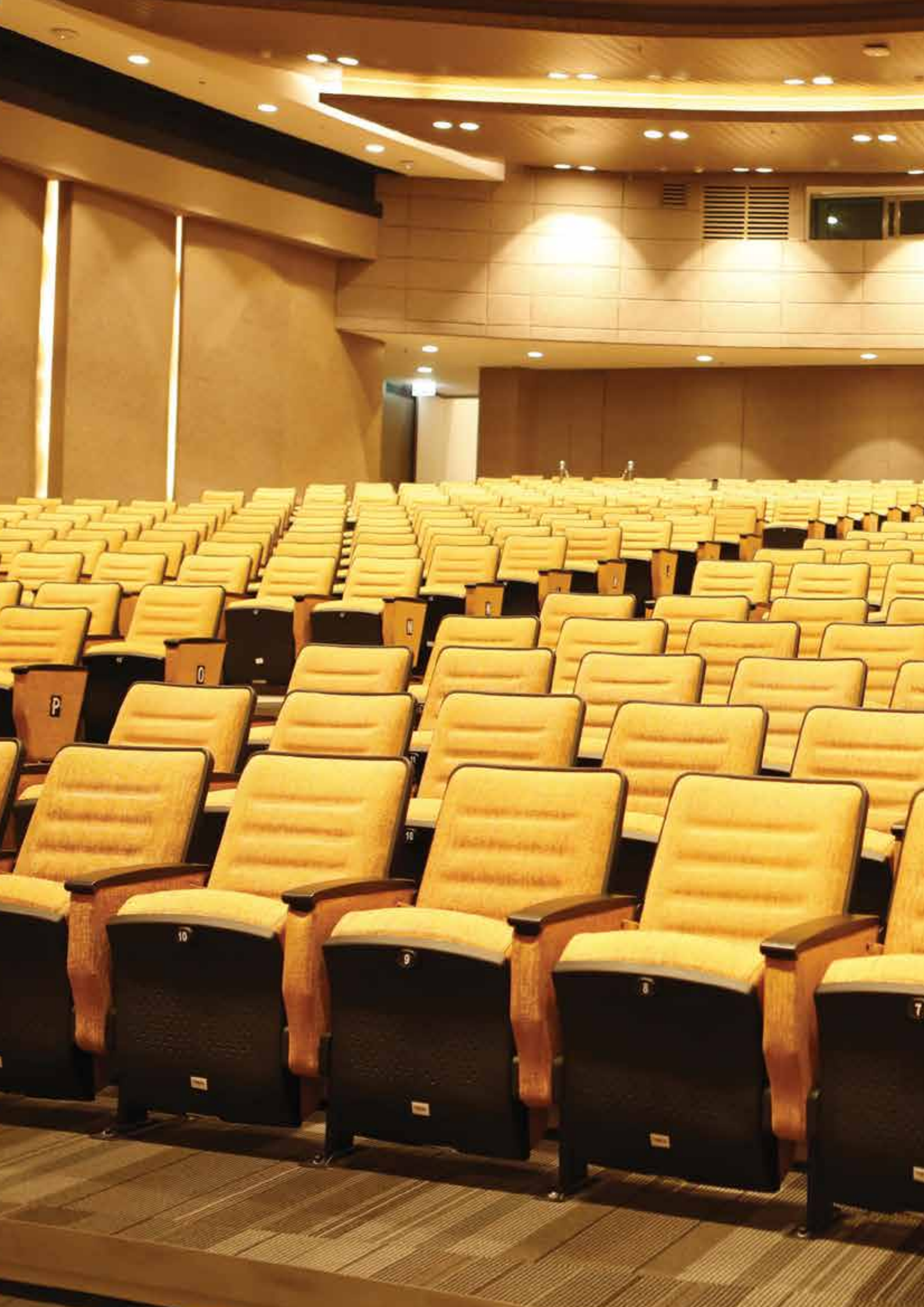
In addition, SET, in collaboration with ASCO Training Institute (ATI) and 26 universities nationwide, has supported scholarships for the training and test of the IC course to be granted to qualified students who passed the “New Breed IC @ U- net” project. It aims to motivate and attract the younger generation to become securities professionals. In 2016, there were 2,733 students who received the scholarships, of which 544 students passed the test. Moreover, SET together with Investment Analysts Association (IAA) also selected potential graduate students via this “New Breed Analyst @ U-Net” project to prepare them to be investment analysts by offering sponsorship for the training and the Certificated Investment and Securities Analyst Program (CISA) test program level 1. A total of 101 students received these scholarships in 2016.

Enhancing professional standards continuously

SET plays a key role in managing educational standards and licensing of securities professionals by developing educational content, exam bank, and managing the exam, both the IC course contents and the Certified Investment and Securities Analyst Program (CISA) certificate in line with global standards. These have been ongoing monitoring and quality evaluation of the two test centers. In 2016, 66,119 persons took the IC tests. SET continues to enhance the CISA test, required for fund analyst and fund manager licenses, in order to effectively produce qualified investment analysts and investment managers. In 2016, a total of 2,688 persons took this test.

In addition, SET, in cooperation with capital markets in the Greater Mekong Sub-region (GMS): Cambodia, Laos, Myanmar and Vietnam, launched a handbook on basic knowledge of IC on equity securities as guidelines for knowledge development for the IC professionals. In 2016, SET also developed the guidelines for Financial Advisor (FA) who provides companies with advice on finance and investment strategic planning, such as fundraising, designing new financial products, mergers and acquisitions, etc. in order to promote the expansion of listed companies in the GMS countries.







Sustainability Management

Creating value for business and stakeholders

- Corporate Governance: Foundation for Sustainability
- Risk Management: Building Immunization Infrastructure
- Moving towards Digital Exchange
- Supplier Relationship Management

Corporate Governance: Foundation for Sustainability



SET has a governance structure that is transparent, efficient, and stakeholder-oriented. Its corporate governance policy (CG policy) is in accordance with the standard of the Organization for Economic Cooperation and Development (OECD), set as best practice guidelines for the governors, management and staff.

The SET Board of Governors

The Board of Governors (BoG) considers and finalizes SET’s vision, mission, and strategy, while governing the various strategic plans according to the set goals. In 2016, there were 17 BoG meetings, with an average of 91% attendance rate. The key performances were the consideration of the 3-year strategic corporate plan (2017-2019) with vision statement: To Make the Capital Market ‘Work’ for Everyone, setting business direction for market development in line with the government’s new economic model “Thailand 4.0”, aiming to develop the capital market to grow in quality, while supporting national economic expansion in the future.



Composition of the board of governors

The structure of the BoG adheres to the Securities and Exchange Act, consisting of five governors appointed by the Securities and Exchange Commission (SEC), five elected at a SET members' meeting, and the SET president appointed by the ten previously-appointed governors. Currently, the BoG is comprised of 11 members with various experiences, expertise and skills that are useful to SET. The service term of every governor, except the SET president, is two years. Each governor may be re-appointed for a maximum of two consecutive terms. The SET president's term is four years and he/she can be re-appointed.

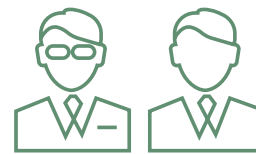


The Committee male:female Ratio G4-LA12

For more details on the Board of Governors, please visit www.set.or.th/th/about/overview/board_p1.html

Independence from management

SET has clearly separated the BoG's role in monitoring policies, actions and decisions to be independent of their day-to-day responsibilities. SET defines that the "Chairman" is an independent non-executive director, not the same person as the "SET President" and must not have any relation to management in order to maintain a balance of power. This system of checks and balances assures that there is no person with absolute power who can cause an ineffective internal control system, lack of transparency, or obstruct an investigation.

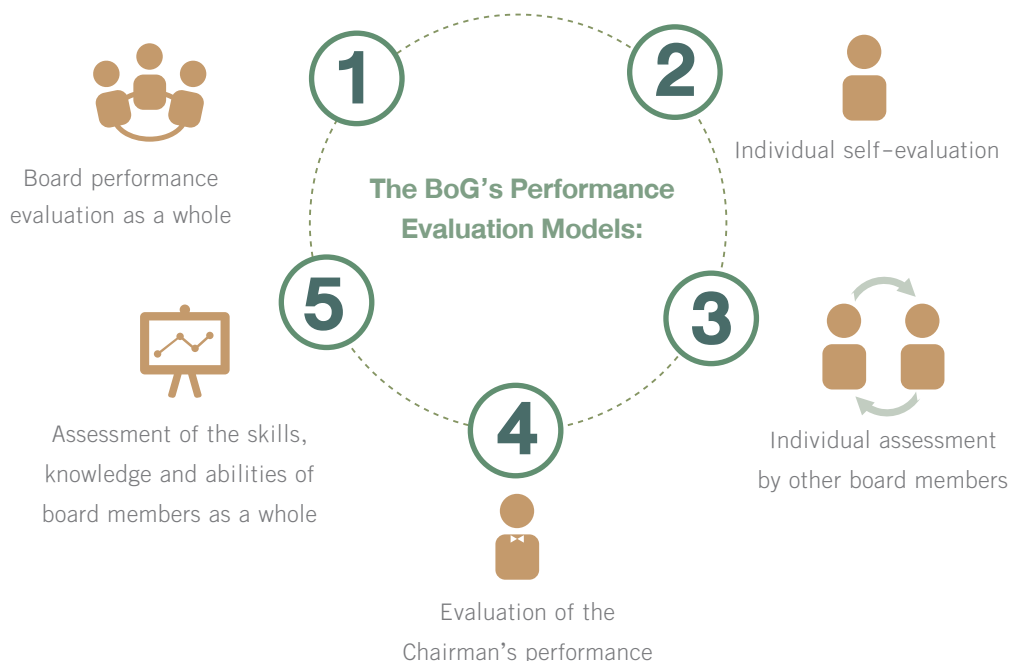


1 : 10

**Executive governor :
Non-Executive governors**

The BoG's performance evaluation

The BoG assesses its own performance at least once a year, to review its performance, including problems and difficulties in order to enhance working efficiency. The SET's Corporate Governance and Social Responsibility Committee advises the BoG on its performance evaluation process, with transparency and concludes the evaluation results to the BoG to improve performance efficiency.



The BoG’s enhancement G4-43

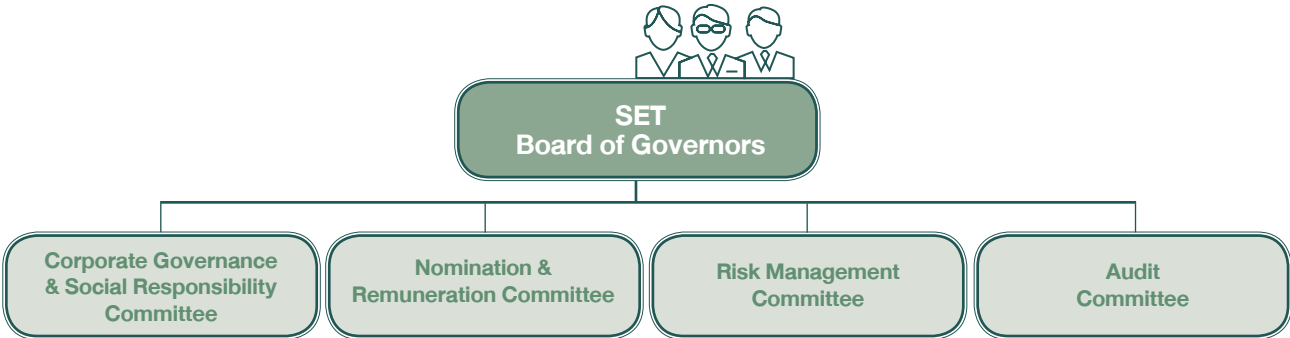
The SET BoG gives utmost importance to the continuous and consistent enhancement of its governors. In 2016, SET governors participated in various activities such as “The 34th AOSEF General Assembly 2016” Conference; seminars on “Advanced Audit Committee Program”, “Financial Products and Services in the Impending Future”, “INVESTING TRANSFORMATION: Investment for Wealth”, “Mutual Funds and Investment Management Conference”, organized by Investment Company Institute or ICI. Additionally, The BoG was also invited as speakers to share their experiences in seminars, such as in CG Forum: “Integrity: The BoG’s armor”, “Corporate Governance Code”, and “SET Social Impact Day 2016: Sustainable Consumption Reform the Next Growth”, among others.



Oversight of SET’s corporate governance and sustainability G4-45

The BoG has assigned SET governors to consider, review, and efficiently drive the policies related to the exchange sustainable development and report to the BoG quarterly. This is done through the committees involved in CG and sustainability, consisting of the Audit Committee, Nomination and Remuneration Committee, Risk Management Committee, and Corporate Governance and Social Responsibility Committee.

In 2016, the CG and Social Responsibility Committee considered and approved the “Green Policy” as a business guideline taking employee’s safety, health and environmental responsibilities into consideration. This policy was first put into effect in September 2016. In addition, the Risk Management Committee proposed that the result of the “SET Sustainability Risk” studies be used as the enterprise risk management’s framework, covering economic, social and environmental issues.



SET's Code of Conduct

SET's Code of Conduct is the main guideline for business practices for SET governors, committees, advisors and employees. It is reviewed every year.

Practices of the acquisition and disposition of listed securities by SET governors and employees

The BoG has notified SET governors and employees on the acquisition and disposition of listed securities. The governors and employees are required to prepare and submit the report on the holding of listed securities and every transaction report on request of permission for the acquisition or disposition of the listed securities of their own account, spouses or minor children. These practices stipulate that subscription to and trading of securities must be done honestly and with integrity, without exploitation of confidential information or misuse of authority or position, in order to build trust with stakeholders.

Guidelines for the conflict of interest

SET takes the interests of the organization and its stakeholder's benefits into consideration under the validity of laws and ethics. SET prohibits governors, executives and employees from taking part in any act that may cause a conflict of interest as in the following incidences:

SET's governors and employees are prohibited from using any SET information obtained through the performance of their duties for seeking benefits for themselves or any third party. Executives and employees are prohibited from holding the directorship or committee member in any listed or member company. SET does not support employees to participate in any conflicting procurement process.



Anti-corruption G4-S04

SET stands and fights against corruption in all its forms, is committed to promoting widespread collaboration against corruption in the Thai capital market, and has set up anti-corruption policies and practices as key parts of the SET Code of Conduct, in line with the best practices of anti-corruption conduct as regulated by the Private Sector Collective Action Coalition Against Corruption Council or CAC. The corruption is risk facing the organization that needs to be managed, monitored and reported to the BoG regularly. SET has identified in corruption issues covering “Corporate philanthropy and donation”, “Political neutrality” and “Providing or receiving a gift in the form of money or goods”.

SET has announced “No Gift” policy in order to maintain honesty and integrity of employees and to demonstrate equal treatment and non-discriminatory actions in the performance of their duties, without expectation of any undue favor or reward. Furthermore, SET has also communicated the No Gift policy among its stakeholders.

In addition, SET has continuously encouraged its governors and employees to participate in activities related to “Anti-corruption” organized by other organizations. In 2016, SET’s chairman attended the meeting at national level and expressed anti-misconduct and anti-corruption campaign development. The Chairman led a team of 100 SET executives and employees to join the government and private sectors in “The National Anti-Corruption Day” activity.





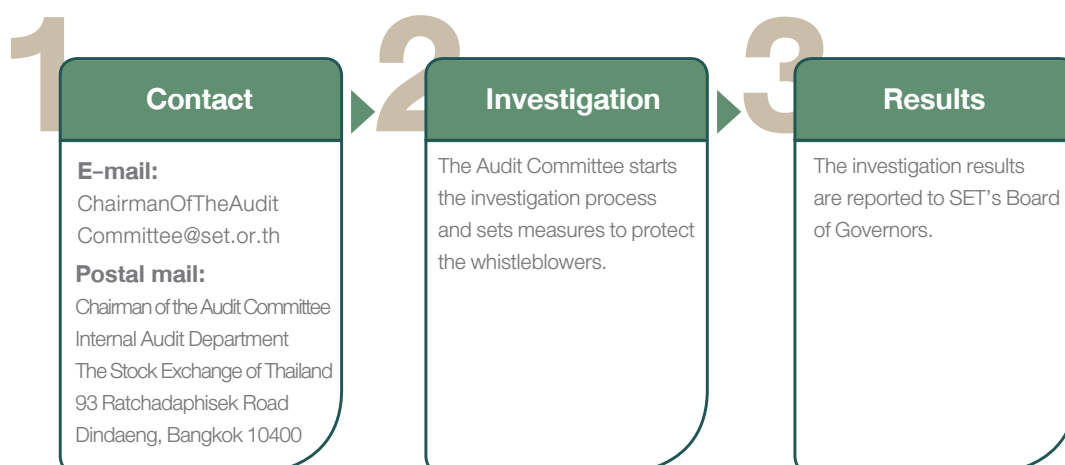
SET's Code of Conduct communications

SET's governors, executives and employees are informed of SET's Code of Conduct from the first day of working. SET has continuously disseminated the Code of Conduct practices via easy-to-access channels such as e-mail and intranet. In 2016, the educational contents about CG development were developed and published in the "Sharing: CG & Compliance" column on office intranet. The "Sustainability Day" under the concept of "SET's Sustainable Lifestyle" was organized to raise awareness concerning corporate governance and sustainable development, participated by 300 employees.

Whistle-blowing G4-LA16 G4-HR3 G4-HR12 G4-S05

All SET Stakeholders can report inappropriate action and Code of Conduct violations of governors and employees including any incorrect financial reporting directly to the chairman of the Audit Committee via email or postal mail. Such information will be kept confidential and only disclosed as necessary to prevent harm to the complainant. In addition, employees can discuss, consult with and complain to their immediate supervisor or head of compliance unit as well.

in 2016, no such incident was reported relating to any violation of regulations or laws related to SET's operation, neither abuse of information or power in securities trading, misconduct report, human rights violation copyrights infringement, incorrect financial report, corruption, nor SET's internal control system deficiency.



Risk Management: Building Immunization Infrastructure

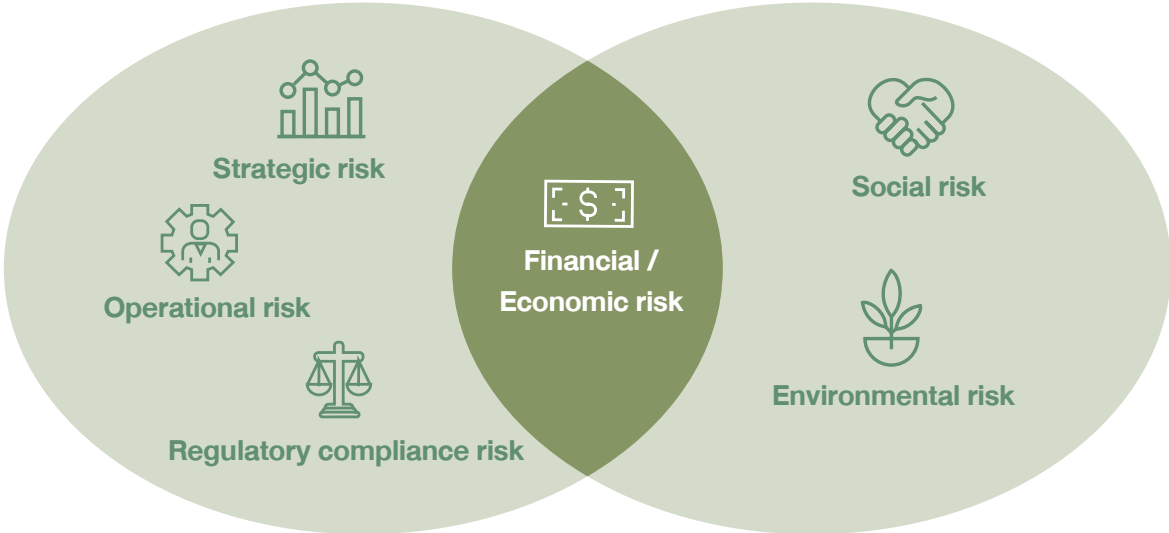
SET realizes the importance of the readiness preparation for the business, employees and technology in order to support the ever-changing economic, social and environmental landscape. It is crucial that the operation be able to continue in an efficient manner, minimizing damage that may occur to the staff, business and assets of SET and the capital market as a whole.

Enterprise Risk Management structure and framework

SET has set the Enterprise Risk Management (ERM) system in line with the enterprise risk management framework of the Committee of Sponsoring Organization of the Treadway Commission or COSO and the ISO 31000: 2009 Risk Management Principles and Guidelines.

The SET’s BoG has assigned the Risk Management Committee to be responsible for overseeing and monitoring the risk management continuously. The Risk Management Department has to coordinate with executives and staff at all levels, with recommendation on the risk management issues, to ensure the staff is aware of risks of each individual’s work or the organization’s. Furthermore, SET supports risk assessment tools to optimize risk management for risk owners such as Risk and Control Self-Assessment or RCSA, while monitoring the key risk indicators. A progress report has to be presented to the executives and the Risk Management Committee monthly, and to the SET BoG and Audit Committee on a quarterly basis.

SET Enterprise Risk Management framework



Risk management guidelines G4-45 G4-FS2

At present, SET has identified the following risks: strategic, operational, financial and regulatory compliance risk, according to the “COSO ERM” Risk Management Framework. The risk assessment takes into consideration the impact, likelihood, inherent risk and residual risk including impact on finance, operation, reputation and human resource. In 2016, the SET BoG approved the project to study the framework for the sustainability risk management, to ensure that the enterprise Risk Appetite/Risk Tolerance covers the economic, social and environmental aspects, in line with the COSO ERM.

Strategic risk

SET aims to enhance the risk management process in compliance with the corporate strategy and the overall capital market development, in support of SET’s operational goals ready to cope with various types of changes.

Quality development in capital market’s value chain

It is important for SET to develop the capital market in terms of quality and sustainable growth, as part of the corporate strategy: enhancing quality, creating variety of investment products and services domestically and internationally. For example, the settlement by physical delivery for commodities, the “sSET Index” development, a new index that reflects the price movements of common shares in addition to the SET50 and SET100 indices, etc. Furthermore, SET has strengthened in the quality of listed companies and investors as well as expanding the base, while fostering startups and SMEs. The infrastructure support has also been provided for the mutual fund platform “SET FundConnex”, enabling investors to access funds more conveniently. Retail investors have also been enhanced in both quality and quantity via education projects. Intermediaries’ personnel have been enhanced. Systems have been connected to exchanges worldwide. All in all, the capital market infrastructure is well-equipped to gain sustainable competitive edge.

Management of technologies with impact on competition in the capital market

Today’s technologies and innovations have a tremendous effect on business development, both in operations and in creating a competitive advantage. SET has therefore set up business units and working groups involved in tracking technological changes that may affect the enterprise and the capital market. Key operational frameworks in 2016 were as follows:

The readiness preparation of “Blockchain” technology which may affect the future of SET business, the support of startups growth in the capital market, the promotion of FinTech knowledge and marketing, as well as the digital network system for the capital market.



Operational risk

SET has been well-prepared for the readiness in resources and work systems to cope with crisis or disasters that may cause disruptions to the business, which affect related industries in the supply chain of the capital market. This is carried out by creating the business continuity plan (BCP) and disaster recovery plan (DRP), including the testing jointly conducted with related authorities in the capital market annually, in order to ensure that the operation and key systems can service efficiently according to the “recovery time” goals, and that the plans can be implemented effectively in the real situations.

IT security

Information Technology (IT) is the heart and soul of SET’s operations and services, in the trading, settlement and delivery of securities, including the disclosure of relevant information. In case of technical error, it will generate enormous damage to business and the capital market. Therefore, SET focuses on the availability and readiness of technology by lifting the standard of IT operations and securities with ongoing monitoring and updated related working processes. In addition, IT specialists have continuously been invited to share their expertise and experiences on the topic of “Cyber Security Trends” to SET’s Audit Committee, and Risk Management Committee members as well as other related management teams. Moreover, SET has “IT Audit” within the “Internal Audit” teams to review, control and give advice to related business units. In 2016, SET was also certified by ISO/IEC27001: 2013 Information Security Management System certification.

Safety, health and environment

In 2016, SET announced the policy on “Safety, Health and Environment” to support the effective resources and energy management system, as well as promoting the participation for better quality of life in terms of sustainable, safety and healthy work environment among staff and building users. The safety, health and environment working group has been set up to set policy, strategic plan, survey, evaluate, and test the performance related to safety and environment, in accordance with relevant laws such as organizing fire drills annually, among others. The working group also provides ongoing measures and guidelines for improvement concerning safety in workplace. In 2016, SET provided training for security officers at different levels such as executives, supervisors and employees, to enhance their understanding in safety, health and environment.



Corruption risk management

G4-S03

SET has determined effective measures against graft and corruption. SET’s governors, executives and employees must comply with the SET’s Anti-Corruption policy and guidelines strictly which covers providing or receiving things or benefits, political neutrality and philanthropy. SET clearly defines authority and responsibility among employees in order to ensure effective accountability and transparency. Besides, SET also has the Directors and Officers Liability Insurance or D&O and the Financial Institute Professional Indemnity or FIPI, to provide coverage in the event of claims made by third parties arising out of professional services of financial institutions.

Financial risk

SET has regulated measures and management mechanism to minimize risks and increase financial opportunities for corporate investment to create financial stability and liquidity as follows:

Settlement of clearing members

Thailand Clearing House Co.,Ltd. (TCH), a subsidiary of The Stock Exchange of Thailand (SET) is a service provider serving as the central counterparty to all trading activities on the stock exchange. TCH will guarantee clearing and settlement for a concerned party and guarantees the performance of payment and securities delivery of any trading transaction. This is a crucial mechanism to lessen counterparty risks. Thus, The Clearing Fund was established with financial requirements for members as follows: The net liquidity capital ratio of the shareholder must be at the minimum of 7%, and the rates of risk used to calculate the value of assets placed as collateral must be reviewed consistently. In 2016, TCH revised the guidelines to adhere to standards of Principle for Financial Market Infrastructures (PFMI) as well as implementations according to the European Market Infrastructure Regulation (EMIR), as such strengthening the confidence in and by the involved parties in the settlement system as well as delivery securities.

Investment Management

SET invests in accordance with the investment policy and the ratio of investment management as specified and governed by the SET Board of Governors, taken into consideration Social Responsible Investment. SET's policy and investment ratio is reviewed annually. In addition, the risk management framework is also used for monitoring and managing investment risk conditions concerning impact on other investors.

Moreover, SET constantly studies and monitors the economic conditions via reliable resources such as the Thailand's Leading Economic Index (LEI) and stimulus packages in foreign countries such as Japan, USA, and EU. SET keeps updated with local and global recession trends, analyzes them and reports to the top executives. The analysis will be used as supporting documents or decision-making tools in case necessary to adjust the corporate strategy accordingly.

Regulatory compliance risk G4-S08

The BoG continues to enhance SET's corporate governance culture, which will create confidence among stakeholders in the Thai capital market. SET has identified effective measures of compliance risk management and internal controls such as trading of SET-listed securities by SET governors and employees as key parts of the SET's CG policies or Code of Conduct. SET sets expectations that all employees will comply with laws and regulations governing organization's behavior. In 2016, there were no such complaints involving wrongdoing or business malpractice by SET governors, management or employees that went against SET CG policies or Code of Conduct.

The SET Board of Governors has assigned the Legal Affairs Committee to provide the SET governors, SET and SET subsidiaries with advice, opinions and recommendations regarding Securities and Exchange

ACT, the Derivatives ACT, including the SET group's rules and regulations. Legal Department is responsible for the provision of legal advice, services and support to SET's management and employees in all aspects of law, regulations and legal affairs management.

SET continues to disseminate enterprise risk management knowledge to SET's executives and employees through channels such as ERM newsletter, "Sharing Forum" activity. SET provides such training as "The Integrated Risk Management and Strategy" and "Fraud Risk Management".





Moving towards Digital Exchange

SET aims to develop infrastructure leading towards a “Digital Exchange” by using technologies to improve all operational processes such as in providing investment information and knowledge, as well as other services for clients and agencies in the capital market. To support the expansion of investment products and services and create opportunities for the Thai capital market to connect with other capital markets with speed, SET enhances the IT security and services to meet international standards.

Operation systems development for all investments G4-EC1 G4-EC7

SET continues technology development in line with SET’s “Digital Exchange” plan, focusing on the stability and efficiency of trading systems, settlement/delivery systems and securities information dissemination system under “open platform”. It can support both current and future technology, and operate well with other platforms. Thus, it can enhance the IT management as well as utilization from all users.

SET has continuously developed its trading system called SET CONNECT, and its post-trading system called SET CLEAR, for the equity and derivatives markets. The systems can accommodate SET’s increased volume of trading and various products and currencies, as well as connecting the Thai capital market with international capital markets, for faster and more convenient transactions.

SET CLEAR connects Thailand Securities Depository Co., Ltd. (TSD) and Thailand Clearing House Co., Ltd. (TCH) directly to the member companies (via straight-through processing) and can also clear and settle transactions between member companies and custodians (via pre-settlement matching system) effectively, which helps re-engineering several procedures. SET also monitors real-time delivery in order to mitigate default risk.

In addition, SET has adopted a real-time security trading supervision system called SET WATCH to prevent unauthorized trading transactions.

In 2016, SET supported operating systems for investment products, such as “the trading rubber smoked sheet grade 3” (RSS3), “rubber smoked sheet grade 3 for delivery” (RSS3D), and developing “SET FundConnex” platform, which will be launched in 2017, enabling investors to access the mutual funds efficiently. Furthermore, SET has been preparing operating systems to facilitate the move to two-day settlement cycle (T+2).

In addition, SET continues to improve efficiency in IT system management and development with high-quality products and services in line with international standards. In 2016, SET received ISO/IEC 20000-1:2011 certification for information technology services management standard, and ISO/IEC 27001:2013 certification for information security management system standard. This reflects that the IT system is an efficient tool to create opportunities and competitiveness for the Thai capital market globally.

Technological development for access to investment information

G4-EC1 G4-PR3 G4-FS14

SET has developed SET Application (SET App) to serve as an information hub such as information of listed companies, SET's activities, annual reports of listed companies, and many others. The App users can also track information through online videos, articles and seminars. Moreover, the App also links to the investor portal, to facilitate access to other information such as dividends, withholding tax document, and others.

275,954 downloads

Number of SET App downloads at
the end of 2016

159,853 applicants

Number of applicants at
the end of 2016



“ Today's consumer behavior is changing rapidly. We used to trade on websites using a computer, but now a smart phone has become a 'must' for investors to access the capital markets. The “SET App” provides convenience, versatility and fast-speed in searching for information and connecting to trading securities transactions. By looking at information provided by this tool, we can see that it's very complete in both investment information aspect, and knowledge development for investors. We can access to updated information anytime and anywhere. SET App is truly created for investment in the digital world. ”

Kawin Suwantrakhun
Entrepreneur and investor

SET continues to enhance the access to information using only one account (single sign-on service), in which the users can connect with their social information account such as Facebook, etc. This will be in use in 2017. Moreover, Settrade.com Co., Ltd, a SET subsidiary, has developed “Settrade Sense” function on the App for securities trading called “Settrade Streaming”. It is a new innovation that can provide and send interesting information of stocks automatically, as well as notification of changes in market values, dividend date and other updates along with list of stocks recommended by securities analysts. This enables investors to follow investment updates more conveniently.



Enhancing working efficiency via technology

SET always thinks “technology” when it comes to improving performance to meet the stakeholders’ needs, such as the development of electronic listing or “Digital IPO” to cover a wide range of securities. This reduces the burden in preparing documents for the listed firms. It has a tracking system for applicants who have applied online for better and more convenient services.

Moreover, in 2016, SET also promoted the use of technology and digital systems in the workplace under the concept “SET Digital Workplace”. The development of modern tools and applications will support online work systems, enhancing the operational performance for staff, as well reducing time and resources. Examples are the online registration by using “QR Code”, communication within the workplace using an application called “SET Yammer”, and “SET Enterprise App” system development. This can support the work within organization where employees can reserve a meeting room and vehicle, leave permission, as well as medical compensation. They can also use the App to search the phone directory faster and more conveniently than before.

Building educational network for business development via technology

SET has built a collaborative network to share information, knowledge and innovative technology that can enhance business and capital market development at national and regional levels. In 2016, SET initiated the first “ASEAN CIO Forum” to share viewpoints and knowledge among Chief Information Officers (CIO) from 7 capital markets in ASEAN, covering technological changes that affect the capital market development, such as Cyber Security, Cloud Service Adoption and FinTech. This event was the starting point of network for exchanging knowledge and technology, while strengthening ties between the Thai capital market and other capital markets in the region.

Furthermore, SET has set priority in the dissemination of knowledge, technology and innovation among stakeholders in the capital markets. By cooperating with securities companies, SET jointly organized, “CIO Broker Meeting” twice to update the latest technologies that affect the capital market development, such as FinTech, Cyber Security, Blockchain, and Agile. SET also organized, “SET Ecosystem Training” for securities companies to keep the employees well-informed of the operating system, efficiency and reduce communication errors. The “IT Future for Listed Company” seminar was organized to communicate about new technological development such as Cloud Adoption, and Data Analytics, etc. This could enhance the capability of listed firms in technological aspect in line with the government’s policies of “Digital Economy” and new economic model “Thailand 4.0”. These seminars could attract 300 participants.



Supplier Relationship Management

Suppliers and business partners are important as an integral part of business that will grow sustainably together. SET has worked out how to manage suppliers efficiently and fairly, as well as to show commitment to conduct business with integrity, transparency and responsibility caring for society and the environment.

Transparent procurement G4-DMA G4-EC8

SET supports all enterprises of all sizes as well as social enterprises (SEs) with opportunity to present their products or services in a fair and equal manner, in line with SET’s regulations on procurement. SET applies quality and reasonable price as criteria, as well as social and environmental responsibilities as listed in the requirements of supplier when submitting proposals through the sourcing process. SET has also published information concerning procurement to all partners via easy access channels such as e-mail and websites.

SET also considers conditions critical to business transaction such as financial status, stability of enterprise, credibility, etc. Furthermore, SET encourages partners to operate with transparency, fight against corruption, as included in the Terms of Reference (TOR). The inspection and monitoring operations are clearly in compliance with the terms and conditions.



Supplier Code of Conduct G4-HR5 G4-HR6 G4-LA14 G4-FS5

In 2016, SET’s Supplier Code of Conduct for business partners or (SET SCoC) was published to express its determination to encourage partners to recognize value creation and business growth, hand in hand with environmental, social and corporate governance aspects.

In 2016, SET promoted among suppliers with minimum turnover of THB 2 million (representing 70% of SET’s total procurement) to pledge to conduct business in line with the SET’s Supplier Code of Conduct. A total of 91% of the target partners have signed the agreement. SET has also provided this guideline for all new SET’s suppliers and partners to use as best practice guidelines for running business.





To Make the Capital Market
Work for Everyone





Employees

Employees are the roots for the organization's sustainability

- Employees are Valuable Resource
- One team, One goal
- Treating Employees like Family

Employees are Valuable Resource



SET realizes that employees are valuable resource to help move forward towards a sustainable organization. As such, it has cultivated employee's potential in line with the corporate directions. According to the SET's regulations on Human Resource Management 2001, the aims is to support employees' knowledge, skills, working experience in a learning environment with strong organizational culture, as well as promoting work-life balance.

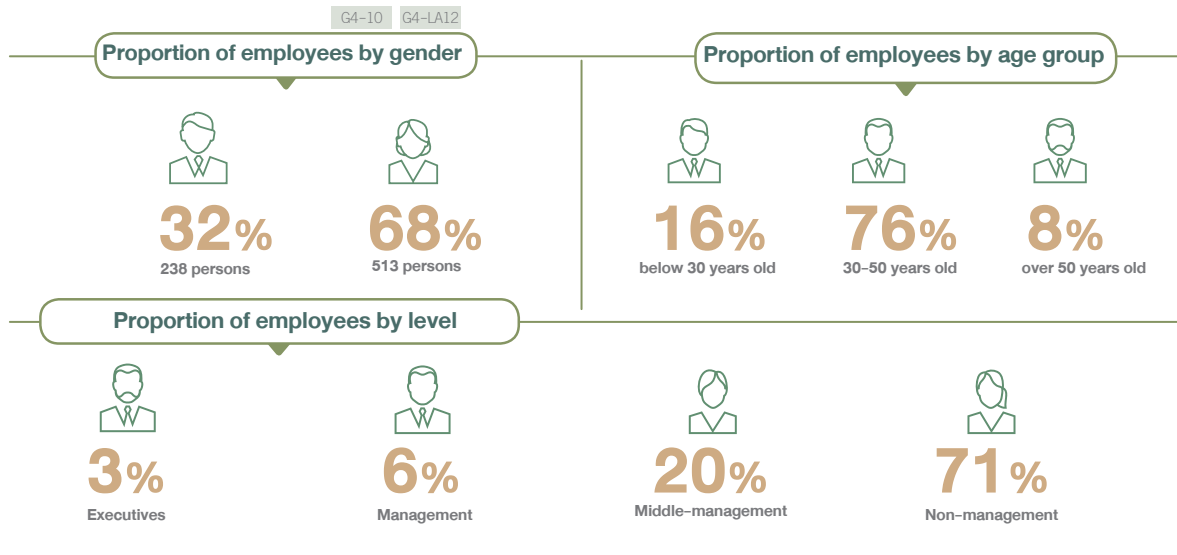
Recruitment and selection

G4-LA1 G4-LA12

SET supports the recruitment of employee with potential to be able to grow together continuously, and to support business expansion. Qualifications, expertise, ability, and attitude are the recruitment criteria to select a suitable person for each position. SET offers all applicants an equal opportunity, without discrimination against sex, race, religion, educational institution or disability.

SET announces vacancies on its website and the applicants can apply via e-mail or e-recruitment system (<http://erecruit.set.or.th>). Any applicant who passes the primary criteria will have to do a written test and to be interviewed by a SET committee. These processes are carried out systematically and transparently to ensure that there is no use of personal relationship or other privileges. At the end of 2016, SET has hired a total of 751 employees with 62 new staff (8.3%), and 4 employees with disabilities.





Growing together

SET develops employees' potential in line with its business directions. It enhances staff's abilities through the process of training, study trips, and job rotation, creating a society of learning by expanding opportunity for professional growth. In addition, SET has created the succession development plan, to equip the potential employees with leadership, so as to be ready to work in position with higher responsibilities, via such curriculums as Individual Development Plan (IDP) and Communications for Leadership.

For top executives, courses on strategic planning which can benefit the organization and the capital market are provided such as Strategy and Innovation for Business in Asia (SIBA), CEDI-BABSON Entrepreneurial Leadership Program and more.



Total training man-days



Executives

162 days

Management

2,130 days

Non-management

5,183 days**10 days**

Average training man-days per employee

SET has continued to develop appropriate training for staff at all levels. This is to enhance knowledge, skills and functional competencies, coupled with the managerial and leadership skills, such as decision making, problem solving, and team communications. In addition, SET also promotes a learning environment within the organization by organizing monthly event of knowledge sharing, including updated topics on FinTech, investments, and many others.

In 2016, staff attended in-house training and various training courses conducted by professionals from leading institutions, altogether 364 courses, with the budget of THB 16,888,902. The total man-day that executives and staff attended the training was 7,475 man-days.

In addition, SET also conducts an annual scholarship program to enhance employees' potential, granting scholarship for master's degrees in Finance Management, Economics, Law, and Information Technology in Thailand and overseas. In 2016, SET supported grants for doctoral degree, and expanded programs that benefit the organization and development of the capital markets for master's degree in Entrepreneurship and Sustainability Management. Four master's and one doctoral degree scholarships were granted. In addition, SET supported employees to attend training and test in securities trading and foreign languages, to enhance their professional skills.

SET corporate culture G4-FS4

The corporate culture and values are extremely important in developing employee's attitudes, beliefs and attributes which reflect in behaviors and performance, leading to a sustainable organization. SET aims to nurture strong corporate culture starting from recruitment to training and development activities under the core values called, "SET DNA", consisting of five areas as follows:



 <p>Leadership</p>	<ul style="list-style-type: none"> • Dare to think and make decision in various situations as well as ready to accept consequences, and act on what is decided • Lead change management. Dare to express and stand up for what is right. Accept reasonable criticism as lessons learned and improvement • Encourage participation and motivate synergy to overcome obstacles, and drive the organization towards the set goals
 <p>Proactive</p>	<ul style="list-style-type: none"> • Have Vision. Foresee the future. Able to analyze the changing environment and adopt according to the situation • Be energetic, self-motivated. Dare to face challenges, bold overcoming of obstacles, able to turn crisis into opportunity • Keep pace with the world. Be innovative. Moving towards achievements in problem solving, development, creating opportunities and gaining competitive advantages
 <p>Proficient</p>	<ul style="list-style-type: none"> • Be professional. Solve problems quickly and effectively. Achieve goals with quality work • Be punctual. Able to adjust work according to the situation. Manage resources effectively to the best use • Work efficiently towards goals. Be on-time. Perform better than expectations
 <p>Partnership</p>	<ul style="list-style-type: none"> • Synergize and cooperate with others creatively, while moving towards expanding mutual success • Pay attention to co-workers. Communicate two-way regularly. Build long-term work relationship • Adhere to common interests. Accept diverse opinions in order to achieve mutual success
 <p>Sustainable</p>	<ul style="list-style-type: none"> • Work at full capacity for ongoing success of oneself, department, and the organization • Protect and participate in the economic, social and environmental development of the organization, communities and the nation • Take the stakeholders' benefits into account, engaging for mutual development and growth





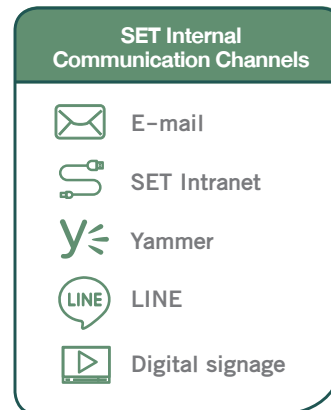
In 2016, SET publicized its “SET DNA” values via different activities such as Townhall meeting, SET Sustainability Day 2016 activity, and Zero Foam No Plastic campaign, including communicating about the values via intranet and e-mail. SET has also integrated the values into the training process to develop staff’s competencies and capabilities in accordance with the core values. In addition, the “SET DNA” team was set up. The team members were selected from executive and employee representatives whose attributes matched each aspect of corporate values, so as to drive the corporate culture into practice as well as being a role model among peers.

One Team, One Goal

SET values the development of teamwork and unity. Under strong corporate culture, the type of activities and communications focuses on participation, engagement and unity, leading towards a sustainable organization.

Internal communication

SET focuses on creating a work environment that is open, building strong teamwork. Effective communication processes and channels are provided to disseminate information both off-line, such as Townhall meeting, monthly meeting, department conference, and a monthly knowledge sharing activity; and online channels with the use of technologies and gadgets which can provide quick and easy access.

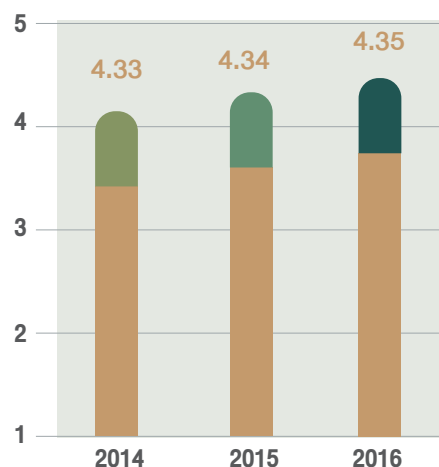


In 2016, SET focused more on the online communications such as the use of intranet or SET Space, e-mail, and Yammer, an organizational social media to publicize information, newsfeed and knowledge. The intranet board for staff’s discussion called “Bee Share” has also been available. The “My SET Point” activity was set up to encourage the staff to use online channels and intranet to update information, while using LINE Application on smart phone to communicate at fingertips.

Little Voice, Great Value

The project called “Little Voice, Great Value” has been going on since 2007 with the aim to explore the needs and feedback from the staff at least once year. The survey results will be used to improve the working environment, communication process, and corporate development in line with both corporate culture and employee’s needs. In 2016 the survey questionnaires focused on employees’ understanding of attributes according to the core values: SET DNA. The results were utilized to improve staff training development such as leadership curriculum. In addition, the results revealed the employee’s loyalty to the organization at the average score of 4.35 out of 5.

Average employee engagement score (out of 5)





SET Employee's Club

SET encourages a strong cross-functional team of employees with a wide range of working experiences, roles, skills and expertise to work together to exchange knowledge and ideas. "SET Employee's Club" is set up to encourage the representative staff from different departments to synergize for the best interest of themselves, the organization, society, and environment. At total of 21 committee members (both appointed and elected) runs the club for one year.

SET Employee's club activities in 2016

- SET Fit 2016
- SET@93 Open House
(grand opening of new SET building)
- SET Bull Run mini marathon
- SET Trip 2016
- Charity Fair selling products from the Royal Project
- Blood Donation
- Monthly giving of alms to Buddhist monks
- SET FUN FAIR selling products from social enterprises (SEs)
- Special holiday activities such as Songkran Day festival (Thai New Year), New Year celebrations, His Majesty the King's Birthday, and others.

In 2016, the committee worked under the FIT FUN FAM concept, focusing on healthy activities such as the SET FIT 2016 project to encourage regular fitness exercise programs. Fun sport activities for friendship and unity among SET's staff were also organized, such as the Step Up for Life (running/walking), Cycling, etc. In addition, a variety of activities were also organized such as "SET Trip 2016" focusing on team building and environment, such as the Natural Conservation and Reforestation activities in Suan Phung district, Ratchaburi province in the western of Thailand. Social-related activities were also continued, such as inviting employees to present their charity projects under "Doing good for His Majesty King Rama IX" theme. Each winning project will receive THB 75,000 support. Two projects selected this year were for the Siriraj hospital patients through Siriraj Foundation, and the Pradabos project for the three provinces in the southern of thailand.

Working as club committee members offers opportunities for staff to get to know each other, to improve themselves and help others which can enrich their daily work and personal life.



“ This past year was a year full of SET's important activities such as SET Bull Run, SET Open House@93. It was great for the Club to be a part of organizing these activities, and also challenging for me as president. I have learnt from the way we operate, team management, communication, and co-ordination with other teams to achieve our goals. These experiences have enhanced skills and abilities for me and for everyone in our team. We could do a lot in one year. Our experiences will help us grow and ready to move forward to promote SET's sustainable growth.”

Rachakrit Kwankamonkul
Manager - Customer Contact Department
President of SET Employee's Club 2016



Treating Employees like Family

SET believes that in order to keep the employees to work in an organization for a long time, we must care for their well-being and work-life balance. Therefore, SET gives priority to treating employees like a family. Benefits, cash or kind, are allocated equally, fairly and in accordance with employees' needs. Efforts include the provident fund, SET's savings cooperative, promoting health, safety and good working environment, medical coverage, and additional leave benefits, etc.

Potential assessment and compensation G4-LA2

SET encourages employees to perform with their full potential to create opportunities for their career advancement; to take pride in their duties; and to recognize the value of their performance through assessments. The annual results of individual annual performance are conducted systematically, efficiently, transparently and fairly. The remuneration and promotion will be in accordance with the staff's performance on a yearly basis. Furthermore, SET constantly conducts a comparative study of its compensation and welfare with similar industries, making it competitive to others in the labor market.



Employee's welfare G4-I1 G4-LA3 G4-LA4 G4-HR4

In 2016, SET improved its welfare and benefits to meet employees' needs in both physical and financial health such as increasing proportion of the employee's provident fund to maximum level at 15% while contributing another 10% to each employee's salary; reviewing to improve health insurance and reimbursement of medical expenses to facilitate the staff more; as well as having an HR welfare committee to provide suggestions to the management teams in providing welfare most beneficial to the employees.

In addition, SET has ongoing programs to promote good health for employees, such as annual health check up, training related to physical and mental health, massage service, first-aid room supervised by doctors and nurses, fitness room, outdoor gym, table tennis room, breastfeeding area, recreation room, life insurance, annual outing, and friendly sports competition events internally among employees and with other agencies in the capital market.

It provides the benefits of leave beyond legal requirements such as leave to study and for religious purposes, while encouraging employees to take more than 5 consecutive days for annual leave (block leave) to provide sufficient holidays. This includes maternity leave of which by the end of 2016, being used by seven employees and all have returned to work.

6%

Turnover rate in 2016 G4-LA1

Promoting safety and health G4-LA5 G4-HR7

SET focuses on the quality of life of employees in the office building to have healthy working environment. All the systems are well-managed. The air quality, lighting, cleanliness and utilities have been regularly checked and monitored. In 2016, SET set up its first Committee of Safety, Health and Environment, by appointing from representatives of management and employees. Their responsibilities are to consider the policies, plans and projects related to health, safety and environment at the workplace in accordance with laws, regulations and international standards, as well as promoting knowledge, good attitudes and behaviors to employees, partners and personnel who work in SET's office building. SET provides training courses for this committee, including safety officers, attended by 185 executives and staff. Furthermore, communications activities and annual fire drill are also conducted in line with the international standards.







Society

Social Contributor

- Promoting financial literacy in Thai society
- Capital Market Mechanism for Sustainable Society

Promoting Financial Literacy in Thai Society



SET promotes financial literacy among the Thai people, enabling them to better manage their savings. The aim is to raise awareness of personal financial management by continuously updating contents with modern and creative knowledge and publishing them across multiple devices, suitable for each person’s learning process and lifestyle.

Enhancing financial literacy programs for youth

SET encourages youth to develop their economic and financial knowledge as early as possible. SET has teamed up with Romchatra Foundation, the Ministry of Education, Thai Life Insurance Association, Crown Properties Bureau Foundation, and Satree Wittaya 2 School, the Faculty of Economics, Chulalongkorn University, and other organizations in the Thai capital market to organize the annual “Diamond Crown Economics Competition” since 2009. The competition provides a channel for students at primary school, high school and university levels, with tests that can measure their knowledge of economics and personal finance. SET has also developed the curriculum in economics and personal financial management for several schools.



In 2016, the competition was participated by 5,797 students from 60 schools as well as 696 students from 60 universities nationwide. The project has been well received and gained wide recognition.

63,702 persons

**Number of participants in Diamond
Crown Economics Annual Competition
during 2009–2016**

Preparing Thai people for aging society

SET envisions that Thai people should be able to achieve their life goals by preparing them to enter retirement securely. Since 2013, the “Financial Planning” project has been initiated to campaign for working people to have systemic financial planning, spend wisely, and turn savings into investments for happy retirement. In 2016, this project has been promoted under “Learning before it’s too late for the bright financial future” concept. SET focuses on promoting investment understanding via mass media such as social media, advertising in/on the subways, TV programs and roadshows in central business districts. The project reached more 3.3 million people. Besides, SET disseminates online articles, seminar contents, educational video clips, and financial tools on “financial planning” via the SET website that could attract 500,000 visitors in 2016.

Moreover, SET has held the “Financial Planning@Workplace” campaign to disseminate knowledge, including membership benefits and guidelines for selecting provident fund investment plan among the salary earners. In cooperation with 118 companies it has promoted savings investment plan through Long Term Equity Fund (LTF) and Retirement Mutual Fund (RMF) to increase opportunity with higher return on savings and investments. In 2016, the Financial Planning@Workplace could attract 186,898 participants.

SET aims not only to enhance fundamental financial knowledge and promote financial discipline among the general public, but also to develop and provide long-term investment tools and diversity of financial products to prepare Thais for happy retirement, such as cooperation with the asset management firms to promote investment plan through mutual funds for retirement, developing fund trading system to facilitate fund investors, and more. SET aims at preparing Thailand to be a quality aging society.



Maruey Library: Thai capital market's digital learning center

G4-FS11 G4-FS14

The library is located at the new SET building, with 850 sq.m. of public space. It is a state-of-the-art hub equipped with finance and investment reference materials. There are more than 20,000 books, resources and printed materials, 80% in finance and investment and 20% in other fields such as business management, psychology, self-development, linguistics, literature and others.

In 2016, the library serviced over 250,000 visitors. The library acts as a learning hub for communities. It continues to encourage office workers in the vicinity to visit and use services. The commitment to develop a library with modern system to serve and provide accessibility for everyone has earned recognition. In 2016 it was awarded The Best Specific Library by the Thai Library Association.

Maruey is a digital library that uses technology in the storage and retrieval of data, and the efficiency enhancement of information archives. The services and facilities are also advanced such as the high-speed internet access, self-service borrowing and returning using radio frequency identification (RFID), digital bookshelf services and digital content using modern devices, among others. Maruey Library organizes learning activities monthly such as Executive Talk @ Maruey and Maruey Book Review, making it a living library. In 2016, the library enhanced efficiency of information archives so users in Thailand can access library resources faster and more easily via the e-library via <http://maruey.2ebook.com>. In addition, it also collaborated with the specific libraries networking to access information and connect database with specific e-libraries nationwide, getting additional 1,300 viewers.





INVESTORY– Inspire to Invest G4-FS11 G4-FS14

In 2016, SET officially opened an investment discovery museum named “INVESTORY” to create equal opportunity for all to access finance and investment learning resources. The museum presents the development of SET, recalling the history of the Thai capital market in a world-class “discovery museum” format. The museum uses multimedia and modern technology to provide visitors with a unique experience of knowledge acquisition and entertainment such as stock simulation, games, hands-on and interactive exhibits.

INVESTORY, equipped with modern technology, aims to build awareness in personnel financial management, to inspire the universities students and general public to invest in the capital market as a way to safeguard financial stability. In 2016, the museum welcomed more than 35,000 visitors. INVESTORY has moved forward to disseminate financial literacy by using modern technology in pop-up exhibitions, reaching more than 40,000 students from 15 schools in Bangkok and the suburbs, it has continuously used advanced technology in order to become more of a “Digital Museum” in the future.

“ SET is committed to continually promote financial literacy and encourage financial discipline among the general public. SET contributes technology and resources to facilitate equal access and disseminate financial and investment knowledge for all, in order to ensure that Thai people are able to efficiently manage their personal finance, to increase opportunity with higher return on savings, and to achieve financial goals for more sustainable quality of life. ”



Capital Market Mechanism for Sustainable Society

The synergy of the capital market can influence economic, social and environmental changes, while playing a key role in mobilizing and supporting public-private partnerships as mechanism for developing the country's growth. SET aims to strengthen the society in line with the UN Sustainable Development Goals (SDGs).

SET Social Impact platform: Power to build a sustainable society G4-EC8 G4-FS11 G4-FS14



“ SET is committed to strengthening the social enterprise sector in Thailand and encouraging the growth of social enterprises as a sustainable way to improve the balance of economic, environmental and social aspects. ”

SET is not only a fundraising hub that connects businesses and investors with mechanism to drive the Thai economic growth, but also a focal point to build a better society, in cooperation with listed firms, social sectors and others in the capital market. SET aims to utilize the capital market mechanism to contribute positive social impact and improve the quality of life of the Thai people in a sustainable society.

SET has initiated “SET Social Impact” project by working closely with the public and private sectors, as well as domestic and overseas networks. SET continues to support listed firms and individuals who are keen to help advance social entrepreneurship. SET believes that stable economic systems and quality human resources can contribute to the growth of the society. SET has therefore launched SET Social Impact website (www.setsocialimpact.com) to promote social impact information, to be a hub to connect the social sector, listed companies and social enterprises to become business partners. SET is also disseminating social impact news and activities via Facebook, including offline channel such as seminars, workshops, business matching and other initiatives.

SET Social Impact online

SET has introduced the Social Impact website (www.setsocialimpact.com), an online platform to connect the two sectors for collaborative synergy. The website is a hub for the private sector consisting of corporations or individuals who are keen to help and share to the social sector their financial and non-financial resources such as funding, human resources, distribution channels, marketing and technology. In 2016, the SET Social Impact website was visited by 60 companies and 50 social enterprises. Furthermore, SET also launched SET Social Impact Facebook page of updated activities, and exchanged knowledge and opinions relating to social development and innovation trends.

Empowering social entrepreneurs

SET has teamed up with the G-Lab of Thammasat University to organize the “SE 101 Workshop Series 2016”, to accelerate the growth of social entrepreneurs, to provide opportunities and exchange experiences among participants, enabling them to apply knowledge and skills for social entrepreneurship in their businesses effectively. SET has held 12 workshops, free of charge, focusing on business development, business tools for social innovation, market research, social impact assessment, social return on investment, and others. In 2016, nine workshops were organized, attended by 405 entrepreneurs. In addition, SET aims to generate at least five new social enterprises by the end of the project.



Building social enterprise ecosystem

In 2016, SET introduced The “SET Social Impact Day” event with highlight on seminars from top executives in Thailand and overseas as platform to exchange views on running business by considering social impact, under the “Sustainable Consumption Reform the Next Growth” theme. The seminars were attended by more than 500 participants. In addition, the event also showcased booths from social enterprises and social organizations and listed companies promoting their social impact concept and know-how, participated by 38 organizations. The total of sales in this event reached THB 150,000.





In 2016, SET cooperated with nine Thai organic food and health social enterprises to arrange the first “Social Impact Fair” consisting of booths with “healthy living” theme at Esplanade Shopping Mall, nearby SET’s new office. This fair attracted over 4,500 people and generated THB 570,000 throughout the 4-day event, including highlights on how to generate value added for organic products.

SET, jointly with alliances in both private and social sectors, also created social impact projects. In cooperation with True Corporation pcl, The Guidelight Co., Ltd., and Klongdinsor Co., Ltd., SET has jointly launched the “Smile Voice” project, a unique social development project initiated to provide visually impaired persons or the blind to access audio books via mobile application anytime, anywhere.



“ I really appreciate SET’s efforts and dedication to promote social impact investment among listed companies and the public. By utilizing their potential to strengthen society and environment through the SET Social Impact project, the project has given us inspiration, new experiences and collaborative opportunities to cherish the positive impact of social enterprise.

Folk Rice Co.,Ltd. is one of the social enterprises that have joined the SET Social Impact project. The SET Social Impact Fair could help farmers during the crisis where rice prices declined. It could also be a hub to connect listed companies to farmers who are in need of assistance. The event was well received and could gain more recognition among the general public.”

Anukul Saipetch
 Founder, the Folk Rice



Case Study: **Long gong Festival project**

SET has joined hands with “Pracharat”, the government’s current public-private partnership project. One of the objectives is to tackle agricultural product prices in the southern areas of Thailand. SET carried out practical actions contributing to long gong fruit from participating farmers in the agricultural product quality development project, with various distribution channels. The capital market stakeholders were invited to support the “Long gong: Delicious fruit from the southern areas of Thailand” project by purchasing and distributing via www.setsocialimpact.com, and the contact center. This project was carried out during October to November 2016, with sales of more than 21,500 kilograms, generating income to support

5,960 farmers, reaching over THB 1,200,000. This project reflected the collaboration for improvements of the quality of life, in line with the UN Sustainable Development to end poverty (Goal 1).

THB 1.2 million
Total amount of sales
during the Long gong Festival.





The SET Foundation

The SET Foundation was established in 2006 with focus on the vital importance of social and human development covering 3 areas: 1) Doing Good 2) Religion, Arts and Culture, and 3) Sports and Society.

The Power of “Doing Good”

The SET Foundation recognizes people who have made outstanding social contributions. Since 2007, the SET Foundation has promoted role models to inspire Thais to participate in creating a quality society in seven fields. The Foundation works through seven organizations. For the past 10 years, 78 individuals and organizations have been honored with the awards, creating impact to society as follows:



- **The Thai Library Association (Library Development)**

The Association aims to improve the quality of school and public libraries, to become the best community learning centers, More than 20,000 students and villagers have benefitted from the library development. In 2016, the Thai Library Association focused on improving the library’s services, creating value and sustainable income. It has currently been improving a model library at Mechai Pattana School in Buriram province in the northeastern part of Thailand.

- **Professor Sangvien Indaravijaya Foundation (Education Development)**

The Foundation gives scholarships to youth, and runs a project in education development in the field of business management; finance and investment; and financial planning. It also financially supports social development projects which aim to create income for students and community. Up to the present, more than 150,000 people have been granted this scholarship (directly and indirectly) to improve their quality of life.

- **The Population and Community Development Association: PDA (Rural Development)**

PDA aims to develop projects via community empowerment in 3 model provinces (Buriram, Nakhon Ratchasima and Krabi) covering 3,600 households. By delivering ideas of participatory community management, concerning the best use of resources to reduce expenses, and increase income, such as the water system development project using solar energy in Buriram province as a model for other communities and areas on water resource sustainable development.

- **The Vimuttayalaya Foundation (Urban Development)**

The foundation enhances religion for creative communities and society through mediation and spiritual development with the participation of over 10,000 people per year, including improvements in quality of life, and poverty evadications via Buddhist teaching, and the organic product project of the Academy of Buddhist Economics. Moreover, the Foundation has also published contents to promote ethics through the media, raising awareness for an audience of more than 6.1 million.

- **The Sugree Charoensook Foundation (Music)**

It aims to develop music skills among the youth, using music as a tool for self-development, participated by more than 5,000 youths. In addition, the Foundation also encourages using music to create happiness to more than 15,000 under-privileged, senior citizens, and hospital patients.

- **The Football History Association of Thailand (Sports)**

It aims to develop youth with soccer skills, trained by former Thai national team soccer players, to strengthen body and mind, as well as to encourage them to make the best use of free time. At present, there are over 2,000 youths from 77 schools nationwide participating in the project.

- **The Duang Prateep Foundation (prevention of narcotic drug addiction)**

It aims to develop projects to improve the quality of life of the poor, elderly, disabled youth and people living in the city's Klong Toey slum area, benefitted by about 82,000 people, while strengthening the community to prevent and resolve youth drug problems. In 2016, the Foundation supported, "the creation of young people role model" consisting of nine role models a year. This promotes role models for the youth who spend their free time to benefit families and society, away from drugs.

Religion, Arts and Culture

The SET Foundation aims to support projects or activities which promote morality in the society, as well as arts and culture. The activities in 2016 are as follows:



- The SET Foundation co-hosted a unity Kathin (presenting of robes to monks) ceremony at Wat Prao-Ngai, Sai Noi district in Nonthaburi province in the northern part of Bangkok, to raise money for the temple restoration. The Foundation, along with SET employees and donors, raised a total of THB 1.3 million to support the project. In addition, it also supported the "Farming for Student's Lunch" project to the temple school.





- The SET Foundation has supported the “Buddha’s Teaching in the City”, an activity led by Pramaha Vuttichai Wachiramatee, to encourage participants to put moral principles into practice to create lasting happiness.
- The SET Foundation, in cooperation with College of Music, Mahidol University, organized the “19th SET Youth Musician Competition” to enhance musical potential and provide a platform to demonstrate youth’s talents. In 2016, a collection of 358 musical performances were submitted. Since the program was started in 1997, it has attracted more than 18,800 youth contestants.
- The SET Foundation supports “Thailand Philharmonic Orchestra (TPO) Season 11” (2015–2016), College of Music, Mahidol University to promote Thailand Orchestra to be recognized at international level.

Sports and Society

The SET Foundation promotes physical fitness and sports for people with athletic potential to showcase their talents both nationally and internationally. The Foundation supports the youth to take interest in sports as a channel for self-development, and to enhance the country’s reputation. It also contributes to social development by improving the quality of life of the Thai people.

- The SET Foundation, in cooperation with the Table Tennis Association of Thailand, has organized, “SET Star Junior Table Tennis”. The program identifies talented youth countrywide to undergo training for international competitions. More than 3,200 young athletes have entered the “SET All Thailand Table Tennis Championships”. Out of these, ninety-three young athletes have been selected to join the Thailand National Youth Team.



- The SET Foundation supports Thai Listed Companies Association to develop teaching expertise through the “Teacher Potential Development”. This program provides teachers an opportunity to exchange knowledge with experts from educational institutions and private sector. It aims to enhance the teachers to improve their teaching for the best interest of their communities. In 2016, a total of 69 participants from 49 schools attended the training sessions.
- The SET Foundation promotes sustainable social development to strengthen society. SET has cooperated with government agencies and private organizations to establish the “Right Livelihood Fund”, was the concept of sustainable development. It aims to build a strong economic foundation for the country’s development. The implementations of this important project are such as “One Tambon, One-enterprise” and “Leadership for Change” to gain more cooperation from various firms to support the network of potential enterprises. In 2016, a total of 93 people participated in this project. “The Annual Right Livelihood Award” was held to recognize individuals who have contributed in community development according to the right livelihood principles.
- The SET Foundation supports the work of “Rakkaew Foundation” in “The Philosophy of Sufficiency Economy driven by the power of students” project. In 2016, the Foundation signed an MOU with four leading universities namely, Khon Kaen University, Mahidol University, Songkhla Nakharin University, and Chulalongkorn University. This was to encourage young people to apply the sufficiency economy philosophy in moving society forward. More than 2,700 students participated in the project creating in 117 development projects in the targeted area.

The first “SET BULL RUN Mini Marathon 2016”

SET, jointly with the capital market enterprises namely, the Federation of Thai Capital Market Organizations (FETCO), Thai Listed Companies Association (LCA), Association of Securities Companies (ASCO), Association of Investment Management Companies (AIMC), and MAI Listed Companies Association (maiA), organized the 1st “SET Bull Run” charity mini Marathon 2016 under the concept, “Power of the Bull”. It has become a flagship event in the Thai capital market. The objectives are to promote healthy lifestyle, unity, and participation from all stakeholders in the capital market. There were more than 3,300 people participating in this event embraced the capital market personnel, investors, and the general public. The total of THB 1.5 million made from the application fees including donations with expense deduction was donated to the Thai Red Cross Society.







Environmental Management

Green Landmark of the Thai Capital Market

- Taking Care of the Environment Sustainably
- Aiming towards Green Office

Taking Care of the Environment Sustainably



SET takes into consideration safety, employee's health and responsible for the impact on the environment. SET supports systematic management and participation of all concerned about environmental development and good quality of life for the staff. This is the fundamental concept that will lead to corporate sustainability under the "Safety, Health and Environment policy".

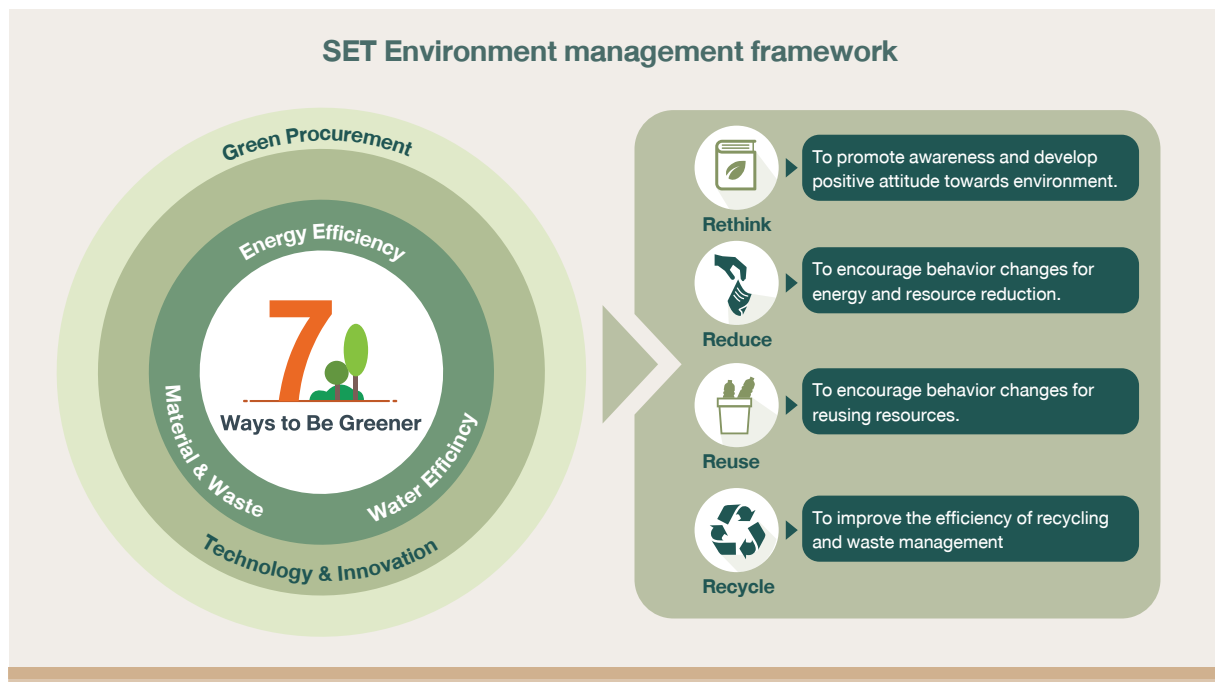
Thai Capital Market's Green Building G4-EN11 G4-FS11

The SET building is a green building prototype for new construction category, and awarded "Gold" certificate from the international standard of Leadership in Energy and Environmental design (LEED). The SET building covers an area of 65,000 sq.m., and has been designed for energy-saving and environmental-friendliness. To reduce any problem of the global warming and the use of resources, SET has continuously developed its operating system in the building. SET supports the effective long-term use of the building and value-added, such as efficient energy usage for electricity, water and other resources, placing importance on the safety of building users.

Located in the new central business district (CBD), with convenient access to public transportation, including the MRT subway and BTS skytrain, SET encourages its employees and visitors to use mass transit instead of personal vehicles. The SET building is designed to reduce negative impact on the environment and ecology. Approximately 34% of the compound consists of green area, open space and walkways, facilitating the deceleration of rainwater flows, and quality control of the rainwater flowing out of the building. The parking building also has such eco-friendly design features as solar panels installed on the rooftop, as well as parking spaces for eco-cars, hybrid and bikes (with shower rooms for staff).

Aiming towards “Green Office”

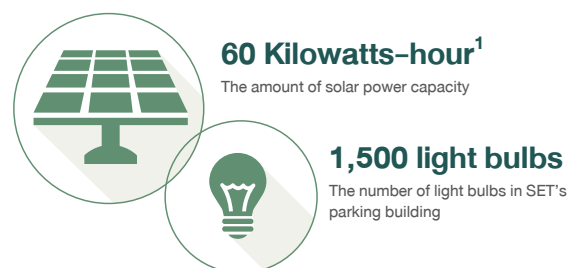
SET has integrated its environmental plan into the overall building management, with the procurement and the participation of employees, as guidelines for the substantial management of energy and resources. In 2016, SET cascaded the concept of environmental management to become “green office” to its employees. The “7 ways to be greener concept” has been introduced as it aims to manage the use of electricity, fuel, water, plastic, styrofoam, paper, and recycle process. Its goal is to create rethink, reduce, reuse and recycle (the 4Rs) in both the work and personal life of employees.



Efficiency in electricity usage G4-EN3 G4-EN6

SET takes the efficiency in electricity usage and energy-saving into account. Therefore, a double layer of glass windows has been installed on the building to reduce the heat from outside, and to add more light in the building. The air-conditioning temperature in the building is controlled at 23–25 degrees Celsius. SET also promotes the use of renewable energy by installing the solar panels on SET’s parking building to generate electricity.

SET provides technology, equipment and energy-saving systems such as daylight sensor system, automatic air-conditioning control, LED bulbs, etc. In addition, the virtualization and cloud services are also used to enhance the computer system management which can reduce the energy costs.



In 2016, SET continued to improve and develop its operating systems, while the well maintenance of electrical appliances, such as the air-conditioning, air ventilation and lighting systems. Last year, SET’s total electricity consumption was 12,268,059 kilowatts-hours, in which 68,958 kilowatts-hours were produced by SET’s solar panels.

¹ Solar panels installed on the roof of the parking building can produce 60 kW of power, calculating from the time factors such as light intensity, temperature, etc.



Efficient water management G4-EN8 G4-EN10

SET emphasizes effective water management, starting from careful selection of water-saving products such as sanitaryware, faucets and grease fighters to reduce clogging of the drain. In addition, wastewater treatment technology has also enabled the reuse of water in the building. In 2016, SET used 83,384 cubic meters of water with 24,900 cubic meters going to the wastewater treatment, resulting in 17,812 cubic meters of reused water.

Indoor air quality

SET uses refrigerants that can reduce impact on the environment and health, equipped with air control and purification systems to maintain the flow of fresh air to more than 30%, keeping the building users comfortable. Furthermore, the air quality within the building is examined yearly to ensure that the indoor environment is properly managed.

Digital operating system for energy-saving G4-EN7 G4-EN27

SET aims to enhance its business development to become “Digital Exchange” by utilizing advanced technology to effectively provide services, such as the electronic application to optimize securities registration process, shareholders meeting system (AGM / EGM voting service), e-Registration, and e-Voting, which can simplify the procedure and reduce the use of paper. In addition, investors can watch online conference and Opportunity Day sessions without having to travel to the SET Building, as such reducing time and energy.

SET has implemented “SET digital workplace” to encourage staff to use technology to improve efficiency and reduce resource consumption, such as replacing desktop computers with laptop, which will save energy consumption by 4 times. SET supports the use of environment-friendly computerized devices such as energy star. This includes the use of integrated device for printing, faxing, copying and scanning papers. To reduce the paper and ink usage, a user can easily use his/her staff ID as coding to print documents.

SET has continuously developed “SET Enterprise App” for staff’s meeting room or vehicle reservation, leave permission or medical reimbursement. Online App, including online registration and electronic files are used to reduce paper.

Environment-friendly commuting G4-EN30

SET encourages environment-friendly cars, particularly those used for SET business activities, such as eco cars and hybrid cars to reduce pollution and fuel usage. In 2016, SET consumed transportation fuel of 74,772 liters, a reduction from 75,577 liters in 2015.

Waste management G4-EN2 G4-EN23

SET arranges its indoor waste management hygienically by classifying waste into four types: recyclable, non-recyclable, organic, and toxic waste. The principles of “4Rs” can reduce waste while increasing the proportion of waste recycled. In addition, employees are encouraged to separate waste properly with consciousness on sustainable consumption.

SET aims to develop and improve its indoor waste management plan effectively, such as the preparation of indoor bins with clear banners for waste separation. In cooperation with Green World Foundation, SET provides workshops for its cleaning crew, and transfer the know-how of proper waste separation before disposal to everyone. In 2016, there was a total of 98.92 tons of waste, in which 13.77 tons were recycled. Furthermore, SET’s “Zero Foam No Plastic” project was carried out to campaign the reduction of styrofoam, and plastic usage in the office. This resulted in 75% of styrofoam waste reduction. In 2016, SET continued to support the proper waste separation and sustainable consumption to reduce waste, and to increase the quality of recycled waste.

SET promotes a digital operating system to reduce the use of paper in the process, and encourages employees to use paper and office equipment effectively. There are Reuse & Recycle areas arranged for papers, as well as cabinets for sorting important documents inside the Printer & Copy rooms. In 2016, important documents entered the recycling process of “Shared 2 Share” project by InfoZafe Company Limited, a subsidiary of SCG Paper, of 6.23 tones, reducing greenhouse gas emissions by 1.62 tones of carbon dioxide per year (CO₂ ton/year).

Environment-friendly meetings G4-EN27

SET takes the environment-friendliness in meetings into consideration, efficiently using resources, reducing waste, and avoiding usage of chemicals harmful to health and the environment, such as using glasses/water jugs instead of plastic water bottles in meetings, reduction of styrofoam for decoration and food containers. SET encourages “Digital signage” and “QR Code” usage instead of using materials for SET in-house exhibitions or public relations boards, and many more. In addition, SET also encourages its business partners and alliances to use recycled, reusable or natural products/materials in meetings and exhibitions.

- The trophies for “SET Sustainability Awards 2016” were made of wood substitute products from agricultural waste materials. Rain gutters were used for SET backdrop decoration which could be donated (for reusable purpose) to the Ban Ta-Ko Lang School in Ratchaburi province, in the western part of Thailand.
- SET, in cooperation with Green World Foundation, arranged “Rewilding Bangkok 2016” seminar encouraging participants to commute by bicycles, and also bringing a personal drinking glass instead of plastic, as well as in using the catering service by keeping waste reduction and separation in mind.

Green procurement G4-EN27

SET continues to support the green procurement by using environment criteria in the selection of the suppliers. They are divided into 2 types: 1) Product Type such as consumable materials, electronic appliances, and furniture, etc., and 2) Service Provider Type such as hotels, cleaning companies, etc. SET promotes using green labeling products. In 2016, the value of green procurement of consumable materials, such as office supplies, printer paper, toilet paper, cleaning supplies, etc, was equivalent to 86% of the total procurement value or THB 11.70 million.

86%

**Proportion of Green Procurement
for office supplies 2016**



2016 Performance Summary

Performance	Unit	2014	2015	2016
Economic performance <small>G4-EC1</small>				
Total revenue	THB million	5,237	5,215	6,047
- Operating revenues	THB million	4,201	4,518	5,099
- Other income	THB million	1,036	697	948
Total expenses	THB million	3,082	3,335	3,694
Income tax expense ⁽¹⁾	THB million	113	140	328
Market Growth				
Market capitalization	THB billion	14,239.36	12,606.23	15,504.63
Daily average trading volume	THB million	45,467	44,000	52,525
Daily average trading volume of derivatives	contracts	147,025	199,142	285,189
Balanced proportion of individuals to institution investors	retail : institution	62:38	59:41	54:46
Number of listed companies in Dow Jones Sustainability Indices (DJSI)	companies	10	13	14
Number of listed companies in MSCI	companies	4	29	34
Number of listed companies selected for the Thailand Sustainability Investment (THSI) list	companies	n/a	51	51
Sustainability Management				
Ratio of male and female in the SET Board of Governors (BoGs)	male : female	8:3	8:3	8:3
Average attendance ratio at BoG meetings	percentage	96	91	91
Number of complaints and reports of misconduct	cases	0	0	0
Stakeholder satisfaction ⁽²⁾	percentage	83	96	85
Number of targeted supplier ⁽³⁾ who sign agreement on the supplier code of conduct	percentage	n/a	n/a	91
Employees				
Number of employees	persons	728	718	751
Total employee benefit expenses	THB million	1,259.92	1,371.92	1,465.77
Total new hire rate	percentage	4	4	8.3
Total turnover rate	percentage	7	6	6
Average employee training per year	man-days	3.7	5.4	10
Total disability employees	persons	0	4	4
Average employee engagement score	out of 5 points	4.33	4.34	4.35
Employee taken parental leave	persons	n/a	n/a	7
Employee returned to work after parental leave	percentage	n/a	n/a	100
Total recordable injuries case (TRIC) <small>G4-LA6</small>	cases	n/a	n/a	0

Performance	Unit	2014	2015	2016
Society				
Number of youth participating in financial literacy programs ⁽⁴⁾	persons	4,497	5,189	5,797
Number of individuals audience reached through financial education and information ⁽⁵⁾	million of audiences	1.3	2.3	3.3
Number of people participating in saving retirement programs ⁽⁶⁾	persons	136,797	172,136	186,898
Number of visitors to the Maruey Library	persons	400,000	300,000	250,000
Number of visitors to the INVESTORY museum	persons	n/a	n/a	35,000
Budget allocated to SET Foundation's social development programs	THB million	58.6	84.2	58.5
Environmental management				
Electricity consumption	kilowatt	10,733,000	13,315,300	12,268,059
Renewable energy consumption	kilowatt	n/a	n/a	68,958.94
Total water withdrawal	cubic-meters	58,916	71,137	83,384
Total water reused	cubic-meters	n/a	n/a	17,812
Total waste generation	kilograms	n/a	n/a	98,925
- Total recycle waste	kilograms	n/a	n/a	13,773
- Total non-recyclable waste	kilograms	n/a	n/a	74,441
- Total organic waste	kilograms	n/a	n/a	10,561
- Total toxic waste	kilograms	n/a	n/a	150
Total fuel consumption for domestic travel	liters	77,669	75,577	74,772

Note

n/a is Not Available

⁽¹⁾ For more details of income tax expense, please find the SET Annual Report 2016.

⁽²⁾ The results of a satisfaction survey in SET services in 2016 among customers and concerned parties including member companies, asset management companies, listed firms and regulators.

⁽³⁾ Only suppliers have minimum turnover of THB 2 million.

⁽⁴⁾ Only Dimond Crown Economics Annual Competition project.

⁽⁵⁾ Only Financial Planning project.

⁽⁶⁾ Only Financial Planing@Workplace project.



GRI G4 Content Index



GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
General Standard Disclosures					
Strategy and Analysis					
G4-1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	2-3	No		
G4-2	Description of key impacts, risks, and opportunities	41-43	No		
Organizational profile					
G4-3	Name of the organization	cover,5	No		
G4-4	Primary brands, products, and services	5	No		
G4-5	Location of the organization's headquarters	5	No		
G4-6	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	5	No		
G4-7	Nature of ownership and legal form	5	No		
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	5	No		
G4-9	"Scale of the organization: Total number of employees Total number of operations Net sales (for private sector organizations) or net revenues (for public sector organizations) Total capitalization broken down in terms of debt and equity (for private sector organizations) Quantity of products or services provided"	5,50	No		
G4-10	a) Report the total number of employees by employment contract and gender. b) Report the total number of permanent employees by employment type and gender. c) Report the total workforce by employees and supervised workers and by gender. d) Report the total workforce by region and gender. e) Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f) Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	51	No		Goal 8: Decent work and economic growth- Employment

GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
G4-11	Percentage of total employees covered by collective bargaining agreements	58	No		Goal 8: Decent work and economic growth-Freedom of association and collective bargaining
G4-12	Supply chain	7	No		
G4-13	Significant changes during the reporting period regarding size, structure, ownership or supply chain	7	No		
G4-14	Whether and how the precautionary approach or principle is addressed.	40-43	No		
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which high governance body subscribes or endorses.	41	No		
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	http://www.set.or.th/en/about/overview/history_p1.html#membership	No		
Identified material aspects and boundaries					
G4-17	a) All entities included in the organization's consolidated financial statements or equivalent documents. b) Any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	5	No		
G4-18	a) Process for defining the report content and the Aspect Boundaries. b) Explanation on how the organization has implemented the Reporting Principles for Defining Report Content.	10	No		
G4-19	All the material Aspects identified in the process for defining report content.	10	No		
G4-20	For each material Aspect, report the Aspect Boundary within the organization	11	No		
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	11	No		
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	11	No		
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	11	No		



GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Stakeholder engagement					
G4-24	List of stakeholder groups engaged	8	No		
G4-25	Basis for identification and selection of stakeholders with whom to engage	8	No		
G4-26	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	9	No		
G4-27	Key topics and concerns that have been raised through stakeholder engagement; how The organization has responded to those key topics and concerns. Report the stakeholder groups that raised each of the key topics and concerns.	9	No		
Report profile					
G4-28	Reporting period	19	No		
G4-29	Previous report publication	http://www.set.or.th/en/about/annual/files/sd_report_2015_en_v3.pdf	No		
G4-30	Reporting cycle	10	No		
G4-31	Contact point for questions regarding the report.	11	No		
G4-32	Report the 'in accordance' option the organization has chosen.	10	No		
G4-33	a) Policy and current practice with regard to seeking external assurance for the report. b) Scope and basis of any external assurance provided. c) Relationship between the organization and the assurance providers. d) Whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report	42,44	No		
Governance					
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	36	No		
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	36	No		

	GRI indicators	Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	http://www.set.or.th/en/about/overview/organization_p2.html	No		
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	39	No		
G4-38	Report the composition of the highest governance body and its committees	35	No		
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	35	No		
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	35	No		
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	37	No		
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	34, 36	No		
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	36	No		Goal 4: Education-Education for sustainable development
G4-44	a) Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b) Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	35	No		



GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Stakeholder engagement					
G4-45	a) Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b) Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	36,41	No		Goal16: Peace, Justice and strong institutions- Inclusive decision making
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	40	No		
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	40	No		
G4-49	Report the process for communicating critical concerns to the highest governance body.	39	No		
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism (s) used to address and resolve them.	39	No		
G4-51	Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration.	see SET Annual Report 2016	No		
Governance					
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	37	No		
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	39	No		
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	39	No		

GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Specific Standard Disclosures					
Category: Economic					
Aspect: Economic Performance					
G4-EC1	Direct economic value generated and distributed	44-45, 80	No		Goal 2: End hunger- Infrastructure investments Goals 8: Decent work and economic growth- Economic performance
G4-EC3	Coverage of the organization's defined benefit plan obligations	58, 80	No		
Aspect: Indirect Economic Impact					
G4-DMA		20-33	No		
G4-EC7	Development and impact of infrastructure investments and services supported.	18, 44	No		Goal 2: End hunger- Infrastructure investments
G4-EC8	Significant indirect economic impacts, including the extent of impacts	18, 47, 66	No		Goal 1: End poverty-Economic development in areas of hi poverty Goal 8: Decent work and economic growth-Job supported in the supply chain
Aspect: Procurement Practices					
G4-DMA-b		47	No		Goal 8: Decent work and economic growth-Economic inclusion
Category: Environmental					
Aspect: Materials					
G4-DMA		77	No		
G4-EN2	Report the percentage of recycled input materials used to manufacture the organization's primary products and services.	79	No		Goal 12: Ensure sustainable consumption-Materials efficiency/recycling
Aspect: Energy					
G4-DMA		77	No		
G4-EN3	Energy consumption within the organization	77	No		Goal 12: Ensure sustainable consumption- Energy efficiency
G4-EN6	Reduction of energy consumption	77	No		
G4-EN7	Reductions in energy requirements of products and services	78	No		Goal 13: Combat climate change- Energy efficiency



GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Aspect: Water					
G4-DMA		77	No		
G4-EN8	Total water withdrawal by source	78	No		Goal 6: Water and sanitation – Sustainable water withdrawals
G4-EN10	Percentage and total volume of water recycled and reused	78	No		Goal 6: Water and sanitation – Water recycling and reuse
Aspect: Biodiversity					
G4-DMA		76-77	No		
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	76	No		Goal 6: Water and sanitation– Water–related ecosystems and biodiversity
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	76,79	No		
Aspect: Effluents and Waste					
G4-DMA		77	No		
G4-EN23	Total weight of waste by type and disposal method	79	No		Goal 3: Good health and well being–Waste
Aspect: Products and Services					
G4-DMA		78	No		
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	78-79	No		Goal 12: Ensure sustainable consumption–Resource efficiency of products and services
Aspect: Transport					
G4-DMA		77	No		
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization’s operations, and transporting members of the workforce	79	No		Goal 12: Ensure sustainable consumption–Transport
Aspect: Overall					
G4-DMA		77	No		
Aspect: Supplier Environmental Assessment					
G4-DMA		47,77	No		
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	79	No		
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	91,79	No		

GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Category: Social					
Sub-category: Labor Practices and Decent Work					
Aspect: Employment					
G4-DMA		50	No		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	50,58	No		Goal 5: Achieve gender equality – Gender equality Goal 8: Decent work and economic – Employment
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	58	No		Goal 8: Decent work and economic growth – Earnings, wages and benefits
G4-LA3	Return to work and retention rates after parental leave, by gender	58	No		Goal 8: Decent work and economic growth – Parental leave
Aspect: Labor/Management Relations					
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	58	No		Goal 8: Decent work and economic growth – Labor/management relations
Aspect: Occupational Health and Safety					
G4-DMA		59	No		
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	59	No		Goal 8: Decent work and economic growth – Occupational health and safety
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	80	No		
Aspect: Training and Education					
G4-LA9	Average hours of training per year per employee by gender, and by employee category	52	No		Goal 4: Education – Employee training and education
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in management career endings	51-52	No		
Aspect: Diversity and Equal Opportunity					
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	35, 50-51	No		Goal 8: Decent work and economic growth – Diversity and equal opportunity



GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Aspect: Supplier Assessment for Labor Practices					
G4-DMA		47	No		
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	47	No		Goal 8: Decent work and economic growth-Labor practices in the supply chain
Aspect: Labor Practices Grievance Mechanisms					
G4-DMA		39	No		
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	39	No		Goal16: Peace, Justice and strong institutions-Grievance mechanisms
Sub-category: Human Rights					
Aspect: Non-discrimination					
G4-HR3	Total number of incidents of discrimination and corrective actions taken	39	No		Goal16: Peace, Justice and strong institutions-Non-discrimination
Aspect: Freedom of Association and Collective Bargaining					
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	58	No		Goal 8: Decent work and economic growth-Freedom of association and collective bargaining
Aspect: Child Labor					
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	47	No		Goal 8: Decent work and economic growth-Abolition of child labor
Aspect: Forced or Compulsory Labor					
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	47	No		Goal 8: Decent work and economic growth-Elimination of forced or compulsory labor
Aspect: Security Practices					
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	59	No		Goal16: Peace, Justice and strong institutions-Security
Aspect: Supplier Human Rights Assessment					
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	47	No		

GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Aspect: Human Rights Grievance Mechanisms					
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	39	No		Goal16: Peace, Justice and strong institutions-Grievance mechanisms
Sub-category: Society					
Aspect: Local Communities					
G4-DMA		66, 70	No		
G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	62-73	No		
G4-S02	Operations with significant actual or potential negative impacts on local communities	62-73	No		
Aspect: Anti-corruption					
G4-DMA		38	No		
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	42	No		Goal16: Peace, Justice and strong institutions-Anti-corruption
G4-S04	Communication and training on anti-corruption policies and procedures	38	No		
G4-S05	Confirmed incidents of corruption and actions taken	39	No		
Aspect: Compliance					
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	43	No		Goal16: Peace, Justice and strong institutions-Compliance with laws and regulations
Sub-category: Product Responsibility					
Aspect: Product and Service Labeling					
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	23, 45	No		Goal12: Ensure sustainable consumption-Product and service information and labeling
G4-PR5	Results of surveys measuring customer satisfaction	80	No		



GRI indicators		Page or Link	External assurance	Omission (s) and Remark (s)	SDG mapping linkage to disclosure
Financial Services Sector Disclosures					
Aspect: Product Portfolio					
G4-DMA (G4-FS1)	Policies with specific environmental and social components applied to business lines	6-7	No		Goal10: Reduce inequality- Responsible finance
G4-DMA (G4-FS2)	Procedures for assessing and screening environmental and social risks in business lines	41	No		
G4-DMA (G4-FS4)	Processes for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	53	No		
G4-DMA (G4-FS5)	Interactions with clients/ investees/ business partners regarding environmental and social risks and opportunities	22-23, 47	No		
Aspect: Active Ownership					
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	23, 64-66, 76	No		Goal10: Reduce inequality- Responsible finance
Aspect: Local Communities					
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	29, 45, 64-66	No		Goal1: End poverty-Access to financial services Goal 8: Decent work and economic growth-Access to financial services

