

# AMATA

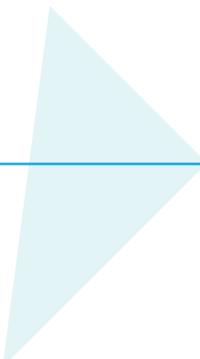
POSSIBILITIES HAPPEN

AMATA CORPORATION PUBLIC COMPANY LIMITED



## *Journey through* **challenges**

**Sustainability Report**  
**2020**





## Vison

“Creating Perfect Cities where possibilities happen”

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## Mission

“Committed to creating a culture of ALL WIN for our stakeholders by expanding new frontiers and exploring innovation to build a Smart City that enriches quality of life”

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## Business Philosophy

# ALL WIN

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## Corporate Culture – AMATA DNA

### D

#### Dependable

- Being Professionalism
- Adhering to code of ethics
- Credible
- Reliable

### R

#### Responsive

- Fast and accurate responding
- Being responsible to stakeholders & environment

### I

#### Innovative

- Promoting innovation in products and services including working process improvement

### V

#### Visionary

- Having long term projection
- Creating opportunities for everyone

### E

#### Efficient

- Working with high standard and excellent team

# About This Report

AMATA Corporation Public Company Limited (the Company) publishes the sustainability report annually (Disclosure 102-52) to disclose its management approaches and performance in regard to the material topics related to economy, governance, environment, and society including the response to the United Nations Sustainable Development Goals (SDGs) to its stakeholders and public.

This is the seventh Sustainability Report which covers the performance during 1 January to 31 December 2020 (Disclosure 102-50). This report has been prepared in accordance with the GRI Standards: Core Option (Disclosure 102-54).

## Reporting Boundary (Disclosure 102-45, Disclosure 103-1)

This report presents the performances in the year 2020 and operating data of all business units under AMATA Corporation Public Company Limited and its subsidiaries that AMATA holds greater than 50 percent or has management control and also operate their business in AMATA Industrial Estates in Thailand, namely

- AMATA Water Company Limited
- AMATA Facility Services Limited
- AMATA City Rayong Company Limited
- AMATA Summit Ready Built Company Limited
- AMATA Energy Company Limited

This report excludes the performance of other businesses that AMATA holds less than 50 percent or does not directly participate in their management, or only supervision through their board of directors.

## Reporting Content

In 2020, the Company improved the Material Determination Process to be more accurate in identifying and prioritizing topics regarding business context, challenges, opportunities, and stakeholder's expectations, needs, and concerns. The Material Determination Process result shows 14 material topics from 42 sustainability topics are the most important to Governance, Economic, Environmental, and Social (ESG) or influence on stakeholders and the Company. Hence, the key content of the report disclosed all of the 14 material topics. Additionally, in 2020, the company has prepared a new corporate greenhouse gas emission data report and was certified by Thailand Greenhouse Gas Management Organization (Public Organization) resulted in the reported greenhouse gas data different from the previous year. (Disclosure 102-49)



## Assurance of this report

The key contents of the report were reviewed and approved by high-level executives of each department and subsidiary (Disclosure 102-32) to ensure the accurate content and responses to stakeholders. The Company did not use the third party to certify this report, but the environmental performance data has been certified by the private agencies that have been registered with the government agencies to assure that the operation data is reliable, accurate and transparent.

## Contact Point

(Disclosure 102-53)

For additional information, any inquiries or suggestions on this report, please contact us at:

### Company Secretary Department

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“2020 is considered to be a great challenging year for the global community due to the COVID-19 pandemic that directly affects everyone’s health. More than one hundred million confirmed cases of infection had been reported by World Health Organization (WHO) and more than two million people had been reported dead at the end of 2020 while its impacts are still continuing to affect the overall global economic slowdown. It is really a critical period that all sectors must join hands to overcome this crisis together. Consequently, this also makes Amata realize that its commitment to build a perfect smart city that produces “ALL WIN” benefits to its stakeholders is much more important than ever ”

”

# Message from Chairman (Disclosure 102-14)

The Company has committed to the development of a perfect smart city in order to develop the Thai economy to grow continuously along with keeping a good balance of quality living between the industries and the surrounding communities and to create the opportunities and access to all groups of stakeholders by integrating sustainable development approaches into the Company's business development plan in combination with innovation and technology to increase the operational efficiency, reduce the environmental impacts by aiming to be a low-carbon city in 2040 in accordance with SAVE EARTH, SAFE US concept in order to respond to the global changes, especially for the escalating climate change, and, in another way, to support the United Nations Sustainable Development Goals (UN SDGs) as well. Furthermore, Amata has still strictly adhered to ALL WIN philosophy in conducting its business to create sustainable value in both economy, society and environment at the community, national and global levels. This has been the main mission that always bringing pride to Amata.

In 2020, the Company had increased its registered capital for the first time from the original registered capital of 1,067,000,000 baht to 1,150,000,000 baht by issuing 83,000,000 new ordinary shares at 1 baht par value to the existing shareholders according to their right offerings resulting the Company to receive totally 979,400,000 baht from the sale of the said capital increase ordinary shares without significant change in shareholder structure. In this regard, the Company will use such increased capital to invest in the development of Yangon Amata Smart & Eco City Phase 1 in the Republic of the Union of Myanmar according to its designated business plan.

As for the development of smart cities in Thailand which the Company aims to become the low carbon cities by 2040, the Company has continuously implemented the Smart Energy and Smart Environment Projects in order to help reducing the greenhouse gas emissions which are the main causes of climate change conditions. Besides, the Company has also promoted and supported the industrial operators in its industrial estates to realize and engage in reducing greenhouse gas emissions. In the past 2020, the Company had joined with its business alliances to install the Floating Solar Power Generation Systems in the reservoirs inside Amata Industrial Estates in order to generate electricity from solar energy, as well as, to promote and support the efficient waste management in the industrial estates and surrounding communities to increase waste recycling and reduce the waste disposal by landfill which is a source of greenhouse gas emissions into the environment.

Owing to the COVID-19 pandemic in 2020, the Company's revenues had been greatly affected due to the slowdown of investment decisions of both Thai and foreign entrepreneurs who were not confident in the economic conditions after the outbreak of COVID-19 pandemic which has still tremendously affected the global supply chains including the in/out restricted travel measures of each country resulting to the

travel slowdown during the past year. Also, the Company's revenues from utilities and services had decreased due to the entrepreneurs in Amata Industrial Estates had reduced their production capacity during such period. Thus, the Company had conducted the business risk assessment due to the emerging infectious disease and had formulated the enterprise risk management measures to cope with the future effects of the forthcoming new normal.

However, the Company has still taken care of its stakeholders involved during this critical period by setting the response and management measures to quickly and efficiently control the situation in order to ensure the business continuity, maintain the confidence of stakeholders towards the Company and take care of local stakeholders in coping with the pandemic, as well as, deal with the impacts on the stakeholders. In this regard, the Company has primarily emphasized on the employees' safety and reduction of infection risk. Besides, the Company has issued the measures to assist its customers in Amata Industrial Estates both in hygiene and financial aspects. Since the COVID-19 pandemic has continued affecting the local economy of the surrounding communities, especially some local workers whom were ordered to stop working or laid off causing them to lack of incomes during such difficult period, the Company has organized the "AMATA Give First" Project and "Food Sharing Project: One Full Meal for You" in order to urgently alleviate the impacts on the communities and support the healthcare professionals to be able to perform their duties safely and efficiently.

With the strong commitment to the operations and dedication of our executives and employees of all levels including the cooperation and support of all groups of stakeholders, the Company has a continuous development apparently according to the main strategy in driving the organization towards sustainability resulting the Company to be listed on Thailand Sustainability Investment (THSI 2020) for 3rd year consecutively by the Stock Exchange of Thailand. In addition, both Amata Industrial Estates had been certified to be Eco Industrial Towns of Eco-Excellence: E2 level in 2020 and obtained the Eco-Industrial Estate 4.0 Award for smart water management system as well.

Lastly, on behalf of our Board of Directors, all executives and employees, I would like to express our sincere thanks to all of you for your strong confidence and support in promoting the Company to grow steadily. Our Company will further continue to strive for excellent business operations with "ALL WIN" philosophy for continuous development and sustainability in all sectors.



**Vikrom Kromadit**

Chairman  
and Acting Chief Executive Officer

# Sustainability Recognition



## 1. Member of “Thailand Sustainability Investment (THSI) 2020”

For the third consecutive year, selected by the Stock Exchange of Thailand



## 2. “Excellence CG Scoring” in Corporate Governance Report of Thai Listed Companies 2020

From Thai Institute of Directors



## 3. Member of Thai Private Sector Collective Action Against Corruption (CAC)

since August 30, 2020



## 4. ASEAN CG Scorecard Award 2019 and ASEAN Asset Class Publicly Listed Companies

## 4. ASEAN CG Scorecard Award 2019 and ASEAN Asset Class Publicly Listed Companies

And achieving an average score of 97.50 or above.



## 5. “Eco-Industrial Town at Eco-Excellence: E2 Level”

For AMATA City Chonburi Industrial Estate certified by the Industrial Estate Authority of Thailand



## 7. “Eco-Industrial Town at Eco-Excellence: E2 Level”

For AMATA City Rayong Industrial Estate certified by the Industrial Estate Authority of Thailand



## 8. The Quantity of Greenhouse Gas of Organization

has been certified by Thailand Greenhouse Gas Management Organization (Public Organization)



## 9. “Accident Reduction Corporation Awards”

For AMATA City Chonburi, granted by Office of the Health Promotion Foundation and Thai Road Safety Network.

## 6. “Smart Eco-Industrial Estate 4.0 in Smart Water Category”

certified by the Industrial Estate Authority of Thailand



## 10. “Sustainability Report Award 2020 – Sustainability Disclosure Award”

Granted by Thaipat Institute.



## 11. “2020 Annual General Shareholders’ Meeting Assessment”

received 100 full score or excellent rating for the 3rd consecutive year of the 2020 Annual General Shareholders’ Meeting Assessment Project, conducted by the Thai Investors Association

# Our COVID-19 Response

The commitment to building a perfect city with 'ALL WIN' benefits to stakeholders is more important than ever.

Due to COVID-19 has become a pandemic since March 2020, its effect has caused the wide and tremendous impacts towards the global society, economy and environment resulted to the great challenges in administration management to tackle with this pandemic not only the public health to contain the outbreaks, the waste and medical wastes management, but also the business challenges caused by the global and national economic slowdown. Owing to this crisis, the Company has foreseen its commitment to building a perfect city with 'ALL WIN' benefits to stakeholders as its top priority because its development of industrial estate business in Thailand has involved a large number of people and has become an important base in driving the manufacturing industry of the country. The Company, therefore, has considered it is very important to cooperate with all sectors in managing this crisis so that all stakeholders shall be safe and overcome this crisis together.

## Our Response

Since COVID-19 pandemic is was an emerging risk of the Company, a Crisis Management Team: COVID-19 has been assigned to manage the risks of this emerging disease that affect the Company and its key stakeholders, to designate the short-term and long-term measures in order to prevent, monitor and mitigate any impacts to be incurred, and to work closely with the government agencies such as the Industrial Estate Authority of Thailand and the Provincial Public Health Office with the following objectives:

1. No employee suffering from COVID-19 disease.
2. No business interruption and no damage to business operations, customer care and services.
3. Prevention of the outbreaks in the areas of Amata Industrial Estates and their neighboring communities within a 5 km radius.
4. Risk management and formulation of measures to prevent and mitigate the impacts incurred systematically, swiftly, efficiently and correctly according to the disease control principles.
5. Provision of supervision and assistance to the employees and all groups of stakeholders in health care and economy across Amata operation sites.

Company's short-term measures in response to COVID-19 crisis in the past year are as follows:

- Formulate the self-protection measures for employees such as providing the knowledge about the disease and self-protection, as well as, the support of necessary welfares; for example, coronavirus insurance, etc.
- Adjust the works of employees to suit the pandemic control and prevention in consistent to the government preventive measures such as work-from-home and support of equipment to work from home in order for them to be able to continue working efficiently.
- Oversee the sanitation and cleanliness of all office areas of the Company such as intensive health screening among employees and visitors, setting specific areas for employees and visitors, and supervising the building tenants about infection risk management in the workplace.
- Supervise the sanitation and cleanliness of the Company's operation sites such as wastewater treatment plants, waste separation plants, and formulate the health screening measures for the contractors' employees working at the operation sites.
- Manage safety in common areas; for example, surveillance of vulnerable spots via CCTV system.
- Collect, summarize and manage the government's data, orders or announcements to communicate to the employees and customers regularly.
- Provide the knowledge of waste management for pandemic prevention such as how to discard and dispose the surgical masks and other wastes correctly.

Owing to the prediction of the public health experts, the COVID-19 pandemic will prolong for a period of time and it cannot be anticipated when the disease will disappear. The Company, therefore, has formulated the long-term measures in response to COVID-19 crisis as follows:

- Improve the human resource management system to be more efficient such as the attendance recording system or the performance evaluation system in case it is required to change to work-from-home in long-term.
- Modify the Company's rules and regulations to facilitate the new normal working environment of the employees.



- Monitor closely the changes of the global and national situations including the impacts towards the customers in the industrial estates in order to assess the risks of Amata's business operations and formulate the appropriate risk management measures.
- Modify the business models with our foreign business partners in order to be able to operate the business continuously.

## Performance

In 2020, none of the Company's staff was found suffering from COVID-19; however, the Company has still implemented the intensive health screening measures including other safety measures such as work-from-home to reduce congestion, physical distancing and adequate support of self-protection equipment (Surgical masks, hand sanitizers, etc.) to all employees.

As a result of the impact of COVID-19 on the Company's performance, the Company's revenues from industrial estate business operations in the 3rd quarter were found 32% dropped comparing to the same period in 2019 by having the land sales revenues 58% decreased due to the slowdown in investment decisions of both Thai and foreign entrepreneurs who were not confident in the post-pandemic economic recovery resulted to the impact on the global supply chain. Besides, the 14-day state quarantine measure implemented with the foreign investors had slowed down the travels during the past year. Also, the utilities & services revenues were found 5% decreased due to the production capacity reduction of the entrepreneurs' plants in Amata Industrial Estates during such period.

The COVID-19 pandemic has directly affected the health and safety of the Company's key stakeholders. Therefore, the quick and efficient response and management shall bring the effects to the business continuity and the confidence of stakeholders towards the Company. To cope with such COVID-19 pandemic, the Company has taken the following actions with various groups of stakeholders:

### Our Employees

Employees are not only the key linchpins of successful business operation, but also the important force in driving the Company's business sustainably. Keeping the employees safe and reducing the infection risk during the COVID-19 pandemic are the Company's first priorities. The Company, therefore, has implemented the followings to support the health and safety of the employees:

**Promotion of the use of technology:** The Company has rapidly changed the working system of its employees by introducing the efficient technology in their work operation, including Microsoft Team and ZOOM. In the past year, the Company had used the online meetings, online training and workshop and online customer meetings of which results of work were found smooth, reducing the meeting time without entering into the office and creating the satisfaction to both employees and customers.



**Employee Safety and Welfares:** The Company has supported adequate protective equipment such as surgical masks, hand sanitizers, gloves, etc. to the employees. In addition, the Company has allocated the areas for local quarantine as recommended by the Provincial Public Health Office for the employees who are not convenient to quarantine at their houses due to the high risk of infection. Also, the Company has arranged the coronavirus insurances for all employees, both permanent and contract employees.

**Communication:** The Company has regularly organized the online employee meetings in order to communicate the important preventive measures, the knowledge about the disease and self-protection by a medical professional including the quarterly meeting of top management's meeting with employees.

**Law & Regulatory Compliance:** The Company has formulated the health and safety measures, monitored and supervised the employees to strictly observe. The results have been reported to the management team and the Board of Directors for their acknowledgment periodically.

### Our Customers

The COVID-19 pandemic has posed the businesses of our customers at risk because if any of factory workers is infected, he will affect the production processes that may be required to shut down, partially or wholly, in order to contain the outbreaks. Such temporary or permanent cease of operation of any customer's plant will directly affect the Company's recurring incomes from utilities and services, including the local employment and economy.

The Company, therefore, has operated to take care of its customers during the COVID-19 pandemic as follows:

**Information:** The Company has assigned a Communication Team to manage and communicate the information to its customers through various channels such as email, phone, social media and Line Official @AmataCityChonburi & @AmataCityRayong. In addition, the Company has given the advice to its customers about compliance with various regulations announced by the government during the pandemic; for example, compliance with the Emergency Decree or regulations during the curfew announcement if a customer is required to work during that period, etc.

**Products and Services:** AMATA Facility Services Co., Ltd., an affiliated company, has developed new products and services during the COVID-19 pandemic to respond to the needs of customers who are the entrepreneurs in both Amata Industrial Estates to increase the safety of the workplaces by providing the cleaning and disinfection services with standardized chemical disinfectants to assure the customers' employees in working at the safe workplaces.

**Customer support measures:** The Company has issued the measures to help the customers in Amata Industrial Estates as follows: Providing 1-time disinfection service to the customers renting its office space at no cost, reducing the rental fees by 10-20% for 3 months, delaying the increase of common area maintenance fees for 6 months and extending the credit term of service fee payment, as well as, considering allowing the service fee payment in installments (on a case-by-case basis).

According to the survey in 2020, 1 employee working in Amata Industrial Estate was found suffering from COVID-19 where the Company had immediately provided the disinfection service in the plant area and had cooperated with the Industrial Estate Authority of Thailand and the Provincial Public Health Office to advise the customer about the protection, health screening and area control to prevent outbreaks. Although none of the plants in both Amata Industrial Estates had been shut down due to the arising economic problems, the COVID-19 pandemic had significantly affected the customers' businesses, especially the employment. According to the survey on the number of employees working in both Amata Industrial Estates, the number of employees was found 12.9% decreased comparing to that of 2019 (Data as of June 2020).

## Our Communities

The COVID-19 pandemic has caused a continuous impact on the economy of the neighboring communities because some local workers are affected; for example, having to stop working or being laid off causing them to lack the incomes during such period. Consequently, the Company, has organized "AMATA Give First" Project and "The Pantry of Sharing" to urgently alleviate the impacts on the communities by giving the survival bags, of which each consisting of 5 kg. rice, eggs, household medicine and dry food, directly to the affected target groups who are the unemployed workers, low-income people, disabled people or bedridden patients in the communities, as well as, setting up "The Pantry of Sharing" to the needy people.

In conjunction with the afore-said activities, the Company has supported the products of nearby communities for arrangement of the total 9,629 survival bags worth 1,237,946 baht, divided into 4,229 sets for survival bags and 5,400 sets for the pantry of sharing distributed to 360 unemployed workers, low-income people and disabled people totally 9,629 persons.

Moreover, the Company has supported the healthcare professionals to be able to perform their duties safely because the healthcare professionals are the key persons directly dealing with and

taking care of the infectious patients. Thus, the Company has supported the protective equipment such as surgical masks, face shields and disinfectant alcohol worth 415,000 baht to 36 public health agencies. In addition, the Company has coordinated the cooperation with 19 customers who are the entrepreneurs in Amata Industrial Estates to jointly support the personal protective equipment and other disposable medical supplies to the healthcare professionals.

## Our Suppliers & Contractors

The Company has given the importance to its suppliers and contractors selling their products and services to the Company, performing their works in the Company's operation sites and having direct interaction with the Company's staff that may cause the infection risk to its staff or the risk that an infectious employee of any supplier or contractor may result that supplier or contractor to stop working causing them unable to deliver the work according to the schedule and the Company's business operation may interrupt or not meet the plan causing the damage to the Company.

Hence, the Company has implemented and supervised the employees of its suppliers and contractors the same preventive measures as implemented with its own employees in order to reduce the infection risk such as health screening measure before starting to work each day, physical distancing measure and self-protection measure (Wearing surgical mask all the time, taking care of personal hygiene, etc.) and has closely monitored its suppliers and contractors to strictly comply with the set measures.

As a result, none of the employees of its suppliers and contractors was found suffering from COVID-19 in 2020. Also, the delivery of goods, utilities and services to the customers were not affected by such preventive measure and work supervision at the operation sites at all.



# About AMATA

At a Glance (Disclosure 102-4)



AMATA Corporation Public Company Limited (Disclosure 102-1), one of Thailand's leading industrial estate developers, was founded on 6 March 1989 and was listed in The Stock Exchange of Thailand in 1997. AMATA specializes in the industrial estate development and entire businesses related to the industrial estate. (Disclosure 102-2). The Company not only develops international standard industrial estates that adhere to strict environmental protection, but also strives to create "A Perfect City" in order to improve quality of life of the people working in the industrial estates and people in surrounding communities, so that they can work and live happily.

At present, the Company operates the industrial estates and jointly invest in land development and urban communities in Thailand and abroad. Our sites are home for global clientele who produce annually almost USD 62 Billion worth of output.

### 1. AMATA City Chonburi

Area: 43.30 sq.km.

No. of factories and tenants: 770

No. of factories' employees: 181,879

In the heart of the Eastern Seaboard, a leading center for industry and manufacturing. 42 km from Suvarnabhumi International Airport, 46 km from Laem Chabang Deep Sea port and 57 km from Bangkok

### 2. AMATA City Rayong

Area: 27.03 sq.km.

No. of factories and tenants: 415

No. of factories' employees: 74,021

Best location for export-oriented companies. 27 km from Laem Chabang Deep Sea port, 99 km from Suvarnabhumi International Airport and 114 km from Bangkok

### 3. AMATA City Bien Hoa

Area: 7 sq.km.

No. of factories and tenants: 194

No. of factories' employees: 49,854

Strategic location on Highway No.1, connecting the South and the North of Vietnam. 35 km from Ho Chi Minh City Airport, 33 km to Cat Lai Port and 50 km to Cai Mep Port

### 4. AMATA City Long Thanh

Area: 4.10 sq.km.

Status: Under development

### 5. AMATA Service City Long Thanh 1

Area: 0.55 sq.km.

Established on 30 August 2019

### 6. AMATA Service City Long Thanh 2

Area: 0.51 sq.km.

Established on 30 August 2019

### 7. AMATA Township Long Thanh

Area: 7.53 sq.km.

Status: Under development

Located in North-East of Ho Chi Minh City around 20 km from Bien Hoa City, along Long Thanh-Dau Giay express way, 10km to new Airport, 20 km from Ho Chi Minh City

### 8. AMATA City Halong

Area (Phase 1): 7.14 sq.km.

Total Area: 57.89 sq.km.

Status: Under development

Strategic location in the North of Vietnam. Closed to Deep Sea Port of 30 km, International Airport of 30 km and less than 200 km to China border.

### 9. Yangon AMATA Smart & Eco City

Area: 8.09 sq.km.

Status: Under development

Strategic location in Yangon Region. Located on Yangon Outer Ring developing area connected to infrastructure and transportation network both railway and motorway. 24 km from Yangon International Airport and 386 km from Thai border.

## 9 Projects



**105.26** Square Kilometer area



**1,379** factories and tenants from 30 nationalities



**305,754** people working in factories



AMATA Corporation Public Company Limited has its headquarter at 2126 Kromadit Building, New Petchburi Road, Bangkapi, Huay Kwang Bangkok 10310, Thailand (Disclosure 102-3)



An office branch is at 700 Bangna-Trad Highway Km.57, A. Muang, Chonburi 20000, Thailand



As of 31 December 2019, the total number of employees in all types was 268. (Disclosure 102-7)

## Our Business (Disclosure 102-2, 102-6)

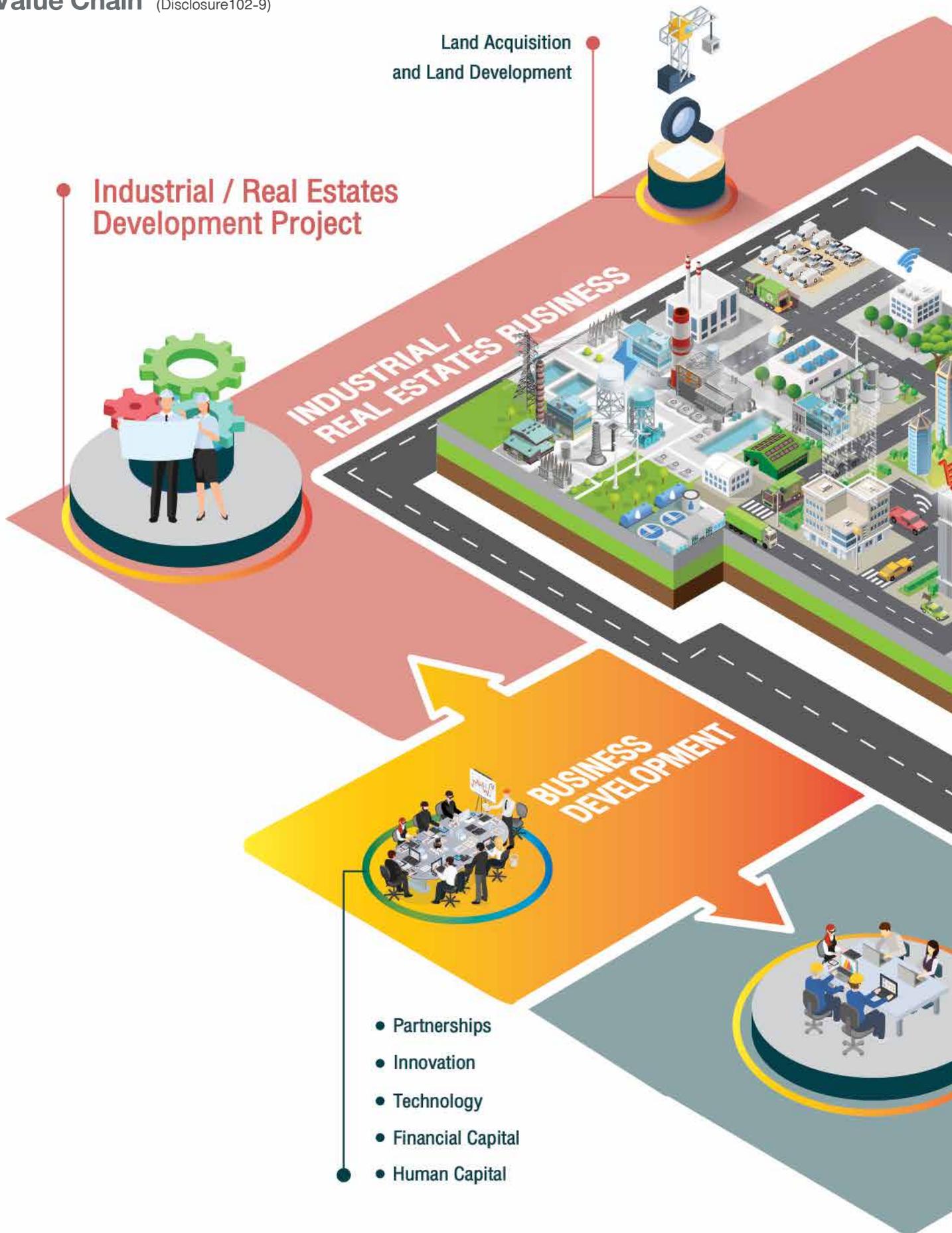
The Company's businesses have been developed by adhering to the sustainable development policy that focuses on economic development along with a happy coexistence between industry and surrounding communities. The key success factor of AMATA industrial estates is creating businesses that completely support the investors' business operation and fulfill the needs of stakeholders in all areas. The types of businesses are categorized as follows:

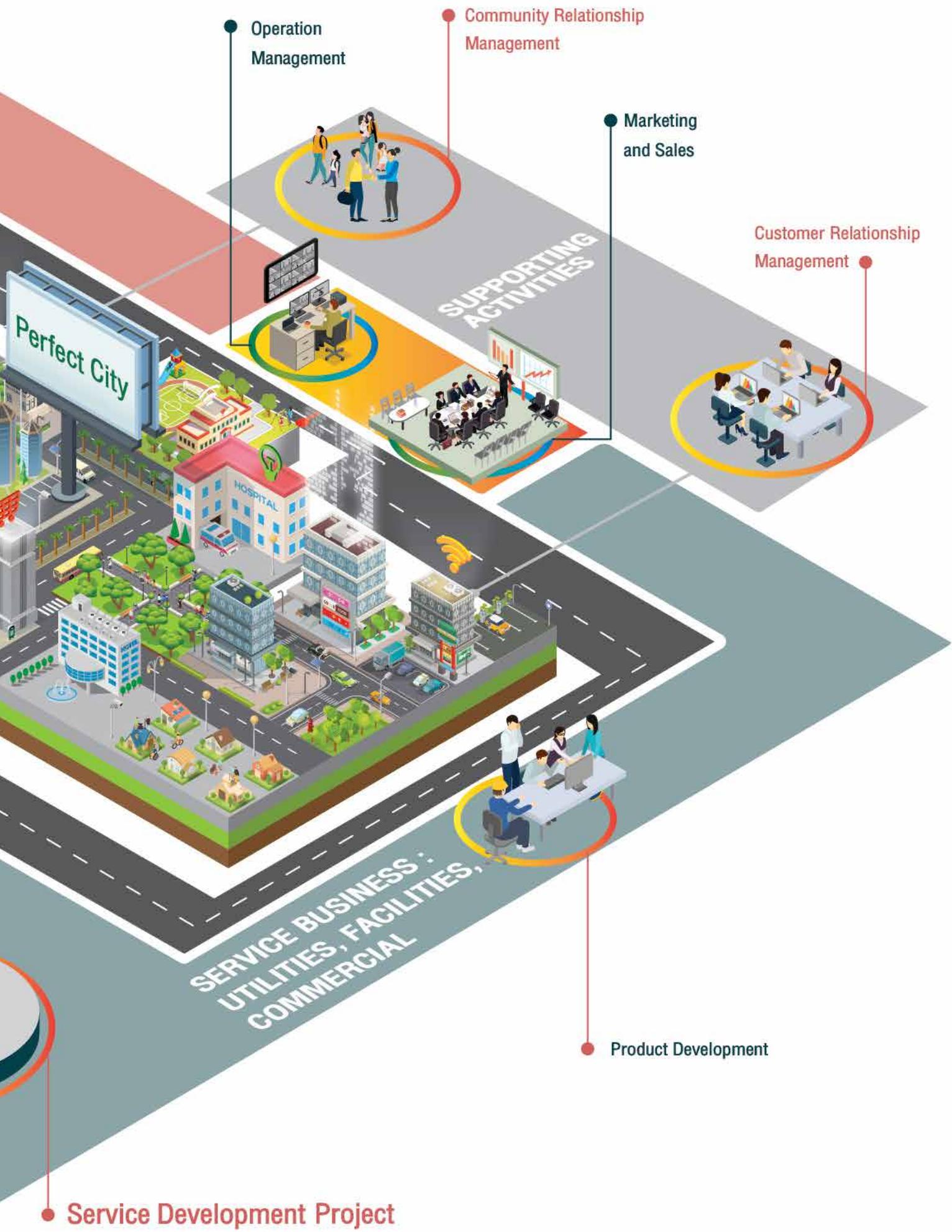
Industrial Estate Business and Urban Development	Utilities	Services in industrial estates	Investment
<p><b>Industrial Estate</b></p> <ul style="list-style-type: none"> <li>• AMATA City Chonburi</li> <li>• AMATA City Rayong</li> <li>• AMATA City Bien Hoa</li> <li>• AMATA City Long Thanh</li> <li>• AMATA City Halong</li> <li>• Yangon AMATA Smart &amp; Eco City</li> </ul> <p><b>Urban Development</b></p> <ul style="list-style-type: none"> <li>• AMATA Township Long Thanh</li> <li>• AMATA Service City Long Thanh 1</li> <li>• AMATA Service City Long Thanh 2</li> </ul>	<ul style="list-style-type: none"> <li>• Power plant</li> <li>• Water supply plant and distribution for industry</li> <li>• Wastewater treatment plant</li> <li>• Natural gas network and control station for industrial estate</li> <li>• Industrial gas business</li> <li>• Fiber optics network</li> <li>• Renewable Energy business</li> </ul>	<ul style="list-style-type: none"> <li>• Solid waste and industrial waste management</li> <li>• Ready built factory for rent</li> <li>• Logistics and distribution centers</li> <li>• Security</li> <li>• Telecommunication</li> <li>• Maintenance for office and factory</li> <li>• Hospital</li> <li>• Education</li> <li>• Residential</li> <li>• Commercial</li> </ul>	<ul style="list-style-type: none"> <li>• AMATA Asia</li> <li>• AMATA VN</li> <li>• AMATA Global</li> <li>• AMATA Energy</li> <li>• AMATA Asia (Myanmar)</li> </ul>

## Infrastructure and Utilities at AMATA City Chonburi Industrial Estate



# Value Chain (Disclosure102-9)





Operation Management

Community Relationship Management

Marketing and Sales

Customer Relationship Management

SUPPORTING ACTIVITIES

SERVICE BUSINESS: UTILITIES, FACILITIES, COMMERCIAL

Product Development

Service Development Project



## Membership (Disclosure 102-13)

### AMATA Corporation Public Company Limited

	Organization	Status
1	Australian - Thai Chamber of Commerce	Member
2	British Chamber of Commerce Thailand	Member
3	German - Thai Chamber of Commerce	Member
4	Korean - Thai Chamber of Commerce	Member
5	Malaysian - Thai Chamber of Commerce	Member
6	Singapore - Thai Chamber of Commerce	Member
7	The American Chamber of Commerce in Thailand	Member
8	Thai-Japanese Association	Member
9	Thai Industrial Estate and Strategic Partner Association	Member
10	Thai Listed Companies Association	Member
11	The Federation of Thai Industries	Member
12	Personnel Management Association of Thailand	Member

### Subsidiaries

	Organization	Status	Country
1	Thai-Vietnam Business Council	Member	Vietnam
2	Thai-Vietnam Friendship Association	Member	Vietnam
3	Thai Business (Vietnam) Association	Member	Vietnam

# AMATA Sustainable Development

The Company emphasizes on an involvement of all sectors within the organization in the development of the Company’s sustainability. Therefore, the Board of Directors, management and employees are set to jointly move the development in economic, social and environmental aspects. Knowledges and understanding as well as strong culture that support the operation are also created to ensure the sustainability can actually be established. Moreover, consciousness on the responsibility to all stakeholders, society and environment is built to bring about the stability and sustainability of the business and society as a whole going forward.

The Company drives corporate sustainability with its sustainability management structure (Disclosure 102-19, 102-20) under the Corporate Governance Committee (Organization Structure: See more in the 56-1 One Report 2020) as follows:



The Company has set up **AMATA Sustainable Development Committee**, comprising the management from the departmental level and above. **AMATA Sustainable Development Working Committee** consists of representatives from all departments of the Company and its subsidiaries (Disclosure 102-19,102-20) under supervision and monitoring by the Chief Executive Officer to jointly drive the projects gearing towards the sustainability of the Company.

The Company has driven the sustainable development in three levels which covers the operation of all three levels, i.e. economy, society and environment. The Company has considered risk factors from internal and external changes, global trends and mega forces which may impact the Company and stakeholders and also considered the stakeholders’ needs and expectations to set targets, develop strategies and plans to efficiently respond to the material sustainability topics.

# Roles and duties of the Amata Sustainable Development Committee



## Board of Director

- Determine the sustainable development policy, strategy and framework to cover economic, social and environmental aspects.
- Consider providing operational advice appropriate for the materiality and issues concerning sustainability.



## Sustainable Development Committee

- Implementation of corporate sustainability policies, strategies, and goals.
- Tracking progress and sustainability performance.
- Chairman of Sustainable Development Committee reports the Company's performance on the sustainability development to Chief Executive Officer and the Board of Directors.



## Sustainable Development Working Committee

- Review and evaluate the factors that affect sustainability in economic, social, environmental, and corporate governance.
- Conduct the materiality determination process.
- Initiate the projects and guidelines which respond to material topics in all aspects.
- Pass on the policy, objectives and strategies of the Company as well as sustainable development knowledge to all staff within the Company while also supporting all aspects of the operation.
- Follow up on the project implementation and gather data of the projects.
- Prepare annual sustainability report

## Corporate Sustainability Principle and Framework



### ALL WIN

Everyone **SUCCEEDS**  
Friendly to **ENVIRONMENT**  
Responsible to **SOCIETY**  
Walking **TOGETHER**

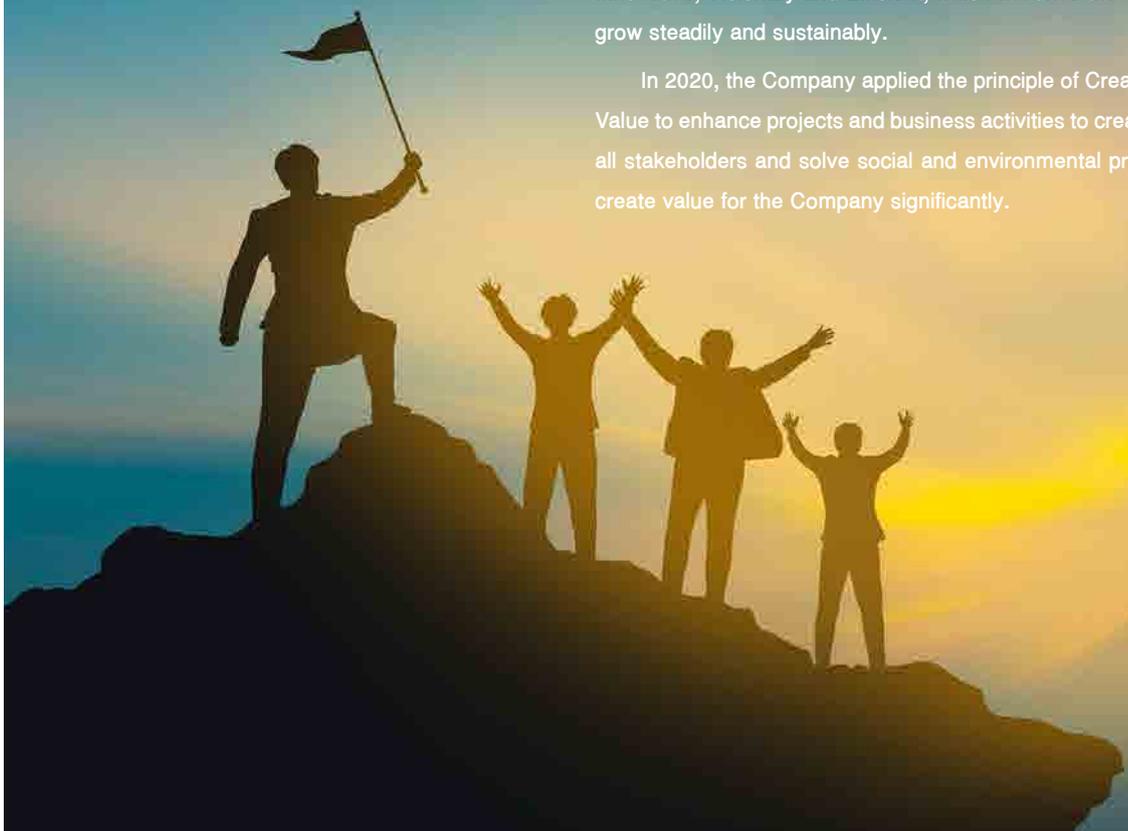


The Company is determined to grow its business and socio-economy together with good coexistence between the industries and surrounding communities on the basis of responsibility to natural resources and environmental preservation. As large industrial cities consume a lot of resources by nature, it thus directly and indirectly causes both positive and negative impacts on the economy, society and environment. Therefore, the Company has been operating strictly according to the “ALL WIN” philosophy. The Company also emphasizes all groups of stakeholders and focuses on creating shared value for stakeholders and its growth.

The Company has developed its management approaches from material sustainability topics, leading to the change of policies, management standards or additional practices as well as creating innovative processes or new businesses in order to minimize or create no negative impacts on society and environment and to yield long-term value for all stakeholders according to “ALL WIN” philosophy.

In addition, the strong corporate culture will enhance the Company to sustainability, as the result, the Company has imprinted management and employees with value, behaviors, and attitudes through “AMATA DNA”, consisting of 5 principles which are Dependable, Responsive, Innovative, Visionary and Efficient, which will drive the Company to grow steadily and sustainably.

In 2020, the Company applied the principle of Creating Shared Value to enhance projects and business activities to create value for all stakeholders and solve social and environmental problems and create value for the Company significantly.





The Company has established a sustainable development policy. (*Sustainable Development Policy: See more in the Good Corporate Governance Handbook 2019*) as a good practice for business operations based on the “ALL WIN” philosophy, which is the cornerstone of sustainable growth and sustainability.



**Increase business value through innovation and quality**

Focus on enhancing and developing work processes and services, promoting innovation and new businesses which add more value to the organization and stakeholders.



**Accountable to all stakeholders**

Conduct the business by minimizing or creating no negative impacts, both directly and indirectly, on the stakeholders. Commit to managing all aspects of risks in compliance with international standard. Create sustainable benefits to all stakeholders.



**Good corporate governance**

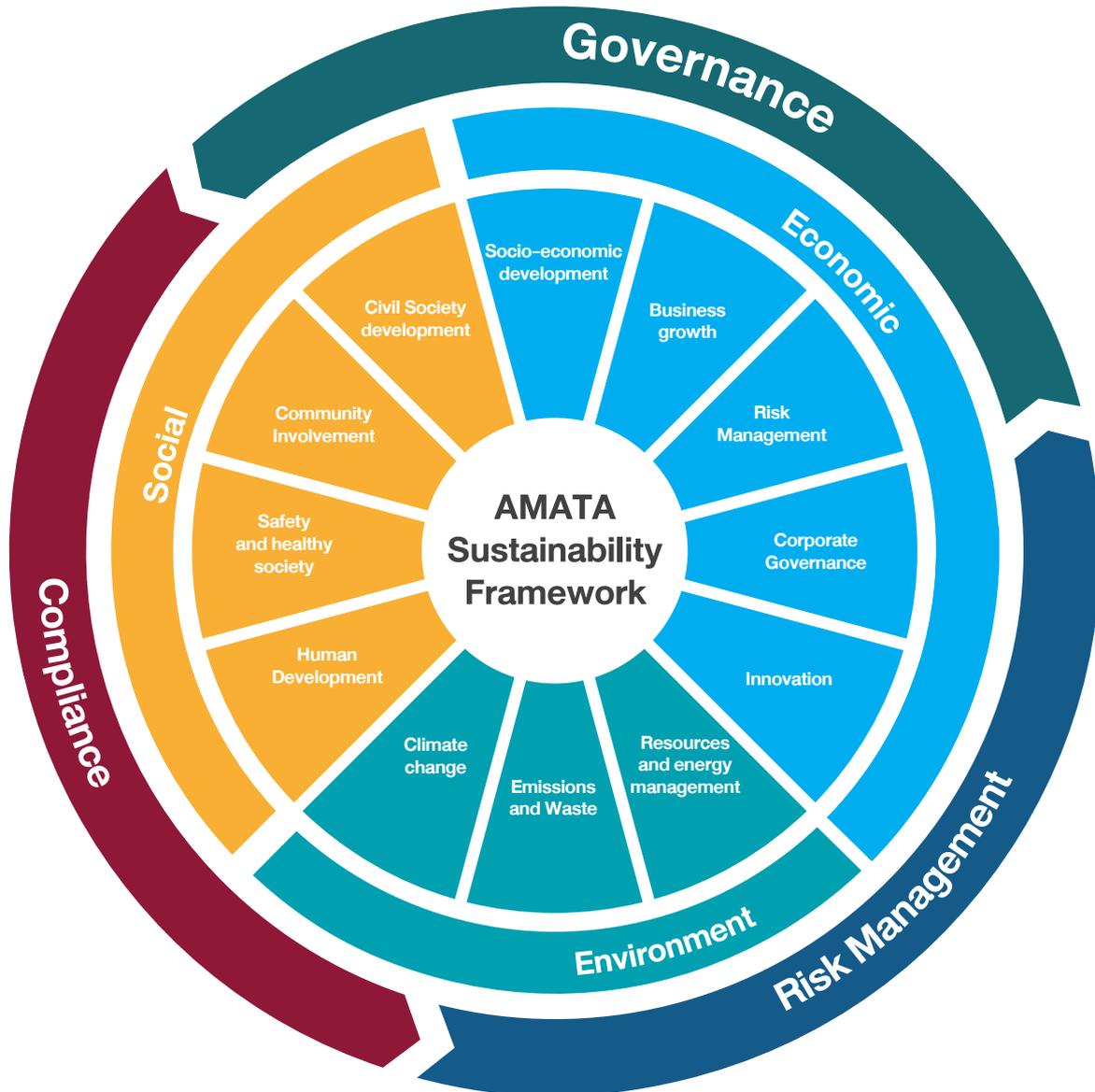
Conduct the business with honesty and fairness. Comply with laws and business ethics. Be against corruption and encourage the principles of human rights to maximize fair benefits to stakeholders.



**Responsible towards society and the environment**

Promote the most efficient use of natural resources. Encourage innovation or new businesses which reduce business impact on society and environment. Raise awareness on social and environmental responsibility.

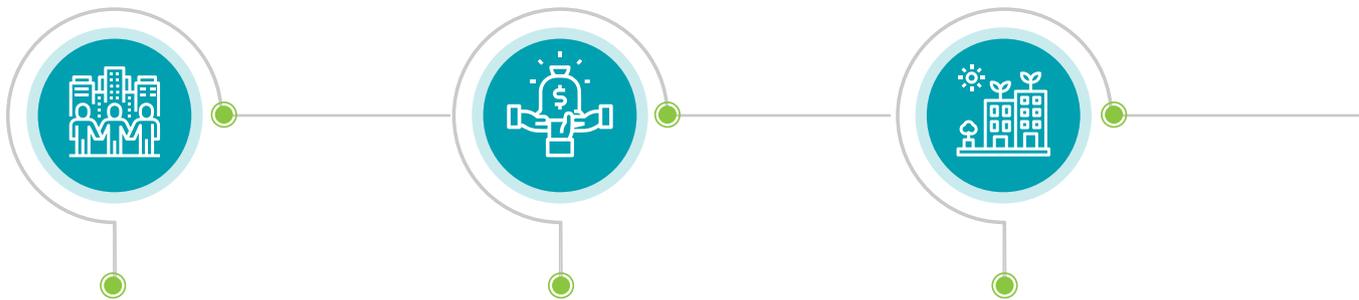
The Company also defines a “sustainability management framework” covering sustainability issues to serve as a framework for creating corporate sustainability. Focusing on issues helps create a balance between industry and society to coexist with quality based on social and environmental responsibility.



Apart from the policy and operational framework, this year the Company has also adopted other standards as a guideline for sustainable development, e.g. criteria for sustainability assessment of the Stock Exchange of Thailand, ISO standards, GRI Standards, criteria for Eco-industrial estate at Eco-Excellence level as defined by the Industrial Estate Authority of Thailand, in order to enhance all aspects of the Company’s sustainable development.

# Key Strategies for AMATA Sustainability

By integrating sustainable development concept into business strategy, the Company has revised its business plans and moves toward being the developer of Smart City in the Eastern Economic Corridor aiming to respond to the stakeholders' needs, to be able to cope with global changes and emerging risks more efficiently, and also to create a perfect city which provides opportunities and benefits to all stakeholders, and to develop the business and grow the socio-economy simultaneously with the peaceful co-existence between the industry and surrounding community on the basis of natural resources and environmental conservation. The Company has thus established key strategies for sustainable business as follows:



## 1. Enhancing competitiveness through the Smart City concept

The Company has been transforming its business model from being a developer of an industrial estate used as production base of various industries from other countries to be a leading developer of a smart city in the eastern region of Thailand in order to better meet the requirements of the customers from 10 targeted industries promoted in the Eastern Economic Corridor (EEC). The Company is committed to developing quality products and services in order to differentiate and create a competitive advantage to the Company while adding value to the customers as well as reducing social and environmental impacts.

## 2. Growing through strategic business partnerships

The Company sets a strategy to develop new business related to the smart city in order to promptly meet the customers' needs and expectation and to grow with quality through a joint venture with strategic business partners who are well-known and professional in various businesses. This enables the Company to create new products and services that can respond efficiently to customers' needs. This would also be an additional source of revenue and diversify risks from the Company's core business.

## 3. Creating a safe and environmental-friendly society

The Company places an importance on the safety of its stakeholders and the responsibility for natural resources and environment by encouraging the members of the industrial estates and surrounding communities to realize and pay attention to the efficient waste management and natural resources management. In addition, the Company keeps developing its work processes to reduce the impact on society and environment and developing new businesses that can more efficiently utilize natural resources and energy. The Company also discloses its information on practices and the result of natural resources and environmental management in a transparent manner through several channels.



#### 4. Creating opportunities for stakeholders

Businesses developed by the Company at present and in the future could benefit and create opportunities not only for AMATA but also for a wide range of stakeholders inside and outside the Company. The Company promotes the advancement and development of employee learning by providing the employees an opportunity to adjust or rotate their job duties to suit their knowledge and capabilities in order to create job motivation and organizational commitment.

The Company gives stakeholders the opportunity to jointly invest in its new business development in order to solve the problems or meet the needs of customers and people living in and outside the industrial estates. It also provides opportunities for people in and out of the industrial estates to conveniently access to products and services, such as medical care, education, government services, as well as creating jobs for public with the aim to improve quality of life and the community economy in tandem with the Company's growth.



#### 5. Building a decent civil society to create benefits for the society as a whole

The Company places importance on all stakeholders, especially primary stakeholders. The happy co-existence and support of each other are crucial driving forces for sustainable business. A good society within the Company, i.e. the employees which are main resources, will lead the organization to success. Therefore, the Company takes good care of its employees to ensure that they are happy at work and provides them both skill and mental development in order to collaboratively create valuable work and contribute to the external society.

The external civil society is a collaboration among customers within the industrial estates and surrounding communities together with local government entities to create collective impacts with the same target and understanding in the role of each other, to minimize resistance and to encourage cooperativeness on doing good things for a better society as a whole.

## Challenges and Opportunities



### Digital Transformation

Digital transformation, or an application of digital technology to business process to handle digital disruption effect or changes in business process or new business model which digital technology may cause that affect the existing products or goods in such industry, is a trend in global changes that have been mentioned for quite some time whereby certain industries have already been technologically disrupted. At present, digital transformation is accelerated due to COVID-19 pandemic. Operational efficiency of each industry must be maintained while employee's sanitization must be protected. Coupled with global economic deceleration and a change in consumer's behavior, every industry in Thailand needs to adopt digital technology in its operation.

Going forward, to reduce cost and increase capacity and competitiveness, the use of technology will play a vital role in manufacturing industry, e.g. Artificial Intelligence (AI), Blockchain, Internet of Things (IoT), Robotics, Augmented Reality (AR), Virtual Reality (VR), etc. Therefore, it is one of the challenges the industrial estate developers need to be prepared while facilities must be sufficient and be able to support future changes in global technology, and this may be one of the factors the operators consider in making investment decision. Additionally, the operators' demand for factory area may decrease but demand for high quality area may rise.

As such, the Company establishes Smart City project to elevate the level of facilities and basic utilities and to be prepared for digital technology for industrial factories. Moreover, it is a center of labor skill development, in collaboration with academic institutes and governmental entities, developing course to elevate labor skills and to be prepared for digital transformation. The Company also cooperates with business partners in developing goods and products with innovation and improving efficiency of operational process to add value to AMATA business.

### New Normal after COVID-19 Pandemic

COVID-19 pandemic lockdown affects people and business in every dimension, be it economy, society and environment. Ways to cope with and adjust to COVID-19 in order to live and work becomes a new normal whereby lifestyle, business operation, attitude and need of each group of stakeholders changes. This new normal becomes a challenge that the Company must handle to manage the requirement, expectation and concern of all groups of stakeholders in order to continue its business. The risk of factory shutdown by the operators in the industrial estates and a delay in investment by foreign investors must also be managed.

The company enhances the efficiency in human resource management, e.g. working hour record system and an assessment of operational progress in case of a change in work mode to long-term work from home, as well as improving its regulations to facilitate this new form of work.

Additionally, the Company closely monitors global and domestic changes and impacts on the customers in the industrial estates to assess AMATA's operational risks and determine appropriate measures to cope with the risks accordingly. Form of business operation with foreign suppliers is also adjusted to continue business as usual.

## **Awareness of Global Environmental Concerns**

Environmental situation is an important issue the world pays attention to. For example, greenhouse gas emission affecting the climate and water crisis, plastic waste management and use of clean energy becomes the topics the Company's stakeholders, especially those customers who are industrial factory operators, are interested. This is due to a push from the governmental sector who participates in the global environmental network, stricter environmental standards, a promotion of the use of renewable energy and business operation policy from the industrial factor operators' headquarters overseas which focuses on a reduction of waste and greenhouse gas emission during the production process. This thus causes the operators to place importance on the information regarding the source and quality of the utility used in the production process.

As a result, the awareness of the operators in the industrial estates challenges the Company to improve the quality of utility, social and environmental responsibility and supply chain of such utility, and to prepare verifiable details of the source of utility. In addition, the Company is given an opportunity to develop the renewable energy business to respond to the demand.

## **Growth in Vietnam**

CLMV countries, consisting of Cambodia, Laos, Myanmar and Vietnam, are situated in the center of ASEAN region. It is junction of major trade routes from all over the world. CLMV countries have continuously improved their infrastructure with support from powerful countries such as China, Japan and the US.

Over the past few years, Vietnam becomes prominent in term of a continuous increase in value of foreign direct investment in the manufacturing sector especially from Chinese and Japanese investors. In contrast, Thailand's value of foreign direct investment somewhat fluctuates (data referred from the Economic Intelligence Center (EIC) of the Siam Commercial Bank). This may be due to relatively low wages in Vietnam, abundant natural resources, support from the governmental sector of free trade, business facilitation, establishment of special economic zones and a number of tax privileges to promote investment in the manufacturing sector.

Moreover, both the number and productivity of Vietnamese labor continuously increases. To improve labor quality, their academic and vocational skills are developed. According to the report of the World Bank, Vietnam's Human Capital Index (HCI) is the second highest in ASEAN countries after Singapore. Therefore, Vietnam attracts the operators from all over the world or the operators who wish to relocate their production base from China to mitigate the risk of trade war, pandemic or a change in global supply chain.

Accordingly, Vietnam's continuous growth and development brings challenge to Thailand's industrial estate business that requires the developer to improve its business to respond to the need of foreign investors at present as well as to help develop Thailand's human resources and society as a whole to increase the competitiveness of the country.

The Company also sees an opportunity in developing new business in Vietnam. It has adapted AMATA Smart City model to land development in Vietnam, Myanmar and Laos in order to differentiate and to gain competitive advantage in industrial estate and land development sectors in those countries.



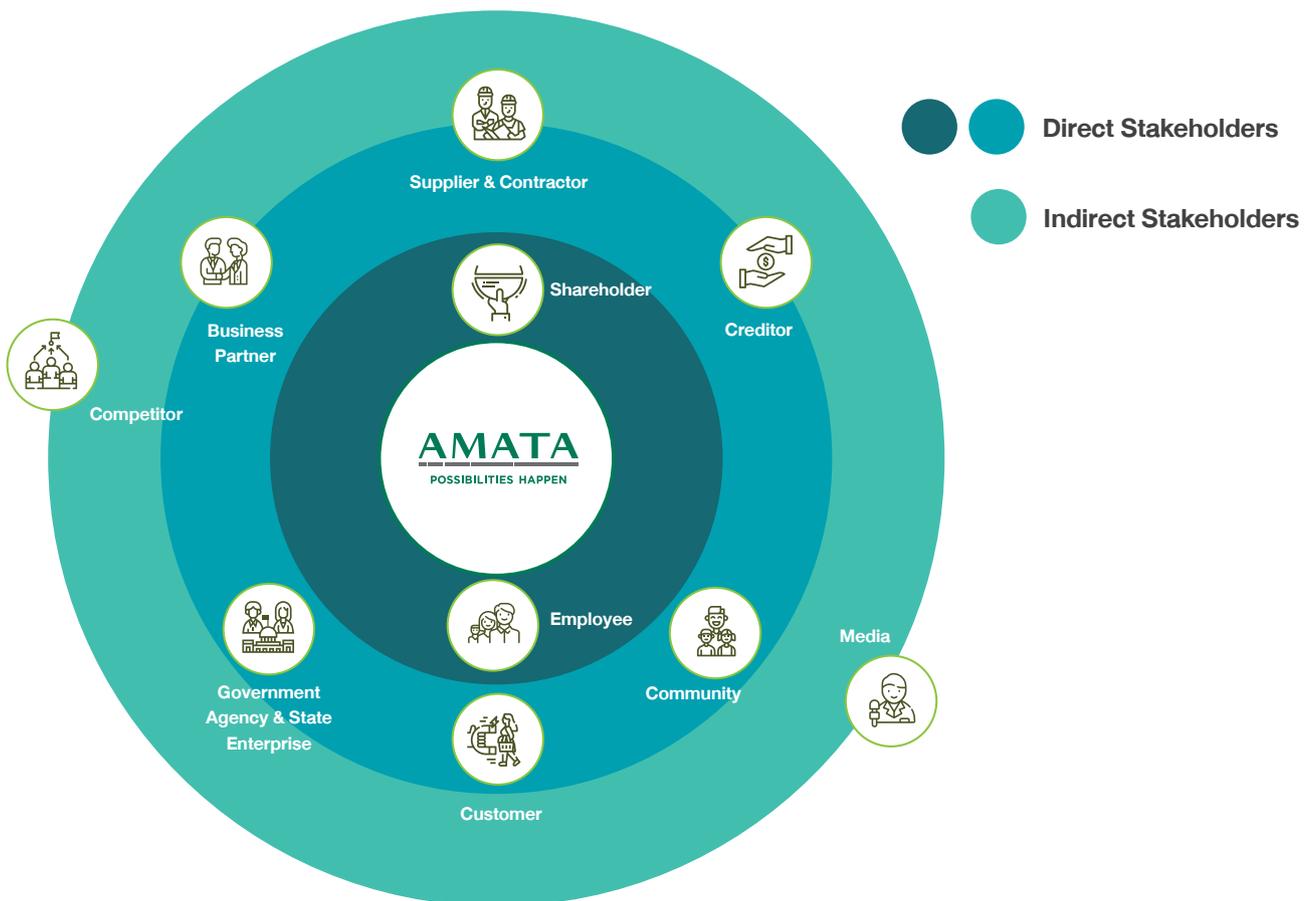
# Stakeholders



The Company has placed importance on all stakeholders' participation as part of our sustainable development process, especially stakeholders in the value chain who are positively and negatively affected by the Company's operations and stakeholder groups that influence or impact business operations. The Company reviews the stakeholders' identification and importance of the stakeholders annually by considering four factors: relative, dependency, responsibility, influence. Stakeholder prioritization is considered by the level of impact on stakeholders in economic, social, and environmental aspects and by stakeholders' effect or consequence. (Disclosure 102-42)

The Company has assigned the responsible person and provided various communication channels to convey opinions from stakeholders administered by the business unit related to the stakeholders, under the AMATA Sustainable Development Committee's supervision, to cover all groups of stakeholders. Material topics were analyzed from the expectations, needs, concerns, and opinions material to the Company's business, and responses will be made in various forms as deemed appropriate.

In 2020 the Company continues to classify the stakeholder groups into 10 groups, i.e. employee, shareholder, customer, community, supplier/contactor, business partner, creditor, government agency/ state enterprise, media and competitor (Disclosure 102-40).



## Stakeholder Engagement (Disclosure 102-43, 102-44)

Stakeholders (Disclosure 102-40)	Engagement Method (Disclosure 102-43)	Stakeholders' needs and Expectation (Disclosure 102-44)	Our Response
<p><b>Employee</b></p> 	<ol style="list-style-type: none"> <li>Annual meeting between top executives and employees</li> <li>Quarterly staff meetings</li> <li>Quarterly meeting of Welfare Committee</li> <li>Online communication, intranet and email</li> <li>Direct channel to CEO for staff's complaint and suggestions</li> <li>Annual Employee Engagement Survey</li> </ol>	<ul style="list-style-type: none"> <li>Appropriate compensation and welfare</li> <li>Fair Performance evaluation</li> <li>Security and career advancement</li> <li>Good working environment and atmosphere</li> <li>Development of employee's capability, knowledge and ability</li> </ul>	<ul style="list-style-type: none"> <li>Regularly reviewed and improved compensation and offered appropriate welfare</li> <li>Improved performance evaluation to be more efficient</li> <li>Offered priority to internal employees for job rotations and recruitment for job positions within the group of companies</li> <li>Provided adequate working equipment and creating a safe and happy workplace</li> <li>Organized training courses that meet the needs and keep up with global changes</li> </ul>
<p><b>Customer</b></p> 	<ol style="list-style-type: none"> <li>Annual Customer Satisfaction Survey</li> <li>Customer relation activities/ marketing activities</li> <li>Online / Email Communications</li> <li>Face to face meeting</li> <li>Line Official: @amatacitychonburi and @amatacityrayong</li> </ol>	<ul style="list-style-type: none"> <li>Good quality of after sales services</li> <li>Customer relation management</li> <li>Customer relation management</li> <li>Traffic problem</li> <li>Improving traffic surface conditions in the industrial estate.</li> <li>Environmental impact management</li> <li>Water management and water resource stability.</li> <li>Energy management</li> <li>Risk management and crisis management</li> <li>Greenhouse gas emissions per product unit of utilities within the industrial estate</li> </ul>	<ul style="list-style-type: none"> <li>Supported customers' business operations, such as organizing training courses for customers in accordance with the law</li> <li>Responded to customer complaints effectively</li> <li>Responded to customer complaints effectively</li> <li>Solved traffic problems by collaboration from many sectors and used technology to help manage traffic</li> <li>Improvements and repair of traffic surfaces.</li> <li>Strictly complied to environmental laws and regulations</li> <li>Disclosed accurate and transparent information.</li> <li>Developed sustainable water management to ensure water resource is sufficient for all users</li> <li>Developed sources of renewable energy in Industrial estates</li> <li>Conducted risk management process in all aspects. Prepared crisis management plan and emergency response plan including well-trained officers and equipment</li> <li>Prepare the greenhouse gas emissions of organization data and improve work processes to reduce greenhouse gas emissions.</li> </ul>



Stakeholders (Disclosure 102-40)	Engagement Method (Disclosure 102-43)	Stakeholders' needs and Expectation (Disclosure 102-44)	Our Response
<p><b>Local Community</b></p> 	<ol style="list-style-type: none"> <li>1. Public hearing and meetings with management</li> <li>2. Community relation initiatives</li> <li>3. Community satisfaction survey (annual and by activity)</li> <li>4. Online / Email Communication</li> <li>5. Other communication Channels for suggestion and complaint.</li> <li>6. Open house</li> </ol>	<ul style="list-style-type: none"> <li>• Traffic problem</li> </ul>	<ul style="list-style-type: none"> <li>• Solved traffic problems by collaboration from many sectors and used technology to help manage traffic</li> </ul>
		<ul style="list-style-type: none"> <li>• Water management</li> </ul>	<ul style="list-style-type: none"> <li>• Developed and enhanced the capacity of reclamation process to reduce the usage of raw water</li> </ul>
		<ul style="list-style-type: none"> <li>• Environmental impact management of both the Company and the factories</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosed accurate and transparent information of waste management</li> <li>• Encourage the factory operators to have efficient waste management</li> <li>• Conducted projects to protect and restore ecosystems in the area</li> </ul>
		<ul style="list-style-type: none"> <li>• Environmental law and regulatory compliance of both the Company and the factories</li> </ul>	<ul style="list-style-type: none"> <li>• Strictly complied to environmental laws and regulations</li> <li>• Promoted and ensured that factory operators strictly comply with environmental laws</li> </ul>
		<ul style="list-style-type: none"> <li>• Community and social development</li> </ul>	<ul style="list-style-type: none"> <li>• Promoted the development for a better quality of life and economy in the communities and society</li> <li>• Promoted and provided opportunities for people in the surrounding communities to access education and skill development</li> </ul>
		<ul style="list-style-type: none"> <li>• Community engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Responded to community complaints effectively</li> </ul>
		<ul style="list-style-type: none"> <li>• Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosed the Company's emergency and crisis management and safety measures</li> <li>• Educated and supported communities to be able to cope with emergency situations</li> </ul>

Stakeholders (Disclosure 102-40)	Engagement Method (Disclosure 102-43)	Stakeholders' needs and Expectation (Disclosure 102-44)	Our Response
<b>Supplier/ Contractor</b>  	<ol style="list-style-type: none"> <li>1. Face to face meetings</li> <li>2. Supplier assessment</li> <li>3. Online / Email Communication</li> <li>4. Channels for suggestion and complaint</li> </ol>	<ul style="list-style-type: none"> <li>• Good Corporate Governance</li> <li>• Fair business</li> <li>• Fair and transparent procurement process</li> <li>• Supplier and contractor development</li> </ul>	<ul style="list-style-type: none"> <li>• Complied with laws and regulations</li> <li>• Conducted transparent and fair procurement</li> <li>• Developed procurement policy and best practices to create sustainable supply chain management</li> <li>• Establishing a development project for suppliers and contractors, such as digital technology training and data management.</li> </ul>
<b>Shareholder/ investor</b>  	<ol style="list-style-type: none"> <li>1. Annual Shareholder Meeting</li> <li>2. Directors' meetings in subsidiaries and associated companies</li> <li>3. Opportunity Investment Roadshow</li> <li>4. Opportunity Day at SET</li> <li>5. Quarterly Investor Meetings</li> <li>6. Analyst meetings</li> <li>7. Online / Email Communication</li> <li>8. Channels for suggestion</li> <li>9. Open House</li> </ol>	<ul style="list-style-type: none"> <li>• Good performance and continued business growth which creates a sustainable profit</li> <li>• Good Corporate Governance</li> <li>• Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>• Continuously developed new business</li> <li>• Promoted innovations and applied technology in cost reduction</li> <li>• Complied with laws and regulations</li> <li>• Carried out business in a transparent and fair manner</li> <li>• Conducted sustainability risk management process covering economic, social and environmental aspect</li> </ul>
<b>Business Partner</b>  	<ol style="list-style-type: none"> <li>1. Directors' meetings in subsidiaries and associated companies</li> <li>2. Face to face meetings</li> <li>3. Online / Email Communication</li> <li>4. Response to requests for information disclosure or report</li> </ol>	<ul style="list-style-type: none"> <li>• Doing business with integrity and fairness</li> </ul>	<ul style="list-style-type: none"> <li>• Followed code of business ethics</li> <li>• Developed fair joint venture agreements</li> <li>• Kept confidential information of business partners</li> </ul>
<b>Creditor</b>  	<ol style="list-style-type: none"> <li>1. Analyst Meetings</li> <li>2. Face to face meetings</li> <li>3. Site visits</li> <li>4. Online / Email Communication</li> </ol>	<ul style="list-style-type: none"> <li>• Honoring terms and agreements on loan and debenture contracts</li> <li>• Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>• Strictly followed contract's terms and conditions</li> <li>• Disclosed accurate and complete financial information</li> <li>• Conducted sustainability risk management process covering economic, social and environmental aspect</li> </ul>



Stakeholders (Disclosure 102-40)	Engagement Method (Disclosure 102-43)	Stakeholders' needs and Expectation (Disclosure 102-44)	Our Response
<p><b>Agency and State enterprise</b></p> 	<ol style="list-style-type: none"> <li>1. Face to face meetings</li> <li>2. Participation in and support projects run by the government</li> <li>3. Participations in government lead committee as requested</li> <li>4. Site visits</li> <li>5. Online / Email Communication</li> <li>6. Response to requests for information disclosure or report</li> </ol>	<ul style="list-style-type: none"> <li>• Compliance with laws and regulations</li> <li>• Management of social and environmental impacts occurred from the operation of the Company</li> <li>• Good Corporate Governance</li> <li>• Creating value for the economy and society</li> <li>• Disclosure of greenhouse gas emissions of organization.</li> </ul>	<ul style="list-style-type: none"> <li>• Complied with laws and regulations and transparent</li> <li>• Regularly monitor social and environmental impacts.</li> <li>• Develop work processes or the amendment to reduce the social and environmental impact from the Company's operation according to the specified measures.</li> <li>• Carried out business in a transparent and fair manner</li> <li>• Engaged with local communities and authorities and supported social and environmental development</li> <li>• Prepare the data of Greenhouse gas of organization.</li> </ul>
<p><b>Competitor</b></p> 	<ol style="list-style-type: none"> <li>1. Meetings with industry's association or organizations</li> <li>2. Participate in working team that are relevant to competitors as requested by the government</li> </ol>	<ul style="list-style-type: none"> <li>• Fair and legal competition</li> </ul>	<ul style="list-style-type: none"> <li>• Followed code of business ethics</li> <li>• Collaborated with competitors in activities that benefit customers</li> </ul>
<p><b>Media</b></p> 	<ol style="list-style-type: none"> <li>1. Press release</li> <li>2. Special interviews as requested</li> <li>3. Site visits / Press tours</li> <li>4. Response to requests for information disclosure or report</li> </ol>	<ul style="list-style-type: none"> <li>• To receive an accurate and timely information</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosed accurate information based on facts</li> <li>• Maintained long-term relationship with media</li> </ul>

# Materiality



In order for the Company to be able to respond to the stakeholders efficiently along with creating corporate value and monetary value to the Company, society and environment as the whole, the Company has implemented a comprehensive sustainability topic assessment covering the economic, social and environmental issues by taking into account various issues from data analysis of trends of global changes, regional changes and challenges, the needs and expectations of Company's stakeholders, enterprise risk management and the results of various assessments, as well as, topic prioritization with reference to the Global Reporting Initiative (GRI Standard). The results of assessment of materiality will be annually reviewed by Amata Sustainable Development Committee and Amata Sustainable Development Working Committee.

## Materiality Determination Process

In 2020, the Company had reviewed and revised the materiality determination process for critical issues to ensure the identification and prioritization of materiality to be more accurate and reflect the business context in response to the expectations of all 10 stakeholder groups, as well as, respond to the increasing business changes and challenges due to economic crisis and COVID-19 pandemic in that year by implementing the following process:





## Step 1: Identification of Sustainability Topics of Stakeholder and Organization

The Company had collected the sustainability topics from both internal and external stakeholders via various channels and methods appropriate to each stakeholder group such as the meetings, formal and informal interviews, questionnaires, engagement surveys, then, had identified the sustainability topics of Company's business operations from brainstorming and executive workshop together with consideration of other external factors having both positive and negative impacts on Company's business; for instance, global and regional changes, sustainability trends and directions, critical issues of companies of similar industry group, topics prescribed in industrial standards and sustainability assessments, and issues of global concern.



## Step 2: Prioritization

There were 42 sustainability topics in 2020 which the Company had taken these topics into prioritization process towards stakeholders and organization based on engagement assessment and the impact level towards the Company by considering the criteria of finance, operations, reputation, laws and regulations, and assessing the impact level or influence of each sustainability topic towards the stakeholders, then, defining the critical issues in the Materiality Matrix based on the guidelines of Global Reporting Initiative (GRI standards).

**Vertical axis (Y axis)** indicates the degree of influence of the topic towards the assessment and the decisions of stakeholders.

**Horizontal axis (X axis)** indicates the degree of impact of the Company's operations towards the economy, society and environment by such particular topics or the level of importance of such topic towards the Company.

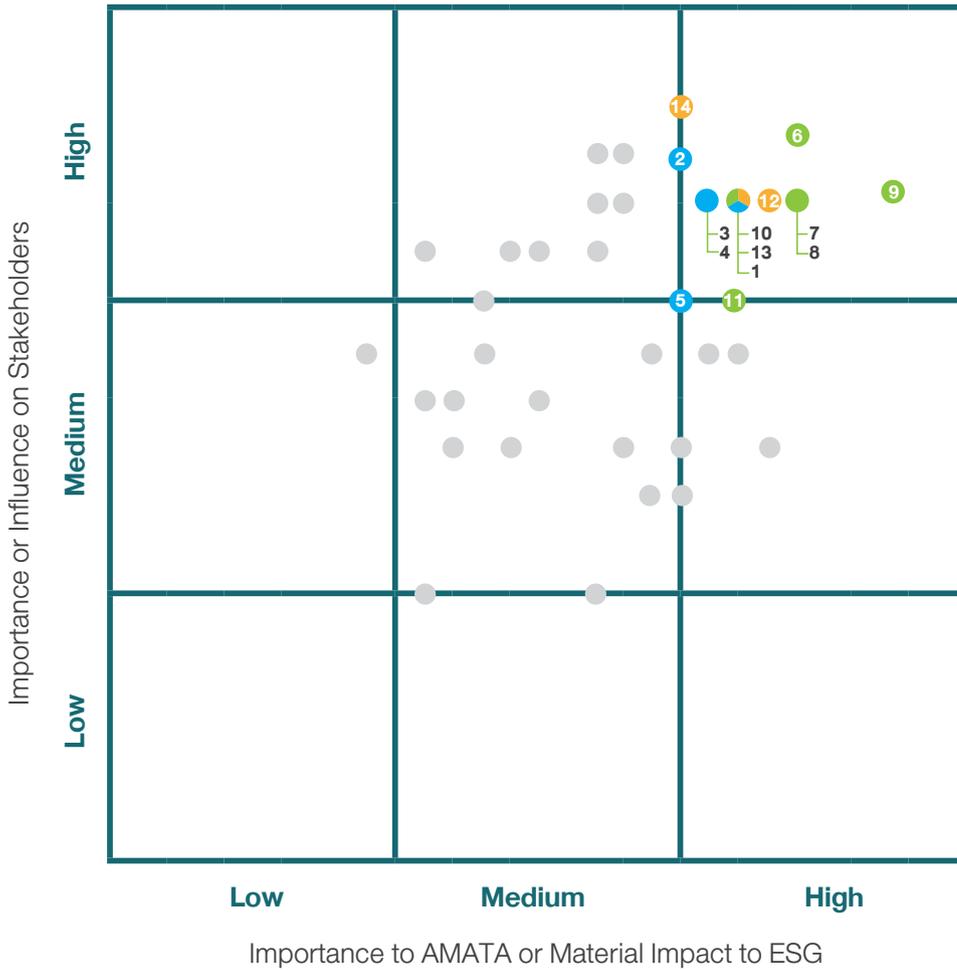
The Company had divided the sustainability topics into 9 levels according to the importance of their impacts towards the Company and their influences over the stakeholders. In this connection, Amata Sustainability Development Committee had concluded the materiality into 14 topics by selecting only those of the most critical level. As a result, the number of material topics in 2020 was as same as that of 2019, but there were changes in name and priorities.



## Step 3: Validation

All these 14 material topics had been approved by the Sustainability Development Committee, Corporate Governance Committee and the Board of Directors, respectively (Disclosure 102-32) and the Board of Directors had selected the strategic priorities to formulate the strategies and approaches to respond to the stakeholders in various dimensions and had assigned the management to further proceed in response to both strategic priorities and material topics. In this regard, the indicators had been set to assess the results of operations at the organizational, departmental and project levels in conjunction with the performance appraisals of the relevant management and employees.

# Materiality Matrix



## Governance and Economic

- 1. Innovation & Digitalization
- 2. Supply Chain Management
- 3. Customer Satisfaction
- 4. Law & Regulatory Compliance
- 5. Products & Services Quality

## Environmental

- 6. Water Management
- 7. Wastewater Management
- 8. Circular Economy
- 9. Environmental Impact Management
- 10. Waste Management
- 11. Climate Change

## Social

- 12. Social Impact Management
- 13. Community Support & Development
- 14. Occupational Health & Safety



# Material Topics and Actions (Disclosure 102-47)

Material Topics	Impact Boundary		GRI Topics	Topic-Specific Disclosure	Report Content	Page	SDGs
	Internal	External					
Innovation & Digitalization	Employee	<ul style="list-style-type: none"> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> </ul>	201 Economic Performance	201-1 Direct economic value generated and distributed	<ul style="list-style-type: none"> <li>Business Growth</li> </ul>	60	7b 8.2 9.4, 9.5 17.16
	Employee	<ul style="list-style-type: none"> <li>Customer</li> <li>Supplier/ Contractor</li> </ul>	201 Economic Performance	201-1 Direct economic value generated and distributed			
	Employee	<ul style="list-style-type: none"> <li>Customer</li> <li>Supplier/ Contractor</li> </ul>	201 Customer Engagement	INDICATOR: Customer Satisfaction score			
Supply Chain Management	Employee	<ul style="list-style-type: none"> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> </ul>	204 Procurement Practices 2016	204-1 Proportion of spending on local suppliers	<ul style="list-style-type: none"> <li>Sustainability Supply Chain Management</li> </ul>	72	8.3 8.8 16.1
			308 Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken			
			414 Supplier Social Assessment 2016	414-1 New suppliers that were screened 414-2 Negative social impacts in the supply chain and actions taken using social criteria.			
Law & Regulatory Compliance	Employee	<ul style="list-style-type: none"> <li>Shareholder</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> <li>Government agency</li> </ul>	307 Environmental Compliance (2016)	307-1 Non-compliance with environmental laws and regulation (2016)	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Business Ethics</li> </ul>	44	16.3 16.5 16.7
			419 Socioeconomic Compliance (2016)	419-1 Non-compliance with laws and regulations in the social and economic area (2016)		47	51

Governance and Economic

Material Topics	Impact Boundary		GRI Topics	Topic-Specific Disclosure	Report Content	Page	SDGs					
	Internal	External										
Water Management	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> </ul>	303	Water and Effluents	303-1	Interaction with water as a shared resource	<ul style="list-style-type: none"> <li>Responsible Consumption on Water Resource</li> </ul>	96	6.3 6.4 12.2 12.4			
			303	Water and Effluents	303-2	Management of water discharge-related impacts	<ul style="list-style-type: none"> <li>Responsible Consumption on Water Resource</li> <li>Wastewater Management</li> </ul>	97				
					303-4	Water discharge						
Waste Management	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> <li>Government agency</li> </ul>	306	Waste 2020	306-1	Waste Generation and significant waste-related impact	<ul style="list-style-type: none"> <li>Solid Waste and Industrial Waste Management</li> </ul>	102	12.2 12.4 12.5 13.1			
					306-2	Management of significant waste-related impacts						
					306-3	Waste generation						
					306-4	Waste diverted from disposal						
					306-5	Waste directed to disposal						
Circular Economy	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> </ul>	Risk Management		INDICATOR:		96		6.3 6.4 12.2 12.4 12.5 13.1			
					<ul style="list-style-type: none"> <li>Proportion of recycled water utilized within the industrial estate</li> <li>Proportion of recycling material and refuse-derived fuel to total amount of solid waste</li> </ul>	102						
Environmental Impact Management	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> <li>Government agency</li> </ul>	305	Emissions 2016	305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	<ul style="list-style-type: none"> <li>Environmental Impact Management</li> </ul>	82	6.3 6.4 12.2 12.4			
					307	Environmental Compliance 2016				307-1	Non-compliance with environmental laws and regulations	133
										302	Energy 2016	
Climate Change	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Supplier/ Contractor</li> <li>Government agency</li> </ul>	302	Energy 2016	302-1	Energy consumption within the organization	<ul style="list-style-type: none"> <li>Climate Change</li> </ul>	89	7.2 7.3 12.2 12.4 13.1			
					305	Emissions 2016				302-4	Reduction of energy consumption	
										305-1	Direct (Scope 1) GHG emissions	
					305-2	Energy indirect (Scope 2) GHG emissions						

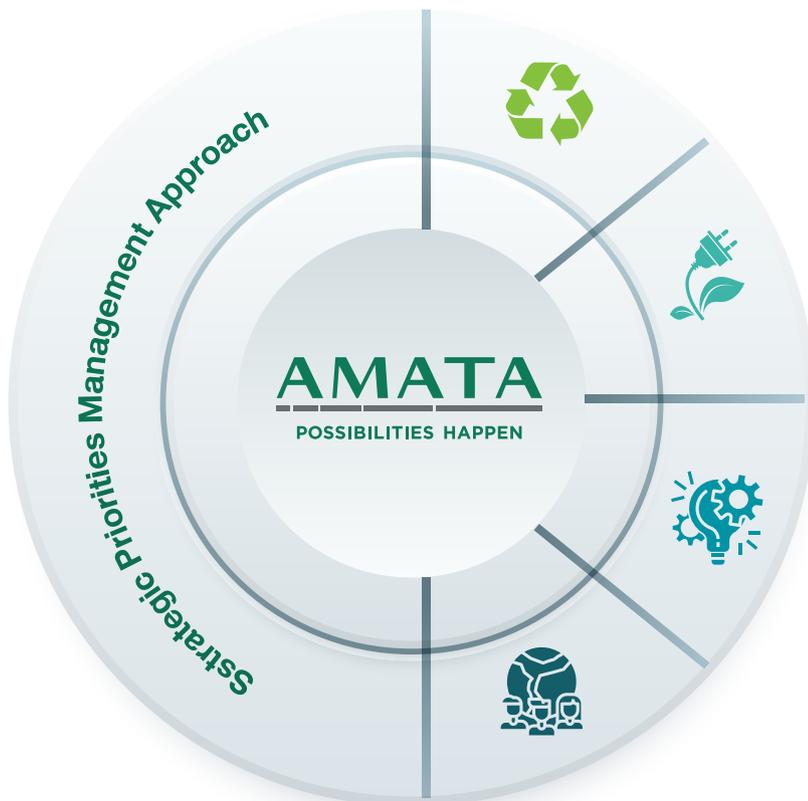


Material Topics	Impact Boundary		GRI Topics	Topic-Specific Disclosure	Report Content	Page	SDGs
	Internal	External					
Occupational Health & Safety	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> </ul>	403 Occupational Health and Safety 2016	403-1 Occupational health and safety management system	<ul style="list-style-type: none"> <li>Occupational Health and Safety</li> </ul>	128	8.8 11.2
				403-9 Work-related injuries			
Social Impact Management	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Business Partner</li> <li>Supplier/ Contractor</li> <li>Government agency</li> </ul>	413 Local Communities 2016	413-1 Operation with local community engagement, impact assessments, and development programs	<ul style="list-style-type: none"> <li>Community and Social Development</li> </ul>	137	1.4 8.3, 8.8 9.1 17.17
				413-2 Operations with significant actual and potential negative impacts on local communities			
Community Support & Development	Employee	<ul style="list-style-type: none"> <li>Community</li> <li>Customer</li> <li>Government agency</li> </ul>	413 Local Communities 2016	413-1 Operation with local community engagement, impact assessments, and development programs	<ul style="list-style-type: none"> <li>Community and Social Development</li> </ul>	137	1.4 8.3, 8.8 9.1 17.17

# Strategic Priority Management Approaches



According to the materiality determination process of sustainability topics in 2020, 42 sustainability topics had been found and after considering their priorities towards the stakeholders and the organization, the sustainability topics could be concluded into 14 material topics that the Company had undertaken to respond to those all 14 topics and disclosed the operational information covering all topics in this Sustainability Report. Besides, the Company had also selected 7 strategic priorities to formulate its strategies, goals and management approaches for these priorities in long-term so that the Company would be able to achieve its set objectives and organizational goals in order to sustainably build the competitive advantages for the Company and the value for both the Company and its stakeholders.



### Strive for Zero Waste & Responsible Consumption

- zero discharge
- Zero waste to landfills

### Strive for Clean Energy towards Low Carbon City

- Reduce GHG Emission
- Offset GHG

### Innovate to enhance product and service quality

- Product & Service Value Creation Through Innovation

### Enhance stakeholders' Engagement

- Creating Smart Partnership for Collective Impact
- Creating Environmental Perspective City & Safety Society

# AMATA and Sustainable Development Goals (SDGs)

The Company has placed importance to be a part in driving the United Nations Sustainable Development Goals (SDGs) by developing strategies and business goals in creating the perfect smart city to align with the United Nations Sustainable Development Goals in various areas.



- Care and responsible consumption of water resource
- Reducing the natural surface water consumption
- Efficient wastewater management according to Zero Discharge principle and 100% recycled wastewater
- Solid waste and industrial waste management in accordance with Zero Waste to Landfill
- Toward becoming a low-carbon city by 2040

# Actions to Support the United Nations Sustainable Development Goals (UN SDGs)

Report Content	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELLBEING	4 QUALITY EDUCATION	5 GENDER EQUITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS	
Corporate Governance																16.3 16.5		
Business Ethics																16.3 16.5		
Risk Management								8.2								16.7		
Compliance with Law and Regulation																16.3		
Business Growth							7b	8.2	9.4 9.5									17.16
Sustainable Supply Chain Management								8.3 8.8								16.1		
Environmental Impact Management												12.4				16.3		
Climate Change							7.2 7.3					12.2 12.4	13.1					
Responsible Consumption on Water Resource						6.3 6.4						12.2 12.4						
Solid Waste and Industrial Waste Management												12.2 12.4 12.5	13.1					
Biodiversity															15.1			
Human Resource Management				4.3 4.5	5.1			8.5		10.3								
Human Rights					5.4					10.2 10.3								
Occupational Health and Safety								8.8			11.2							
Social and Environmental Complaints Management																16.3 16.7	17.7	
Community and Social Development	1.4							8.3 8.8	9.1									17.17





Received “**Excellent**  
Corporate CG Scoring” by Thai IOD



Total Revenue THB  
**4,347.44** million



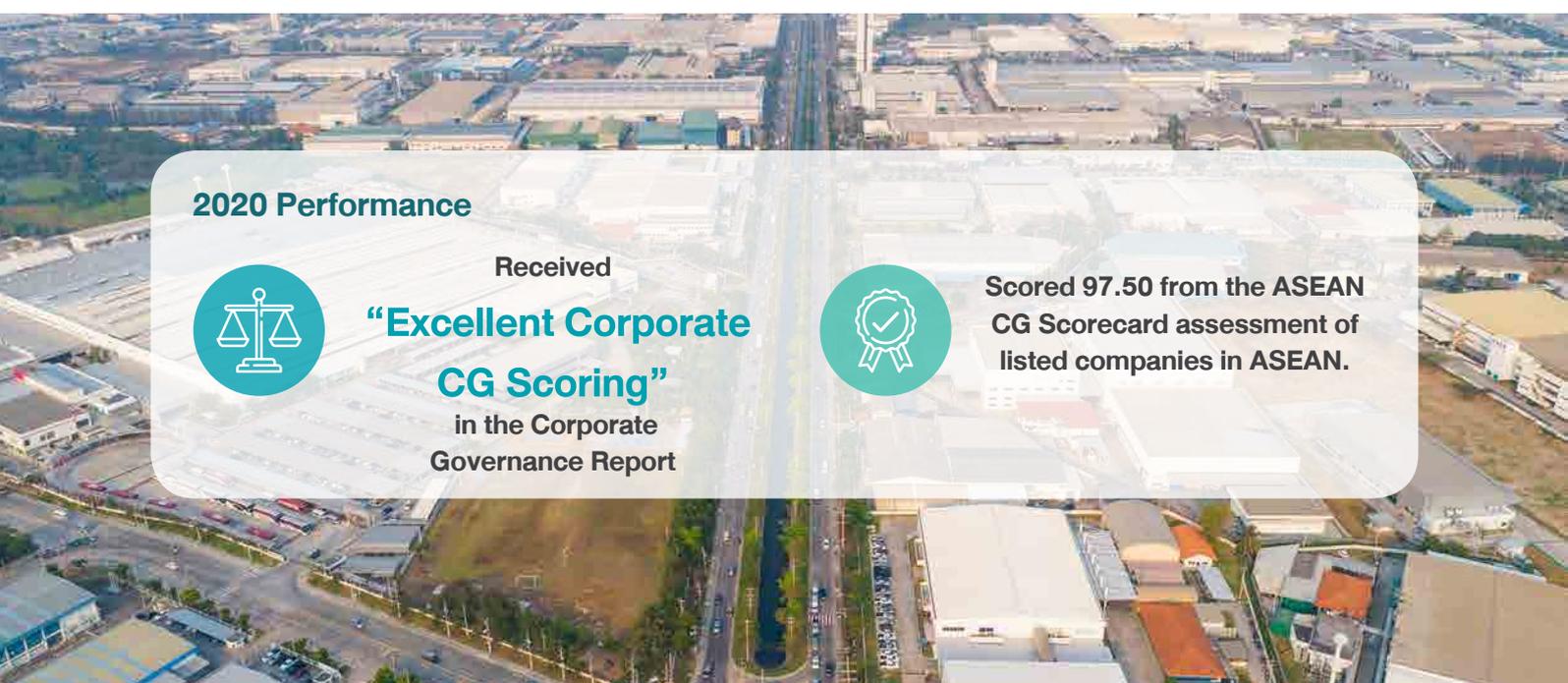
**58%**  
of Critical Suppliers were  
Assessed for Sustainability Risk

# Governance and Economic Development



# Good Corporate Governance

Good corporate governance is a crucial foundation of a stable business growth in a long run, thereby affecting the Company’s credibility and confidence of stakeholders.



## 2020 Performance



Received  
**“Excellent Corporate  
 CG Scoring”**  
 in the Corporate  
 Governance Report



Scored 97.50 from the ASEAN  
 CG Scorecard assessment of  
 listed companies in ASEAN.

Good corporate governance is a crucial foundation of a stable business growth in a long run, thereby affecting the Company’s credibility and stakeholders’ confidence in the Company. The Board of Directors, therefore, performs a major role in governing business to meet the Company’s objectives legally and ethically according to the regulations, policies and principles of good governance, and to be responsible for the stakeholders, society and environment. As such, efficient corporate governance is an important mechanism and process that would lead the Company towards a genuinely sustainable organization. (Disclosure 103-1)

## Corporate Governance Structure (Disclosure 103-2)

In 2020 the Company’s Board of Directors consisted of seven members, two of which being executive directors, one being non-executive director and four independent directors. The independent directors accounted for 57.14% of total Board members. All directors passed the selection process based on legal qualification and criteria specified by the Office of the Securities and Exchange Commission (SEC). The Nomination & Remuneration Committee has determined selection criteria and process in order to procure the Board of Directors with diverse qualification, knowledge, capability and experiences according to the Skill Matrix to efficiently govern the Company and to maximize benefit to the firm and all groups of stakeholders.

## Board Skills Matrix

Name of the Directors	Industrial estate business aspect	Technological aspect	Corporate governance aspect	Marketing / business development aspect	Risk management aspect	Strategy aspect	Legal aspect	Financial / accounting aspect
Mr. Vikrom Kromadit	✓			✓		✓		
Mr. Chackchai Panichapat		✓	✓			✓		
Mr. Viboon Kromadit	✓			✓	✓	✓		
Mr. Anucha Sihanatkathakul			✓	✓	✓			✓
Mr. Noppun Muangkote			✓				✓	
Assoc. Prof. Dr. Somchet Thinaphong	✓	✓						
Mr. Tevin Vongvanich		✓			✓			
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>

## Assessment of the Board of Directors' Performance

Thriving for good corporate governance efficiency, the Board of Directors conducts an annual performance assessment every year by using the self-assessment form of the Stock Exchange of Thailand. The assessment consists of the evaluation of the Board of Directors' performance as a group, by sub-committee and individual directors. The results and suggestions obtained from the evaluation will be used for improving the operation in corporate governance in order to maximize benefits of the Company and its stakeholders.

### Results of the Board of Directors' Annual Performance

#### Assessment in 2020



**91.31%**

Individual



**88.62%**

Sub-committee



**96.43%**

Board as a group



## Building Capability of the Board of Directors

The Company supports capability development of the Board of Directors by encouraging them to participate in both national and regional training and activities in order to utilize knowledge and experience earned for the benefit of the Company. In 2020, Mr. Viboon Kromadit, Director and Chief Marketing Officer, attended the training on Creating Shared Value & Sustainability Value Assessment Workshop for five days. In addition, all directors keep updated on the news of changes that will affect the business and corporate governance.

## Performance

Eight meetings of the Board of Directors were held to monitor the operating performance and to improve an efficiency of the mechanism of corporate governance. This year the Board of Directors had approved revised policy and guidelines as well as adding more policy according to the changes in rules and regulations and business situation in order to govern the Company more efficiently as follows:

 <b>New policy announced in 2020</b>	<b>Main point</b> 
 <p>Personal Data Protection Policy</p>	<p>To be guidelines for the use of personal data possessed by the Company, e.g. personal data of employees and customers, as well as determining measures and system for the use and disclosure of personal data.</p>
 <b>Policy revised in 2020</b>	<b>Main point</b> 
 <p>Corporate Governance Policy</p>	<p>Content revision to be consistent with the changes in law and the Company's situation.</p>

One meeting of the Board of Directors was held to follow up on the Company's sustainable development activities. The Chairman of AMATA's Sustainable Development Committee reported progress of various activities to the Board of Directors in order to seek advice on various issues and to determine the Sustainability Corporate Goal and KPI as an indicator in performance assessment of the Company's leaders and top executives in addition to financial KPI.

Moreover, two meetings of the sub-committee to consider sustainable performance were held, i.e. one meeting of the Good Corporate Governance Committee and another meeting of the Risk Management Committee. The Chairman of AMATA's Sustainable Development Committee reported a summary of sustainability assessment results to the Good Corporate Governance Committee in order to seek advice and to consider guidelines on the strategic issue management. Information on the economic, social and environmental risks was reported to the Risk Management Committee in order to select and determine the Company's risk issues accordingly.

# Business Ethics



To operate business responsibly to stakeholders, adhere to morality, transparency and honesty.



The Company places importance on business ethics and anti-corruption in each and every business unit. Any action against moral principles and business ethics, violation of law and other regulations or corruption may directly affect the confidence of stakeholders and the Company's business operation, reputation and image. Additionally, those actions would impede the Company's sustainable growth as well as development of the country. (Disclosure 103-1)

## Management Approach (Disclosure 103-2, 103-3)

The Company intends to operate its businesses with integrity by adhering to responsibility to its stakeholders, placing importance on transparency, honesty and in full compliance with laws and regulations and the Company's principles of good corporate governance and business code of ethics which sets the scope and standards of behaviors that all employees of the Company, including the Board of Directors and executives, should act and work in the same direction under the framework of morality.

All executives and employees have a duty to comply with the Company's Code of Ethics policy and manual to promote morality and accountability values to organizational culture. Each executive and employee must adhere to civility and conscious behavior, impartially and fairly consider benefit and effect of the operation to the Company's stakeholders, conduct business with responsibility and establish strong work system to prevent corruption through internal audit system.

The Company has announced the revised policies and guidelines which are more suitable to current business environment and comply with generally accepted criteria and regulations, and also promotes and supports ethical business operations. The Company has disclosed its Good Corporate Governance and Code of Ethics manuals as well as other policies on the website and intranet so that all employees can learn by themselves and use as a guideline for the operations of the Board of Directors, executives and employees of the Company and its subsidiaries.

The Company is determined to promote knowledge and understanding in business ethics and anti-corruption policies and guidelines to the employees and suppliers through various activities and communication channels. 2020 operating performance is as follows:

1. As the Company had prepared and announced its Supplier Code of Conduct to its suppliers in 2019, in 2020 it had expanded the number suppliers who acknowledged AMATA's Supplier Code of Conduct to promote the operation of suppliers to be consistent with AMATA's code of conduct to grow sustainably. AMATA's Supplier Code of Conduct was sent to 81 major suppliers by emails. 31 suppliers, accounting for 38.3% of total major suppliers acknowledged the emails.
2. The Company had communicated the NO Gift policy and guideline for accepting and giving gifts during festivals and other occasions to executives, employees, subsidiaries and external parties to be widely acknowledged so that the executives and employees could behave correctly in accepting and giving gifts to avoid conflicts of interest and to establish norms in conducting business fairly and transparently with all relevant parties.
3. The Company had organized a training course on good corporate governance and anti-corruption to 35 new employees in order to have correct knowledge about business ethics, policies, measures and procedures (Disclosure 205-2).
4. The Company required all employees to pass the good corporate governance and business ethics tests every year by scoring more than 80%. In 2020 all employees (100%) attended online tests and 100% employees scored more than 80%.
5. The Company was certified as Thai Private Sector Collective Action against Corruption (CAC) member on 30 September 2020.

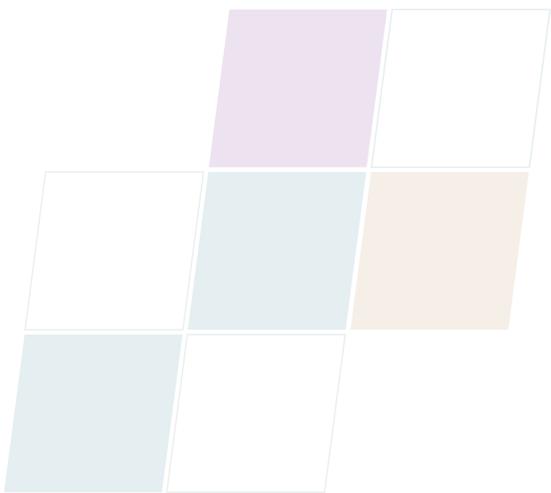


## Complaint Handling Process

The Company has set the whistleblowing policy and safe communication channels for its employees and stakeholders to report clues, send any advices or grievances or complaints concerning any wrongdoing that violates the law, rules, regulations, corporate governance principles, code of ethics and anti-corruption policy. The measures to protect the rights of such person were established. The information from petitioners will be kept confidential and accessible only to those responsible for an investigation of the complaint. Such complaint will be proceeded according to the process stipulated in the Good Corporate Governance Book.

## Channels to Receive Complaints

<p> <b>AMATA Corporation</b> Public Company Limited 2126 Kromadit Building, New Petchburi Road, Huaykwang, Bangkok 10310 Thailand</p> <p> <b>P.O. Box no.7 Monterey Tower</b> Bangkapi, Huai Khwang, Bangkok 10323 Thailand</p> <p> <b>+66 (02) 792 0004</b></p>	<p> <b>Mr. Anucha Sihanatkathakul</b> Chairman of the Audit Committee anucha.s@amata.com</p> <p> <b>Mr. Vikrom Kromadit</b> Chairman &amp; Acting CEO vikrom.k@amata.com</p> <p> <b>Rewadee Jantamaneechote</b> Company Secretary rewadee@amata.com</p>
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## Process of Complaint Consideration



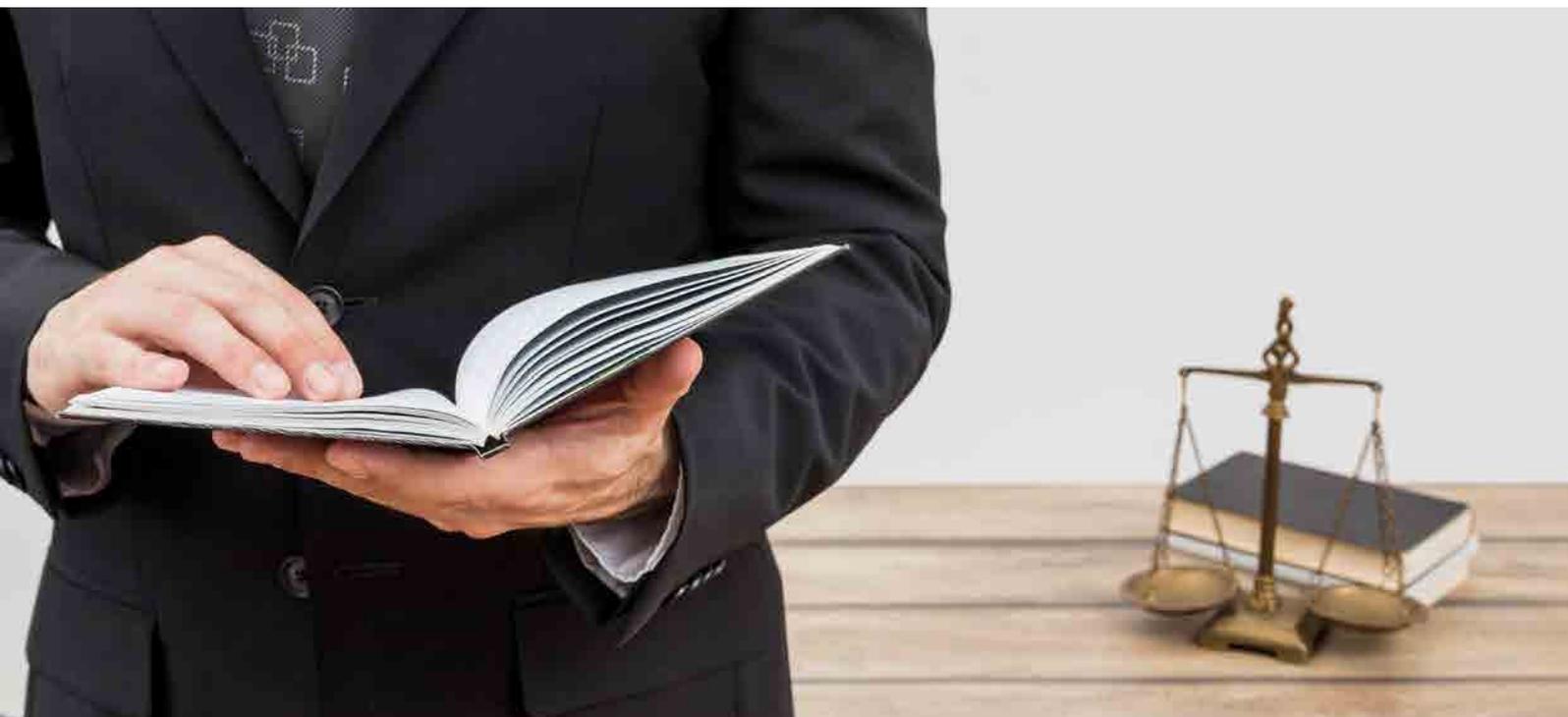
In 2020, the Company did not receive any material whistleblowing report nor corporate governance and corruption complaint. However, the Company found out that there were four AMATA's employees who violate the Company's rules and regulations. Accordingly, it had proceeded according to the process stipulated in the Company's protocol (Disclosure 205-3) as follows:

Details	Investigation results	Action & Prevention
1. Employee spoke impolitely to colleagues.	Violation of business ethics and employee work rules was found.	<ul style="list-style-type: none"> <li>Recorded disciplinary punishment by issuing a written warning and transferred the employee from such area.</li> <li>Human Resource Department explained details of the investigation and result of disciplinary punishment to those affected by such action for transparency and impartiality.</li> </ul>
2. Management level employee acted inappropriately to subordinates.	Violation of business ethics and employee work rules was found.	<ul style="list-style-type: none"> <li>Investigated and recorded disciplinary punishment by issuing a written warning.</li> <li>Communicated with the employee to clarify that such action was considered inappropriate for the position assigned by the Company.</li> </ul>
3. The employee drank and got drunk while working.	Violation of business ethics was found and employee work rules was seriously breached.	Investigated and took a disciplinary action by termination without pay.
4. The employee posted a threatening and negative statement against the department on personal Facebook.	Violation of business ethics and employee work rules was found.	<ul style="list-style-type: none"> <li>Investigated and recorded disciplinary punishment by issuing a written warning.</li> <li>Communicated to correct, improve and prohibit such employee from such action to maintain the regulation and professional ethics.</li> </ul>

According to the investigation results, the violation of regulations by these four employees also violated human rights. Therefore, in 2021 the Company plans to nurture additional knowledge of human rights through training and lecture on topics relating to human rights principles and business ethics.

# Laws and Regulatory Compliance

Strict compliance with laws and regulations is an important foundation for building confidence among stakeholders and future sustainable business operations.



## Number of significant violations of social and economic laws

2020 Goal



0

2020 Results of Performance



0

## Number of significant violations of environmental laws

2020 Goal



0

2020 Results of Performance



0

Usually, the industrial estate business operations are relevant to many laws and regulations because this type of business has the impacts towards the economy, society and environment, both directly and indirectly. The Company and its stakeholders, therefore, have emphasized on the compliance with all aspects of applicable laws and regulations. The operations that are inconsistent to various laws or regulations of either the Company itself or its suppliers and contractors may lead to Company's financial and reputation damage, the confidence of stakeholders and the acceptance of the neighboring society and communities resulting to the Company's future operations and growth. Presently, the rules and regulations including laws related to the industrial estate business and related businesses have been changed to become increasingly strict and diversified causing the compliance risk as one of the organizational risks required to be prudently managed. (Disclosure 103-1)



## Management Approach (Disclosure 103-2, 103-3)

In order for the Company to operate the business lawfully in compliance with various regulations, the Company had formulated the management guidelines based on the risk management process as follows:

# 1

**Risk Identification:** Analyze and identify the legal and regulatory compliance risks throughout the business value chain by referring to the laws and regulations of each locality or country where the Company enters into the business.



**Risk Management:** Assess the risks of international standards non-compliance and legal and regulatory non-compliance, and set the measures to manage risks, including assigning the Legal Department and the Government Agency Coordination Department to closely monitor the changes in laws and regulations of each locality. In addition, the Company has communicated with the employees and stakeholders through various channels such as trainings, meetings, e-mails, intranet to encourage the employees and stakeholders to obtain the knowledge and understanding in the changes and to strictly comply.

# 2

# 3

**Supervision:** The executives of all departments are responsible for overseeing the Company's employees and contractors to strictly comply with all respects of the laws and regulations. Also, the performance of statutory and regulatory compliance has been regularly audited and assessed.



**Reporting:** The Legal Department is responsible for compiling violation cases and results of performance of statutory and regulatory compliance, as well as, reporting to the management team, Good Corporate Governance Committee, Risk Management Committee and the Board of Directors, respectively, and disclosing the results of performance in the Annual Sustainability Report.

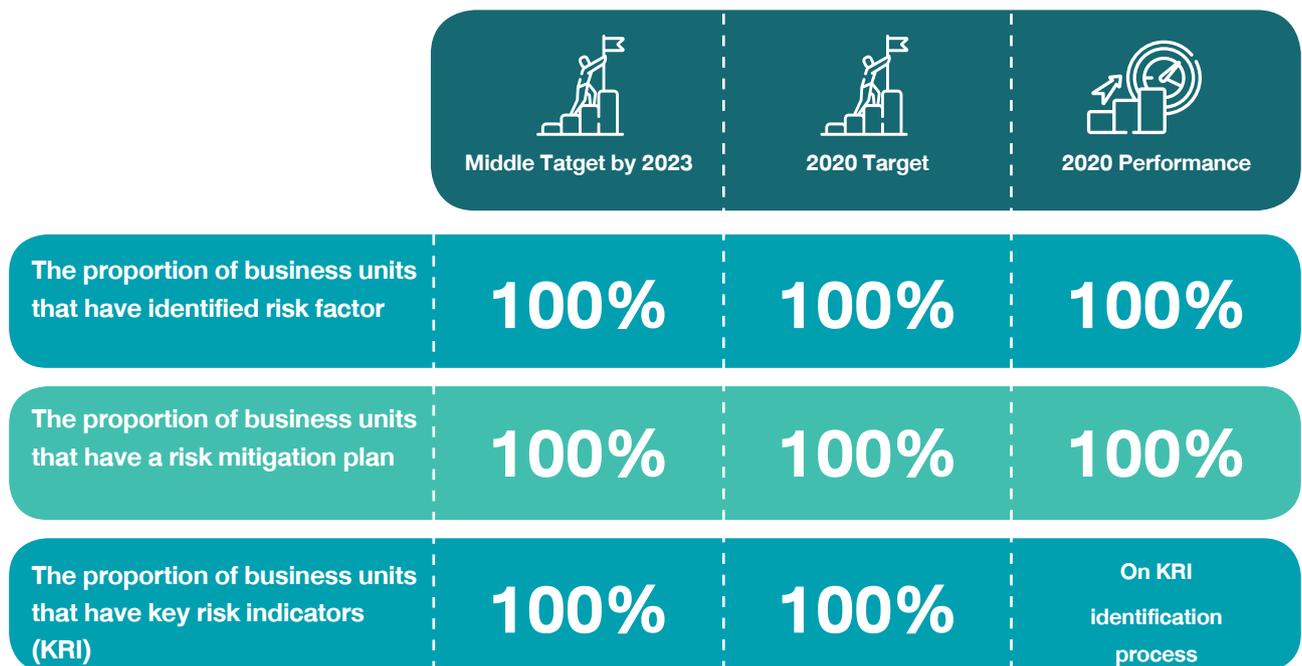
# 4



# Risk Management



Effective risk management is a key mechanism that helps the Company grow sustainably



Effective risk management is a key mechanism that helps the Company grow sustainably. The Company can also sense and respond to the risks cope with its current rapidly changing environment. Therefore, the Company and its subsidiaries place importance on strengthening and increasing risk management systemically and efficiency to reduce the likelihood of its risk factors or mitigate their associated consequences to achieve its business goals and gain business opportunities toward creating sustainable value for the Company its stakeholders. (Disclosure 103-1)

## Risk Management Structure (Disclosure 102-30)

The Company's risk management is under the supervision of the Board of Directors. In 2020, the Board of Directors assigned the **Risk Management Committee** to re-establish the sub-committee level to enhance the importance of close supervision of risk management. The committee has to set up the risk management policy and guidelines and supervise to conduct the Risk Management Working Committee effectively. The Risk Management Committee consists of the Chairman of Audit Committee, Chief Executive Officer, Chief Marketing Officer, Chief Investment Officer and Senior Vice President — Accounting & Tax, Finance & Treasury, Investor Relations and Information Technology.



In order to enable the Company to drive effective risk management throughout the organization and respond to the Company's risk management and crisis management policy, the Risk Management Committee has appointed the new Enterprise Risk Management Working Committee in 2020 consist of management, representatives from various departments and Managing Directors of subsidiary companies totally 24 persons. The Chairperson of the Committee is the Senior Vice President of Accounting, Tax and Finance, Investor Relation, and Information Technology. The roles and responsibilities are as follows:

1. Assessing key corporate risks aligned with the Company's business direction and risks in business value chain such as strategic risk, risks from investment and business development in Thailand and other countries, operational risk covering health, safety, social and environmental aspects, financial risks, compliance risks, and other risks that may impact the Company. Providing suggestions on risk prevention and mitigation to an acceptable level.
2. Monitoring, evaluating and continuously improving risk mitigation plans to reduce risks and suit to business conditions. Regularly reporting the risk assessment and risk management performance to the Risk Management Committee.
3. Setting up a business continuity plan at the corporate level to address key risks.
4. Promoting learning, providing training and sharing knowledge of risk and risk management to personnel at all levels in the Company and creating corporate culture in risk management.



As the Risk management is the responsibility of employees at all levels. The employees must be aware of the existence of risks in the business value chain and their working process and provide the appropriate and sufficient risk management measures. Therefore, all departments in the Company and its subsidiaries have appointed their risk coordinators in operational level working together with the Enterprise Risk Management Working Committee in risk identification and assessment, risk mitigation plan preparation and evaluation, and also promoting risk awareness, risk culture and participation of employees in their own departments.

## Management Approach

The Company has set the corporate risk management process which is in line with the international standard in order to manage all risks effectively. The risk management must be implemented in the same direction across the organization, including being part of the decision making, strategic planning and business operation. It must also support the achievement of business objectives and goals.

The Company conducts Enterprise Risk Management using the guidelines of the Committee of Sponsoring Organization (COSO). (Disclosure 102-11) The Company conducts corporate risk assessment annually by considering the current risks, emerging risks, economic conditions, business competition, innovations and technology development, government policies, social and environmental changes that may affect the Company's business operations. After risk identification and assessment, the Company has prepared the appropriate risk mitigation plans, determined key risk indicators (KRI), and Risk Appetite to monitor risk management performance and effectiveness of risk mitigation plan, and considered business opportunities arisen from these risks. In 2020, the Company paid attention to corporate risk related to environmental, social, and good governance (ESG-related risks). It had assigned the enterprise risk owner to create a mitigation plan and setting key risk indicators.



The Enterprise Risk Management Working Committee keeps monitoring the result of risk treatment measures and the situations which cause the risks and reports the findings to the Strategic Management Meeting which consist of the Chairman of the Audit Committee, all Chief level, and Managing Directors of subsidiary companies and to the Board of Directors respectively.

In addition, the Company wants employees to be more involved in risk management. As risk management is an integral part of the operations at all levels, the Company has raised awareness, knowledge, and corporate culture of risk management among employees by imparting knowledge through various activities such as training.

## Performance

In 2020, the Company improved its corporate risk management, risk identification processes to suit its strategic plans and goals, and identifying the enterprise risk related to the environment, society, economy, and corporate governance (ESG-related Risks). The Enterprise Risk Management Working Committee has divided corporate risks into 4 categories, namely strategic risk, operational risk, compliance risk, and financial risk. The Company has reviewed the corporate risk management plans and key risk indicators and revised to suit to current situation. The Company has planned to further apply risk management approach into all business units in the Company.

The Company has identified enterprise risks according to its strategy and goals. It can be summarized as follows: (Details of enterprise risk and risk control measures; see more in Form 56-1 One Report 2020 under Risk Management)

<b>Catagories (Disclosure 102-29)</b>	 <b>Economic</b>	 <b>Environment</b>	 <b>Social</b>	 <b>Corporate Governance</b>
<b>Strategic Risk</b>	Pandemic Risk (Emerging Risk)	Adverse Impact of Circular Economy on Business		
	Geopolitical Move (Emerging Risk)			
	Risk from business operations in the countries which have investment expansion			
<b>Operational Risk</b>	Cyber Security (Network and Digital Data Security)	Risks relevant to Flood and Draught		
<b>Compliance Risk</b>		Risk from Change in Environmental Law and Regulations	Complaint and Protest from Community and NGO	Corruption
<b>Financial Risk</b>	Risks from Financial Crisis			



## Emerging Risk (Disclosure 102-29)

The Company's risk assessment result shows two significant emerging risks that may affect the Company's business operations in the next 3-5 years, namely the risk from the pandemic and geopolitical move. Although these emerging risks have not directly impacted the Company currently, the Company realizes the importance of such risk. Therefore the Company has been raised them to enterprise risk and needs to monitor and assess the situation closely.

Measures to manage the emerging risks as follow:

### 1. Pandemic Risk

The worldwide COVID-19 pandemic made each country's government impose lockdown measures or restrict traveling into the country, which led to shrinkage of international trade and slowdown of the global economy. This situation directly impacted the manufacturing operators in Thailand, importers and exporters, who are in the global supply chain. In addition, long-term impacts caused by New Normal will accelerate changes in global trends in various aspects, such as products demand, trade policy, changing manner of the supply chain, usage of production labor, manufacturing innovation and technology, etc. They may impact the manufacturing operators within the industrial estates. They have to adjust themselves and prepare to handle future situations to make them have adequate flexibility and overcome difficulties from this situation. The manufacturing operators may have to adjust their business operation policy or change their production processes or may temporarily close their factories or unable to keep on operating their business.

Impacts on the manufacturing operators in the global supply chain may affect the Company's revenue, particularly from industrial utilities and services. Additionally, it may affect real estate sales or rental in industrial estates. Temporary shutdown or decreasing operations caused decreased utilities, electricity, natural gas, piped water, water treatment, and industrial services demand, impacting the Company's revenue. In comparison, middle to long-term impacts caused by New Normal increase the new-demand of direction for expanding production capacity, utilities, and industrial services.

The Company closely monitored the pandemic's outbreak towards the operators in the industrial estates and the Company itself. It specified the short-term measures to assist the operators in operating business and getting over the crisis period, such as postponing the increase of common area maintenance fees for six months, extending the credit term of services fee payment, as well as, considering allowing the service fee payment in instalments (on a case-by-case basis). Additionally, the long-term measures, the operators may have to adjust themselves significantly. The Company responded to such risk by analysing the changing trend of production processes of each industry, demand for utilities, and industrial services of each customer to plan for business operation strategy on the development of new business to respond to the changes of customers' demand effectively and to maintain the Company's revenue.

### 2. Geopolitical Move

From the past years, the imbalance of international trade volumes and politics, which led to the international trade war between the superpower countries, impacted and changed the politics at the Asian regional level. There were many movements and changes on stability of international trade investment and changes of policies at country levels, such as international trade treaty, trade barrier measures, and reduction of assistance to the developing countries, which are the areas that the Company is developing at present.

Those factors posed risks to the successful development of areas in the countries that the Company is operating, for instance, geopolitical risks may make the factory operators located in the existing projects slow their production or take precaution measure to adjust their plans or close businesses in the affected county and relocate their production bases to the country which receives favorable impacts from such changes.

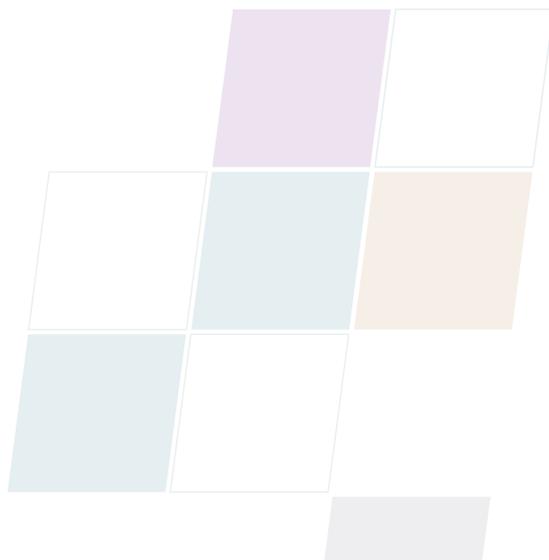
In case the investors are under the investment decision-making process, a political change at the Asian regional level may make them delay their investment decision or choose other regions with lower geopolitical risks. Moreover, a change of geopolitical move also impacted changes of potential and competitive advantages of each area due to policy changes at the country level. It may lead to the barrier to trade, both in forms of tax and non-tax, such as imposing of standards and penalty measures as a result of impacts from international politics and restriction of assistance on the infrastructure of the developing countries by the developed countries, which will impact to the potential of the country as a whole.

With regards to geopolitical risks which impact to overseas investment, the Company managed such risks by preparing risk management measures, analyzing risks of the countries which have investment potentials before making investment decision every time, selecting the countries which have low geopolitical risks and closely monitoring and evaluating risk levels of each country that the Company has invested in when there are political changes at a regional level. Additionally, the Company tried to lobby the policy to increase investment rights and benefits provided to the foreign investors to boost their attraction to invest in each country.

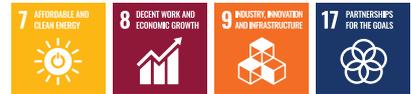
## Risk Culture Promotion

The Company places importance to the participation of executives and employees in the Company's risk management, especially the risks in their duties and responsibilities. The Company requires the risk management system to be a part of the daily operation and eventually turn it to become a corporate culture. Besides the executives of each department and subsidiary, there are risk coordinators jointly drive the risk management by attending the meeting with the Enterprise Risk Management Working Committee and transmitting the message to other employees in operation level.

In 2020, the Company provided a workshop on Business Opportunity and Risk Analysis and Risk Management Plan Review to 34 executives from all departments and subsidiary companies. The Company is currently in the process of creating a corporate risk management guideline and manual for all departments to study and apply the same standards in the reporting system and risk control, which is expected to be complete by 2022.



# Business Growth



The Company is committed to continuous improvement in operational efficiency through the cooperation of employees at all levels. Maximizing resources utilization and increasing the competitiveness with innovation.

## 2020 Performance



Return on Equity  
(ROE)

**7.43%**

The economic performance and business growth are important to the Company and its major stakeholders. It has influences to major stakeholders which are employees, shareholders and business partners. Therefore, the Company aims to develop products and services to keep business growing and meet the needs and expectations of its stakeholders on good economic returns. The Company is committed to continuous improvement in operational efficiency through the cooperation of employees at all levels. Maximizing resources utilization, effective cost management, increasing the competitiveness with innovation, and growing together with customers and business partners enable the Company to grow sustainably. As the principles of sustainable development of the Company to create economic growth along with the development of community and society, the Company has created value distribution to its stakeholders to help develop the economy as a whole. (Disclosure 103-1)

## Economic Performance

In 2020, the Company has total revenues of Baht 4,347.44 million, decrease for the year 2019 by 29.60% and reported the net profit of Baht 1,103.44 million. The main source of revenues can be classified into 3 parts:



The revenue  
from real estate  
sales



The revenue  
from utility  
services



The revenue  
from rental

1

2

3



## 1. The revenue from real estate sales

The revenue from real estate sales was posted Baht 1,540.63 million contributed 35.40% of total revenues, decrease from 2019 by 52.0% due to the slowdown in investment decisions of both Thai and foreign entrepreneurs who were not confident in the post-pandemic economic recovery resulted to the impact on the global supply chain. The gross profit margin from real estate sales posted Baht 943.93 million or 61.3% increase compare to the previous year 5.10% gross profit margin. The main reason came from the price of land sale per unit increased in AMATA City Rayong Industrial Estate compared to 2019.

## 2. The revenue from utility services

The revenue from utility services was posted Baht 1,841.27 million contributed 42.40% of total revenues, decrease from 2019 by 5.2% due to the production capacity reduction of the entrepreneurs' plants in Amata City Industrial Estates during such period. The gross profit margin from utility services posted 32.50% stable compare to the previous year.

## 3. The revenue from rental

The revenue from rental was posted Baht 820.38 million contributed 18.90% of total revenues, increase from 2019 by Baht 7.50%. The gross profit margin from rental posted 72.4% or slightly 1.0% decrease compare to the previous year.

In 2020, selling and distribution expenses amount Baht 132.31 million decrease Baht 126.09 million or 48.80% compared to the previous year due to the decrease of land transfer expenses. In 2020 amount of administrative expenses decrease Baht 713.00 million or decrease Baht 81.83 million or 10.30% decrease compared to the previous year, due to the company has controlled and reduced costs regarding the COVID-19 crisis. The most reduced cost mainly in other administrative expenses and domestic and aboard travel expenses.

In 2020, the Company had increased its registered capital for the first time from the original registered capital of 1,067,000,000 baht to 1,150,000,000 baht by issuing 83,000,000 new ordinary shares at 1 baht par value to the existing shareholders according to their right offerings resulting the Company to receive totally 979,400,000 baht from the sale of the said capital increase ordinary shares without significant change in shareholder structure. In this regard, the Company will use such increased capital to invest in the development of Yangon Amata Smart & Eco City Phase 1 in the Republic of the Union of Myanmar according to its designated business plan.

## Value Distribution to Stakeholders

The company adheres to the ALL WIN philosophy by creating appropriate and fair value for all stakeholders. It also supports economic growth at the community and national levels by distributing economic value such as dividend policy, accurate and complete tax payments, employee welfare and development, domestic procurement, and supporting the local community, etc.

The company distributes the economic value to the stakeholders through various channels as follows:

Unit: Million Baht

	Year 2020
<b>Value distribution to stakeholders</b>	
Dividend per share (Baht)	0.35
Dividend to shareholders	373.44
<b>Human Resource Investment</b>	
Employee compensation*	296.95
Director's remuneration	34.66
<b>Social and community investment</b>	
Social activities	9.23
Social investment (exclude donation)	6.55
Donation	2.40
<b>Sharing to business partners</b>	
Domestic procurement	1,546
<b>Value distribution to financial institution</b>	
Financial cost	435.92
<b>Value distribution to the public sector</b>	
Tax paid to the state and local government agency	163.88

Source: Consolidated Financial Statement of the Year 2020 and form 56-1 One Report 2020.

\*Salary, bonus, wage, welfare, provident fund, social security, personal development expense

## AMATA Smart City Development

After the Company has changed its vision, mission and business strategy to become a Smart City developer since 2017 in order to be more efficiently in response to the trend of significant global changes and the emerging risks including business development that supports economic, social and environmental challenges, the Company has set up a 5-year operation plan (2017-2021) heading towards becoming a smart city leader by developing the investment areas, society and environment, as well as quality labor force so that AMATA Smart City will be the ideal investment area in the Eastern Economic Corridor or EEC and the learning center in this region, enhancing the economic growth in the region and the economic value for Thailand. The concept of AMATA Smart City will start from the development and upgrading the Company's current industrial estates, i.e. AMATA City Chonburi Industrial Estate, then further expanding into other industrial estates of the Company in the future.

# AMATA SMART CITY JOURNEY



AMATA Corporation PCL listed on the Stock Exchange of Thailand (SET)



- World Economic Forum honors AMATA Corporation PCL as Global Growth Company
- AMATA VN listed at SET



40<sup>th</sup> Years of AMATA



The beginning of AMATA "Bangpakong Industrial Park"

1988

1997



14<sup>th</sup> March 2017  
Smart City MOU signing between AMATA and EPPO, Ministry of Energy



18<sup>th</sup> May 2017  
Start of AMATA Smart City collaboration with Yokohama City led by AMATA Chairman Dr. Surin Pitsuwan



AMATA Group Founded

1975

2017

The Smart City Transformation journey begins...



19<sup>th</sup> January 2018  
AMATA signed a collaboration agreement with the Yokohama Urban Solution Alliance (YUSA) to transform AMATA City Chonburi into a smart city using Yokohama model.



28<sup>th</sup> June 2018  
AMATA signed Floating Solar collaboration with CLP at the Belt & Road Summit in Hong Kong and witnessed by Dr Somkid Jatusripitak, Deputy Prime Minister of Thailand

2018



APPROVED

17<sup>th</sup> January 2018  
AMATA Smart City approved by Thailand Eastern Economic Corridor (EEC) office as a new EEC promotional zone



11<sup>th</sup> June 2018  
Official Opening of Amata and Hitachi High-Technologies Joint-venture in Smart Factory



27<sup>th</sup> January 2019  
IEAT opens the new SMEs Industrial Transformation Center (ITC) at AMATA City Chonburi



20<sup>th</sup> March 2019  
AMATA signs MOU with JOIN on Smart City Collaboration



3<sup>rd</sup> April 2019  
Signing of Joint-Venture Term Sheet between AMATA and Surbana Jurong Singapore

2019

2020



22<sup>nd</sup> January 2020  
Memorandum of Understanding with Association for the Development of Clusters and Technology Parks of Russia.



24<sup>th</sup> January 2020  
Amata Asia (Myanmar) Limited signed Joint Venture Agreement and Land Lease Agreement with Department of Urban and Housing Development (DUHD) Ministry of Construction, Myanmar.



18<sup>th</sup> May 2020  
Memorandum of Understanding with Hongkong Trade Development Council



1<sup>st</sup> June 2020  
Memorandum of Understanding with Federation of Hongkong Industries



24<sup>th</sup> July 2020  
Memorandum of Understanding with Advance Broadband Network Company Limited subsidiary of Advance Info Service PCL



**2<sup>nd</sup> June 2017**  
Start of AMATA Smart City collaboration with Sweden Smart City "HammarbySjOstad"



**14<sup>th</sup> June 2017**  
AMATA Network, a joint-venture company with AIS subsidiary "Advanced Broadband Network" is the 1<sup>st</sup> fiber optic network provider in EEC



**21<sup>st</sup> September 2017**  
AMATA Smart City Collaboration with Digital Economy Promotion Agency (DEPA)



**5<sup>th</sup> October 2017**  
AMATA Smart City collaboration with SAAB Sweden



**16<sup>th</sup> November 2017**  
AMATA Smart City collaboration with Korea Incheon Smart City



**12<sup>th</sup> July 2018**  
MOU signing between AMATA and GGGI on Green & Smart Environment



**12<sup>th</sup> September 2018**  
China-ASEAN Expo 2018 Top 10 Projects - Official MOU signing by AMATA and JSCC to jointly develop Amata-Nanjing Smart City in Thailand



**4<sup>th</sup> October 2018**  
MOU signing between AMATA, SCG and DOW on Recycled Plastics road



**7<sup>th</sup> December 2018**  
Official announcement of "Hotel Nikko Amata City Chonburi", a joint-venture hotel investment by AMATA, JOIN and Fujita Corporation



**8<sup>th</sup> July 2018**  
AMATA Smart City officially joined the ASEAN Smart Cities Network in Singapore



**6<sup>th</sup> August 2018**  
1<sup>st</sup> University License awarded to AMATA University under Thailand Ministry of Education new initiative in EEC zone



**19<sup>th</sup> September 2018**  
Hitachi 1<sup>st</sup> Global Lumada Center in Southeast Asia Grand Opening ceremony at AMATA City Chonburi Thailand



**26<sup>th</sup> October 2018**  
AMATA Smart City is the 1<sup>st</sup> Smart City project endorsed under Japan-China 3<sup>rd</sup> Country Cooperation initiative



TOKYO -- Japan and China are set to agree on promoting roughly 50 private-sector, third-country infrastructure projects this week, setting in motion the first joint deal of building a smart city in Thailand as early as this year. Japanese Prime Minister Shinzo Abe and Chinese Premier Li Keqiang will affirm both governments' commitment to the joint projects when they meet in Beijing on Friday. The two countries see third-country infrastructure as a cornerstone of their growing economic cooperation.



**7<sup>th</sup> May 2019**  
IFC and AMATA join hands to advance sustainability solutions for Smart Cities



**7<sup>th</sup> June 2019**  
AMATA Chief Investment Officer Ms. Lena Ng presentation at the ASEAN Smart Cities Network event at BITEC



**24<sup>th</sup> August 2019**  
Opening Ceremony of AMATA Smart City Showcase & DEPA-AMATA Smart Classroom



**8<sup>th</sup> May 2019**  
AMATA and the Association of Thai Software Industry (ATSI) explore new business opportunities and strengthen Thai software industry



**23<sup>th</sup> July 2019**  
AMATA & Mahidol University sign MOU on collaboration of MEDITOWN to create the World Best Medical Hub in EEC, Thailand



**29<sup>th</sup> August 2019**  
Groundbreaking Ceremony Hotel Nikko Amata City Chonburi



**12<sup>th</sup> December 2019**  
MOU with Surbana Jurong Infrastructure Pte. Ltd.



**28<sup>th</sup> October 2020**  
Memorandum of Understanding with Mahidol University and Thailand Center of Excellence in Life Sciences (Public Organization) or TCELS to drive the Mahidol-Amata Medi-Town Project.

**3<sup>rd</sup> November 2020**  
Memorandum of Understanding with CP Asset Wise Holding Co., Ltd.



**30<sup>th</sup> November 2020**  
Memorandum of Understanding with Futong Group Co., Ltd.



**9<sup>th</sup> December 2020**  
Memorandum of Understanding with Korea Land and Housing Corporation.



**27<sup>th</sup> December 2020**  
Ground Breaking Ceremony of Yangon Amata Smart and Eco City, Myanmar

## Collaborating with Strategic Business Partners to Develop Innovation

The Company has set its strategy to develop AMATA smart city and sub-projects through strategic business partners to achieve the rapid and high-quality business development. The Company therefore has cooperated with the leading Thai and foreign companies and organizations who are the leaders in various businesses to develop new business projects under the framework of AMATA Smart City concept.

In addition to driving a smart city concretely under several projects, a cooperation with these leading companies and organizations also benefits Thai entrepreneurs of the relevant industries in learning the new concepts and technologies from foreign experts in order to enhance the technology transfer process and expand to the research and development of their own technologies which will become an important mechanism in helping to drive Thailand forward sustainably.

In 2020, the Company signed a memorandum of understanding between strategic business partners as follows:



On July 24, 2020, Amata Corporation PCL. and Advanced Info Service PCL. (AIS) extend collaboration to use 5G and fiber optic networking to accommodate solutions and digital innovations of AMATA City Chonburi, a future Smart City supporting economic, production and investment growth in accordance with the Eastern Economic Corridor (EEC). The MOU was held at Kromadit Building, New Phetchaburi Rd. Bangkok

On September 29, 2020, Amata Corporation and Siam Cement Group (SCG) signed a Memorandum of Understanding to develop and implement “Koom Kah Smart Manifest,” a digital application that will enhance Amata’s smart waste collection system. It will promote sustainable recycling practices, in line with Amata’s concept of Circular Economy.



On October 28, 2020, AMATA Corporation PCL., Mahidol University, and Thailand Center of Excellence for Life Sciences (Public Organization) (TCELS) signed a Memorandum of Understanding to drive the Mahidol-Amata Medi-Town Project aims to provide medical services internationally, including cooperation in the production of pharmaceutical and medical equipment and international research.



## Product and Service Development

The Company always places importance on customers according to the business philosophy of “ALL WIN”. The success of customers or operators in the industrial estates is a part that supports the long-term economic growth of the Company, so the Company is committed to the effective customer management in order to build the engagement and confidence as business partners in achieving and growing the success together.

Therefore, the Company has focused on customer engagement and listening to the problems, opinions, expectations and suggestions for the improvement its products and services through various communication channels and activities that encourage the customers to communicate more conveniently. In 2020, the Company had implemented the activities to build the good relationships with customers as follows:

Customer Engagement Channels	Customer Needs and Expectation	Our Response
<p>1. <b>AMATA Japanese Society</b></p> <p><b>Objective:</b> To be a center in business communication with Japanese customers in AMATA City Chonburi and AMATA City Rayong Industrial Estate because 63% and 29% of the customers respectively are Japanese.</p> <p><b>Member:</b> The AMATA Japanese Society had the total of 235 consists of 190 and 45 factory members in AMATA City Chonburi and Rayong, respectively.</p>	<ul style="list-style-type: none"> <li>• <b>Good quality of after sales services</b> <ul style="list-style-type: none"> <li>- Linking of technological and innovative solutions to support customer manufacturing.</li> <li>- Providing a living area for foreign customers in the industrial estate</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Hitachi LUMADA Center:</b> AMATA joined with Hitachi Co., Ltd., and Hitachi Asia Co., Ltd. to develop the LUMADA Center Southeast Asia to supporting co-creation and creating new value through the utilization of digital technologies such as big data analytics, artificial intelligence, as well as Internet of Things (IoT) solutions, information and communication technology.</li> <li>• <b>Hotel Nikko Amata City Chonburi:</b> AMATA together with Fujita Corporation Co., Ltd. and Japanese Overseas Infrastructure Investment Corporation for Transport &amp; Urban Development (JOIN), a Japanese government entity to develop Hotel Nikko AMATA City Chonburi, a four-star environmental-friendly hotel and facilities to support both Thai and foreign operators and investors in the eastern region as a residence close to workplace, and also to create local employment and economy.</li> </ul>
<p>2. <b>HR Association Of AMATA City Chonburi : HRA</b></p> <p><b>Objective:</b> To be a center for coordinating the activities in human resource management in order to promote study and research and share of the useful academic knowledge in human resource management among factory members in AMATA City Chonburi and other organizations including government entities.</p> <p><b>Member:</b> There were 325 factory members. HRA organized 10 meetings on professional human resource management. There were about 120 factories joined each meeting, totally 1,200 participants.</p>	<ul style="list-style-type: none"> <li>• <b>Good quality of after sales services:</b> <ul style="list-style-type: none"> <li>- Providing information and knowledge about laws and regulatory compliance in factory management</li> </ul> </li> <li>• <b>Waste Management</b> <ul style="list-style-type: none"> <li>- Real-time tracking of waste management route and information</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Environment and environmental laws and regulation training crouse</b> <ul style="list-style-type: none"> <li>- The seminars on “Environmental management within the factory comply with laws and regulation.”</li> <li>- Training courses “The development of safety officer: Supervisor level.” Class 1</li> <li>- Online meeting on “flood prevention management and plans in Amata City Chonburi Industrial Estate 2020.”</li> </ul> </li> <li>• <b>Efficiency Waste Management Service:</b> Amata Corporation and Siam Cement Group (SCG) develop and implement “Koom Kah Smart Manifest,” a digital application that will enhance Amata’s smart waste collection system. It will promote sustainable recycling practices, in line with Amata’s concept of Circular Economy.</li> </ul>



Customer Engagement Channels	Customer Needs and Expectation	Our Response
<p><b>3. AMATA City Chonburi Safety and Environment Group: ASEG</b></p> <p><b>Objective:</b> To advise and provide support and coordination to the members, employers, employees, government agencies and other organizations. This will lead to success in handling problems in safety, occupational health and working environment. ASEG aims to ensure that all workplace have safety, occupational health and working environment standards in accordance with the law.</p>	<ul style="list-style-type: none"> <li>• <b>Risk Management and Crisis Management</b> <ul style="list-style-type: none"> <li>- Providing the cleaning and disinfection services with standardized chemical disinfectants to assure the customers' employees in working at the safe workplaces during COVID-19 crisis.</li> <li>- Training courses that meet customer needs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Disinfection Service:</b> Providing the cleaning and disinfection services with standardized chemical disinfectants to assure the customers' employees in working at the safe workplaces during COVID-19 crisis.</li> <li>• <b>Environmental and Safety Training</b> <ul style="list-style-type: none"> <li>- Training courses "The development of safety officer: Supervisor level." Class 1</li> </ul> </li> <li>• <b>Online-training Service:</b> The company has developed training in various courses added more online training.</li> </ul>
<p><b>4. AMATA City Rayong Management Group: ACMG</b></p> <p><b>Objective:</b> To be a center for sharing useful information especially human resources management information and providing consultation and guidance about the operating business in accordance with legal requirements among the factories in the AMATA City Rayong Industrial Estate.</p> <p><b>Member:</b> There were 117 factory members, which is 28.2% of all factories in AMATA City Rayong and organized 3 meetings in 2020.</p>	<ul style="list-style-type: none"> <li>• <b>Waste Management</b> <ul style="list-style-type: none"> <li>- Waste management consulting</li> </ul> </li> <li>• <b>Risk Management and Crisis Management</b> <ul style="list-style-type: none"> <li>- Integrated fire evacuation training and develop an emergency prevention plan</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Evacuation Fire Drill Training service:</b> Providing integrated fire evacuation training and develop an emergency prevention plan with customers.</li> <li>• <b>Waste Management Consulting Service:</b> The company provides advice on managing various types of waste within the factory by experts to support and encourage customers to comply with environmental laws and regulations.</li> </ul>

The Company had conducted the customer satisfaction surveys directly by sending the questionnaires to the customers and having the marketing staff for direct contact with the Company in order to get to know the real causes of problems and the needs of the customers including building the good relationship with the customers. Customer satisfaction scores, problems and suggestions were also presented to the management meeting in order to consider improving the products, services and work process of the Company. In 2020, the Company had targeted to receive at least 90% customer satisfaction scores. The company has conducted a customer satisfaction survey. The result shows that the Amata City Chonburi Industrial Estate's customer satisfaction score was 72%, and Amata City Rayong Industrial Estate was 71% increased from 2019 (70% on both industrial estates).

In addition, the Industrial Estate Authority of Thailand (IEAT) had also conducted the annual customer satisfaction survey in 40 industrial estates. In 2020, AMATA City Chonburi Industrial Estate obtained the average scores of 88.2%, and AMATA City Rayong Industrial Estate obtained the average scores of 91.8%, both industrial estates had higher scores compared to 2019.

### Survey by AMATA



	2018	2019	2020
Amata Chonburi	68%	70%	72%
Amata Rayong	68%	70%	71%

### Survey by I-EA-T



	2018	2019	2020
Amata Chonburi	84%	86%	88.2%
Amata Rayong	88%	91.4%	91.8%

### The seminars on “Environmental management within the factory comply with laws and regulation.”



Amata Facility Services Co., Ltd., in collaboration with Eastern Thai Consulting 1992 Co., Ltd. and Environmental Technology Consultant Co., Ltd., organized a seminar course “Environmental management within the factory comply with laws and regulation.” for the customer in the industrial estate aims to apply the knowledge to correct and efficient environmental and safety management in the factory.

### Training courses “The development of safety officer: Supervisor level.” Class 1

Amata Facility Services Co., Ltd., in collaboration with Eastern Thai Consulting 1992 Co., Ltd. and Environmental Technology Consultant Co., Ltd., organized a training course, “The development of safety officer: Supervisor level.” Class 1 according to Ministerial Regulation on the Prescribing of Standard for Administration and Management of Occupational Safety, Health and Environment B.E. 2549.



## Business Development in Foreign Countries

Since the Company has foreseen the growth opportunities in CLMV countries, it has expanded its business development of environmental-friendly industrial cities into CLMV countries by bringing its expertise and experiences in urban development and AMATA Smart City model to open new business opportunities in CLMV countries.

### Project in Myanmar

The Company commenced the development of Yangon AMATA Smart and Eco City project situated in Dagon (East and South) Township in Yangon Region, Myanmar. The first phase of the project covers the area of 5,508 rais or 8.09 km<sup>2</sup>. The shareholders of Yangon AMATA Smart and Eco City are AMATA Asia (Myanmar) Limited, a 100% owned subsidiary of AMATA Corporation Public Company Limited, and the Department of Urban and Housing Development, Union Ministry of Construction of the Republic of the Union of Myanmar.

The project will be driven by sustainable, optimization and environmental management framework in order to develop “Livable City” where economic activities and life are envisaged by Smart City Design and technology. Also, the project will be developed and contribute to Myanmar Sustainable Development, Pillar 2 — Goal 3: “Job Creation & Private Sector led growth”.

AMATA Corporation PCL. has been entered to the Framework Agreement with Department of Urban and Housing Development on 22 August 2019 and the project company, named Yangon AMATA Smart and Eco City Limited, has been granted Myanmar Investment Permit on 21 October 2019. In 2020, the Company sign a joint venture agreement with the Department of Urban of Housing and Development (DUHD), Ministry of Construction, Republic of the Union of Myanmar to develop the project since January 24, 2020, and began construction of infrastructure in the Yangon Amata Smart & Eco City Project in late 2020 to be ready for investment in 2021.

### Projects in Vietnam

In August 2019 two subsidiaries, namely AMATA Service City Long Thanh 1 Company Limited (ASCLT1) and AMATA Service City Long Thanh 2 Company Limited (ASCLT2), were established. AMATA City Long Thanh Joint Stock Company (ACLT) is a wholly owned subsidiary of AMATA VN Public Company Limited to separate residential development business and investment certificate (IC) to ASCLT 1 and ASCLT 2.

## Promoting a culture of innovation in the organization

Innovation in the Company's view means not only creating the differences and value added to the products and services of the Company, but also the development and improvement of work performances to be more efficient to reduce the operating expenses and the negative impacts towards the society and the environment. Innovation is, therefore, a key factor to drive the Company towards the sustainable growth. Hence, the Company has emphasized on the significance of innovation starting from the qualifications of the Company's human resources as defined in AMATA DNA code of being innovative, thinking creatively and trying new challenges for development. These qualifications are used as key performance indicators for an evaluation of the employees of all levels.

The Company always encourages and gives opportunities to the employees of all levels to demonstrate their potentials and innovations for the business and society, and to participate in an improvement of the Company's work procedures. In 2020, the Company had initiated “AMATA INNO Awards 2020” Contest by having a committee consisting of Chief Executive Officer and the senior management team to consider granting the awards. This year, 86 employees from 27 teams submitted innovation projects and ideas, divided into 9 INNO Projects and 18 INNO Ideas.

In 2020, innovative projects have been implemented and can generate income for more than 16 million baht and can reduce the operating cost of more than 15 million baht.

## The Construction of Readymade Water Tank Using Bolted System



In the past, the construction of a water tank is a steel tank using electrically welded, which takes a long time to construct, and the cost of construction and maintenance is relatively high with short life long. In case of maintenance, it may take time to turn off the water supply system for 4 months.

Engineering staff consider this problem and develop a new type of ready-made water storage tanks for water production plants. The new type of water storage tanks is steel tanks but using a bolted system in construction instead of electric welding, making it possible to produce finished parts from the factory before assembling in the area.

The Readymade Water Tank Using Bolted System takes about 2 weeks to complete construction and installation and 7-15% lower construction costs. In addition, this new type of storage tank has a service life of more than 30 years, enabling the company to reduce repair costs by 1 million baht per tank every 10 years. At present, the Company constructed 5 water storage tanks with a bolts system, reducing maintenance costs totaling 15 million baht.

## Smart Building

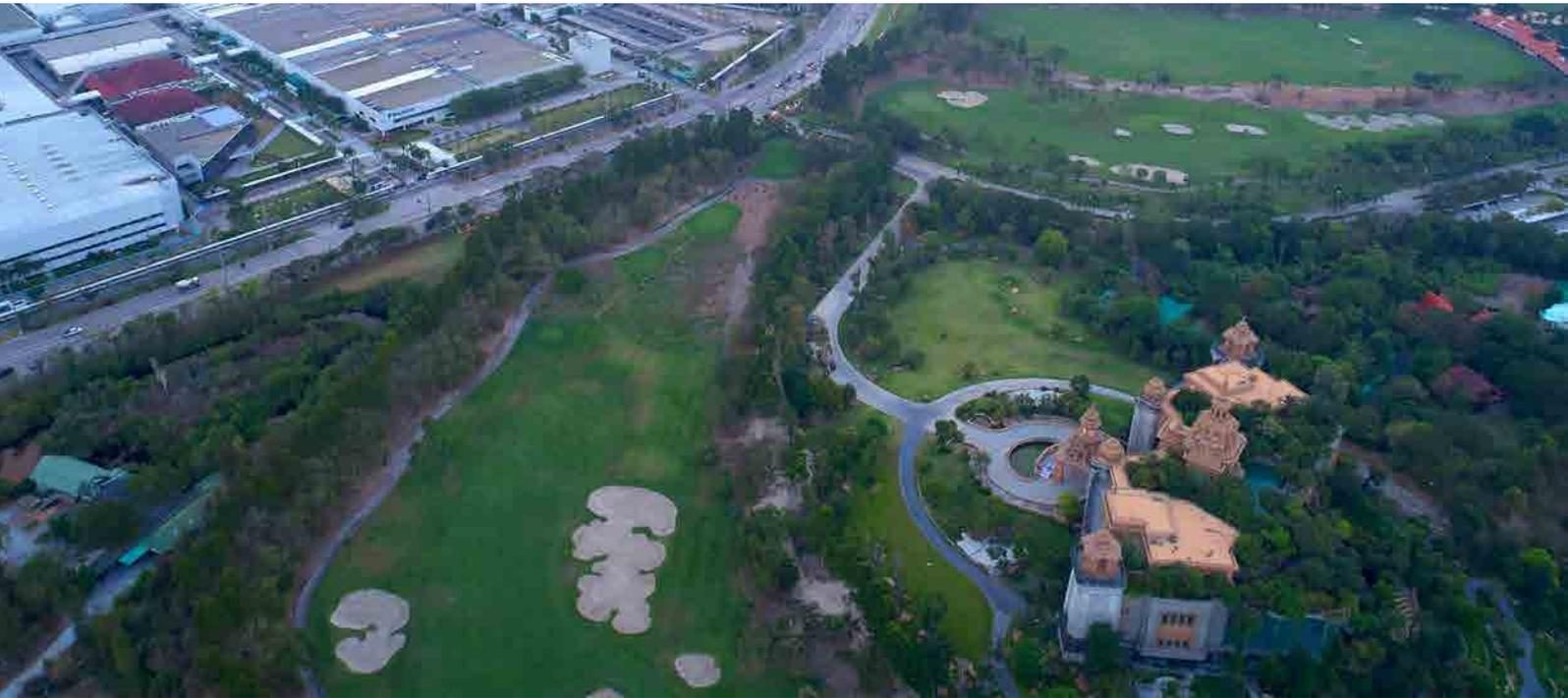


Amata Summit Ready Built Co., Ltd., a subsidiary that provides a ready-build factory for rent, has developed a smart factory building construction project applying energy-saving innovations and technologies to the factory's basic system design. The construction plan (Master Plan) of this factory has received the primary certification of LEED Certification, which is a standard for environmentally friendly buildings. When completed, it will receive the LEED Gold Certification that represents an energy-saving building and low-emission. It is also a prototype energy-saving building in line with the Company's goal of being a low-carbon city and responding to customers' needs who want to rent environmentally friendly factories.

# Sustainable Supply Chain Management



Effective supply chain management bringing sustainability to the Company, society, and environment.

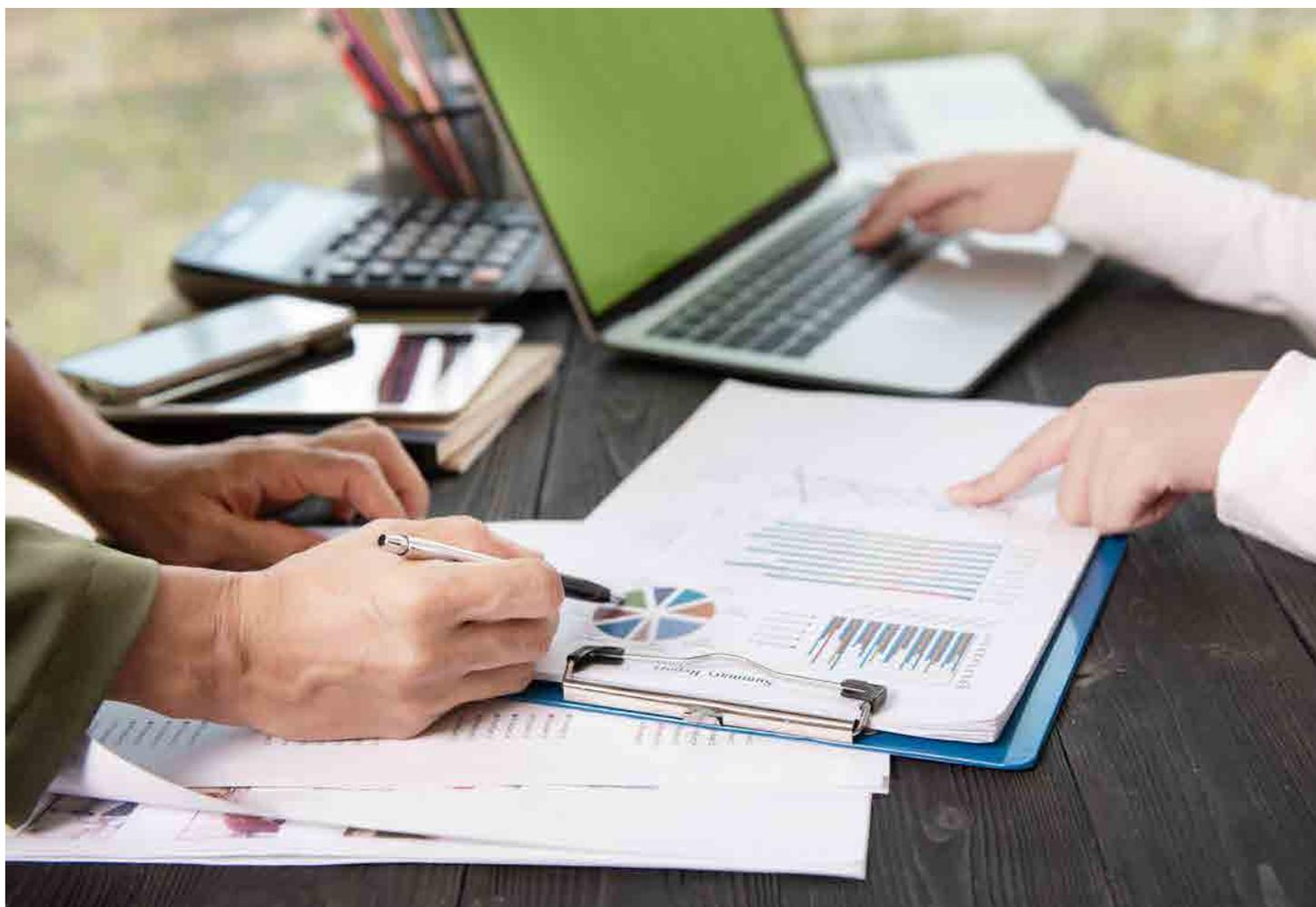


Proportion of new supplier with sustainability risk assessed	100%	100%
Proportion of critical supplier with sustainability risk assessed	50%	58%
Proportion of critical supplier with supplier code of conduct acknowledged	50%	50.61%

For the business operations of the Company, procurement of goods and services from the suppliers and contractors is necessary for the main activities of the industrial estate operations and the works that support the industrial estate management. Since the operations of Company's suppliers and contractors may cause the impacts on the society and environment, and also on its reputation. Operation with suppliers with fair and transparent with responsible for society and the environment could help the Company reduce the risk in the supply chain and the impact of the Company's business operations both for the short and long term. And to increase the Company's quality and work efficiency. Also, supplier and contractor engagement is essential to promote and build confidence in long-term sustainable growth. (Disclosure 103-1)

## Management Approach

The Company had appointed AMATA Procurement Working Committee chaired by the Senior Vice President - Accounting & Tax, Finance & Treasury, Investor Relations and Information Technology. The Working Committee, consisting of the senior executives of the Company and its subsidiary companies, has the duty and responsibility in developing the procurement best practices in compliance with the international and ethical standards in order to set the procurement standards of AMATA Group, as well as, preparing and disseminating the Supplier Code of Conduct to communicate the intent of the Company in doing the business ethically with responsibility by taking economic, social and environmental impacts into consideration. As well as a sustainability risk assessment within the Company's supply chain. That covers all suppliers and contractors in good corporate governance, economy, society, and environment. Setting the management guidelines and strategies suitable for each group of suppliers and contractors and arranging for development and enhancement of suppliers and contractors' potential to reduce the sustainability risk and impact from business operations both in the short and long term.



# Performance

## 1. Identifying Critical Supplier

In 2020, the Company had totally 536 suppliers and contractors in its supply chain and has identified the critical suppliers and contractors who have been continuously doing business with the Company by using the criteria of being the main activity of the business, procurement value and the ability of substitution. The Company found that there were 81 critical suppliers and contractors, with procurement value accounting for 87% of the total procurement value.

## 2. Revision of policy and best practices of transparent and fair procurement

The company sent a supplier code of conduct to all critical suppliers and contractors in 2019 to promote the importance and to be a guideline for suppliers and contractors in doing business to comply with the Company's practice with an emphasis on social and environmental responsibility as well as honest, fair and transparent business practices covering the following issues:

Topic	Detail
1. Business Ethics	Comply with rules and regulations, conduct business based on accuracy and integrity, anti-corruption, transparency, and verifiable information disclosure.
2. Human Rights	Accurate and legal employment, fair treatment, and no use of child or forced labor of any kind.
3. Occupational Health and Safety	Comply with occupational health and safety laws, provide safety equipment suitable for operation, record job sickness and accident statistics, and communicate to understand and follow.
4. Social Responsibility	Preparing a channel for receiving complaints from stakeholders and considering the impacts arising from the operation.
5. Environmental Responsibility	Comply with environmental laws and regulations, prepare measures to prevent and reduce environmental impacts from the operation, and promote environmentally friendly technologies and products.

In 2020, the company set a goal for critical suppliers and contractors to acknowledge at least 50% of the supplier code of conduct by e-mail. There are 41 key suppliers out of 81 partners, 50.61%, who submit a supplier code of conduct acknowledgment.

### 3. Supplier Sustainability Risk Assessment (Disclosure 308-2, 414-2)

The company has improved the supplier sustainability risk assessment process starting with the critical suppliers and contractors and new suppliers to question the self-assessments based on Self-Assessment Questionnaire (SAQ) covering economic, social, and environmental issues. If the result shows moderate to high risk (Self-assessment score less than 80%), the Company will have a site visit and audit at the supplier's office base (ESG Audit). In addition, the company has an annual quality assessment of suppliers by the purchasing department and the units that use the products or services. For suppliers with critical and high levels of risk, they must develop an improvement plan. The Company advises in formulating a plan for improvement and development of various defects and establishing a good relationship with trading partners. All new trades undergo a sustainability risk assessment.



The Company had done risk assessment of the critical supplier group consist of 81 suppliers and contractors. One critical contractor was found having social and environmental risks, which are environmental impacts from its operation and safety issue, accounting for 2.4% of the total number of critical suppliers and contractors. No critical suppliers and contractors were found having risks in corporate governance or economy. The Company has developed risk management measures for each critical suppliers and contractors, and also arrange supplier development initiatives for them in order to mitigate risks and reduce the impact of such risks. However, the Company has not yet terminated its business relations with any suppliers after conducted the risk assessment in any way (0 % relationship termination). (Disclosure 308-2, 414-2)

#### **4. Supplier/Contractor Assessment and Audit**

The Company had designated the guidelines for checking and assessment of the future suppliers and contractors consisting of the procedure to check the basic qualifications of the suppliers and contractors whether their qualifications meet the standards set herein while the existing suppliers and contractors will obtain the additional assessments such as the sustainability risk assessment, past performance assessment, workplace audit including assessment of relationship between the sellers of such product/service and the Company in accordance with the requirements and checklist defined by the Company and the standard of environmental management system (ISO14001). Guidelines for partner auditing done by examining relevant documents from supplier responding to a supplier's self-assessment and investigate by AMATA Procurement Working Committee

In 2020, the Company set a target for the ESG audit of critical suppliers in terms of economy, society and environment (ESG audit) at the supplier's office at least 50% of all critical suppliers. The Company can conduct 58% of the audit.

#### **5. New Supplier Registration**

The Company requires all new suppliers to undergo a Self-Assessment Questionnaire (SAQ) before registering a new supplier. If there is no economic, social, and environmental risk issue, the new supplier will sign the supplier code of conduct to acknowledge and registered as a new supplier of the Company. But if not, suppliers must regularly develop their improvement plan monitoring until the score is acceptable. It will be registered as a new supplier.

In 2020, 10 new suppliers were registered according to the process, accounting for 100% of new suppliers.

#### **6. Development of Supplier and Contractor**

The Company has emphasized on the development of business partners in the value chain which includes the suppliers, contractors and customers in its industrial estates in order to reduce the social and environmental risks and impacts and build the confidence to all stakeholders of all sectors that the Company has properly managed the entrepreneurs in the industrial estate, the suppliers and the contractors of the Company, as well as, has supported the performance development of the suppliers, contractors and customers to be in accordance with the Company's standards; for example, encouraging the suppliers and contractors who deliver the key products and services to the Company to develop their business operation procedures and to obtain the management system certification in accordance with the international standards such as ISO 9001, ISO 14001, ISO 17025, OSHA 18000, etc.

In 2020, the Company has arranged 4 supplier and customer development projects which are a Training on Occupational Health, Safety and Environmental Management for waste transporters and waste separation staffs of waste separation plant, Security training program According to the Business Security Act B.E. 2558. Training on the enhancement of security monitoring system in common areas for the security officers of AMATA City industrial estate, and Knowledge Sharing for Corporate Sustainability.

## Training on Occupational Health, Safety and Environmental Management for waste transporters and waste separation staffs of waste separation plant



Amata Facility Service Co., Ltd. has organized a 5S management training course, primary firefighting and evacuation course, and retrieval of solid waste leakage course for employees and contractors at the waste separating plant. This training aimed to improve waste management knowledge, skills, and work efficiency.

## Security training program According to the Business Security Act B.E. 2558



Amata Facility Services Co., Ltd. and its subsidiary, Sodexo Amata Services Co., Ltd., organize training courses to develop the capability of all security teams according to the Security Business Act, B.E. 2558. This will help uplift contractors' standards and jointly supervise the industrial estate area to be a Safety City.

**Training on the enhancement of security monitoring system in common areas  
for the security officers of  
AMATA City industrial estate.**



Amata Facility Services Co., Ltd. and its subsidiary, Sodexo Amata Services Co., Ltd., organized training for the security team about managing safety using technology in the common areas of the industrial estate. Adapting the QR code scanning at various checkpoints to inspect and report safety within the AMATA City industrial estates.

**Knowledge Sharing for Corporate Sustainability**

**1. Water management and technology observation visit at Industrial Water Resource Management Co., Ltd.**



The company cooperates with suppliers to develop water management and variously sharing knowledge and technology within the Amata City Chonburi Industrial Estate and Amata City Rayong Industrial Estate. Also, Creating cross-functional collaboration and learning between departments. The Company has arranged this activity for exchanging knowledge, technology in water management practices.

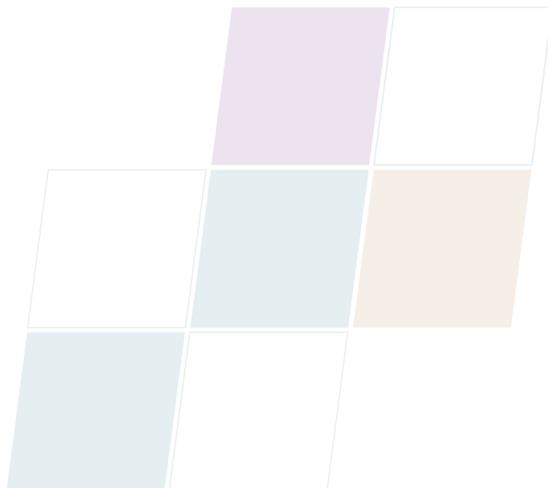
In 2020, the Company held Knowledge Sharing for Corporate Sustainability Project at Industrial Water Resource Management Co., Ltd., a major water producer in the eastern region of Chon Buri and Chachoengsao, as well as being the critical supplier of Amata Water Co., Ltd. since October 28, 2020. there are 24 people from 6 business units and companies joined this event.

## 2. Training on fundamental environmental management systems.



The Company has emphasized on the efficiency of an environmental management system, whether on water and wastewater management, waste management, and air pollution management. The Company regularly monitors environmental impacts in the area, so Amata Water Co., Ltd., therefore, promotes suppliers to operate the business according to Amata's environmental management policy.

In 2020, the Company organized training on the fundamental environmental management system course on October 7, 2020, and there were 16 representatives from 8 suppliers joined the training.





Environmental Complaints  
were Resolved

**100%**



**100%**

of Recycled Water was  
Utilized within Industrial Estates



Solid Waste to Landfill  
Reduced to

**0.35%**

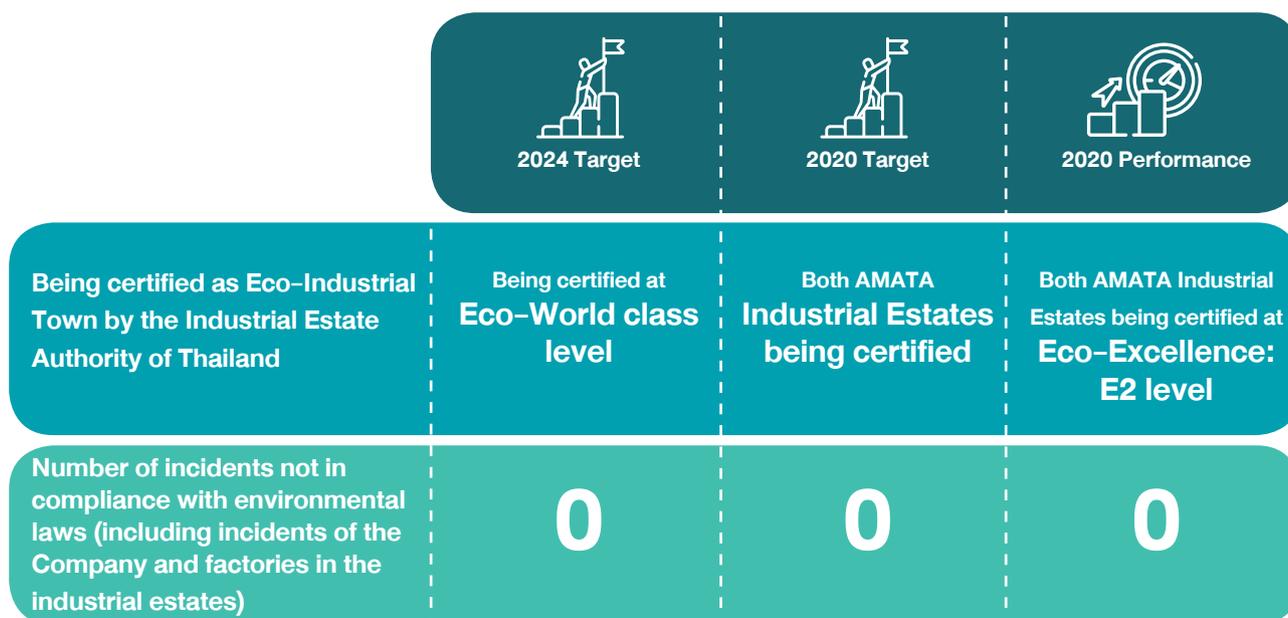
of Total Solid Waste

# Environmental and Natural Resource Care



# Environmental Impact Management

AMATA is determined to maintain the environmental quality to build confidence and safety of the stakeholders.



Industrial estate development is a business that can directly cause negative environmental impact if operating without good management. The Company, therefore, places importance on the environmental impact management as it is one of the Company's material topics. The Company has assessed the risks and impacts from business activities throughout the supply chain and keeps overseeing the activities of factory operators in both AMATA Industrial Estates that may cause a negative impact on the Company's stakeholders. The environmental risk assessment shows that the concerned environmental impacts are air pollution and water pollution. Therefore, the Company focuses on good and efficient pollution management by using appropriate technologies and strictly complying with the laws prescribed under the Environmental Laws related to business operations in the industrial estates, measures from EIA report, and environmental standards. In addition, the development of the Company's Smart City at the AMATA City Chonburi Industrial Estate, which focuses on the Smart Environment, has applied leading-edge efficient innovation and technology to ensure that the environment will be closely monitored and to give stakeholders more confidence in the Company's business operation. (Disclosure 103-1)

## Performance (Disclosure 103-2,103-3)

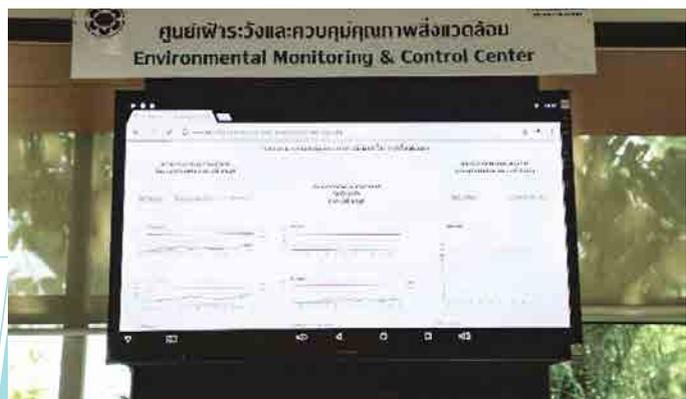
### Implementation according to measures specified in the EIA report

The Company cooperates with the Industrial Estate Authority of Thailand (IEAT) to regulate AMATA's two Industrial Estates so that they conform with the relevant laws and regulations as well as with the policies of both entities to minimize negative social and environmental impact. In 2020, the Company continuously monitored and controlled the environmental quality and resolved environmental impact in its industrial estates area in order to build confidence of neighboring communities in the Company's environmental management of its industrial estates, and to promote its industrial estates' environmental management guidelines with environmental governance principles as follows:

## 1. Environmental Monitoring and Control Center: EMCC (Disclosure 305-7)

The Environmental Monitoring and Control Centers (EMCC) were established since 2013 and have been operating to continuously monitor and control environmental quality in AMATA's two Industrial estates areas. The real-time environmental quality data from both areas are synced and shown on a 24-hour online display system. The structure of the Environmental Monitoring and Control Center consists of 5 systems, i.e.:

- **The central industrial estate database system** is working as an information center by collecting environmental data from the entire industrial estates and the factories operating in the industrial estates, such as water consumption, wastewater volume, wastewater quality, industrial waste volume and air quality, etc.
- **The monitoring and controlling system of the effluent quality after being treated in the central wastewater treatment plant** monitors BOD values and online linked to EMCC. If the BOD online shows that the effluent quality exceeds the standards as specified in the Notification of the Ministry of Natural Resources and Environment regarding standards for wastewater quality from industrial plants, industrial estates and industrial zones dated 29 March 2016 and the Notification of Ministry of Industry regarding Industrial Effluent Standards B.E. 2560 dated 30 May 2017, the EMCC will notify the central wastewater control center to analyze, identify the causes and solve the problems immediately.
- **The Air Quality Monitoring Station (AQMS)** is an air quality monitoring system. There are four AQMS at the AMATA City Chonburi Industrial Estate area covering the surrounding community areas of U Tapao Temple, Mab Sam Kleow Temple, Panthong Ratchanupatham School and Omkaew Temple. There are two AQMS at AMATA City Rayong Industrial Estate covering the surrounding community areas of Health Promotion Hospital, Tumbon Mabyangporn and Pananikom Temple. The AQMSs measure air pollutants which are the total suspended particulates (TSP), particulate matter up to 10 microns (PM10), particulate matter up to 2.5 microns (PM2.5), sulfur dioxide (SO2), nitrogen dioxide (NO2), and wind speed/ wind direction. The AQMSs also measure wind speed and direction to analyze the trend of pollution spreading and the source of any air pollution. The AQMSs also continuously measure the rainfall and temperature to precisely predict the precipitation and lowest-highest temperature in the area to assess the local climate for environmental management planning.
- **The monitoring and controlling system of air quality emitted from factory smokestacks.** This online system monitors and controls environmental quality by linking the emission inventory of each factory and Continuous Emission Monitoring System (CEMS) to EMCC. If the factory is found that its air emission quality exceeds the standards, the EMCC will notify the factory to inspect, report the causes, and immediately make corrections and improvement.
- **The security surveillance camera system (CCTV)** to process information used for safety planning and traffic management within the AMATA industrial estates.



Continuous monitoring of environmental quality of the EMCC will build confidence of the stakeholders to ensure that the Company emphasizes on the environmental impact management significantly and earnestly monitors the environmental quality, allowing prompt response and solution of the environmental problems in AMATA industrial estates. In 2020, there was no incident caused by the Company and factories in both industrial estates which violated the environmental laws and regulations.

## 2. Disclosure of the actions and performance according to Preventive & Corrective Measures for Environmental Impacts (EIA Monitoring Report)

The Company discloses the environmental performance according to the environmental impact preventive and corrective measures in the Environmental Impact Assessment (EIA) Monitoring Report which is submitted to the Office of National Resources and Environmental Policy Planning (ONEP), Industrial Estate Authority of Thailand (IEAT), Regional Environment Office 13 (Chonburi), and Provincial Offices of Natural Resources and Environment every 6 months. The report discloses the performance after the implementation of preventive and corrective measures stated in the Environmental Impact Assessment report in both AMATA City Chonburi and Rayong Industrial Estate. The Company also presents the EIA Monitoring reports to the Environmental Quality Audit Committee of both industrial estates for their acknowledgement every 6 months.

In 2020, the Company presented the EIA Monitoring Reports to the Environmental Quality Audit Committees of both industrial estates in four meetings. No suggestion regarding the direct environmental impact from the Company's operations was given but the Environmental Quality Audit Committees suggested the Company to increase its efficiency in area management for both industrial estates in the following year as follows:

### Suggestions from the Environmental Quality Audit Committees

AMATA City Chonburi	AMATA City Rayong
<ul style="list-style-type: none"> <li>To provide knowledge and understanding in the wastewater treatment in the communities to jointly help mitigate wastewater problem caused by the communities which may affect the quality of surface water. For instance, Nong Mai Daeng Community Pilot Project regarding sustainable wastewater and refuse management should be expanded to other communities around AMATA industrial estates.</li> </ul>	<ul style="list-style-type: none"> <li>To continuously organize training activities to provide knowledge in environmental laws for the business operation in the industrial estate to operators in the industrial estates, foreign operators in particular, to minimize the opportunity of causing environmental problem from the factory, e.g. air, odor and noise pollution which may affect the community.</li> </ul>
<ul style="list-style-type: none"> <li>To solve the traffic problems especially at the connecting areas between industrial estate and community to enhance the efficient traffic draining. The committee also suggests an application be used to monitor incidents occurred within the industrial estate, traffic and accidents in particular, in conjunction with CCTV as Smart Safety industrial city.</li> </ul>	<ul style="list-style-type: none"> <li>To solve the traffic problem during rush hour, to open up the area connecting the industrial estate and community to enhance efficient traffic draining, and to facilitate traffic during rush hour for the community.</li> </ul>
<ul style="list-style-type: none"> <li>AMATA to expand Farm to Factory Project coverage to other communities to bring community products to the factory.</li> </ul>	

# Implementation according to the government policy

## 1. Eco-Industrial Town Development

The Company has collaborated with the Industrial Estate Authority of Thailand (IEAT) in developing AMATA Industrial Estates to be Eco-industrial Town according to the government policy. The guideline of development plan is in line with the development framework laid out by the IEAT, which consists of 5 dimensions and 22 aspects. The five dimensions, which are physical, economic, environmental, social, and management, are related to the Company's stakeholders: local communities, customers, employees, factories' employees and local government authorities. There are three levels of Eco-industrial Town development, namely Eco-Champion, Eco-Excellence and Eco-World Class. The Company has targeted to upgrade its two AMATA Industrial Estates to achieve Eco-World Class levels in 2024.

The Company has carried out activities and projects to develop Eco-industrial Town at AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate such as setting up traffic management and industrial waste management committees, creating jobs in the communities, conducting complete and integrated environmental management, improving the well-being of people in communities and factories, and improving its internal information management system.

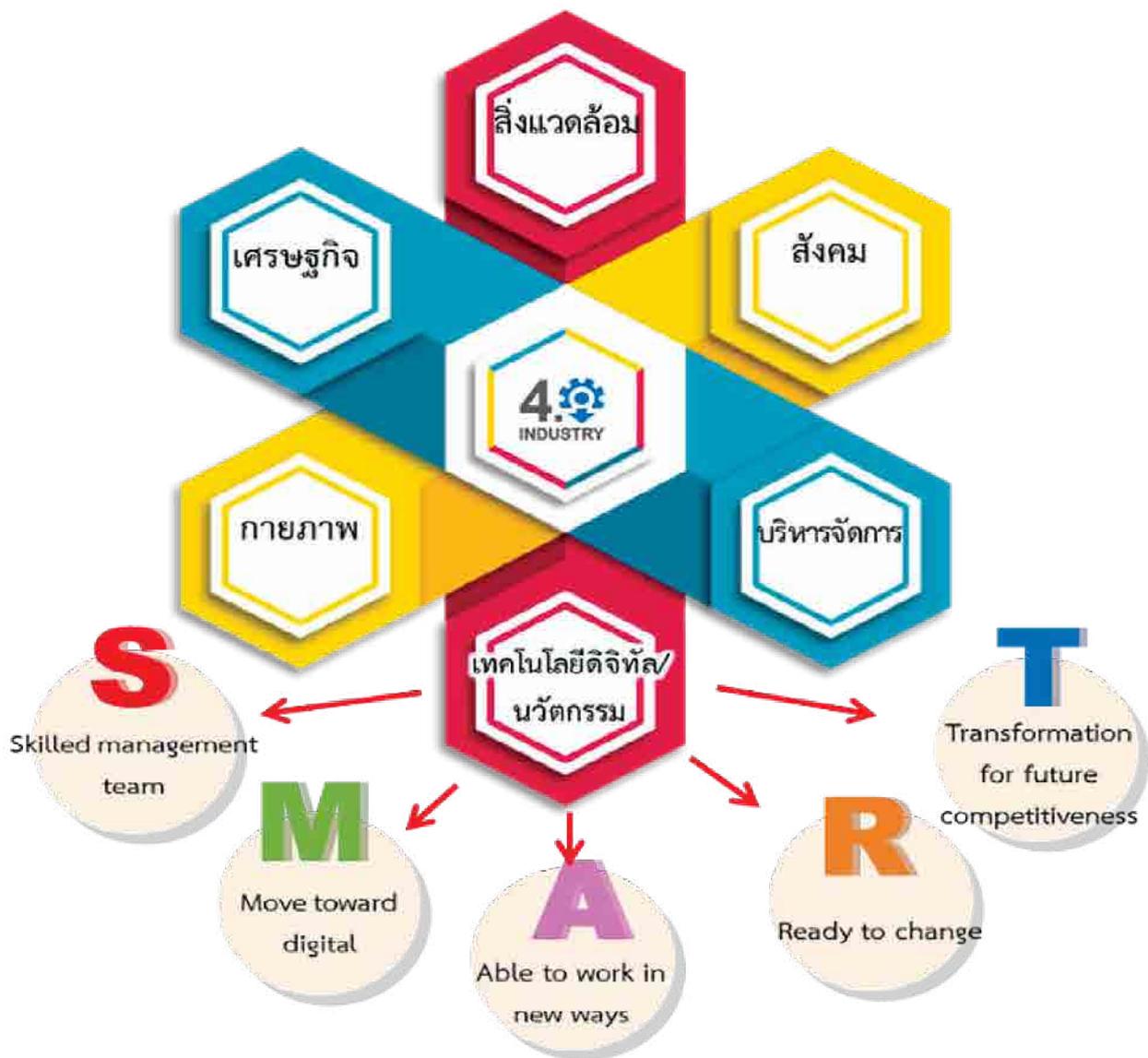


In 2020, the Company was certified “Eco-Industrial Town: Eco-Excellence: E2 Level” for both AMATA City Chonburi and AMATA City Rayong Industrial Estates, according to the 2020 target. Nevertheless, the Company is determined to improve its operations according to Eco-industrial concepts for upgrading itself to higher level of Eco-industrial Town for all stakeholders' benefits and to move towards a Perfect Smart City in the future.

## 2. Smart Eco-Industrial Estate 4.0 Development

In addition, AMATA City Rayong Industrial Estate was granted the Smart Eco-Industrial Estate 4.0 Awards in Smart Water category from the Industrial Estate Authority of Thailand in 2020. This award was given to the companies who used technology or innovation for effective monitoring, controlling, and managing of water supply, wastewater management, and drainage system. The Company uses SCADA (Supervisory Control and Data Acquisition) system in controlling water supply production process and wastewater treatment system, as well as installing the reclamation system to recycle the treated wastewater according to a principle of Zero Wastewater Discharge.

The Company intends to further develop and continually improve its operation in other aspects of Smart Eco Industrial Estate 4.0 such as Smart Energy, Smart Environment Surveillance, Smart Logistic, Smart IT, and Smart Building.



### 3. Environmental Governance Assessment

The Industrial Estate Authority of Thailand (IEAT) has conducted the Environmental Governance - Green Star Award Project through the Factory Assessment Regulatory Committee consisting of the Industrial Estate Authority of Thailand, local governmental authorities, communities within the radius of 5 kilometers from the industrial estates and the Company, as industrial estate developer, to assess and regulate factories in both AMATA industrial estates according to the environmental governance assessment which requires that the environmental management information of the factories participating in the project be disclosed. The factory's environmental performance is also assessed. Additionally, advice on the management system within the factory is provided by the representatives from the Industrial Estate Authority of Thailand and experts free of charge. The representatives from local governmental authorities and community leaders also participate in the factory assessment and visit for management transparency and to nurture accurate understanding to the local communities. The Environmental Governance - Green Star Award Project consists of five dimensions and 13 topics as follows:



In 2020 eight factories, comprising four factories from AMATA City Chonburi Industrial Estate and four factories from AMATA City Rayong Industrial Estate, participated in the assessment. The Company assigned its representatives to be the project committee member and assess the factories. It was found that all factories being assessed by the Environmental Governance - Green Star Award Project passed the assessment by more than 80% which was ranked good-excellent.



# Climate Change

Climate change is global major challenge which leads to the risk of occurrence of disaster and affecting global economy, wellbeing and sustainability.



Disclose corporate greenhouse gas emissions		
	<b>2020 Target</b> Prepare carbon footprint for organization	<b>2020 Performance</b> Being certified by Thailand Greenhouse Gas Management Organization (Public Organization) (TGO)

**The rate of both direct and indirect greenhouse gas emission (Scope 1&2) per employee compared to 2019 base year rate**

2020 Target	2020 Performance
Reduced by <b>10%</b>	Reduced by <b>8.69%</b>

**The average electricity consumption per employee**

2020 Target	2020 Performance
Reduced by <b>5%</b>	Reduced by <b>6.04%</b>

Climate change is a global challenge that leads to the risks of disaster and the impacts to the economy, the well-being and sustainability of the global society. The current impacts have eminently become tremendously severe. Thus, the Company is well aware of the importance of collaboration of all sectors in order to jointly reduce the effects of climate change and to support the Paris Agreement reached in December 2015 which Thailand had also expressed its intent to reduce the greenhouse gas emissions by 20-25%, compared to the 2015 base year, within 2030 in order to keep a global temperature rise this century well below 2 degrees Celsius above pre-industrial levels, including achieving the UN Sustainable Development Goal 13.

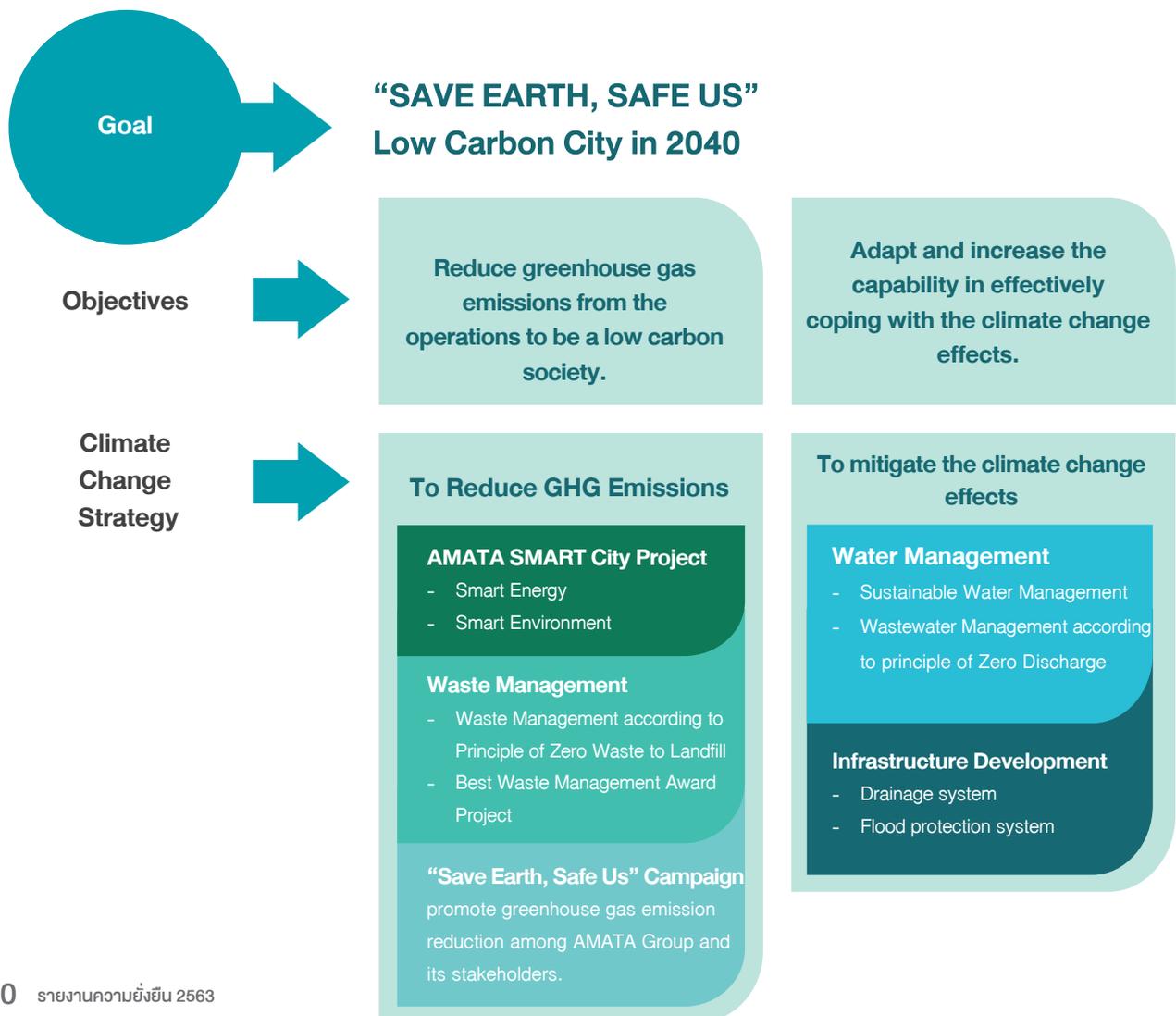
Climate change is a main challenge towards the Company's business operations. The rainfall patterns and the volume of rainfall in the Eastern region are different from the past causing the drought or flooding in some years. As a result, the Company does not only have the higher operating costs and the risk of water management, which is a key factor of the industrial estate business that has to provide the standardized clean water to the factories of the entrepreneurs in the industrial estate continuously, but also affect many groups of stakeholders in the value chain such as the operations of the factories in the industrial estates and the living and well-being of the factory workers and the surrounding local communities which may lead to the conflicts among them (Disclosure 103-1).

## Management Approach (Disclosure 103-2, 103-3)

Climate change is a topic that the Company considers material and is committed to taking part in reducing the climate change effects. In 2019, the Company had officially announced the intention of AMATA Group to reduce the greenhouse gas emissions and had formulated the policies and the management approaches to reduce the greenhouse gas emissions from the operations and to tackle the climate change problem under “Save Earth, Safe Us” campaign.

The Company has thus set the strategies and management approaches to deal with the climate change by dividing into two areas, which are:

- To mitigate the climate change effects.** The Company has considered the sustainable management of all types of water as a very significant issue, i.e. raw water, consumption water, wastewater and flood, by continuously developing the water management project for each type of water including the provision of raw water reserves to be at least 150% more than the demand for consumption in the industrial estates, the reuse of treated wastewater for the utmost use in order to reduce the reliance on the raw water from natural water resources, the development of public utility system for the preparation and prevention of flood and encouraging all stakeholder groups to realize the sustainable water management through AMATA Learning Center of Water Management and the Development of Model Community in Water Management Project.
- To reduce the greenhouse gas emissions.** The Company is well aware of the importance of the collaboration of all sectors in jointly reduce the greenhouse gas emissions. The Company, therefore, has integrated the climate change management policy into the Company’s business development plan aiming to be a low carbon city by driving AMATA Smart City Project that focuses on energy efficiency through the adoption of technology and low carbon energy resources, as well as application of the principles of circular economy to the work process and business development of AMATA Group and its related stakeholders.



The Company is aware of the importance of cooperation from all sectors in reducing greenhouse gas emission. It has thus integrated “Climate Change Policy” into a determination of corporate target and operating plan to become a low carbon city which focuses on efficient use of energy by 2040.

## Operating Performance

The Company has prepared direct greenhouse gas emission (Scope 1), indirect greenhouse gas emission from energy use (Scope 2) and other indirect greenhouse gas emission (Scope 3) data basing the calculation method of greenhouse gas emission volume on the guideline of carbon footprint of organization assessment of Thailand Greenhouse Gas Management Organization (Public Organization). Greenhouse gas used in the calculation in each scope comprises carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), hydrofluorocarbon group (HFC<sub>6</sub>), perfluorocarbon (PFCs), Sulphur hexafluoride (SF<sub>6</sub>) and nitro fluoride (NF<sub>3</sub>). The Company collects greenhouse gas emission data for carbon footprint calculation once a year. The report covers three areas, i.e. headquarter in Bangkok, covering only office area, AMATA City Chonburi Industrial Estate, covering office and common areas the Company is in charge of, and AMATA City Rayong Industrial Estate, covering office and common areas the Company is in charge of.

The Company’s carbon footprint of organization was certified by Thailand Greenhouse Gas Management Organization (Public Organization) in 2020 for the first time. Data was based on those in 2019. The Company intends to reduce the rate of both direct and indirect greenhouse gas emission (Scope 1&2) per employee by 10%.

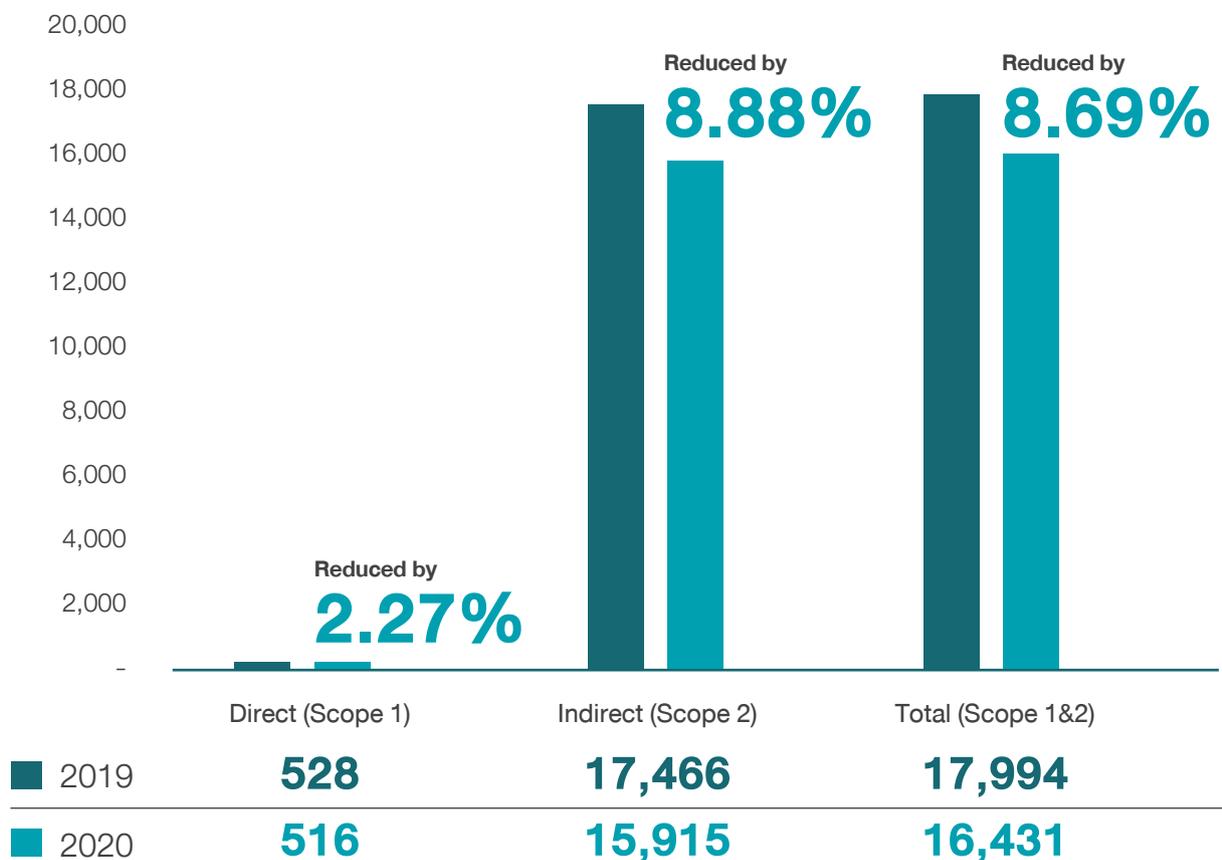


In 2020 the Company emitted 16,431 tons of carbon dioxide equivalent (tCO<sub>2</sub>e) of direct and indirect greenhouse gas (Scope 1&2), an 8.69% reduction compared to that in 2019 base year. The rate of both direct and indirect greenhouse gas emission per employee equals 61.08 tons of carbon dioxide equivalent, a 9.03% reduction compared to that in 2019 base year. The 2020 greenhouse gas emission data are still under review by VGREEN, Kasetsart University. It is expected to complete by the 2<sup>nd</sup> quarter of 2021.

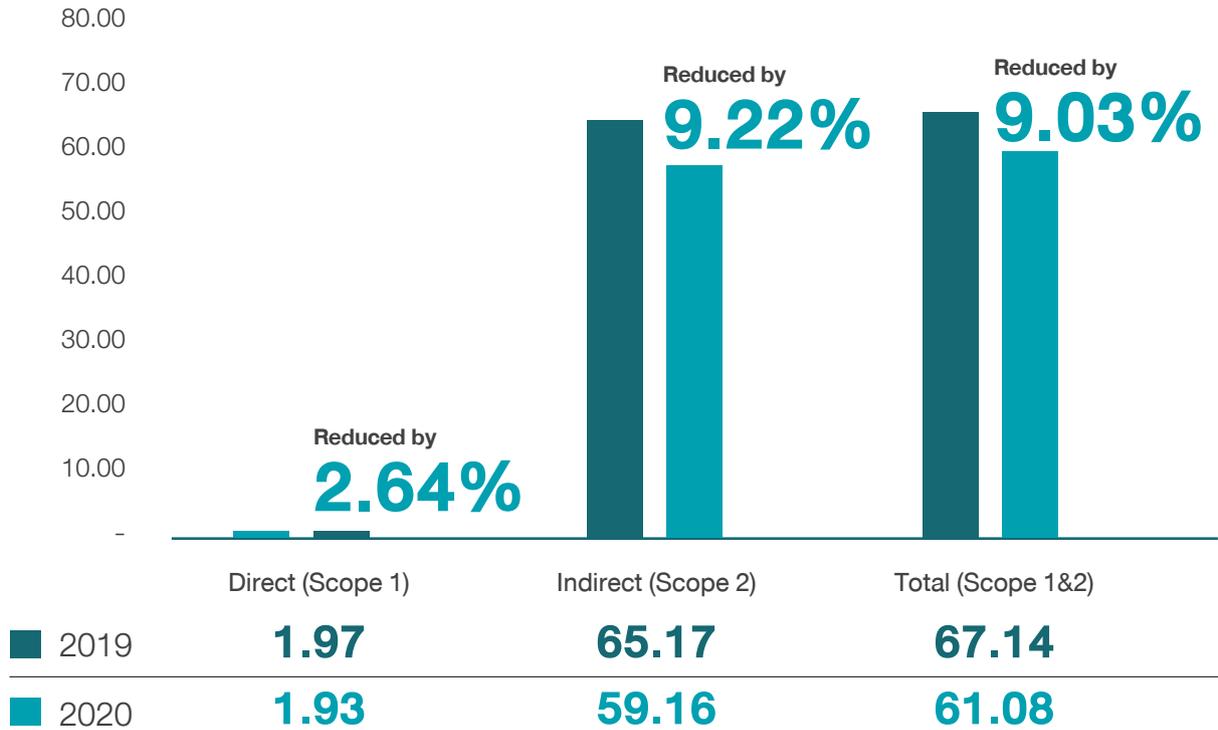
The Company emitted 516 tons of carbon dioxide equivalent of direct greenhouse gas (Scope 1) (Disclosure 305-1), a 2.27% reduction compared to that in 2019 base year. The rate of direct greenhouse gas emission per employee stood at 1.92 tons of carbon dioxide equivalent, a 2.64% reduction compared to that in 2019 base year. The reduction resulted from regular inspection and maintenance of machinery and air conditioning to ensure that all machinery systems work efficiently, as well as traveling reduction by adopting online meeting instead. Indirect greenhouse gas emission from electricity consumption (Scope 2) stood at 15,915 tons of carbon dioxide equivalent (Disclosure 305-2), an 8.88% reduction compared to that in 2019 base year. The rate of indirect greenhouse gas emission from electricity consumption per employee stood at 59.16 tons of carbon dioxide equivalent, a 9.22% reduction compared to that in 2019 base year. The reduction resulted from various energy saving projects in office buildings and common areas as well as from the promotion of the use of renewable energy in the Company's public utility system.

Additionally, the Company encouraged contractors to apply innovation and technology in the reduction of fossil fuel and supported the use of renewable energy in the maintenance of its utility system to reduce the electricity consumption.

### Direct and Indirect Greenhouse Gas Emission (tons of carbon dioxide equivalent)



**Direct and Indirect Greenhouse Gas Emission per Employee  
(tons of carbon dioxide equivalent )**



**Energy Saving in Office Building**

The Company has organized the activities continuously to promote the Company’s employees and the tenants in the office building to obtain more knowledge about the energy consumption reduction in the building by focusing on building every employee’s awareness to participate in energy conservation and the appropriate consumption of natural resources and environment to achieve sustainability; e.g. campaign to turn off air conditionings and unnecessary lights, campaign to use the stairs instead of elevators and adjustment of the temperature of air conditioning system in the offices not to be lower than 24 degrees Celsius, and turn-off of the screen of computer’s monitor every time when not in use, etc.

In 2020, the Company’s office building had a total electricity consumption of 540,961.16 kWh. The average electricity consumption per employee stood at 2,011 kWh per annum, a reduction of 7.40% compared to that in 2019, equivalent to the reduction of the volume of greenhouse gas emissions of 20.51 tons of carbon dioxide equivalent.

## Energy Saving in Common Areas

In term of common areas of the industrial estates, the Company has a duty to manage all lighting systems on the roads within the industrial estates. Currently, these lighting systems in both industrial estates are all replaced with LED light bulbs. In 2020, old model LED light bulbs were replaced with new model LED light bulbs with more updated technology which was more efficient with lower electric power. Illumination efficiency will increase while energy consumption will reduce. Smart control system was installed in two pilot lighting control boxes to monitor the electricity and functioning of lighting system. Additionally, the Company installed solar traffic lights in 112 locations, 44 locations in AMATA City Chonburi Industrial Estate and 68 locations in AMATA City Rayong Industrial Estate, for energy conservation and maximum use of renewable energy while maintaining efficiency and being environmental friendly.



## Promotion of the Use of Renewable Energy in the Company's Public Utility System

The Company has encouraged its subsidiaries within supply chain to increase the efficiency of energy management and to reduce electricity consumption. AMATA Water Co., Ltd., in charge of water and wastewater management in AMATA Industrial Estates, has conducted a study on how to adopt solar energy to replace the electricity power in the operational process. It has commenced the installation of solar roof system at the water supply production plant with water reclamation system since 2017.

In 2020, AMATA Water Co., Ltd. had installed floating solar panels at the post-treatment pond and solar rooftop panels at water supply building in AMATA City Chonburi Industrial Estate. As a result, 484,840 kWh per annum of electricity from solar energy was produced to replace the electricity consumption in the whole system, accounting for 8.06% of total electricity consumption of treated water production system for water supply production with reclamation system. Greenhouse gas emissions were reduced by 242 tons of carbon dioxide equivalent per year.

## Smart Energy Project

The goal of AMATA Smart City is aiming to become a Low Carbon City with “NET Zero Emission” in 2040 and self-reliance energy city having the efficient energy management by using various forms of renewable energy, having the investment and development of clean energy sources and high technology that reduce the pollution and promoting services for sustainable environmental management so that the Company will have the energy stability.

The Smart Energy Project, which is one of the projects under AMATA Smart City, focuses on the operation relating to renewable energy, both solar energy and waste to energy, as well as Smart Grid Project in order to use energy efficiently and stably, and promotes the use of clean energy that helps conserve environment, reduce pollution from electricity production from fossil fuels, and reduce greenhouse gas emission.

The Company is committed to increase the proportion of the renewable energy consumption from various sources to 20% of the total energy consumption in AMATA Smart City in 2040 and to increase the energy efficiency by using the innovation of the smart grid management system for the entire areas. In 2020, the Company has started to develop the clean energy sources in the Smart City by installing floating solar panels in AMATA industrial estates' reservoirs. The Company also is studying the feasibility of developing a Solar Rooftop Project on the rooftop of the factories in the industrial estates.

Design of AMATA Smart City (AMATA City Chonburi Industrial Estate, project 2) will be based on a mixed-use development concept consisting of the buildings of entrepreneurs of technology and innovation sector, office buildings, residential buildings and commercial buildings by applying the smart building principles equipped with IoT technology to connect building equipment in controlling the lighting, temperature, weather, etc. through the Building Management System, resulting in the efficient energy management and the reduction of unnecessary energy consumption.



# Responsible Consumption on Water Resources

Water resource management in industrial sectors is at the heart of sustainability. The Company realizes the importance of responsible consumption of water resources.



Water is a major resource for industrial sector and all lives on earth for living. Therefore, increasing demand of future water consumption due to the industrial growth in the eastern region together with rapid growth of population and climate change which leads to water crisis cause the risks and challenges in the Company's business operation. Besides water supply, the Company and its stakeholders also place importance to wastewater management because it would negatively affect the environment if there is mismanagement. Therefore, the wastewater management is always a material sustainability topic to the Company and stakeholders. The Company has planned the sustainable natural resources consumption by using water resources with the highest efficiency and set the Company's goal of wastewater management not to discharge wastewater outside the industrial estates, or "Zero Discharge", since the commencement of business and to regularly monitor quality of water sources used as raw water in the industry and wastewater to ensure that the Company's water management is efficient and does not affect the stakeholders both in a short and long run. (Disclosure 103-1)

## Management Approach (Disclosure 103-2)

The Company realizes the importance of efficient water management prevention and correction by establishing the Water Management Committee comprising the Chief Executive Officer and the working group of engineering department and subsidiary companies, i.e. AMATA Water Co., Ltd. and AMATA Facility Services Co., Ltd. to be responsible for water management within AMATA Industrial Estates and reporting directly to the Chief Executive Officer.

The Company strictly complies with relevant laws under the Industrial Estate Authority of Thailand Act, B.E.2522 (1979), Factory Act, B.E. 2535 (1992) and ISO 14001:2015 environmental standards. Water quality is regularly monitored by laboratories registered with the Department of Industrial Works and the operating results on water and wastewater management are disclosed in the Environmental Impact Assessment (EIA) reports. The EIA Monitoring Report is regularly presented to the Environmental Quality Audit Committees of both AMATA Industrial Estates every 6 months. Business operators in the industrial estates are also supervised to ensure their compliance with the regulations of the Industrial Estate Authority of Thailand to prevent problems and mitigate the social and environmental impacts.

In addition, the Company encourages the communities surrounding the industrial estates to have a better understanding of the Company's business operations and sustainable water management. Also, the Company provides the expertise to help improve the water management of the community by integrating the cooperation amongst the Company, government agencies and communities to work together.

## Raw Water Management (Disclosure 303-1, 303-2)

Water is greatly required for the Company's supply chain to support the production process of factories in the industrial estates. The Company had completed the studies of the social and environmental impacts occurred from the industrial estates' water consumption prior to the commencement of business operation in order to assess the opportunities and risks from sharing water resources with the communities.

The Company sets a policy to reserve raw water in the reservoirs both inside and outside AMATA Industrial Estates at least 150% of raw water consumption demand in the industrial estates. As such, the Company has never experienced water supply shortage in AMATA Industrial Estates in the past 30 years in spite of major drought in the eastern part of Thailand which affected several operators in the Eastern Seaboard. Currently, the demand of raw water consumption in AMATA Industrial Estates is over 30.5 million cubic meters per year. The Company has 19 reservoirs supplying raw water for both AMATA Industrial Estates with the total water reservoir capacity of 61.4 million cubic meters results in there is raw water reserve more than 150% of the total water demand within the Amata Industrial Estate throughout the year.

## Responsible Consumption on Water Resource (Disclosure 103-2)

In the wastewater management process of the industrial estate, the Company has supervised the factories in industrial estates by requiring factories to separate rainwater drainage tracks from the wastewater drainage in order to prevent the factory to release the wastewater into the central rainwater of the Industrial Estate.

The factories must deliver the preliminary treated wastewater with quality according to the regulations set by the Industrial Estate Authority of Thailand to the central wastewater collection center of such industrial estate to perform the treatment according to the standard set under the announcement of the Ministry of Natural Resources and Environment, B.E. 2559 (2016) and the announcement of the Ministry of Industry, B.E. 2560 (2017). Treated water from the central wastewater treatment system of the industrial estate will be thoroughly inspected by a private laboratory registered with the Department of Industrial Works and must pass all standard criteria before being reused in any forms. The Company checked the quality of wastewater discharged from the factories on a monthly basis. When the Company found that the quality of wastewater released into the central system did not meet the standards, a warning letter was sent to the factory to improve its system and to charge them the additional wastewater treatment service fee (fines).





## Efficiency in Water Resources Management

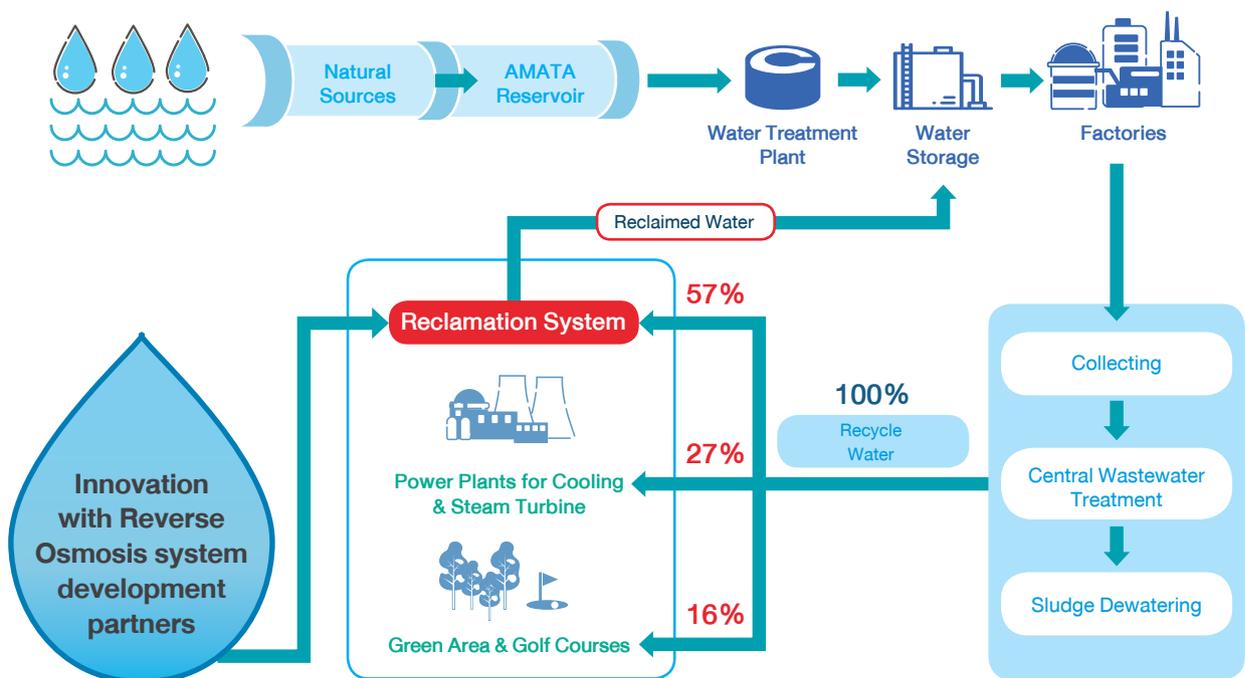
The Company is aware of the importance of using water resources efficiently and worthwhile. It applies a principle of Zero Discharge in wastewater management by setting the Company's goals in wastewater management without wastewater discharge to the outside of the industrial estates. In 2020, the Company targeted to reduce the proportion of raw water consumption to 60% of total water consumption so that the Company has increased the proportion of recycled water sent to the reclamation system.

Due to the continuous development of wastewater treatment systems and quality control of wastewater management, the wastewater treated from the central wastewater treatment plant meets the standard according to the Ministry of Industry's announcement, can be utilized in total (100 percent). The utilization of treated wastewater can be classified into 3 types, including common green areas, used in the power plants' cooling system in AMATA Industrial Estates, and sent to the reclamation system to produce high-quality water using the Reverse Osmosis method.

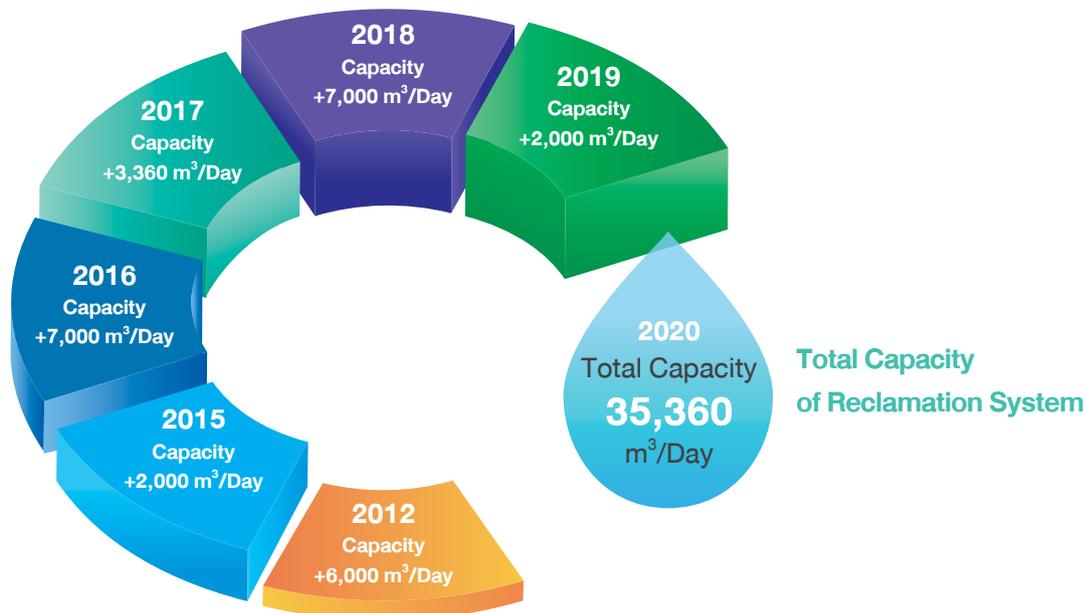
In 2020, 20.05 million cubic meters of wastewater were treated by the central wastewater treatment system and reused the recycled water in various forms, i.e., 57% sent to the reclamation system to produce high-quality water by using the Reverse Osmosis method, 27% used in the power plants' cooling system in AMATA Industrial Estates, and 16% used in common green areas.



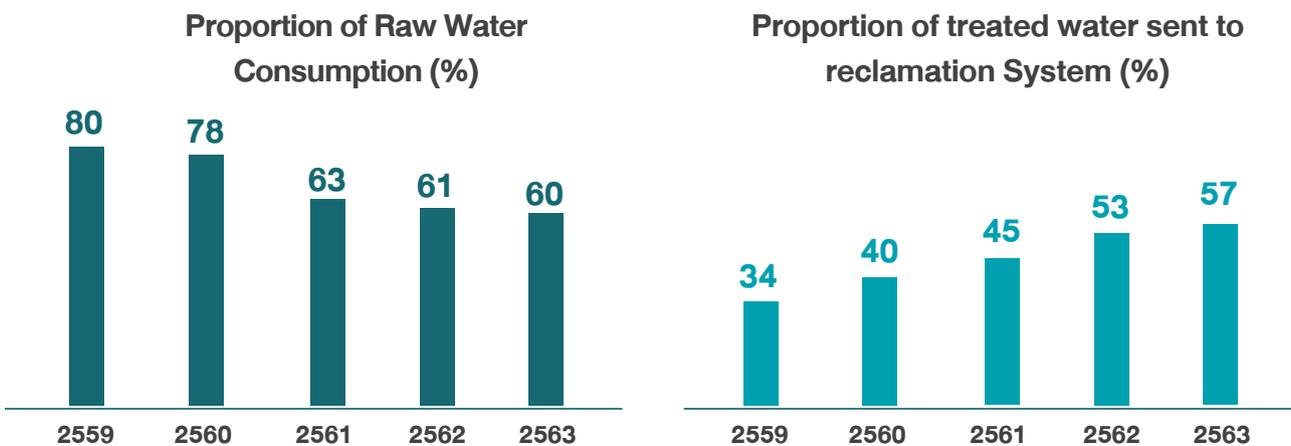
**Zero Discharge Concept**



The Company has invested in developing high-quality water production process by using the reclamation system with reverse osmosis technology since 2008 and continuously expanded the production capacity of high-quality water. The high-quality water produced was used to replace natural raw water in tap water production process which produced the tap water supplying the factories in the industrial estate.



In 2020, the Company targeted to reduce the proportion of raw water consumption to 60% of total water supply consumption. So that the Company has increased the capacity of reclamation system to 35,360 cubic meters per day in 2020, thereby increasing the proportion of recycled water sent to the reclamation system from 53% in 2019 to 57% of total recycled water. As a result, in 2020 the volume of raw water used in water supply production was reduced to 30.42 million cubic meters (Disclosure 303-1), or representing 60% of total water consumption in 2020, decreased from 61% in 2019. The Company also saved cost on raw water sourcing by Baht 70.5 million per year.



As a result, the Company's raw water reserved for consumption could be extended by 5 more months. It also reduced the risk of water shortage and could help support local communities if needed in drought crisis. An expansion of reclamation system capacity also helped increase the confidence of the customers and local communities surrounding the industrial estates in water resources sufficiency and sustainable water management in the industrial estates including reduce the negative impacts and the possibility of contamination on public water sources and the environment.

# Promotion of Water Management Outside the Industrial Estates

## Water Management Learning Center

Water is one of the most important resources for all industries and communities. The Company, therefore, encouraged all stakeholders to be aware of sustainable water management. The Company thus has established a learning center for water management in AMATA City Chonburi Industrial Estate and opened to local communities and public to visit and learn the pattern of water management in the industrial estates to disseminate the knowledge of water management from the Company's business operations as well as instilling consciousness and cooperation of water resource conservation to all visitors for the benefits of government agencies, communities, schools and factories in both of the Company's industrial estates.

Since the commencement of the Water Management Learning Center in AMATA City Chonburi Industrial Estate in 2009, the center has welcomed 329 visiting groups with a total of 10,765 visitors.

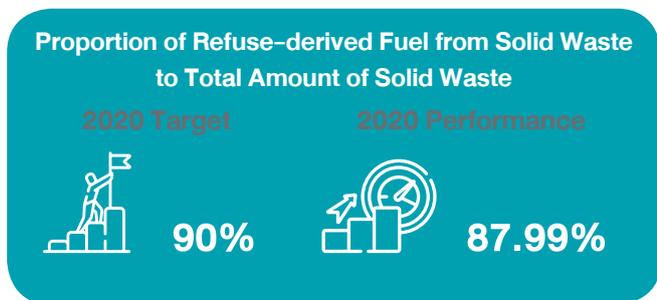
The Company targeted to welcome at least 500 visitors per year at the learning center and focused on major stakeholders such as customers and local communities to get a better understanding of the Company's water management. In addition, it gives an opportunity to the visitors who are interested in visiting the Water Management Learning Center by submitting their requests to AMATA Water Co., Ltd. or AMATA Corporation PCL.

In 2020, there were 713 visitors from 37 groups visiting the Water Management Learning Center in AMATA City Chonburi Industrial Estate, consisting of 10 groups from academic institutions, 14 groups from the government agencies and local authorities, 2 groups from the factory operators in the industrial estates and 18 groups from general visitors.



# Solid waste and Industrial waste management

According to the Zero Waste to Landfill concept, the Company commits to managing solid waste and industrial waste to build confidence in society and reduce the environmental impact



Over 1,000 industrial plants are located in AMATA Industrial Estates in Thailand. Together, they are running their operations with a combined workforce of more than 270,000 employees and generating a large amount of solid waste and industrial waste each year. If the factories do not comply with the law on solid waste and industrial waste management, they will cause negative impacts on the environment and the surrounding communities both in the short and long term. This will hinder the Company's license to operate in the future as well. Effective waste disposal from production process including solid waste management from offices and employees is very important which is why the Company and all stakeholders always pay attention. The Company is well aware of the responsibility for waste management as an industrial estate developer. The Company has therefore set a policy to minimize the environmental impact which may be caused by operations within its industrial estates by strictly complying with applicable laws related to waste management, environmental standards and academic principles as well as encouraging all factories in the industrial estates to recycle and reuse their waste and apply innovation and modern technology to reduce solid waste and industrial waste. (Disclosure 103-1)

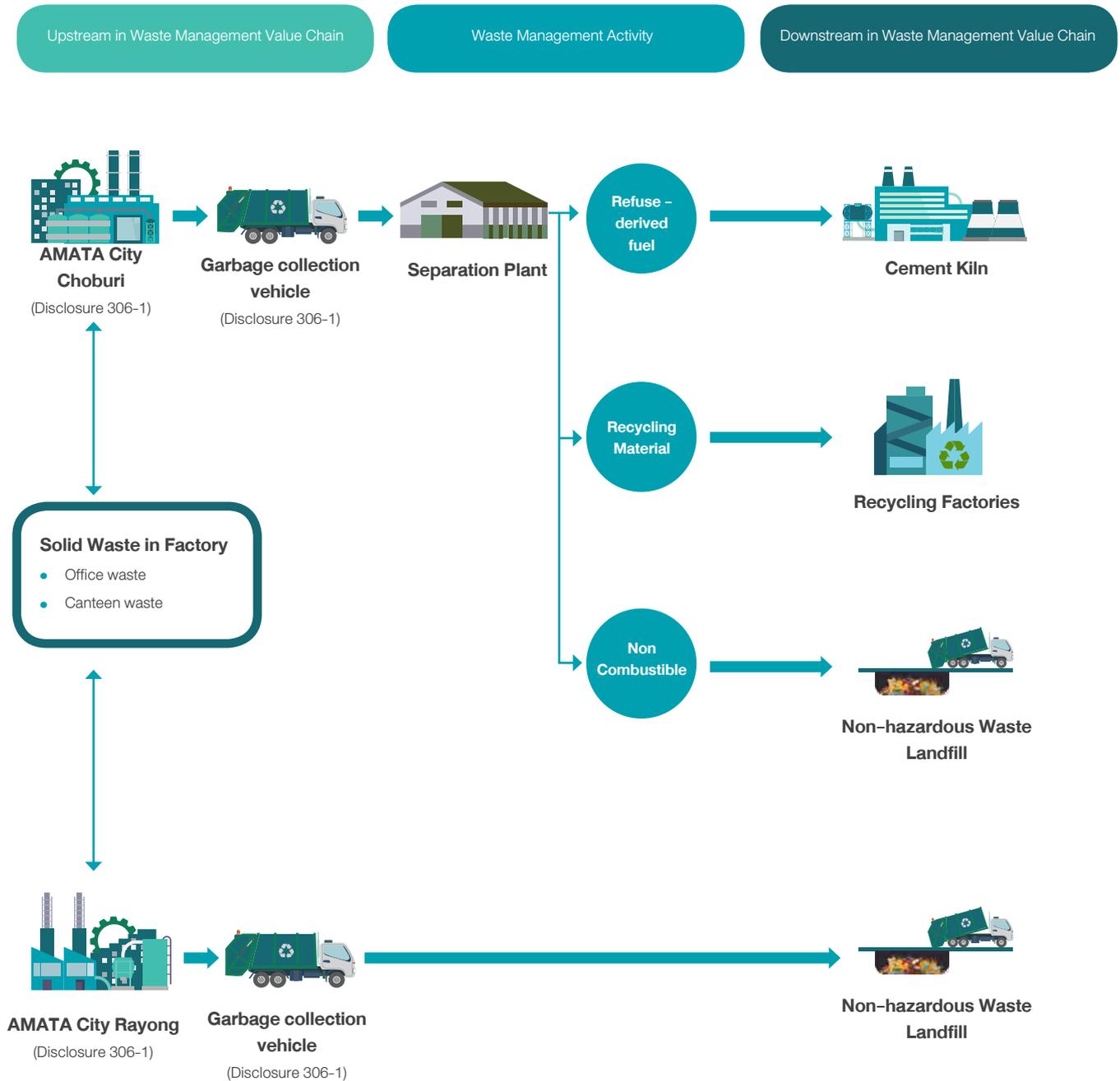
## Management Approach (Disclosure 306-1, 306-2)

The Company has assigned AMATA Facility Services Company Limited (AFS), to handle different types of waste from industrial factories in accordance with the relevant laws under the Industrial Estate Authority of Thailand Act, B.E.2522 (1979), the Factory Act, B.E.2535 (1992), and the Public Health Act, B.E.2535 (1992), and according to the scope of responsibility in waste management. Recently, 769 factories in AMATA City Chonburi and xxx factories in AMATA City Rayong Industrial Estates, or xx% and xx%, respectively, have hired the Company to manage their solid waste. In contrast, factories are self-managed on the hazardous waste under the relevant laws under the Industrial Estate Authority of Thailand Act, B.E.2522 (1979), the Factory Act, B.E.2535 (1992), and the Public Health Act, B.E.2535 (1992).

The Company is aware of the impact of waste disposal by landfill method because it produces greenhouse gases which is the main cause of climate change. Then the Company has set its target to reduce solid waste to landfill as much as possible by using circular economy concept that aimed to achieve zero waste to landfill. The Company has implemented this concept to its waste management services which are waste collecting, sorting, and disposing solid waste in AMATA City Chonburi Industrial Estate since 2011 and plans to expand its operations to AMATA City Rayong Industrial Estate in the year 2020.



The Company operates a waste separation that a contractor operates at a waste separation plant in Amata City Industrial Estate according to the 3Rs principle and send it to disposal by various methods by skilled contractors. The company also has an approach for waste management from the source by engaging and advising the customer to manage industrial waste and solid waste from the beginning and increase the proportion of waste produced by Refuse-derived fuel (RDF) and recycled waste and the remaining waste that needs to be disposed of by landfill method to a minimum or no. (Disclosure 306-2)

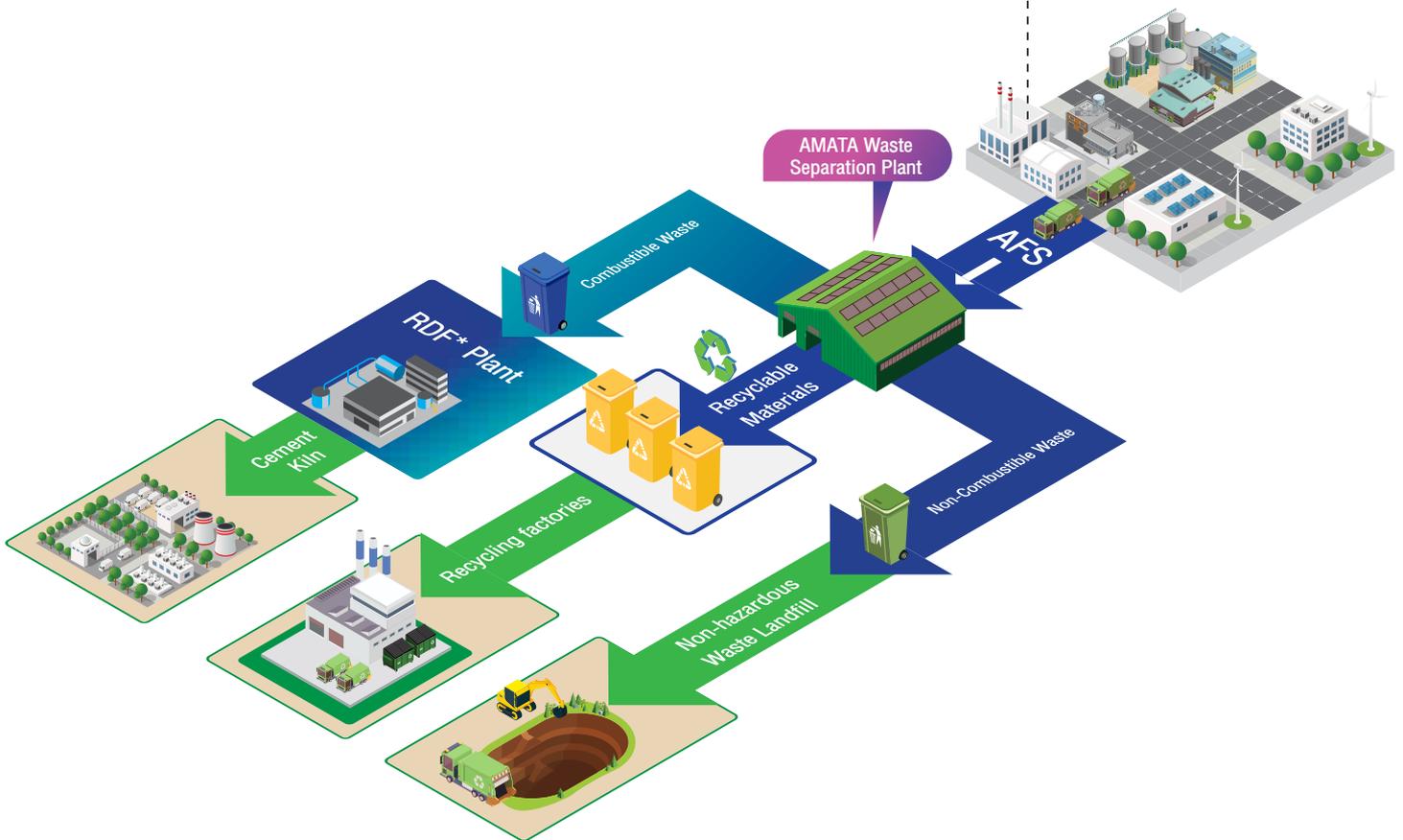


# Performance

## Solid waste management in AMATA Industrial Estates

In 2020, the Company provided solid waste management services to factories in both industrial estates, totally 24,500.61 tons of waste. It was divided into 18,990.51 tons per year of solid waste generated by factories in AMATA City Chonburi Industrial Estate and 5,510.10 tons per year generated by factories in AMATA City Rayong Industrial Estate. In order to achieve the Company's goal of reducing waste disposal by landfill method, the Company therefore focused on increasing the efficiency of waste separation staff, improving the waste disposal methods from sending waste to landfill to turning waste to an alternative fuel in form of Refuse-derived fuel or RDF which will be sent to the cement plant kilns.

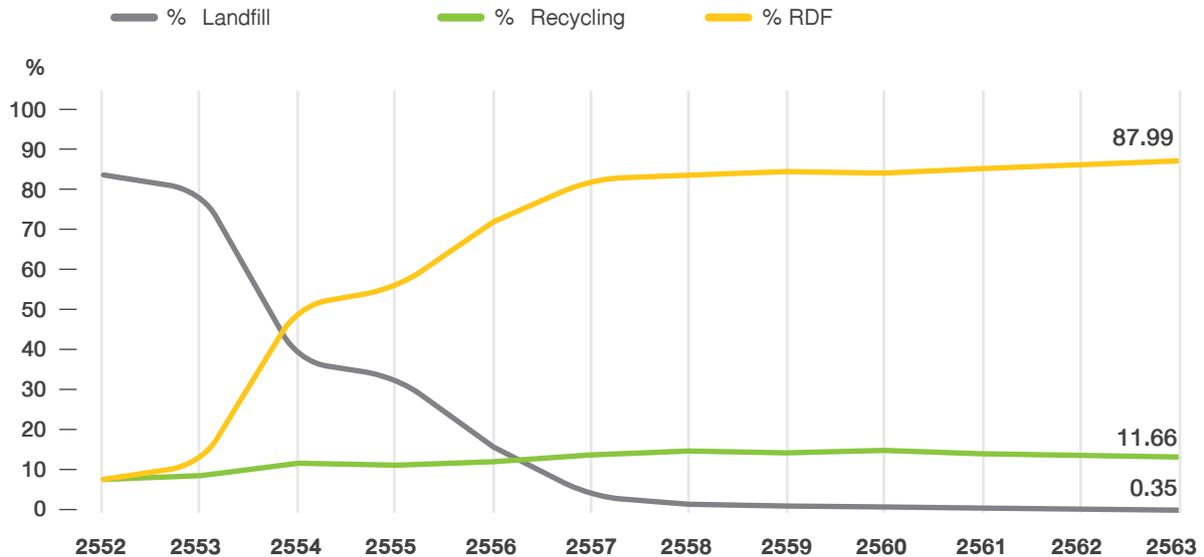
**18,990.51 tons**  
in 2020 At AMATA City Chonburi



In 2020, the Company's waste separation plant was able to separate recyclable waste from solid waste by 11.66% of the total amount of solid waste, and solid waste that could be recycled into alternative fuel or Refuse-derived fuel (RDF) accounted for 87.99%. This allowed the Company to reduce the amount of waste disposal by landfill method to 0.35% of the total amount of solid waste managed by the Company's waste separation plant. However, some types of solid waste still required disposal by landfill method, viz. non-combustible waste such as bricks, stones, cement, sand, food waste, etc.

Waste management according to Zero Waste to Landfill concept allowed the Company to save waste management costs by 2.4 million baht in 2020 and 90% of factory operators who use Company's waste management service expressed satisfaction in the Company's waste management service and expressed confidence that the waste was properly handled according to laws and regulations. The communities surrounding AMATA City Chonburi Industrial Estate were more confident in the waste management of the factories located in industrial estates. In addition, using circular economy concepts aiming to achieve zero waste to landfill improves resource utilization on optimization and efficiency and helps reduce the greenhouse gas emissions from the landfill as well.

### Waste Management in AMATA City Chonburi Industrial Estate



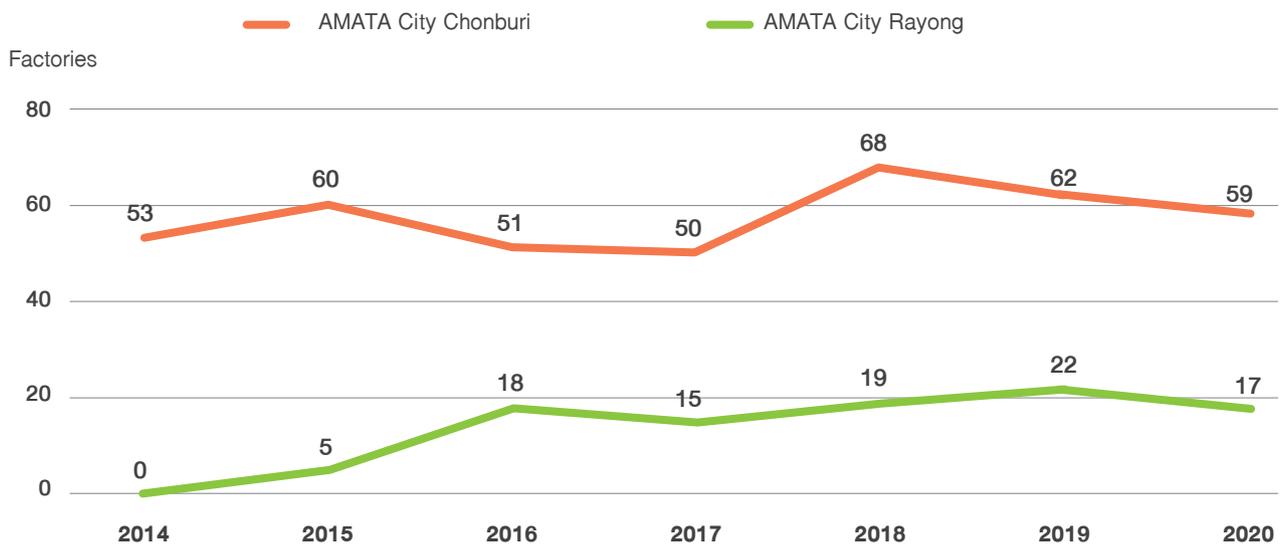
### Promoting customers' awareness of industrial waste management

The Company realized that the participation of factories in its industrial estates can help reduce negative social and environmental impact. The Company therefore intends to promote knowledge and understanding inside factories in AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate regarding solid waste management and industrial waste so its factories shall be in line with the law as set. The Company has organized the project "AMATA Best Waste Management Awards" for industrial waste and solid waste management which is an annual event starting from 2014 and continuing to the present. The project promotes and supports factories in increasing the efficiency of industrial waste management in the category of non-hazardous solid waste and sewage in the factory by applying the 3Rs (Reduce-Reuse-Recycle) principle to waste management, which results in the factories' being able to reduce their production cost. The Company has set the project target to provide customers with efficient management of industrial waste and solid waste from the beginning and increase the proportion of waste produced by Refuse-derived fuel (RDF) and recycled waste.

In 2020, there were a totally 76 factories voluntarily joined the project. The number of factories from AMATA City Chonburi and AMATA City Rayong Industrial Estate decreased compared to 2019. Due to COVID-19 crisis causing the need to use only a documented audit method, not able to audit and give advice in the actual workplace. However, the Company continues to promote the importance of management of industrial waste and increase efficiency in waste management of the factory, including continued participation in reducing the impact on the environment and society.

	Total number of Award-winning factories in 2019	Award-winning factories in 2020 (company)		
		Total number of Award-winning factories	AMATA City Chonburi I.E.	AMATA City Rayong I.E.
Silver Level Awards	17	15	11	4
Gold Level Awards	29	18	15	3
Platinum Level Awards	38	43	33	10
<b>Total</b>	<b>84</b>	<b>76</b>	<b>59</b>	<b>17</b>

### Number of Factories Joining AMATA Best Waste Management Awards



## Waste Management Using Technology & Innovation

1. **Plastic Road:** According to the circular economy concept, the Company promotes plastic waste value creation by taking the plastic waste to be a road construction component in Amata City Chonburi Industrial Estate. In 2020, 1 additional plastic road was constructed at the main road in front of the Amata City Chonburi Industrial Estate. A total distance of 1,500 meters and the road's width is 9.6 meters by using plastic waste from Srithai Superware Public Company Limited amount 16,885 kg, which reduces disposal costs for customers, worth 50,655 baht.



2. **KoomKah Smart Manifest Application:** In 2020, the company cooperated with SCG Chemicals developed a KoomKah Smart Manifest Application to increase waste collection data management within the industrial estate. Customers can real-time monitoring the route of waste transportation from the source, creating transparency and confidence in the waste disposal and aiming to the Smart Environment in the future. The Company plans to use the application in 2021.

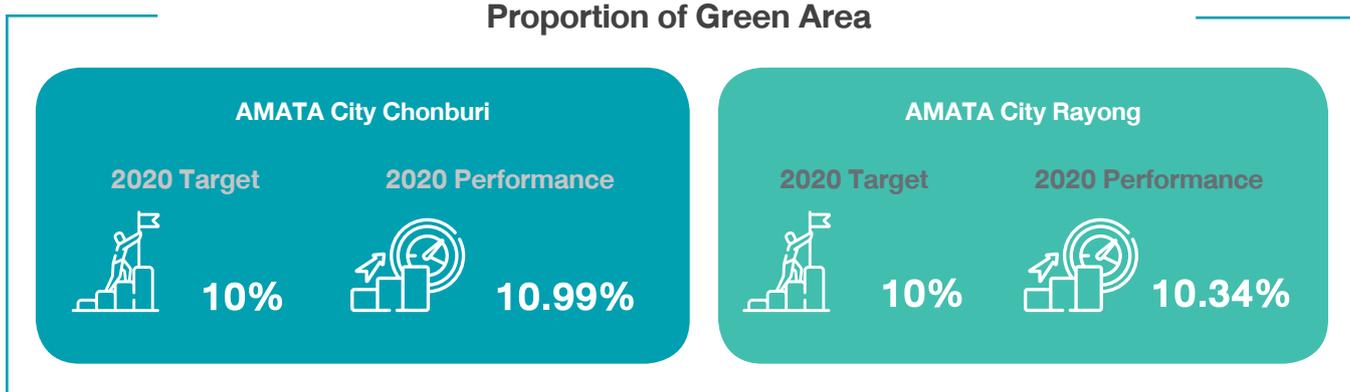


3. **Paper X Project:** According to the circular economy concept, the Company promotes paper waste recycling. The Company cooperated with **SCG Packaging Public Company Limited** to develop the “Paper X Project” to promote recycling paper. To reduce the environmental impact and create a circular economy for the organization for sustainability.



# Biodiversity

Protection of biodiversity to support economic growth and good quality of life for all stakeholders



In spite of its positive effect on the economic growth of the local community and the country as a whole, industrial estate development may also negatively affect biodiversity and ecosystem as a result of change in land use and urbanization to support growth of the industrial sector. The Company, therefore, emphasizes on the protection and rehabilitation of ecosystem and biodiversity and has managed to mitigate the risk of negative impact on biodiversity to give confidence to all groups of stakeholders, as well as rehabilitating the ecosystem to help slow down climate change through the absorbance of carbon dioxide (Disclosure 103-1)

## Management Approach (Disclosure 103-2, 103-3)

The Company is determined to conduct its business simultaneously with preserving natural resources and environment rigorously. As a result, it sets out a policy on biodiversity with the objective of preventing damage and mitigating impact on biodiversity in AMATA Industrial Estate, as well as supporting and promoting the stakeholders in the area to jointly nurturing, rehabilitating and conserving biodiversity in both AMATA Industrial Estates.

The Company has continuously conserved and rehabilitated biodiversity in AMATA City Chonburi and AMATA City Rayong Industrial Estate through the environmental rehabilitation project, green area expansion and conservation of native freshwater species in the community to mitigate the risk of negative impact on biodiversity according to the concept of the International Union for Conservation of Nature (IUCN) regarding biodiversity offset under IUCN's Biodiversity Mitigation Hierarchy, consists of four approaches, i.e. Avoidance, Minimization, Rehabilitation / Restoration and Compensation or Offset.

IUCN Mitigation Hierarchy Policy	Avoidance	Minimization	Rehabilitation / Restoration	Compensation or Offset
		Avoid business activities which negatively affect biodiversity.	Minimize time, severity and area of negative impact from inevitable business activities.	Rehabilitate deteriorating ecosystem as a result of business activities.
Activities / Projects Implemented	<ul style="list-style-type: none"> <li>Announce Environmental Management and Biodiversity policy to be used as guidelines for business activities by avoiding or minimizing potential negative effect.</li> <li>Encourage suppliers and contractors to be responsible for efficient waste management to protect biodiversity in the area by stipulating it in the Supplier Code of Conduct.</li> </ul>		<ul style="list-style-type: none"> <li>Rehabilitate and compensate native forest system and increase green area both inside and outside AMATA City Chonburi and AMATA City Rayong Industrial Estate by reforestation of native tree species.</li> <li>Conserve biodiversity of native freshwater species in freshwater resource of the community through a collaboration amongst Rayong Fisheries Provincial Office, community and the Company by releasing native freshwater species.</li> <li>Support and encourage stakeholders in the area to be involved in the nurturing, rehabilitation and conservation of biodiversity in AMATA industrial estates.</li> </ul>	

## Performance

The Company has operated two industrial estates in Thailand, i.e. AMATA City Chonburi and AMATA City Rayong Industrial Estate covering the area of 43.30 km<sup>2</sup> and 27.03 km<sup>2</sup>, respectively. Both areas are situated in the industrial estates pursuant to Town Planning Act B.E. 2562 without conservation and protection area according to the announcement of the natural resource governmental agencies, or ecologically critical area notified to be established both domestically and internationally within a 5-km radius (Disclosure 304-1).

However, the improvement of both of the Company's industrial estates may negatively affect biodiversity directly or indirectly, e.g. effect from a change in land use, an urbanization around the industrial estates, pollution caused by activities within the industrial estates and the effect from the operation of the Company's suppliers and contractors, etc. Such impact could arise from the Company's land development process until the land is completely developed into industrial estate.

The Company has conducted following projects to avoid and minimize impact, as well as rehabilitating and offsetting negative impact which may arise from its business operation in AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate.

### Management of Green Area in AMATA Industrial Estates

The Company aims to develop green areas within the two Amata industrial estates to be a city with an environment that promotes a good quality of life by setting a target to have a green area of at least 10 percent of the total operating area. The Company has prepared master plan and determined green area development within AMATA industrial estates annually to continuously restore green area in AMATA industrial estates. It defines types of plant based on forest types of Chonburi and Rayong provinces based on the Royal Forest Department. Most terrestrial forest in Chonburi and Rayong is mixed-deciduous forest and dry evergreen forest.

#### AMATA City Chonburi Industrial Estate

AMATA City Chonburi Industrial Estate covers the area of 17,317 rais, 10.99% of which or 1,903 rais being green area. In 2020 the Company planted 3,000 trees in AMATA City Chonburi Industrial Estate with a survival rate at 80%. 100% of trees planted were native tree species found in Chonburi categorized as mixed-deciduous and dry evergreen species, according to the report of the Royal Forest Department e.g. *dalbergia cochinensis*, *dipterocarpus alatus*, *lagerstroemia calyculata*, *cassia grandis*, *cassia surattensis*, *peltophorum pterocarpum*, *lagerstroemia speciose*, *dolichandrone serrulate*, *swietenia macrophylla*, *pterocarpus macrocarpus*, *tamarindus indica*, *pithecellobium dulce*, etc.

#### AMATA City Rayong Industrial Estate

AMATA City Rayong Industrial Estate covers the area of 14,333 rais, 10.34% of which or 1,482 rais being green area. In 2020 the Company planted 9,800 trees in AMATA City Rayong Industrial Estate with a survival rate of 85%. Dead and dying plant would be replaced continually. 100% of trees planted were native tree species found in Rayong categorized as mixed-deciduous and dry evergreen species, according to the report of the Royal Forest Department, e.g. *afzelia xylocarpa*, *eugenia cumini*, *dipterocarpus alatus*, *shorea roxburghii*, *lagerstroemia calyculata*, *senna siamea*, etc.

## Restoration of a Public Area in AMATA Industrial Estates

In collaboration with factory operators in AMATA industrial estates, the Company has carried out reforestation projects in the public area in AMATA industrial estates owned by local government organizations, e.g. Forest for Life project in cooperation with Tokai Rika (Thailand) Co., Ltd., reforestation in degraded forest which is a 12-rai public area in AMATA City Rayong Industrial Estate. In 2019 it had planted 5,800 trees on the area of three rais. In 2020, it planted 5,800 trees on the area of three rais with a target to cover the whole area by 2022.



## Restoration of a Public Area outside AMATA Industrial Estates

The Company and the Industrial Estate Authority of Thailand have focused on the development according to the eco-industrial town principle, which is certified as an eco-industrial estate at the Eco-Excellence since 2019. To achieve continuous development, in 2020, they organized a project to increase green areas at Ban Phu Sai Reservoir, Khao Mai Kaew Subdistrict, Bang Lamung District, Chonburi Province, a community with an area adjacent to the AMATA City Rayong Industrial Estate and is an area upstream that flows through the industrial estate. The activity was to plant 2,000 trees, 10,000 vetiver grass and released 20,000 fish.



## Conservation of Local Aquatic Animals

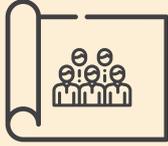
AMATA City Rayong Industrial Estate is located at the mid-stream of watershed. Pusai Stream flows from Khao Mai Kaeo Watershed runs through the Industrial Estate before reaching Dok Krai Reservoir, a large reservoir with a capacity of more than 79 million cubic meters covering the area of over 32 km<sup>2</sup> in Rayong. Although Dok Krai Reservoir is located outside of a 5-km radius from AMATA City Rayong Industrial Estate, it is crucial in term of freshwater ecosystem and economic resource of the community as it is an aquatic animal nursery and local fishery area for more than 500 households in Nikhom Phatthana District. The local community is thus concerned with the potential impact on water quality and aquatic animals which is a major source of traditional occupation of the community.

Therefore, the Company, in cooperation with Rayong Fisheries Provincial Office, Dok Krai Reservoir Freshwater Resources Management Committee, community committee supervising and controlling the use of reservoir, and various groups of alliance such as local entities and factory operators in AMATA City Rayong Industrial Estate, has carried out “Sustainable Watershed Management Project” to nurture and rehabilitate water resources and to conserve local aquatic animals which, in addition to occupational and food resources for community, they could effectively be water quality index.

In 2020 the Company had released 300,000 aquatic animals or 10 species found in the reservoir area by Rayong Fisheries Provincial Office such as common barb, spotted featherback, seven-stripped carp, striped catfish, carp, etc., worth THB 100,000. And in collaboration with the Rayong Fisheries Office, releasing 1,000,000 lobsters.

As a result of the projects conducted, in addition to conserving local species and increasing the abundance of aquatic species in Dok Krai Reservoir. The local community can be ensured of water quality running through AMATA City Rayong Industrial Estate has carefully managed, controlled and monitored water quality. In the future it plans to conduct a survey on a diversity of freshwater species in Dok Krai Reservoir in collaboration with Rayong Fisheries Provincial Office and Dok Krai Reservoir Freshwater Resources Management Committee to be used as basis data for biodiversity conservation and water quality index in the future.



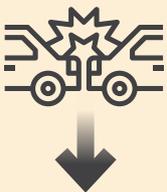


**91**

**Projects Developing Quality of Life in Economic, Social, and Environmental for Local Community**



**800,000** People  
**Beneficiary in AMATA CSR Activities in Thailand**



**Reduce the death rate from road accidents in the Amata City Chonburi area to**

**1.1 : 100,000** people



**Community Satisfaction Score on Community Development Projects**  
**AMATA City Chonburi 90.20%**  
**AMATA City Rayong 89.60%**

# Creating Value for Society





# Human Resource Management

Human resource management amidst current environment of change and intense competition poses a challenge to the Company.



Human resource plays an important role in driving business success towards sustainable development goals. Human resource management amidst current environment of change and intense competition poses a challenge to the Company. Hence, the Company emphasizes the importance of efficient human resource management that encompasses recruitment, caring and retention, and human resource development in order to respond to the employees’ needs and expectations and also cultivate strong employee engagement. The Company has applied the principles of holistic care to the employees, both body and mind, for their good physical and mental health resulting in a better quality of life which will enhance their work efficiency and help them grow together with the Company, which leads to sustainable business achievement accordingly. (Disclosure 103-1)

## Human Resource Management Guideline

The Company has well-established the Human Resource Management Committee as its strategic planning and monitoring mechanism, chaired by the Chief Executive Officer, consisting of 13 members, including Chief Marketing Officer, Chief Investment Officer, Acting Chief Financial Officer, Acting Chief Engineering Officer, and Managing Directors of subsidiary companies. The Committee set guidelines for employee caring according to the rules, regulation, local laws and international standards relating to business the Company operates, including the human rights principles. All employees are treated equally and fairly while their rights are protected and respected. Channels for complaints are provided to receive suggestions, problems and expectations from all employees in order to improve human resource management accordingly

## Performance

### Recruitment and Employment (Disclosure 401-1)

The Company emphasizes the importance of recruitment selection and hiring employees to join the Company in order to employ the right personnel that suits well with the Company business strategy and has potential for further development to help drive the organization according to AMATA DNA: DRIVE culture. The Company has recruitment principle to seek for the right candidates with suitable qualifications from both within the group and outside. In 2020, the Company targeted to achieve 70% of Recruitment and Employment Plan with the following strategies and performance:

Strategy	Performance
1. Plan manpower and competency according to the corporate culture	<ul style="list-style-type: none"> <li>The Company has guideline to recruit the staff that match with the corporate culture whereby every new staff will have a chance to converse and interview with Chief Executive Office to evaluate the corporate culture fit.</li> </ul>
2. Strengthen corporate image via on-line media to attract new generations	<ul style="list-style-type: none"> <li>The Company has expanded communication channels through on-line social media i.e. Facebook/AmataCorp and LinkedIn/AmataCorp to strengthen the corporate image and to better access the new generations.</li> <li>The Company has organized the Internship Program which open for the college student in Thailand to intern and learn the work skill with the Company. In 2020, 7 students participated in this Internship Program.</li> </ul>
3. Encourage cross-function work to enhance staff competency and for the staff to work in the suitable function	<ul style="list-style-type: none"> <li>The Company provides opportunity for the staff to work in other functions of their interest in addition to their current position for 6 months in order to enhance their competency according to their interest and also to learn the work in other functions within the Company. In 2020, 10 staff have transferred to other functions within the Company.</li> </ul>

## Recruitment and Employment Performance

In 2020, the Company had 55 positions of job openings and was able to fill in 35 positions or 63.63% recruitment rate. As at 31 December 2020, the Company had 269 employees with the following details:

	2017	2018	2019	2020
Total number of employees	247	257	268	269
New employees	52	43	44	35
Job Opening (Position)	N/A	48	57	55
Recruitment Rate (%)	N/A	89.6 (70)	77.2 (70)	63.63 (70)

## Employee Care

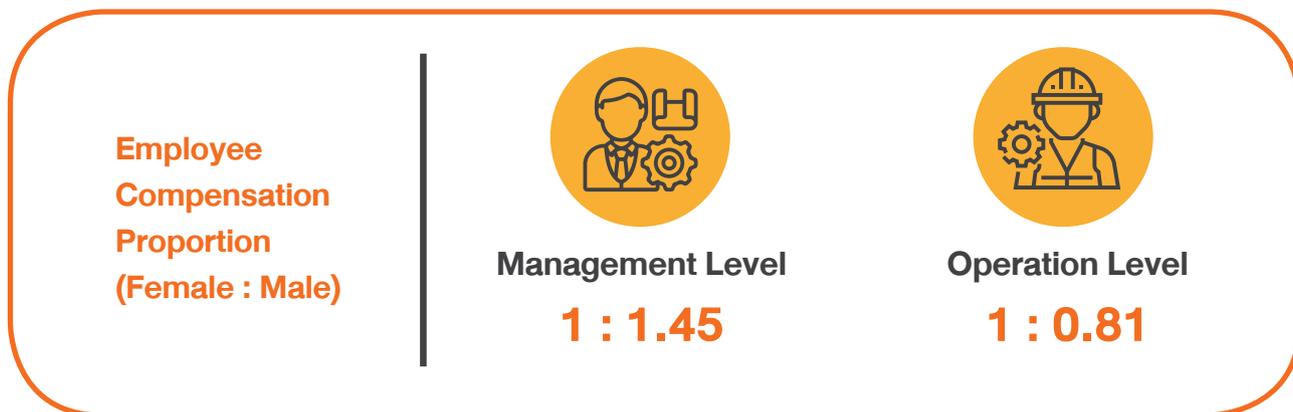
### Employee Performance Evaluation and Remuneration (Disclosure 401-2)

The Company provides the opportunities for each employee to involve in determining their work plans and performance indicators with their supervisors to be consistent with the goals of the department and the Company KPIs. The performance evaluation will be conducted twice a year i.e. mid-year and year-end. The Company encourages two-way communication between supervisors and their employees in order to improve work efficiency and drive the Company towards achieving the set goals as well as to enhance good relations between supervisors and the employees which will bring about employee engagement. In 2020, all employees and executives within the organization (100%) were evaluated based on three categories:

- 1) Performance evaluation based on Key Performance Indicators (KPI) as a driving mechanism in the performance management process whereby the targets were jointly determined by the employees and their supervisors.
- 2) Behavioral evaluation through AMATA DNA which is the core competency of the Company and the behavior that the Company expects with a belief that vision, mission and strategy will be achievable if the organization has the employees that express common characteristics.
- 3) Career development evaluation which identifies both strengths and areas that need further development of the employees. A 1-3-year employee development plan is also jointly established by the employees and their supervisors.

The Company is well aware of retaining the talents who are the driving force to help the Company grow sustainably. The Company, therefore, provides fair compensation and proper welfare according to their performance and awards those outstanding performers to attract, retain and groom them to be future leaders. The Company has participated in the salary and welfare survey arranged by the credible institution in order to continuously benchmark among comparable industries and considered the compensation management in accordance with the needs of the new generation in order to be competitive in the market and able to recruit more talents to join the Company.

In this year, the Company improved the job evaluation system for each position to reflect their importance and to be consistent with the business operation which will be used as fundamental information in various aspects of human resource management, e.g. Reward Management and Career Management and Development.



### Performance Evaluation and Remuneration for Senior Executives

The Company sets the performance evaluation for senior executives twice a year and the evaluation result of each individual senior executive will be considered to determine their annual remuneration. The senior executives will be assessed on their achievement of their KPIs that are consistent with the Company KPIs covering the business, social and environmental aspects which are common goals for sustainable development of the Company. 75% allocation is given to the indicators that the executives in each field can achieve the Company's goal and relay it to the subordinates to achieve the goals on sustainability. 25% allocation is given to the behavioral assessment through AMATA DNA.

### Performance Evaluation and Remuneration for Chief Executive Officer

The Nomination & Remuneration Committee will evaluate performance and the remuneration of the Chief Executive Officer (CEO). KPIs are based on a joint opinion between the Board of Directors and the CEO, covering the operations to achieve business goals as well as goals in social and environmental aspects. As for the remuneration and compensation rates of executives from other companies in the same industry were surveyed. The remuneration proposal will then be endorsed by the Nomination and Remuneration Committee who will submit to the Board of Directors for approval.

### Welfare Provisioning according to the Need

The Company provides other welfare and benefits in addition to those required by law to all employees without discrimination by considering the appropriateness of duties and responsibilities. In case of permanent and yearly contract employees, additional welfare, i.e. medical and dental treatment fees, loans and various types of financial supports, are given in accordance with the criteria set by the Company. However, the provident fund and retirement fund are given only to permanent employees. Moreover, the Company provides certain welfares to permanent and yearly contract employees that also extend to cover family members of the employees such as educational scholarships for their children and family member death grant, etc.

The Company clearly informs the employees of the available welfare and benefits provided since the first day of employment. The employees are also allowed to participate in the welfare program to improve and create additional activities for the benefit of the public. The Company has appointed the Welfare Committee consisting of 18 employee representatives selected by the employees and 6 representatives of the Company. The Welfare Committee holds a meeting every two months with an aim to promote better quality of life at work which would enhance the employees' performance accordingly as well as to be one of the channels for receiving opinion, suggestion and complaint from the employees.



## Provident Fund

The Company has been supporting long-term financial planning and retirement plan of the employees. For the benefit of employee, the Company has selected two asset management companies to manage the employee provident fund in order to diversify investment risk starting from 2020. External financial experts were also invited to provide knowledges to the employees to ensure that all employee will be able to prepare appropriate financial plan for their retirement.

## Re-Employment

The Company sets Retirement Policy which allows voluntary re-employment of the retired employee. As the Company is well aware that certain retired employees are still healthy and able to work efficiently and provide value to the Company by passing on work experience to the younger generation, the Company then provides an opportunity for re-employments of the retired employee taking into consideration qualification of the retired employee and appropriateness of work requirement in each year. The re-employed employee will receive proper compensation according to the policy and will also receive benefit close to normal employee. In 2020, the Company re-employed 8 retired employees according to this policy and no employee retires this year.

## Employee Care During COVID-19 Pandemic

Employees are not only the key linchpins of successful business operation, but also the important force in driving the Company's business sustainably. Keeping the employees safe and reducing the infection risk during the COVID-19 pandemic are the Company's first priorities. The Company, therefore, has implemented the followings to support the health and safety of the employees:

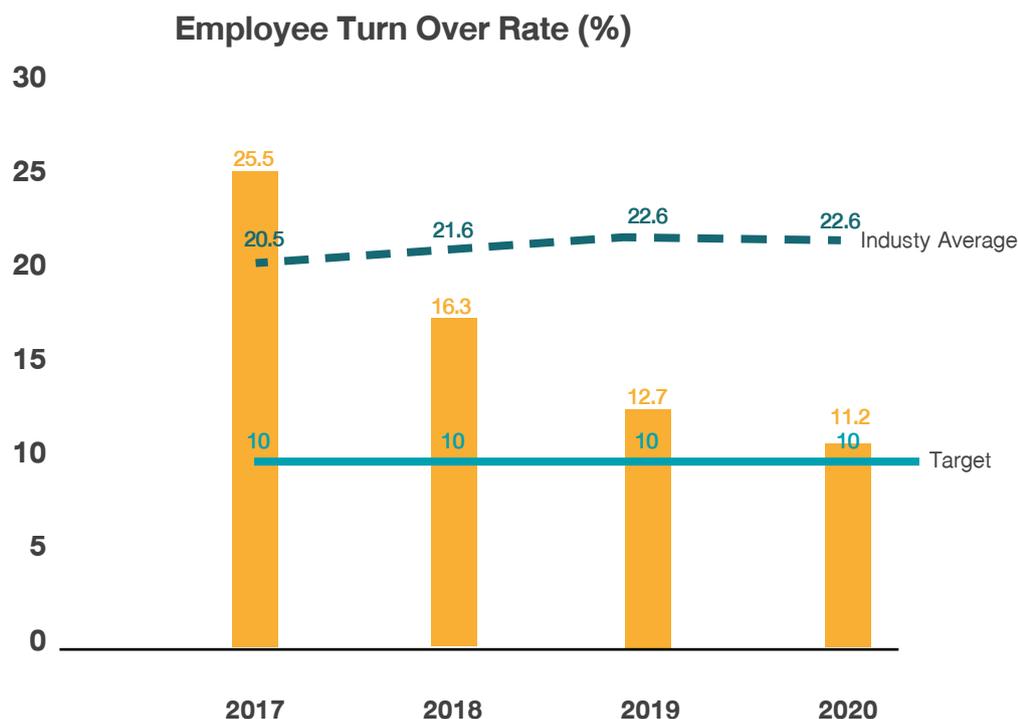
**Promotion of the use of technology:** The Company has rapidly changed the working system of its employees by introducing the efficient technology in their work operation, including Microsoft Team and ZOOM. In the past year, the Company had used the online meetings, online training and workshop and online customer meetings of which results of work were found smooth, reducing the meeting time without entering into the office and creating the satisfaction to both employees and customers.

**Employee Safety and Welfares:** The Company has supported adequate protective equipment such as face masks, hand sanitizers, gloves, etc. to the employees. In addition, the Company has allocated the areas for local quarantine as recommended by the Provincial Public Health Office for the employees who are not convenient to quarantine at their houses due to the high risk of infection. Also, the Company has arranged the coronavirus insurances for all employees, both permanent and contract employees.

**Communication:** The Company has regularly organized the online employee meetings in order to communicate the important preventive measures, the knowledge about the disease and self-protection by a medical professional as well as the quarterly meeting of top management with employees

## Performance on Employee Care & Retention

The Company sets the Turnover Rate Target to be below the industry average according to the survey by Personnel Management Association of Thailand. In 2020, the Company set the Turnover Rate to be not more than 10%. However, the actual Turnover rate was 11.2% which declined consecutively from the preceding years. The Company has conducted study the need and expectation of the employee in order to further respond appropriately.



## Employee Development

The Company realizes the importance of developing employee's diversified potential knowledge and capability according to work field and job position to be prepared for the business opportunity and challenge in the future. With an aim to be High Performance Organization, the Company also sets to improve core competency to be more updated and responsive to the challenging business world as well as develop the course to offer key training and skill required for employee in each work field and employee in highly-talented group (AMATA Rising Stars). The plan also includes developing internal moderators for sharing knowledge with fellow employee and new employee. The Company has target to develop 10 internal moderators within 2021.

In 2020, the Company targeted to have the average employee training hour of 18 hours/employee. The Company has developed training course in both off-line and on-line format in which 74.72% of the management and employee will receive training with average training hour of 8.18 hour/employee/year being 16.47 hour/employee/year for management level and 6.86 hour/employee/year for operational level.



### AMATA Rising Stars Project

The Company has selected talented employees from every unit based on the 4 criteria namely 1. Value Added 2. Learning Agility 3. Growth Mindset and 4. Growth Potential which are consistent with the business strategy of the Company. In 2020, 14 employees have been selected to participate in this project.

### Successor Development

For business continuity and to be prepared for business expansion, the Company has recruited and developed successors to replace the executives who are reaching their retirement or exposing to other risks which may cause discontinuity of business. The priority is given to internal recruitment before external recruitment to increase the opportunity of job advancement to highly capable employees with continuously decent performance.

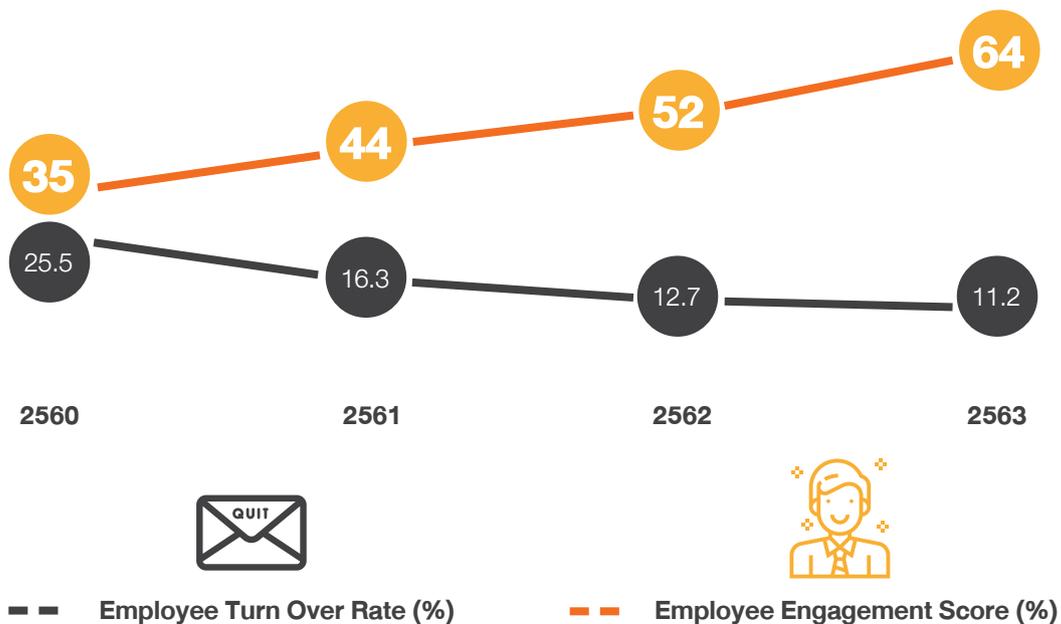
In 2020, the Company has initiated Competency Model Development program and, therefore, set the target to determine selection criteria to be consistent with qualification and competency genuinely required by the Company to be prepared to properly develop the future leader, learning plan and human resource accordingly. In addition, the Company also targets to prepare the high potential list that will include 20% of senior executive of every company within AMATA Group by 2021 in order for the employee to closely follow and learn from those senior executives in key positions (Job Shadowing).

## Employee Engagement

The Company has conducted employee survey every year to collect opinion, suggestion and complaints from employee for further management and consideration by Human Resource Committee.

The Company communicates result of employee engagement survey with employee and inform the progress of action taken according to the issues from proceeding years survey results as well as suggestions from employee in 2020 on regular basis at the quarterly employee meeting as well as through employee representative in the Welfare Committee in order to further improve the employee care project and format accordingly

Improvement in various areas as a result of suggestions from employee in 2020 was found to increase employee engagement. The employee engagement score has risen to 64%. When compared with Turnover Rate, there is significant inverse variation between Employee Engagement level and Turnover Rate.



# Human Rights



The Company realizes well that human dignity and value must be protected so the Company has always adhered to human rights in its business operations.



**2021 Operation plan**

The Company has planned to conduct the comprehensive human rights due diligence for all business activities throughout its supply chain.

Nowadays, all sectors have increasingly emphasized on human rights. The Company is also well aware of the potential impacts of human rights issue due to being quite a sensitive issue and can be linked to other issues that can affect the Company's business operations. The Company, therefore, has emphasized on respecting the human rights of its stakeholders in all activities of its core business throughout its value chain and has established the business operation guidelines to be consistent to the international human rights principles. The Company is well aware that the human dignity and value must be protected so the Company has always adhered to human rights in its business operations. (Disclosure 103-1)



## Management approach

The Company has emphasized on human rights principles and has announced the “Human Rights Policy” as a guideline for practice for its Board of Directors, executives and employees of all levels to perform their duties by adhering to human rights principles in all business activities throughout the supply chain including the communication and embedding respect for human rights at the corporate culture level in order to prevent the human rights violations of its employees, customers, suppliers, contractors and local communities due to their business operations throughout the value chain. In addition to the announcement of human rights policy as a formal practice guideline, the Company has complied with both domestic and international laws where the Company has the business operations and has applied the international human rights principles, humanitarian principles, the rights of International Labor Organization and the principles of the United Nations Global Compact (UNGC) as the guidelines for its implementation.

Furthermore, the Company has required its Board of Directors, executives and employees of all levels to be aware of the importance and the respect of human rights in all aspects of all individuals, either the employees, customers, suppliers, contractors, communities or society as a whole, as well as, the compliance with the laws of each country where the Company operating the business; and to support the compliance with the treaties that each country is obligated including avoiding the acts and participation in human rights violations or building negative impacts on human rights.

Additionally, the Company has extended the human rights accountability to its business partners, suppliers and contractors by encouraging its business partners, suppliers and contractors in its value chain to also respect the human rights and conduct their businesses according to the principles specified in its Supplier Code of Conduct.

The Company also has a “Whistleblowing Policy” together with various communication channels to provide the opportunities for its employees and stakeholders to be able to report clues or complaints related to any human rights violations which the Company has a prudent, fair and transparent procedure for considering and managing the complaints (Please see: Complaint procedures, Page XX). An employee breaching the human rights is considered violation of Company’s ethics and will be subject to disciplinary action according to the specified regulations and the legal punishment if such act is unlawful.

Moreover, the Company has planned to conduct a comprehensive human rights due diligence in 2021 based on the UN Guiding Principles on Business and Human. Rights as a framework of implementation.

## Implementation of human rights

Stakeholder	Human Rights Issue	Company's Implementation of Human Rights Impact Reduction
Employee	Statutory labor rights <ul style="list-style-type: none"> <li>Equality</li> <li>Occupational safety</li> <li>Freedom of association and negotiation</li> </ul>	<ul style="list-style-type: none"> <li>Treating employees with regard to human rights principle, statutory labor rights of the country where the Company operating the business and international human rights principles, especially for employee treatment with equality and non-discrimination in all dimensions</li> <li>Providing occupational health and safety supervision in accordance with the occupational safety, health and environment policy</li> <li>Establishing a welfare committee having employees as members of committee</li> </ul>
Community	Community statutory rights <ul style="list-style-type: none"> <li>Health and safety</li> <li>Community participation</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring and surveying the impacts of Company's operations on the surrounding communities and continuously implementing the projects and activities to mitigate the impacts of operations</li> <li>Providing the opportunities for the communities to involve in expressing their opinions or filing their complaints via various channels including joining as committees to jointly supervise the well-being and overall environment in the areas</li> </ul>
Customer	Customer statutory rights <ul style="list-style-type: none"> <li>Product quality and services</li> <li>Safety</li> <li>Customer confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Delivering quality, standard, safe and traceable products and services</li> <li>Providing customer complaint channels and complaints management procedure</li> <li>Strictly complying with the laws and safety regulations</li> <li>Establishing customer confidentiality protection policy and measures</li> </ul>
Supplier and Contractor	Supplier and contractor statutory rights <ul style="list-style-type: none"> <li>Health and safety</li> <li>Rights of supplier's labor</li> </ul>	<ul style="list-style-type: none"> <li>Strictly complying with the laws and safety regulations</li> <li>Treating suppliers with equality, fairness, transparency and non-discrimination</li> <li>Announcing Amata's Supplier Code of Conduct together with conducting human rights due diligence for each supplier's and contractor's business operations and establishing prevention measures and accountability for the impact of potential human rights violations</li> </ul>

During this year, the Company had already conducted human rights due diligence of its supply chain for 40% of all business units. Also, the Company had planned to continue conducting full human rights due diligence of the arising or potential impacts from business activities throughout its value chain covering all business units in the future in order to avoid, prevent and mitigate the potential consequences, and to ensure that the services, labor treatment, business partner and supplier treatment, working environment and joint venture shall not have negative human rights impacts on stakeholder groups, as well as, to express our social and environmental accountabilities in another way.





## Framework on Children’s Rights Management

Throughout its business operation, the Company has strictly abided by ALL WIN philosophy with the objective of providing benefits to those related to the Company’s value chain and allowing them to grow with the Company sustainably in every dimension. Although children’s rights topic had not been elevated as material sustainability topic, but the expansion of the industrial estates operated by the Company in every area undoubtedly relates both directly and indirectly to the quality of life, opportunity and growth of the children living around both AMATA City industrial estates. Additionally, children’s rights becomes an important concern internationally at present. Business operation must take into consideration the children’s rights throughout business value chain.



The Company adopted “Children’s Rights and Business Principles” (CRBP) defined by the United Nations Children’s Fund (UNICEF) as guidelines on business operation which respects children’s rights. It comprised four principles that the business would affect children, i.e. 1) Support of children’s survival; 2) Protection of children from violence; 3) Appropriate development; and 4) Opportunity for the children to participate. Operational framework was determined to become a perfect city which provides opportunities for the children and responds to CRBP principle as follows:



**Safety City:** to create a society which jointly protects and supports a safe survival: The Company announced the policy and supplier code of conduct which strictly prevent the use of child labor as well as has developed process of business operation which mitigates environmental effect on the society children are residing in, e.g. the development of a smart environment which helps mitigate greenhouse gas emissions, efficient waste management, and zero waste to landfill, etc.

**Opportunities City:** The Company has developed various infrastructure and facilities to provide equal opportunities for the children in the surrounding community to access the utilities and services such as schools, hospitals and shopping centers.

**Edu-town:** The Company cooperated with the business strategic partners in developing diversified learning and educational space in both industrial estates, e.g. water management learning center, smart classroom, and recreational public parks.

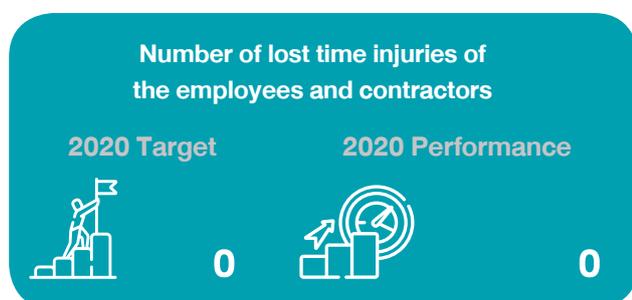
## performance

In 2020, the Company had received neither any significant human rights complaints due to its business activities from the stakeholders nor any reports of human rights violations from both suppliers, contractors and customers. However, the Company had found 4 employees in Amata group violated the Company’s regulations regarding human rights violation among employees by verbal abuse (Detail of regulation violation on Page XX). The Company had a procedure to manage such violation of Company’s regulations and had resolved and remedied all injured persons (100%). To prevent the future human rights violations, the Company had set up an implementation plan for 2021 in accordance with the human rights management approaches as follows:

- 1. Embedding respect to human rights at organizational level:** The Company has planned to organize a training on fundamental principles of human rights by inviting an expert to lecture the employees in 1st quarter of 2021. And owing to 4 cases of regulation violations, the Company has set a proactive implementation plan by planning to prepare a roadshow for all Company’s offices in order to share the lesson learned from such cases and to jointly find the prevention approach and to integrate the solution with its employees in conjunction with regular communication of basic principles of human rights.
- 2. Comprehensive human rights due diligence:** Owing to human rights management approach in accordance with the UN Guiding Principles on Business and Human Rights, the Company has targeted to conduct 100% comprehensive human rights due diligence for all business activities throughout its value chain in 2021.

# Occupational Health and Safety

The Company is committed to creating a safe society both in areas of responsibility and areas surrounding the industrial estates.



Safety and occupational health are matters that the Company and related stakeholders have always given priority. The Company's industrial estates cover a large area and are home to many multinational factories with people commuting back and forth for work within the estates not less than 200,000 people per day. Therefore, risk of accidents and emergencies in various forms such as traffic accidents, fire, chemical spills within the factory, etc. may occur which will impact stakeholders such as employees and contractors of the Company, customers and communities that are located around its two industrial estates. Being aware of such impact, the Company is determined to create a society of safety for its responsible area as well as the surrounding area of the industrial estates by focusing on compliance with relevant laws and emergency preparedness in both equipment and manpower that is capable of responding to various situations. Activities promoting safety for employees, customers, contractors and surrounding communities were organized to create safety consciousness, knowledge and understanding to jointly create a society of safety and create confidence for the communities surrounding the industrial estates. (Disclosure 103-1)

## Management Approach

The Company has established the Occupational Health and Safety Policy and guidelines in place on occupational safety and health standards for employees, customers and contractors to comply strictly with rules, regulations and laws relating to safety management of industrial estates, as well as international standards for management such as ISO 14001:2015 etc., with regular assessment and analysis on the effectiveness of the occupational health and safety implementation.

The Company has applied Zero Accident principle for safety management in the workplace of its employees and contractors as well as other areas both inside the industrial estates and surrounding areas under the “Safety City, Smart City” project which has commenced since 2019 at AMATA City Chonburi industrial estate as a pilot area. Moreover, the Company adopted new technologies in safety management in the its operational area.

## Employee Occupational Health and Safety (Disclosure 403-1)

The Company places importance on work safety as it is well aware that those who come to work in the Company’s premises are at risk of occupational health and safety. Therefore, the Company places great importance on complying with relevant laws such as the Labor Protection Act, B.E.2541 (1998) and the Occupational Safety, Health and Environment Act, B.E. 2554 (2011), etc., and cultivating a culture of occupational health and safety for executives and employees at all levels through the occupational health and safety policy with the objective of reducing the number of lost time injuries to zero (Zero Accident).

To achieve such objective, the Company organized the following activities to promote occupational health and safety at work and to improve health of the Company’s employees:

### Occupational Health and Safety Training to Employees

- The Company organized basic fire safety training and fire drill annually for all employees to be prepared for the emergency and to learn necessary skills required for basic fire extinguishment and appropriate firefighting practice. Information during the fire drill was recorded and assessed with the timing required for evacuation and the communication efficiency during the incident. A summary of the fire drill was given to the participants accordingly.



- Additionally, the Company surveyed the areas vulnerable to danger from work and fire within the office buildings and improved such areas by installing more equipment or replace the equipment to be ready for use. The equipment was also regularly tested to ensure its functioning, e.g. non-CFC fire extinguisher, backup flashlight near the emergency exit, safety sign, etc.
- The Company organized a first aid training and the use of automated external defibrillator (AED) for life saving in case of emergency conducted by an expert from Vibharam Amata Nakorn Hospital. Each office of the Company is also equipped with the first aid kits and AEDs.

## Employee's Health Improvement

- Welfare provided to all employees includes annual health check-up, doctor consultation, medical expenses and annual influenza vaccine.
- The Company supports both physical and mental health promoting activities by establishing health and sports clubs according to employee's interest which include meditation club and various sports clubs such as yoga, running, badminton, football, aerobics, etc.

## Operating Performance

In 2020 none of the Company's employees were injured on the job that caused them to stop working. Lost time injury frequency rate (LTIFR) per 1 million hours worked equaled zero.

## Contractor Occupational Safety

The Company emphasizes on the occupational health and safety of the contractors of both the Company and the customers in the industrial estates. Policy on the Company's safety and occupational health, including guidelines for various measures relating to practices in working in both industrial estate areas, were clarified to contractors of both the Company and its customers through organized meetings and urged them to comply strictly with labor laws, occupational health, and safety at workplace. The contractor's works will be monitored by the employee in charge of the project. In addition, the contractor must inform the Company of any lost time injury.

In 2020 the Company performed risk assessment of the suppliers and contractors, covering standardized operation and supervision of occupational health and safety of their employees. None of the contractors' employees were injured on the job that caused them to stop working or lose their lives.

## Emergency Management in AMATA Industrial Estates

The Company places importance on the safety of customers in AMATA industrial estates by ensuring safe common areas and efficient management of emergency situations. Apart from having its own fire station in accordance with the Regulations of the Board of Industrial Estate Authority of Thailand regarding Standard of Facilities, Infrastructures and Services in Industrial Estate, B.E. 2557, the Company has set up two Emergency Response Centers at AMATA City Chonburi Industrial Estate, and one Emergency Response Center at AMATA City Rayong Industrial Estate, operated by personnel with expertise who have passed training according to laws in firefighting and disaster relief. Customers can contact via direct telephone number of the Emergency Response Center at AMATA Chonburi Industrial Estate and AMATA City Rayong Industrial Estate 24 hours.

In addition, the Company foresees possible risks of emergencies such as fire or chemical spills in factories of the customers in the industrial estates which is beyond the authority of the Company to manage. Therefore, the Company established a school for industrial firefighting. The school provides training both in theory and in practice on safety, occupational health and good working environment as well as fire protection and extinguishment in the workplace for factories located in AMATA City Chonburi and AMATA City Rayong Industrial Estates to promote safety, good occupational health and good working environment in accordance with the law while employees can respond appropriately in event of a fire in the workplace.

In 2020, the Company helped suspend 14 fire incidents for customers in both industrial estates and has implemented activities to promote safety and occupational health in AMATA industrial estates as follows:

- The Company had provided a total of 496 basic firefighting training courses, fire drills, fire evacuation and other safety related training courses to the factories in both industrial estates. A total of 6,200 factory employees participated in the training.
- In 2020, the Company, in collaboration with the operators in both industrial estates, organized an annual emergency control practice (chemical spill, gas leak and fire from transportation) to be prepared for emergency situation, provide skills in the operation, communication, use of equipment and other skills required for prompt emergency control to minimize the risk of losing lives and property to the operators and neighboring communities.



- Both theoretical and practical training activities regarding basic security, security laws, traffic management and preparation for emergency situation were organized for security guards of the factories located in AMATA City Chonburi and AMATA City Rayong Industrial Estates according to the Security Guard Business Act B.E. 2558 in order to elevate level of standard of the security guards to comply with international principles. The training is intended to promote safety in life and property of both industrial estates and to create peaceful society. In 2020, the Company arranged four security training courses to the factories in both industrial estates. A total of 83 security guards participated in the training.



## Safety in the Area around AMATA Industrial Estates

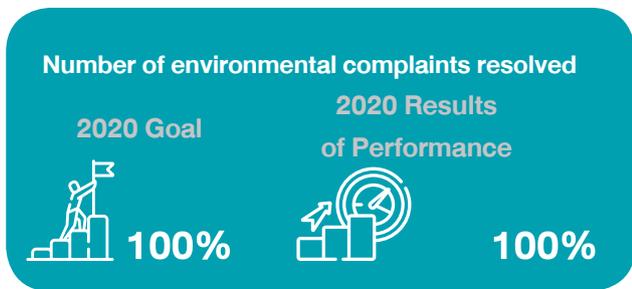
AMATA is exposed to a high risk of fire and traffic safety as there are many communities and residents located around AMATA industrial estates. The Company, therefore, uses its knowledge and competency in conjunction with customers in the industrial estates and the Industrial Estate Authority of Thailand to develop various projects to mitigate the negative impacts and create a safe society in the area around the industrial estates.

In 2020 the Company helped extinguish 36 fire incidents for the communities around the industrial estates, comprising 32 incidents in the communities around AMATA City Chonburi Industrial Estate and four incidents around AMATA City Rayong Industrial Estate. The Company supported Baht 200,533 for fire extinguishment expenses.

In addition, the Company establishes the Traffic Management Committee in both industrial estates. The committee consists of representatives from the central and local government authorities and factory operators in the industrial estates in order to gather ideas, provide suggestions on traffic management and road safety, traffic problem solution and accident reduction, and to build confidence and prevent crime in the industrial estates and nearby communities.

# Social and environmental complaints management

The Company has emphasized on comprehensive listening to all opinions of stakeholders and strived to resolve various problems with the cooperation of all parties.



Amata Industrial Estate business in Thailand has been growing continuously affecting the economic, social and environmental conditions, both directly and indirectly, due to being the large-scale industrial estates that involve many stakeholders. The Company, therefore, has emphasized on management of social and environmental impacts, either the impact directly arising from the industrial estate business operations or the impact indirectly resulted from the growth of urban societies surrounding the industrial estates. The Company has consequently monitored and assessed those impacts, as well as, supervised the operations to be strictly compliant with the laws and regulations along with comprehensive listening to all opinions of stakeholders in order to manage the social and environmental complaints appropriately and efficiently. (Disclosure 103-1)

# Management approach

The Company has focused on management of the impacts of business operations towards all groups of stakeholders by providing various complaint channels that are easily accessible to all stakeholders and has developed a complaint management system in accordance with ISO 14001: 2015 in order for the stakeholders to be able to directly report the information such as via Line Official: @AmataCityChonburi, @AmataCityRayong, Tel. 038-213-191 or 038-213-009 or the meetings of various committees, and having the complaints management procedure as follows:



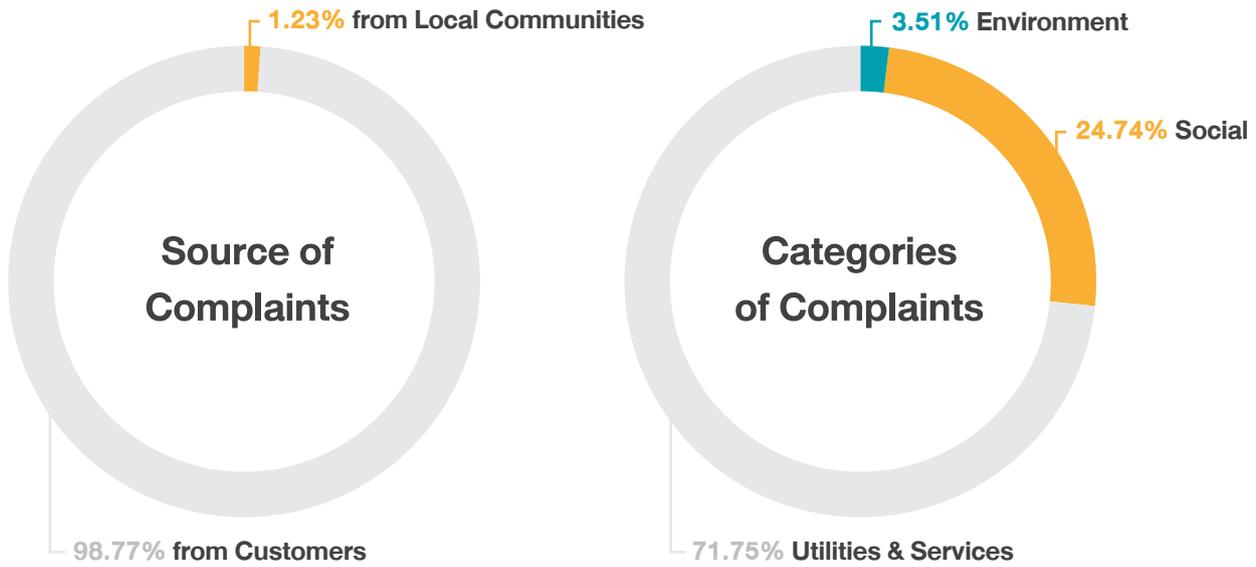
The Company’s social and environmental complaints management will emphasize on the engagement of various stakeholders by taking into account the rules, regulations or related laws as the solution guidelines including cause analysis in order to find the preventive measures at the source, of which management procedure can be divided into 2 levels:

- 1) Consultation:** If a complaint is found arising from the working process in the customer’s plant or in the common area of the industrial estate, the Company will consider to dispatch an environmental staff or related departments to explore the site in order to advise its customer how to improve the working process and the primary problem-solving guidelines including seeking the advice from specialists or experts from government agencies for implementation of improvements
- 2) Operation through the Industrial Estate Authority of Thailand:** In case the complaint has not yet been resolved and there is a repetitive complaint, the Company will escalate the complaint to the Industrial Estate Authority of Thailand to inspect the process including coordinating the collaboration with the competent supervision authority to further formulate the management approach, cause analysis and prevention measures

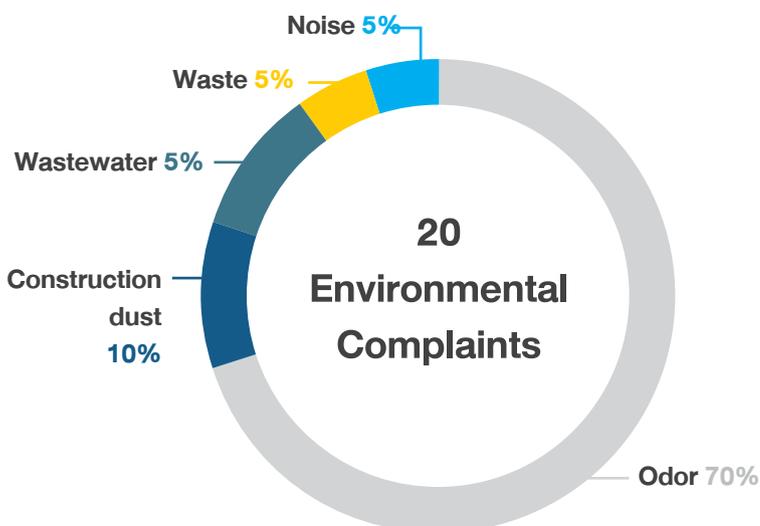


# performance

In 2020, the Company had received totally 570 complaints via various channels comprising of 7 complaints from the communities (1.23%) and the other 563 complaints from its customers (98.77%) which can be categorized into 20 complaints of environmental impacts representing 3.51% of total complaints, 141 complaints of social impacts representing 24.74% of total complaints, and 409 complaints relating to utilities, services and after-sales services representing 71.75% of total complaints.

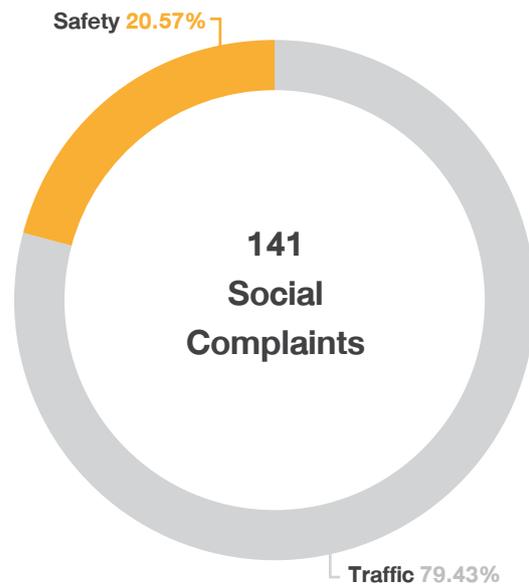


When taking those 20 environmental complaints in 2020 into consideration; for example, complaints about odor, noise, wastewater and factory waste management, there were no complaints on social and environmental impacts from the communities directly about the Company's operations but 13 complaints were found between one factory and another factory in the industrial estates and 7 complaints were found between communities and factories. Mostly, the complaints were about the odor, noise and concerns about wastewater. However, there were no significant complaints about violations of the environmental laws to the extent of being fined. The Company, therefore, had managed such complaints by implementation in accordance with ISO 14001: 2015 with the cooperation of the Industrial Estate Authority of Thailand for site inspection together with the Company's environmental staff and the community representatives to resolve the complaints and prevent the repetitive complaints. As a result, 20 complaints had been resolved considering to be 100% completion.



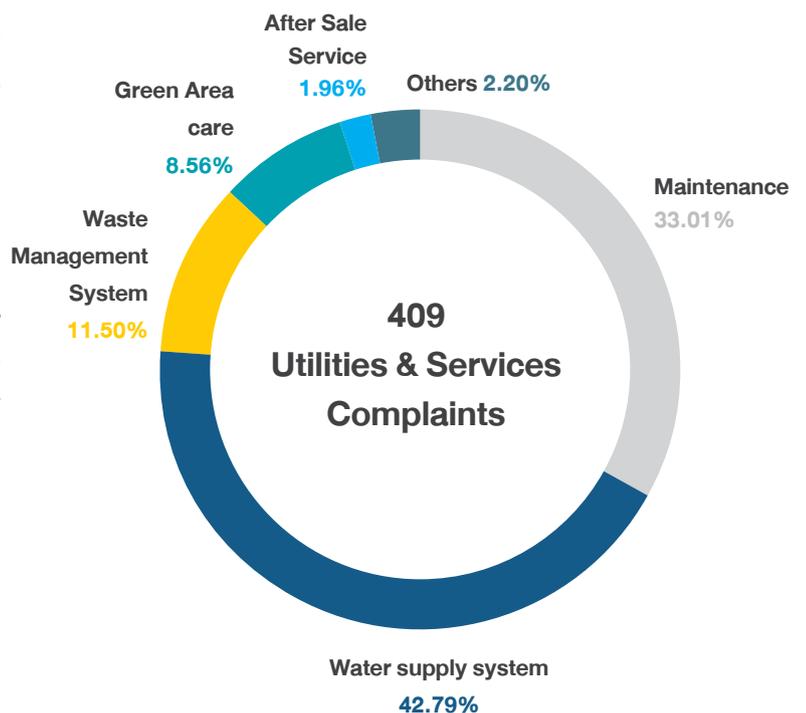


Of the total 141 social complaints, 100% of all these complaints were from the customers in Amata Industrial Estates which can be divided into 2 groups: 1) Safety of the common areas totally 29 complaints representing 20.57% and 2) Traffic inside the industrial estates totally 112 complaints representing 79.43%.



When considering into details, the safety complaints about the common areas were found related to the reporting of the spots having infectious risk of COVID-19 due to the complainant had found the gathering of more than 5 people including the areas without lighting at night. The Company, therefore, had installed the lighting in all reported areas and had arranged the staff to monitor the spots of infectious risk due to gathering by increasing the frequency of patrols inside both Amata Industrial Estates and monitoring through 24-hour CCTV surveillance. As for the complaints about the traffic inside the industrial estate areas, the Company had undertaken additional traffic lane construction, road marking and warning signs installation. As a result, 102 complaints about the traffic inside the industrial estates had been resolved representing 91.07%. As for the other 10 complaints which were about the engineering structure, they are still under construction and further improvements which will take about 1 year to complete. However, the Company has regularly communicated with the stakeholders about the progress of the project.

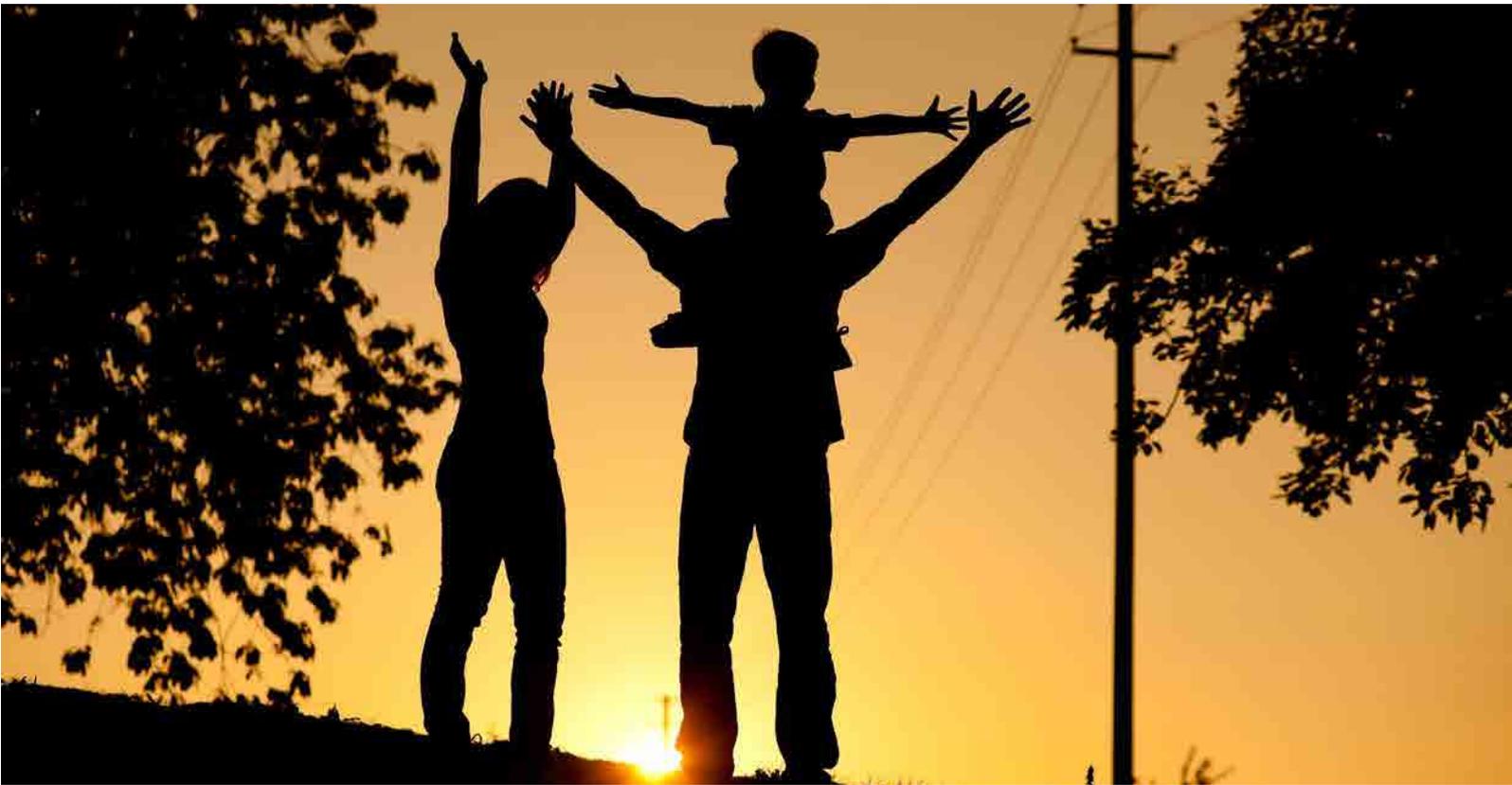
For 409 complaints about utilities, services and after-sales services, they could be categorized into 175 complaints on the water supply system, 135 complaints on maintenance, 47 complaints on waste management system, 35 complaints on maintenance of common green areas, 8 complaints on after-sales services and 9 complaints on others, representing 42.79%, 33.01%, 11.50%, 8.56%, 1.96% and 2.20% respectively. However, all these complaints about utilities, services and after-sales services had already been 100% resolved.



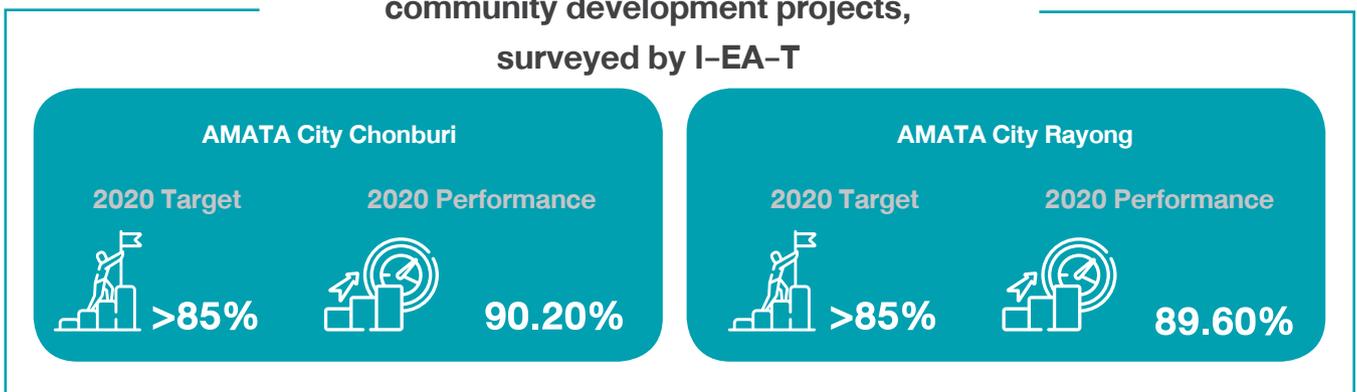
# Community and Social Development



The has emphasized creating value for the community and society to improve the quality of life and well-being



## Community satisfaction towards the Company’s community development projects, surveyed by I-EA-T



The company has developed industrial estates to support the expansion of the industrial sector, which is the foundation of economic growth. Simultaneously, industrial estates’ growth causes both positive and negative effects on local society and community in economic, social, occupational health, safety, and environment. According to the materiality assessment in 2020, both the local community and the Company place importance on the community’s social impact management and community development. Accordingly, the Company is determined to create a stakeholder participation process for both internal and external, aiming to help develop AMATA’s industrial estates to be the perfect cities and support the industrial sector to operate their business in the long term smoothly. Consequently, the surrounding local community would happily live with the industrial estates. (Disclosure 103-1)

## Management Approach

Based on the business philosophy of “ALL WIN” which has always been adhered as a principle of business operations by the Company and the Company’s goal in strengthening the business growth along with sustainable community and social development, the Company has established a key strategy of sustainability connected with communities and society by focusing on the cooperation among the Company, communities, customers in the industrial estates and the government agencies. In addition, the Company has adopted the UN Sustainable Development Goals (SDGs) as a guideline for community development.

The Company has set the operational framework covering all aspects of community development by focusing on building good relationship with the local community who is one of major stakeholders to create an understanding and confidence in the Company’s business operation and to provide opportunities for local citizens and other stakeholders to have access to the Company’s services. Additionally, the Company focused on creating a network of cooperation amongst other stakeholders, e.g. customers and suppliers, and various entities to help develop local communities and society at large.

The Company has set up the Community Relations and Social Responsibility Working Committee since 2014 to drive the projects under its sustainable development goals which link with community and social development and to efficiently supervise and monitor community development projects. The Company conducted a survey about problems, needs and expectation of local community through stakeholder engagement process and developed material topics on sustainability into the Company’s strategy and activities target.

## Social Impact Management

Recently, AMATA Industrial Estates’ development has an area of over 70 square kilometers covering Chonburi, Chachoengsao, and Rayong provinces. Moreover, there were 300,000 factory employees in AMATA’s two industrial estates and were 840,000 people who live in the community within 5 kilometers radius. The expansion of industrial estate affects social impact variously, i.e., dense population, traffic, immigration of workers, road safety, etc. Consequently, social impact management is materiality that both the local community and the Company place importance. The Company has therefore established a management approach of social impact as follows:



## 1. Identify of Target Group

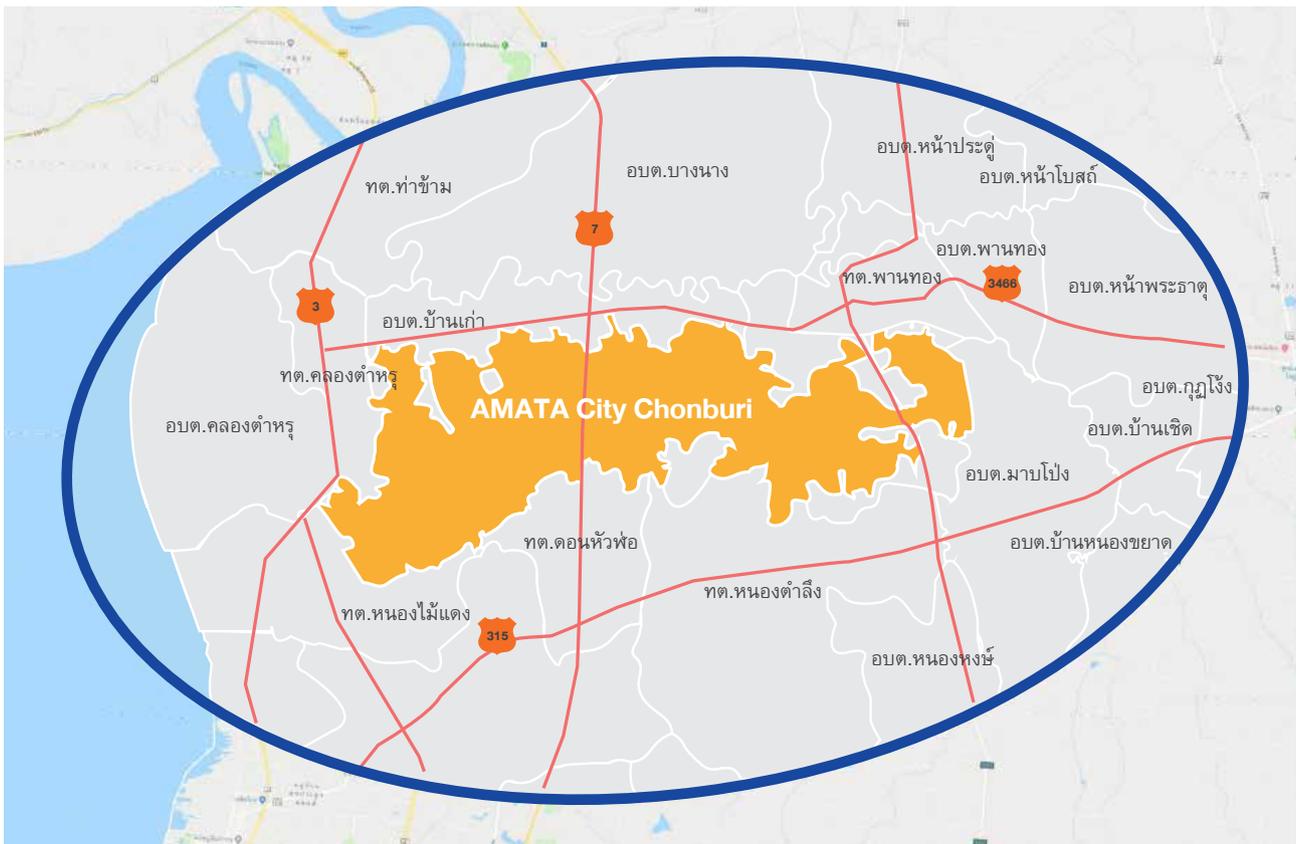
To achieve the community development goals, the Company had categorized the target groups into 2 groups, including people living in the surrounding area within a radius of 5 kilometers from AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate and employees working in factories located in AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate.

## 2. Community Survey

People who are directly affected by the Company's business operations, including the surrounding local communities. The Company, therefore, place importance on managing such impacts on the local communities within a radius of 5 kilometers from the Amata Industrial Estate to reduce the negative impact that may arise and foster good relationships with each other for sustainability.

AMATA City Chonburi Industrial Estate currently has an area of over 43 square kilometers covering 5 districts and 24 subdistricts in Chonburi and Chachoengsao provinces. There are 212 villages within the radius of 5 kilometers from the boundary of the project covering the area of more than 260 square kilometers. The registered population at present is approximately 315,374 people but the total population including non-registered population who migrate to work in the industrial estate are 686,190 people (source: The Department of Provincial Administration, Ministry of Interior, Population and House Statistics Report for the year 2019). As of 31 December 2020, the number of employees in the factories within AMATA City Chonburi Industrial Estate was over 181,879 people.

Location of AMATA City Chonburi



**2 provinces**   **5 districts**   **24 subdistricts**   **212 Villages**

AMATA City Rayong Industrial Estate currently has an area of over 27 square kilometers covering 4 districts and 6 subdistricts in Chonburi and Chachoengsao provinces. There are 19 villages within the radius of 5 kilometers from the boundary of the project. The registered population at present is approximately 84,370 people but the total population including non-registered population who migrate to work in the industrial estate are 154,946 people (source: The Department of Provincial Administration, Ministry of Interior, Population and House Statistics Report for the year 2019). As of 31 December 2020, the number of employees in the factories within AMATA City Chonburi Industrial Estate was over 74,021 people.

Location of AMATA City Rayong



**2 provinces 4 districts 6 subdistricts 19 Villages**

### 3. Community Engagement

Social and environmental problems that arise in the area pose a great challenge to the Company's sustainable development. Therefore, the Company has regularly surveyed the impacts, expectations, and needs of stakeholders in the community both inside and outside the industrial estates. And to give importance to participation in solving the social problems of the community.

## Community Engagement through Local Community Committees

The Company has established the Community Committees to respond to problems, expectations, and community suggestions for better improvement. The company's major stakeholders are communities and government agencies, understanding the Company's business operations. This is to build confidence, trust, and a bond to occur between each other.

Building relationship is intended in the creation of a "Tripartite Committee" representing the communities, the Company and government agencies. Examples of these committees are the Committee for Surrounding Community Development, Eco-Green Network and the Tripartite Council of Klong Luang Basin, to name a few. Each committee is tasked with resolving issues found at the two industrial estates, ranging from recommending solutions to address the community's concerns, to mitigating complaints stemming from the Company's operation.

Committee	Objectives	2020 Performance
<p><b>The Committee for Surrounding Community Development – AMATA City Chonburi:</b> 97 representatives from public, government agencies and business sector</p> <p><b>The Committee for Surrounding Community Development – AMATA City Rayong:</b> 29 representatives from public, government agencies and business sector</p>	<ul style="list-style-type: none"> <li>Building confidence of stakeholders in the Company's environmental management by disclosing the results of environmental supervision</li> <li>Being a forum for the Company's stakeholders especially the communities and local government agencies to share negative impacts and challenges to the environment caused by the operations of the industrial estate and to consider recommendations, solutions and community development ideas</li> </ul>	<ul style="list-style-type: none"> <li>The Committees of both industrial estates had two meetings in 2020.</li> <li>The Committees of both industrial estates expressed satisfaction and confidence in the Company's environmental management in accordance with set standards.</li> <li>The Committee of AMATA City Rayong expressed an interest in the traffic, wastewater management and income distribution to the community.</li> </ul>
<p><b>Eco-Green Network:</b> A working group formed to develop and link the operational network called "CSR + ECO + Environment &amp; Safety + CG or Eco-Green Network" in AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate The working group consists of representatives from the Company, factories in the industrial estates, local communities, local government entities, hospitals and schools</p>	<ul style="list-style-type: none"> <li>Elevating and developing Eco-Industrial City for both industrial estates by creating five dimensional harmonies in physical, economic, social, environmental and management attributes</li> <li>Encouraging and supporting participation of all stakeholders, especially factories, local communities and government entities in advancing AMATA industrial estates to be Eco-Industrial City</li> <li>Publicizing achievements of the Eco-Industrial City at AMATA industrial estates</li> </ul>	<ul style="list-style-type: none"> <li>One meeting of the Eco-Green Network's working group at AMATA City Chonburi Industrial Estate and two meetings at AMATA City Rayong Industrial Estate in 2019</li> <li>Discussing 2020 action plan and projects to develop an Eco-Industrial City concept for the industrial estates</li> <li>The working group of AMATA City Chonburi Industrial Estate expressed an interest, in particular, in wastewater management, flood prevention and traffic problem.</li> <li>The working group of AMATA City Rayong Industrial Estate expressed particular interest in wastewater management and traffic problem.</li> </ul>
<p><b>Tripartite Council of Klong Luang Basin</b></p>	<ul style="list-style-type: none"> <li>Promoting and supporting the collaboration among government agencies, business sectors and local people to create a management system for the conservation, restoration and preservation of natural resources, and the ecology of Klong Luang Watershed</li> <li>Effectively managing the use of natural resources in the Watershed</li> </ul>	<ul style="list-style-type: none"> <li>Two meetings held in 2020</li> <li>Adopting emergency plans to help communities in the event of natural disasters</li> <li>The Council expressed an interest in flood monitoring and prevention</li> </ul>



## 4. Community topics summary and analysis

Social impact assessment is one of the environmental impact assessment (EIA) processes consisting of social impact assessment. The Company uses the Stakeholder Analysis method to analyze business activities that directly and indirectly affect stakeholders. The Company uses the community attitude survey annually to prevent and mitigate environmental impacts during the Company's business operations.

The 2020 community attitude survey results show that there were two social impacts that the local community was concerned about, i.e., 1) impact from urban growth and 2) impact from traffic accidents.

## 5. Initiative Development

The company has implemented social impact management as follows:

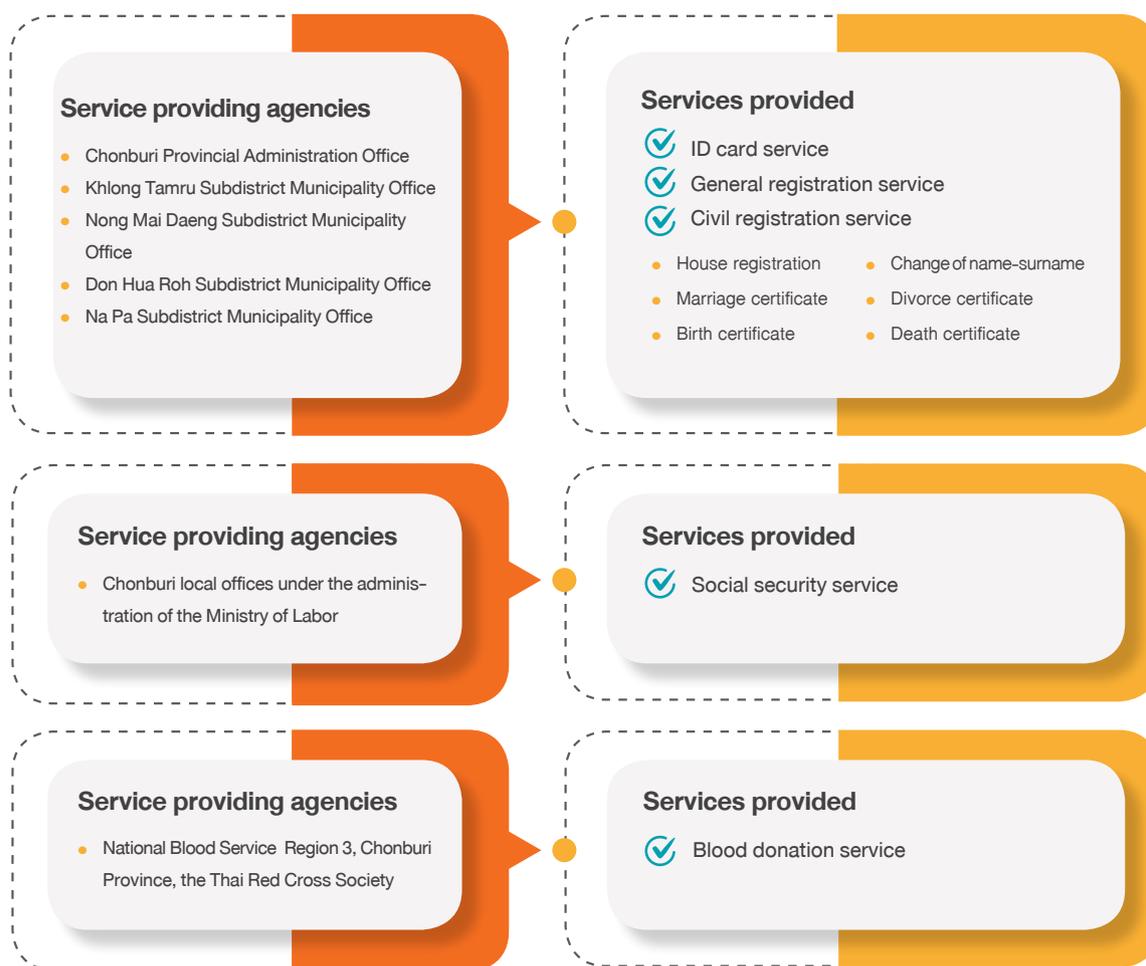
### 5.1 Urbanization Impact Management

The expansion of AMATA industrial estates causes a rise in the population both in and surrounding the industrial estates as a result of non-registered population immigrating into the area. The increase in density of population affects service carrying capacity of local authorities and inconvenience in the accessibility of various fundamental services. In addition, according to a survey of surrounding communities, some population lived in the area far from transportation system, causing an inconvenience in the accessibility of various fundamental services and facilities.

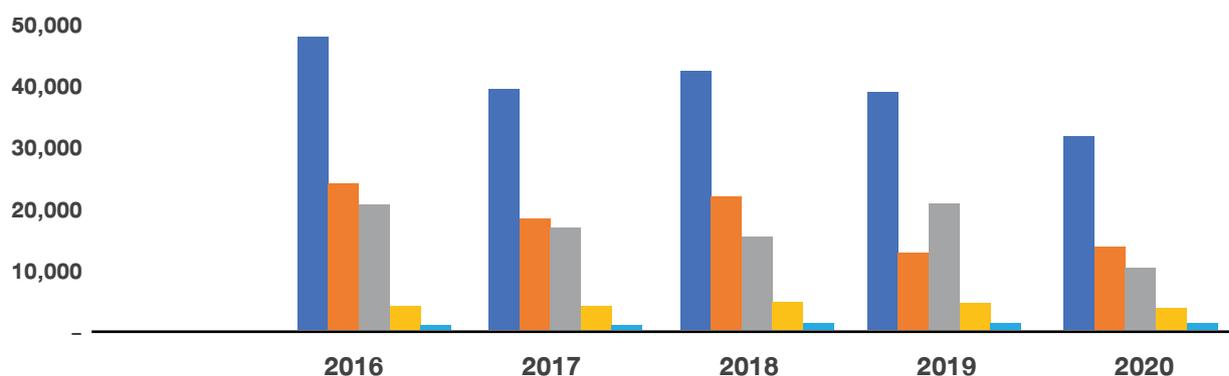
Accordingly, The company has developed a one-stop service center for government work located in Amata City Chonburi Industrial Estate. This One Stop Service Center in AMATA City Chonburi Industrial Estate, or Front Service Center, Amphur Muang Chonburi, was the first model of government office in Thailand which was set up by the cooperation between private sector and various government agencies providing one stop service for various kinds of certificate registration and permits. It is considered as another service channel for the people of Chonburi province living near AMATA City Chonburi Industrial Estate which comprises high population density of more than 500,000 people, both registered and non-registered. This One Stop Service Center was established in 2014 to facilitate the customers, the employees working in the industrial estate and people living around the industrial estate in contacting the government agencies. Consequently, not only the process and time in contacting the government agencies, but also the traveling time and expenses were found to have been reduced.

In 2020, there were 31,987 transactions at the One-stop Service Center, a decrease from 39,109 transactions in 2019 due to the COVID-19 epidemic prevention measure, causing some front-end service centers to be closed.

## Services provided at the Government's One Stop Service Center



## Statistics of the One-stop Service Center



	2016	2017	2018	2019	2020
Total	48,086	39,717	42,660	39,109	31,987
ID card service	23,555	18,200	21,840	12,751	13,518
Social security service	20,397	16,896	15,275	20,659	9,898
Civil registration service	3,580	3,735	4,482	4,354	3,482
General registration service	554	886	1,063	1,345	1,056

## 5.2 Traffic Management

At present, there are more than 300,000 employees and people traveling through the two Amata industrial estates a day with more than 200,000 cars per day, results in the risk of accidents within the Amata Industrial Estate. The Company, therefore, develop the initiatives for safety road as follows:

Road improvements were conducted in areas vulnerable to road accidents in order to reduce the road accidents inside the industrial estate. The Company has started installing CCTV systems in both AMATA industrial estates and is expected to be completed by January 2020. Information from these CCTVs will be analyzed and used for traffic management to free up traffic in rush hours, enable quick access to the accident areas, secure the property of customers, and prevent crime in the area. After implementation of many activities

The Company has also conducted road accident risk assessments to improve road safety and improve various traffic signs to be appropriate and always ready to use. Amata Facility Service Co., Ltd., a subsidiary company, has supported and installed traffic lights at the point that connects the roads within the Amata City Chonburi Industrial Estate and National Highway 3466, Ban Kao Subdistrict, Phanthong District, Chonburi Province to resolve traffic problems and reduce accidents with a total budget of Baht 1.11 million.

The Company is committed to promoting the campaign of don't drive drunk, 100% wearing helmets, 100% seat belts, using speed according to the law, not parking the car on the traffic surface, etc. In 2020, the Company expanded the project "Safety City, Smart City" to Amata City Rayong Industrial Estate, in collaboration with Siam Rajthane Co., Ltd. and Toyota Motor Thailand Co., Ltd., organized "Safety Road" activity at Ban Phu Sai School, Khao Mai Kaew Sub-district, Bang Lamung District, Chonburi Province.

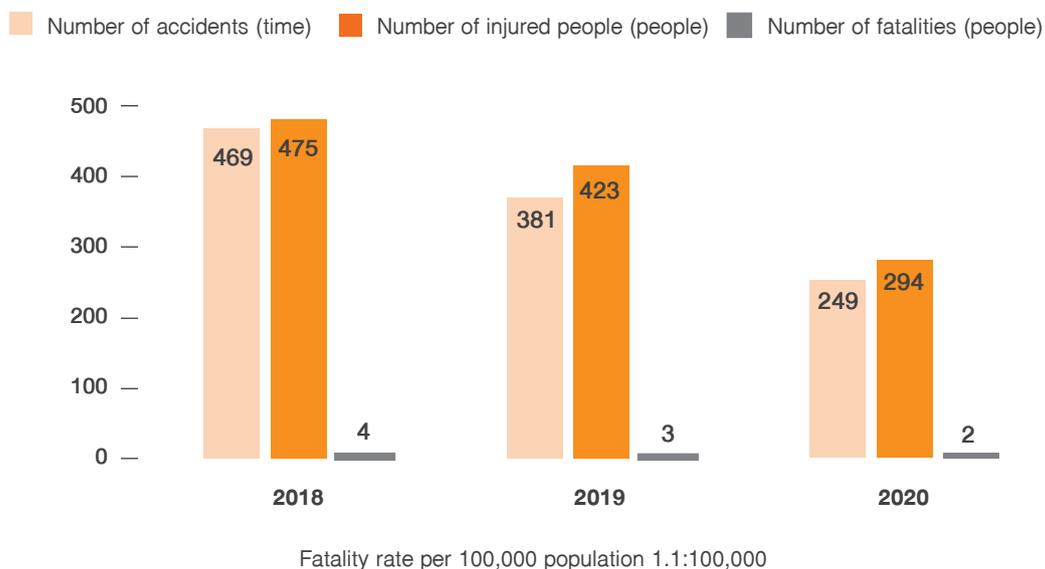


## 6. Regularly monitoring and evaluation

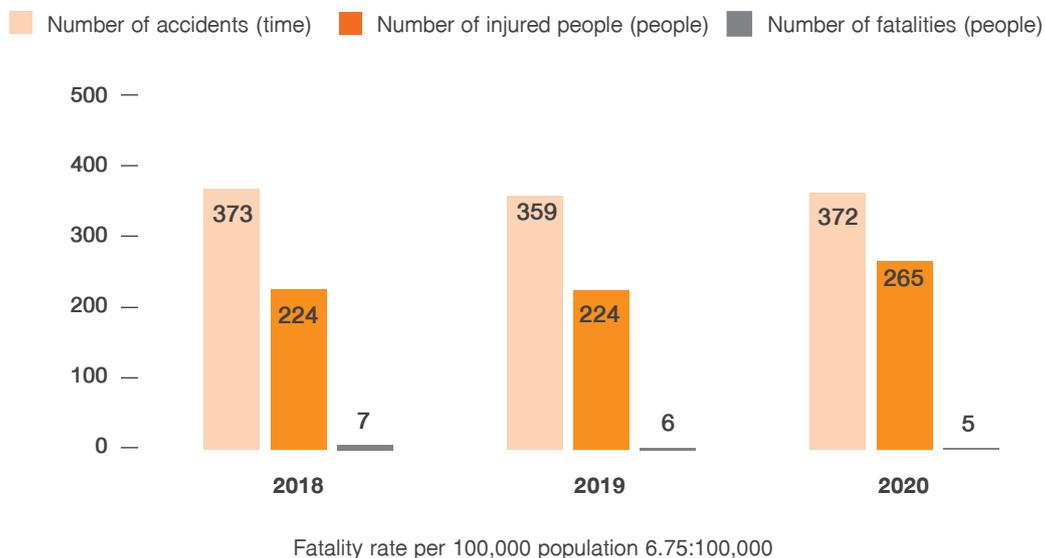
The Company is committed to being a Safety City, Smart City by setting a goal is to reduce the rate of deaths from road accidents not more than 10 people per 100,000 population in the area of 5 km radius around the industrial estate in 2020. It was found that there were statistics of accidents and the injured decreased from 2019, and the death rate from road accidents per 100,000 population is 1.1: 100,000 in the Amata City Chonburi Industrial Estate. On the other hand, there were statistics of accidents and the injured increased from 2019, and the rate of road traffic fatalities per 100,000 population was 6.75: 100,000 in the area of Amata City Rayong Industrial Estate.

Although the death rate from road accidents in the Amata City Rayong Industrial Estate did not exceed the target set, in 2021, the company has the plan to create road safety projects in the Amata City Rayong Industrial Estate to reduce the accident rate and injured people in the area.

### Statistics of Accident, Injury and Fatality in AMATA City Chonburi Industrial Estate



### Statistics of Accident, Injury and Fatality in AMATA City Chonburi Industrial Estate



## Community Development

The Company's commitment to creating a perfect city that creates opportunities for all stakeholders. The company has focused on developing communities surrounding the Amata Industrial Estate in various fields and allowing everyone to have access to the facilities that the company has developed to improve the quality of life of the local people. By setting a community development goal in 2020 at a community satisfaction score of at least 85%.

The Company has established community development strategies and activities following each group of stakeholders' needs and expectations appropriately. In a collaboration between the factories in the industrial estates, government sectors, local government agencies, and local communities under five community development frameworks that support the UN Sustainable Development Goals (UN SDGs) as well.



## Performance

In 2020, the Company had implemented a total of 91 projects and activities by spending social investment budget of Baht 15.78 million. There were 219,278 participants joining the activities and 800,000 people were directly and indirectly benefited by these projects and activities.

	AMATA City Chonburi		AMATA City Rayong	
	Communities (subdistricts)	Factories in the industrial estate	Communities (subdistricts)	Factories in the industrial estate
Target groups	24	770	6	348
Number of participated communities / factories	24	458	6	122
Percentage of participated communities / factories	100	59.5	100	35.2
Number of participants (persons)	110,400	96,413	9,453	3,012
Social investment (million Baht) in 2019	13.12		2.66	

# 1. Community Economic Development

The growth of the industrial estates has both positive and negative effects towards economic system of local community, e.g. income distribution, increasing demand for labor or the creation of demand for goods or services, while urbanization increases cost of living. Accordingly, the Company places importance on the growth of local community in parallel with its expansion by using strategy on creating economic opportunities to all groups of stakeholders in the community, e.g. local business operators, working age labor, senior citizens and the underprivileged, through the support of local employment and project arrangement to respond to the needs and to develop stakeholders in such community so that they could have jobs and income for their own independence sustainably.

## 1.1 Farm to Factory

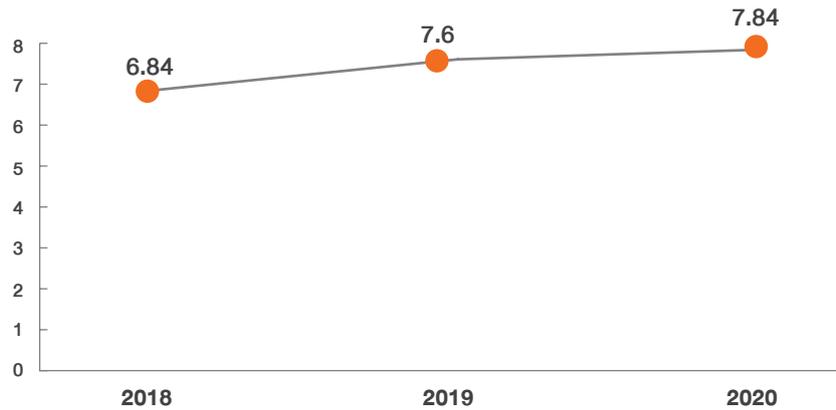
Owing to the results of the Company's local community survey, the community was found to have many agricultural and processed products that need marketing support. The Company foresees that many factories in the industrial estates and their employees are the target purchasers having great demand of many agricultural products. It then has organized "Farm to Factory" Projects aiming to promote trades between the factories in both AMATA industrial estates and the local communities in order to support local communities to have the opportunities to sell their products in a long run, especially the agricultural and processed products, thereby enhancing a sustainable growth of the local economy while purchasers are able to obtain the fresh and quality products directly from the producers.

In 2018, the Company started the Farm to Factory Project in collaboration with the Industrial Estate Authority of Thailand (IEAT) by using AMATA City Chonburi Industrial Estate as a pilot area. The Company acted as a facilitator between the local communities and the factories in the industrial estate in trading of agricultural products. The Company and the Industrial Estate Authority of Thailand had also stepped in to help upgrading the standards of the products to meet the purchasers' requirements.

In 2020, there were 38 factories and 28 local communities from Chachoengsao and Chonburi provinces joining the "Farm to Factory" Project in AMATA City Chonburi Industrial Estate where the market was opened on an average of 17 times per month, generating revenue from selling the products totally 7,841,162 Baht.



Revenue of Farm to Factory Project (million baht)



## 1.2 Community Care during COVID-19 Crisis

The COVID-19 pandemic has caused a continuous impact on the economy of the neighboring communities because some local workers are affected; for example, having to stop working or being laid off causing them to lack the incomes during such period. Consequently, the Company, has organized “AMATA Give First” Project and “The Pantry of Sharing” to urgently alleviate the impacts on the communities by giving the survival bags, of which each consisting of 5 kg. rice, eggs, household medicine and dry food, directly to the affected target groups who are the unemployed workers, low-income people, disabled people or bedridden patients in the communities, as well as, setting up “The Pantry of Sharing” to the needy people.

In conjunction with the afore-said activities, the Company has supported the products of nearby communities for arrangement of the total 9,629 survival bags worth 1,237,946 baht, divided into 4,229 sets for survival bags and 5,400 sets for the pantry of sharing distributed to 360 unemployed workers, low-income people and disabled people totally 9,629 persons.



Moreover, the Company has supported the healthcare professionals to be able to perform their duties safely because the healthcare professionals are the key persons directly dealing with and taking care of the infectious patients. Thus, the Company has supported the protective equipment such as surgical masks, face shields and disinfectant alcohol worth 415,000 baht to 36 public health agencies. In addition, the Company has coordinated the cooperation with 19 customers who are the entrepreneurs in Amata Industrial Estates to jointly support the personal protective equipment and other disposable medical supplies to the healthcare professionals.



## 2. Community Health Development

### 2.1 AMATA Friendship Sport

AMATA Friendship Sports Project under the cooperation between AMATA group of companies and factories in AMATA industrial estates has been organized annually. AMATA Friendship Sports Project was held with the objectives to promote unity, sportsmanship, good health, and productive use of free time in order for the executives and employees working in various establishments in AMATA Industrial Estates to be away from drugs as well as to strengthen good relationship between AMATA and entrepreneurs in both AMATA industrial estates.

In 2020 AMATA City Chonburi Industrial Estate arranged nine types of sports, i.e. 11-male football, 9-female football, senior football, volleyball, basketball, sepak takraw, table tennis, petanque and badminton. There were 337 teams from 107 companies in total, AMATA City Rayong Industrial Estate divided sports into two types, i.e. 7-player football and volleyball. There were 55 teams from 30 companies in total. Trophies and awards of this project were also supported by the Company to encourage the employees to exercise for good health.



## 2.2 AMATA Junior League

The Company continually supports sports for youths around both AMATA City industrial estates, and has organized AMATA Junior League sports competition every year for youths in the area to be able to show their sports capability and to strengthen their health through four types of sports and two age ranges, i.e. not older than 12 years old (elementary) and not older than 15 years old (junior high school), both male and female. Sports umpires are supported by the Institute of Physical Education Chonburi Campus, To Be Number One Club, Pluak Daeng district, Rayong province and Suankularb Wittayalai Chonburi School.

In 2020, 36 schools and 1,229 athletes from 54 schools participated in AMATA City Chonburi Industrial Estate Junior League. 31 schools and 985 athletes participated in AMATA City Rayong Industrial Estate Junior League. The Company sponsored scholarships as awards for the competition, and total budget of both sports competition amounted to 1,093,786 Baht.

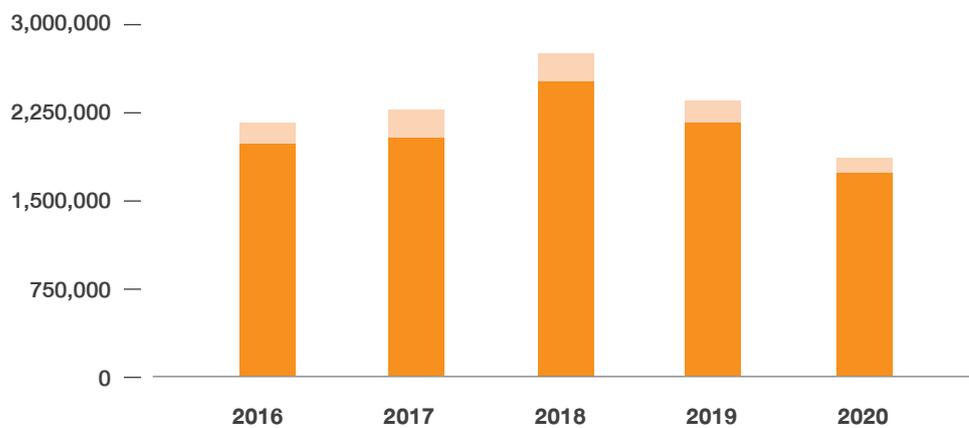


## 2.3 Blood Donation

As large-scale industrial estates, there are a lot of employees, both Thai and foreign, working in AMATA City Chonburi and Rayong. Total population including the surrounding communities are more than 500,000 people. Therefore, they are the areas with high potential for blood donation as blood reserve for the Thai Red Cross Society. The Company thus cooperates with the Regional Blood Service 3, Chonburi, Rayong Red Cross Chapter and the Industrial Estate Authority of Thailand to promote and invite the employees within AMATA group and those of the factory operators in both AMATA industrial estates to donate blood.

The company target to receive blood donations at least 1 million cc to support the Thai Red Cross Society by organizing continuous activities annually. In 2020, there were 4,301 blood donors from the Company's employees and workers of factories in both industrial estates. Collected blood amounted to 1,881,350 cc, accumulated blood donation for 9 years, more than 14.71 million cc. It can support more than 102,000 patients.

Statistics of Blood Donation Volume



### 3. Community Educational Development

The Company and local community put great importance on human resources development as industrial sector is in greater need of capable personnel and skilled labor at present according to the technology adopted in the production process and to respond to those industrial sectors planning to invest in the EEC project in the future. Therefore, it develops and conducts various educational projects to elevate capability of personnel in the factories and local labor by providing equal opportunity to access qualified education and supporting continuous learning.

#### 3.1 School Electronics library improvement project

The “School Electronic Library Improvement” project, undertaken by the Company along with the IEAT Office and CSR Club of AMATA City Chonburi, to bring computers from factories that still have the complete performance to give to the school libraries around Amata City Chonburi Industrial Estate. The goal is to modernize two school libraries every year, focusing on those located within a 5-7-kilometer radius of AMATA City Chonburi Industrial Estate.

In 2020, the Company developed an electronic library and donated computers for use in the school libraries of 2 schools, including donating 67 computers for Phanthongsabhachanupathum School, Phan Thong District, Chonburi Province, with a total of 1,508 students and donating 27 computers for Ban Bang Khao School, Bang Pakong District, Chachoengsao Province, with a total of 56 students.



### 3.2 Brain Based Learning Area Development

The Company collaborates with the Industrial Estate Authority of Thailand, and Amata CSR Volunteer Club organized a Brain-based Learning area development project within Nikhomsangtonengchangwatrayong 4 School, Rayong Province, with a total number of 867 students. To promote learning outside the classroom and organized the activities about environment and safety for students. Also, developed Brain-Based Learning (BBL) area and repair of playground equipment for kindergarten.



### 3.3 AMATA scholarship

The Company is aware of the importance of education and wants to provide more educational opportunity to both children of AMATA's employees and other youth. As a result, it presented the scholarships as follows:

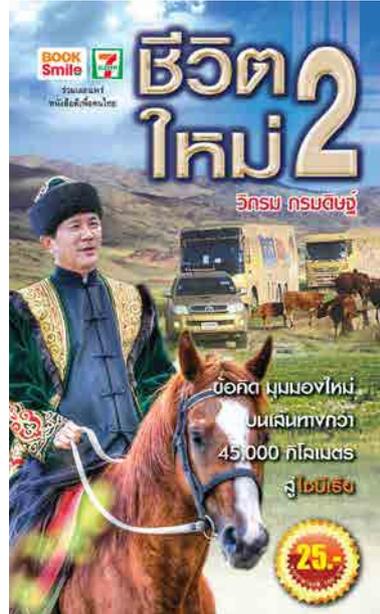
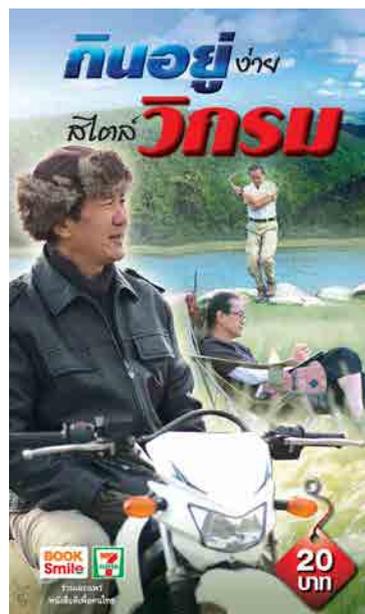
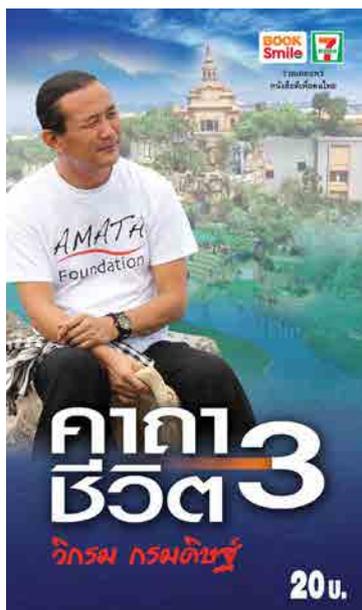
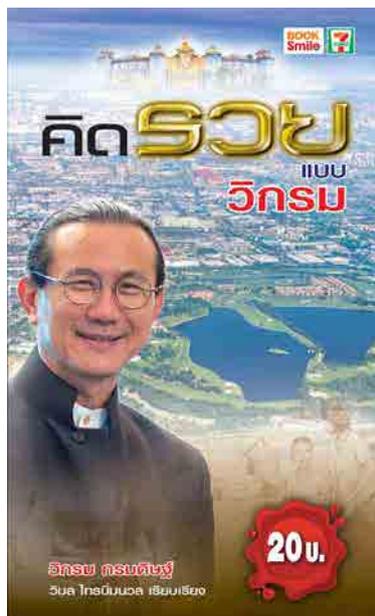
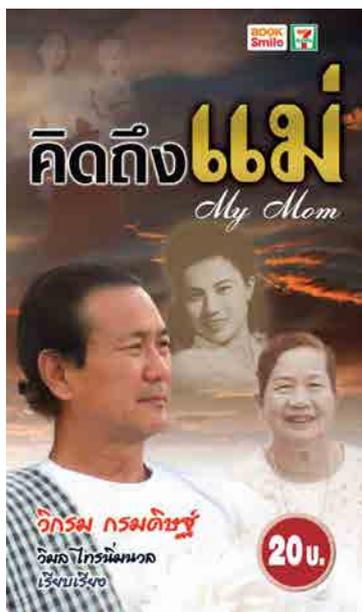
- The Company's scholarship to the employees' children with outstanding academic record (GPA of not less than 3.50). In 2020, 14 scholarships totaling 141,700 Baht were awarded.
- AMATA scholarship project for underprivileged students who have excellent academic performance from the schools around AMATA City Chonburi and AMATA City Rayong industrial estates. The schools will select students for the scholarships which will be awarded on AMATA Children's Day activities every year. The scholarships are sponsored by the Company and factories in both AMATA industrial estates. In 2020 AMATA City Chonburi Industrial Estate awarded 330 scholarships totaling 285,900 Baht while AMATA City Rayong Industrial Estate awarded 80 scholarships totaling 40,000 Baht.
- Amata Foundation Scholarship for the Children of Police with an outstanding academic record (GPA more than 3.50) live around the Amata City Chonburi Industrial Estate and the head office (Bangkok). In 2020, Amata Foundation awarded 4 scholarships totaling 50,5440 baht.

### 3.4 Knowledge sharing through books

AMATA Foundation was founded in 1996 by Mr. Vikrom Kromadit, Chief Executive Officer of AMATA Corporation Public Company Limited. AMATA Foundation is operated under the philosophy of giving back to society. The foundation is devoted to making positive contributions to education for youth, preservation and management of the environment, and promotion of the arts and culture. AMATA Foundation is personally funded by Mr. Vikrom Kromadit.

As Chairman of the foundation, he expresses the teachings of his personal life and business experiences as well as his thoughts and living approach through books, radio and television programs. These endeavors are vital to educating society at large, inspiring young people, and benefiting less fortunate population. In the past 18 years, more than 8 million copies of his 23 published books have been sold and translated into 8 languages.

In 2020, thanks to the philanthropy of the foundation, 21,350 books worth 427,000 Baht were donated to local communities and educational institutions near AMATA City Chonburi and AMATA City Rayong industrial estates, and to governmental and private agencies, as well as during charitable events.



## 4. Community Environmental Development

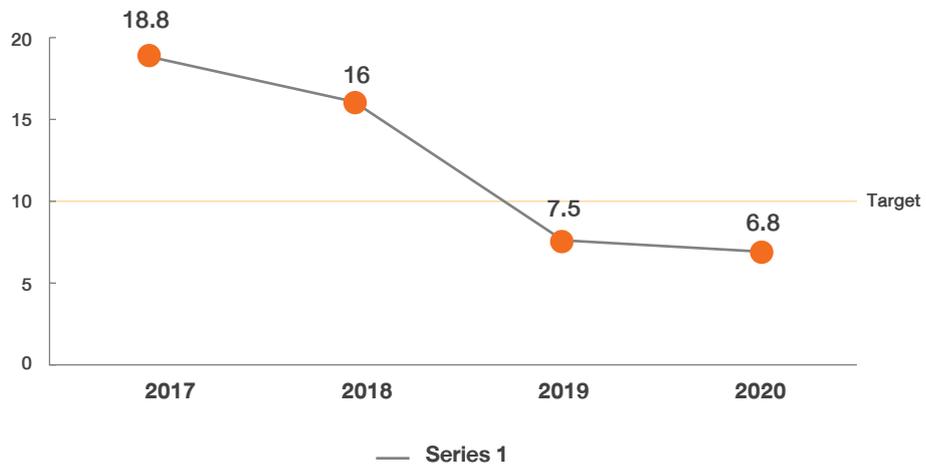
### Development of Model Community in Water and Solid Waste Management

The Company does not only regard water and waste management within the industrial estate but also aware of taking care of the communities surrounding the industrial estates affected by the Company's operations due to the expansion of the Company's business. As a result, the population is densely populated in the communities surrounding the industrial estates, so the company has created a model community project for sustainable water and waste management in collaboration with expertise and water and waste management experience. This project promotes community people to learn and understand how to properly dispose of solid waste and separate waste according to the 3Rs principles to utilize waste efficiently and create added value according to the circular economy principles. It could help reduce the impact on the community and the environment, particularly reduce the impact on community water resources from littering and release the kitchen wastewater into the environment. The company has cooperated with many agencies to implement the project, such as Nong Mai Daeng Municipality, Ninja market Chonburi, Kamnan Dam Market, Ban Huay Salika School, Wat U-Tapao, etc.



In 2020, the company organized training on waste separation for 150 people of the local community and 2,000 local market vendors to improve knowledge, understanding, and awareness of waste separation according to the 3Rs principle. Additionally, the Company measured water quality in natural water resources in the community using BOD (Biochemical Oxygen Demand) value and target to the BOD value do not exceed 10 mg / L (PCD standard value not exceeding 20 mg / L) at U-Tapao watergate. The result shows that the mean value of BOD was 6.8 mg / L, which has been steadily declining since 2017.

**BOD Value at U-Tapao Watergate (mg/L)**



## 5. Community Culture & Traditional Support

The Company pays attention to supporting and participating in local cultural and traditional activities to carry on the good traditions and build relationships and positive attitudes with the local community in collaboration with the Industrial Estate Authority of Thailand and factories in the AMATA City Industrial Estate.

In 2020, the management and employees joined the local community activities, i.e., offer the Buddhist lent candle to monks at Boonyarasri Temple, Map Sam Kiew Temple, Chonburi, Saen Phu Dat Temple, Inthararam Temple and Bang Phueng Temple, Chachoengsao. The Company joined the Kathin ceremony at Yukolrat Samakkhi Temple, Koh Loi Subdistrict, Phanthong District, Namatum Temple, Na Matum Subdistrict, Phanat Nikhom District, Boonyarasri Temple, Map Sam Kiew Temple, Chonburi, and Luang Pho Phra Phutthasothon Parade, Chachoengsao Province.



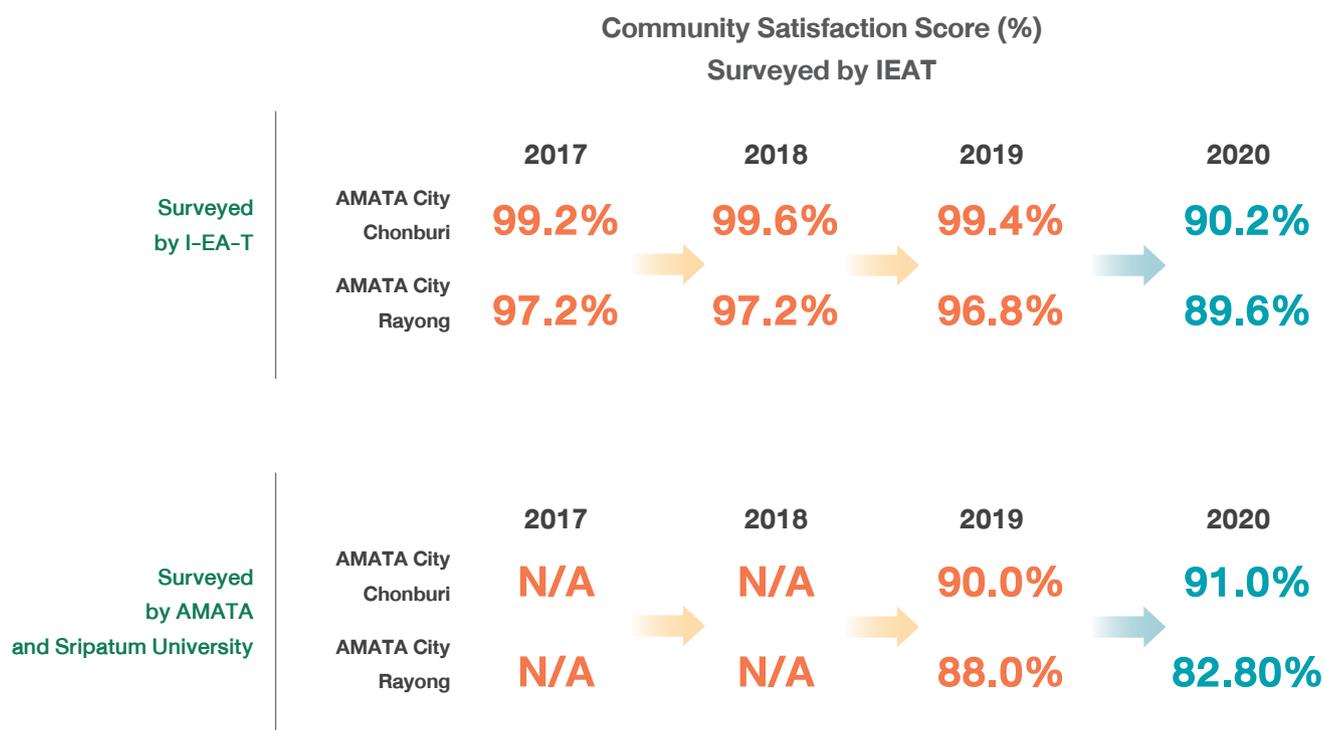
## Community Satisfaction Survey

The Industrial Estate Authority of Thailand (IEAT) organized the annual satisfaction survey of surrounding communities at 33 industrial estates and jointly conducts the community satisfaction survey with the Company in both AMATA industrial estates. In 2020, The result showed that AMATA City Chonburi Industrial Estate and AMATA City Rayong Industrial Estate received 90.20% and 89.60% satisfaction scores, respectively.

In addition, 2020 was the first year that the Working Group of Community Relations and Corporate Social Responsibility of the Company conducted a satisfaction survey of the surrounding communities at AMATA industrial estates jointly with the Faculty of Communication Arts, Sripatum University, Chonburi Campus to gain an insight on the communities' satisfaction towards the Company's community development projects as well as clear need and expectation of the communities. It targeted a level of satisfaction of more than 85%. AMATA City Chonburi Industrial Estate received 91% satisfaction scores while AMATA City Rayong Industrial Estate received 82.80% satisfaction scores.

Although the satisfaction score survey conducted by the Industrial Estate Authority of Thailand results in excellence level (scores 90% or more), but compared to the previous year, it was found that the satisfaction scores surveyed by the Industrial Estate Authority of Thailand decreased slightly by both estates. While the satisfaction survey conducted by the Company's found that the communities surrounding Amata City Chonburi Industrial Estate gave a slight increase in scores from 2019, and the communities surrounding Amata City Rayong Industrial Estate scored less than the target at 85%.

The Company has received recommendations from the communities' satisfaction survey surrounding the two Amata industrial estates. It analyzes and plans the implementation of activities to support development in the next year. The Community Relations and Social Responsibility Working Committee also went to depth interviews with community leaders to use as a basis for further activities in the future.



# 2020 Performance Statistics

## Economic Performance

	2017	2018	2019	2020
<b>Economic Value Added (Consolidated Financial Statements for the Year ended 31 December)</b>				
<b>Common Share Information</b>				
Par value (THB)	1	1	1	1
Book value per share (THB)	11.59	12.03	13.17	13.61
Earnings per share (THB)	1.32	0.95	1.63	1.02
Dividend per share (THB)	0.50	0.40	0.37	0.35
<b>Economic Performance (THB, million) (Disclosure 201-1)</b>				
Revenue from sales and services	4,491.25	4,353.81	5,914.28	4,202.28
Total revenue	4,652.14	4,576.33	6,175.77	4,347.44
Net profit	1,409.49	1,018.22	1,742.06	1,103.44
<b>Financial Position (THB, million)</b>				
Current assets	10,056.99	10,290.91	10,245.51	10,320.52
Total assets	29,279.67	33,021.43	36,397.40	40,221.65
Current liabilities	2,160.35	3,866.22	5,179.19	3,909.84
Total liabilities	12,355.54	17,452.34	19,420.95	21,469.12
Registered and paid-up capital	1,067.00	1,067.00	1,067.00	1,150.00
Total shareholders' equity attributable to owners of the Company	14,240.16	15,569.09	16,976.46	18,752.53
<b>Financial Ratios</b>				
Return of equity (%)	11.50	7.98	12.89	7.43
Return on assets (%)	8.04	5.92	8.16	5.23
Gross margin (%)	53.73	51.75	50.67	50.84
Current ratio (times)	4.66	2.66	1.97	2.64
Debt to equity ratio (times)	1.14	1.35	1.38	1.37
<b>Value Distribution to Stakeholders (Baht, million)</b>				
Domestic procurement <sup>(1)</sup>	2,177.74	2,377.62	2,482.00	1,546.00
Tax paid to the state and local authorities <sup>(1)</sup>	282.90	271.28	314.19	163.88
Financial cost <sup>(1)</sup>	227.95	245.82	329.90	435.92
Dividend to shareholders	533.48	426.80	394.76	373.44
Employee compensation <sup>(2)</sup>	214.64	268.41	308.65	296.95
Directors' remuneration	31.70	42.46	34.85	34.66
Social activities	14.47	12.96	11.03	9.23
Social investment excl. donation	N/A	67.21	32.97	6.55
<b>Donation</b>	<b>3.51</b>	<b>4.71</b>	<b>3.70</b>	<b>2.40</b>
<b>Business ethics</b>				
Numbers of complaints on business ethics	0	1	0	0
Numbers of Significant Violation against Business Ethics	0	0	1	0
<b>Supply Chain Management (Disclosure 204-1)</b>				
Percentage of Local purchases of goods and services <sup>(2)</sup>	100	100	100	100

Note: <sup>(1)</sup> The information from the consolidated financial statements of AMATA Corporation Public Company Limited and its subsidiaries 2019

<sup>(2)</sup> Local purchasing in Thailand

# Environmental Performance

## 1. Energy (Disclosure 302-1)

Energy Consumption at AMATA City Chonburi Industrial Estate (kWh/year)	2017	2018	2019	2020
Wastewater treatment system	3,834,935	3,941,009	3,771,061	3,004,889
Water supply treatment system	6,141,014	6,465,505	6,560,715	6,304,252
Street lighting system	758,218	765,337	694,637	653,980
Office building	1,472,616	1,129,367	1,085,458	892,535

Energy Consumption at AMATA City Rayong Industrial Estate (kWh/year)	2017	2018	2019	2020
Wastewater treatment system	2,220,173	2,288,869	2,626,882	2,804,634
Water supply treatment system	3,030,107	3,745,648	5,045,038	4,787,797
Street lighting system	-	436,538	433,490	436,288
Office building	152,699	144,794	138,479	106,573

## 2. Water (Disclosure 303-1)

AMATA City Chonburi Industrial Estate	Unit	Standard	2017	2018	2019	2020
Amount of total water used	m <sup>3</sup>	-	25,225,182	25,452,120	25,576,126	25,561,403
Amount of total raw water used	m <sup>3</sup>	-	19,234,025	19,332,025	12,070,852	14,940,578
Amount of recycle water (treated by RO)	m <sup>3</sup>	-	4,958,126	6,120,095	5,894,498	6,120,825
Amount of wastewater from factories to central wastewater treatment plant	m <sup>3</sup>	-	11,111,664	11,520,039	11,179,398	10,620,825
Amount of effluent discharged from central wastewater treatment plant	m <sup>3</sup>	-	11,111,664	11,520,039	11,179,398	10,620,825

AMATA City Rayong Industrial Estate	Unit	Standard	2017	2018	2019	2020
Amount of total water used	m <sup>3</sup>	-	16,390,177	21,363,618	22,657,437	25,191,354
Amount of total raw water used	m <sup>3</sup>	-	14,275,793	17,784,004	12,983,932	15,470,979
Amount of recycle water (treated by RO)	m <sup>3</sup>	-	2,272,218	3,579,614	5,826,182	5,456,375
Amount of wastewater from factories to central wastewater treatment plant	m <sup>3</sup>	-	9,241,402	10,188,021	10,612,353	9,720,375
Amount of effluent discharged from central wastewater treatment plant	m <sup>3</sup>	-	9,241,402	10,188,021	10,612,353	9,720,375

## 3. Effluent (Disclosure 306-1)

Quality of Effluent discharged from central wastewater treatment plant						
Effluent quality monitoring	Unit	Standard	2017	2018	2019	2020
<b>AMATA City Chonburi Industrial Estate</b>						
pH		5.5-9.0	6.8-8.0	6.4-8.1	6.6-8.0	6.8-7.9
Temperature	°C	≤ 40	27-35	28-37	29-36	29-35
Biochemical Oxygen Demand (BOD <sub>5</sub> )	mg/L	≤ 20	2.3-18.4	<2.0-18.0	<2.0-17.9	ND, <2.0-16.2
Chemical Oxygen Demand (COD)	mg/L	≤ 120	<40-72	<40-76	<40-77	<40-95
Grease and Oil	mg/L	≤ 5	ND,2.0-2.3	ND,<3.0-3.3	ND,<3.0	ND, <3.0
Suspended Solid (SS)	mg/L	≤ 50	14	<5-46	ND,<5-43	<5-41

**Quality of Effluent discharged from central wastewater treatment plant**

<b>Effluent quality monitoring</b>	<b>Unit</b>	<b>Standard</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Total Dissolved Solid (TDS)	mg/L	≤ 3000	624-1,242	628-1,380	688-1,560	768-1,548
Total Kjeldahl Nitrogen (TKN)	mg/L	≤ 100	<5-33	ND,<5-42	ND, <5-33	<5-55
Mercury (Hg)	mg/L	≤ 0.005	ND,<0.10	ND,<0.0010	ND, <0.0010	ND
Selenium (Se)	mg/L	≤ 0.02	ND	ND	ND, <0.0020	ND, <0.0020
Cadmium (Cd)	mg/L	≤ 0.03	ND	ND	ND	ND
Lead (Pb)	mg/L	≤ 0.2	ND	ND,<0.10	ND, <0.10	ND, <0.10
Arsenic (As)	mg/L	≤ 0.25	<0.0020-0.0036	<0.0020-0.045	<0.0020-0.0069	<0.0020-0.0071
Chromium (Cr <sup>3+</sup> )	mg/L	≤ 0.75	ND	ND,0.10-0.17	ND	ND, <0.10
Chromium (Cr <sup>6+</sup> )	mg/L	≤ 0.25	ND,<0.10	ND,<0.10	ND, <0.10-0.11	ND, <0.10
Barium (Ba)	mg/L	≤ 1.0	<0.02-0.04	<0.02-0.11	ND, <0.02-0.07	ND, <0.02-0.07
Nickel (Ni)	mg/L	≤ 1.0	<0.10-0.28	<0.10-0.65	ND, <0.10-0.71	ND, <0.10-0.54
Copper (Cu)	mg/L	≤ 2.0	<0.10-0.10	<0.10-0.53	ND, <0.10-0.11	ND, <0.10
Zinc (Zn)	mg/L	≤ 5.0	0.16	0.11-0.45	0.11-0.81	0.12-0.52
Sulfide as H <sub>2</sub> S	mg/L	≤ 1.0	<0.03	ND,<0.53	ND,<0.53	ND,<0.53
Cyanide as HCN	mg/L	≤ 0.2	<0.01	ND	ND,<0.020-0.040	ND,<0.020
Chloride as Cl <sub>2</sub>	mg/L	≤ 1.0	<0.1	<0.1-0.2	<0.1-0.3	ND,<0.1-0.8
<b>AMATA City Rayong Industrial Estate</b>						
pH		5.5-9.0	7.3-8.1	7.1-7.7	6.4-7.8	6.3-7.6
Temperature	°C	≤ 40	27-35	29-31	28-33	27-34
Biochemical Oxygen Demand (BOD <sub>5</sub> )	mg/L	≤ 20	<2.0-13	<2.0-14.2	<2.0-11.8	4.4-8.6
Chemical Oxygen Demand (COD)	mg/L	≤ 120	<40-45	41-71	<40-94	<40-61
Grease and Oil	mg/L	≤ 5	ND,<2.0	ND,<3.0	ND, <3.0	ND
Suspended Solid (SS)	mg/L	≤ 50	<5-20	ND,<5-5	<5-20	5-24
Total Dissolve Solid (TDS)	mg/L	≤ 3000	1,020-1,360	1,652-2,470	1,020-2,460	1,268-2,148
Total Kjeldahl Nitrogen (TKN)	mg/L	≤ 100	15-26	11-30	<5-31	5-18
Mercury (Hg)	mg/L	≤ 0.005	ND, <0.0010	ND	ND	ND
Selenium (Se)	mg/L	≤ 0.02	ND, <0.0020	<0.0020	ND, <0.10, <0.0020-0.0026	<0.0020
Cadmium (Cd)	mg/L	≤ 0.03	ND	ND	ND	ND
Lead (Pb)	mg/L	≤ 0.2	ND	ND,<0.10	ND	ND, <0.10
Arsenic (As)	mg/L	≤ 0.25	<0.0020-0.0061	0.0048-0.0105	0.0020-0.0075	0.0033-0.0110
Chromium (Cr <sup>3+</sup> )	mg/L	≤ 0.75	ND	ND	ND	ND
Chromium (Cr <sup>6+</sup> )	mg/L	≤ 0.25	ND	ND	ND	ND
Barium (Ba)	mg/L	≤ 1.0	0.05-0.07	0.10	0.05-0.14	0.07-0.12
Nickel (Ni)	mg/L	≤ 1.0	ND,<0.10	0.11-0.16	<0.10-0.14	ND, <0.10
Copper (Cu)	mg/L	≤ 2.0	ND	ND,<0.10	ND, <0.10	ND, <0.10
Zinc (Zn)	mg/L	≤ 5.0	0.13	0.15-0.22	0.06-0.44	0.09-0.47
Sulfide as H <sub>2</sub> S	mg/L	≤ 1.0	ND,<0.53	<0.53	ND, <0.53	ND, <0.53
Cyanide as HCN	mg/L	≤ 0.2	ND	ND	ND, <0.020-0.29	ND
Chloride as Cl <sub>2</sub>	mg/L	≤ 1.0	158-346	<0.1	Not available, <0.10-0.30	0.1-0.3

#### 4. Air Emission (Disclosure 305-7)

Air Quality Monitoring in surrounding area of Industrial Estate	Unit	Standard	2017	2018	2019	2020
<b>AMATA City Chonburi Industrial Estate</b>						
<b>Location 1: Boonyarasri Temple (A1)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.031	0.003-0.036	0.001-0.040	<0.001-0.005
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.003-0.017	0.004-0.035	0.001-0.009	0.005-0.011
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.04-0.15	0.059-0.171	0.025-0.126	0.037-0.090
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.02-0.06	0.052-0.089	0.010-0.078	0.016-0.032
<b>Location 2: Ban Yan Sue School (A2)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.002-0.036	0.005-0.059	0.002-0.049	0.001-0.031
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	<0.001-0.014	0.002-0.014	0.001-0.007	0.010-0.015
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.04-0.13	0.069-0.037	0.035-0.084	0.032-0.062
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.02-0.06	0.043-0.074	0.032-0.090	0.018-0.033
<b>Location 3: Map Sam Kliaw Temple (A3)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.001-0.069	0.003-0.065	0.003-0.039	0.003-0.034
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	<0.001-0.007	<0.001-0.032	0.001-0.010	<0.001-0.004
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.016-0.088	0.022-0.092	0.013-0.045	0.017-0.034
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.013-0.072	0.020-0.080	0.007-0.034	0.010-0.024
PM 2.5	mg/m <sup>3</sup>	≤ 0.05	0.003-0.047	0.006-0.048	0.005-0.049	0.004-0.049
<b>Location 4: Pan Thong Sapachanupathum School (A4)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.001-0.052	0.002-0.070	0.002-0.060	0.003-0.046
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.001-0.012	<0.001-0.033	0.001-0.005	0.002-0.005
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.046-0.169	0.030-0.150	0.046-0.145	0.044-0.180
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.024-0.080	0.020-0.091	0.024-0.070	0.025-0.081
PM 2.5	mg/m <sup>3</sup>	≤ 0.05	0.007-0.045	0.007-0.047	0.009-0.047	0.007-0.048
<b>Location 5: Don Damrongtham Temple (A5)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.032	0.004-0.033	<0.001-0.042	0.007-0.024
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.002-0.029	0.019-0.025	0.002-0.015	0.009-0.011
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.05-0.13	0.058-0.117	0.043-0.112	0.043-0.081
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.02-0.09	0.040-0.066	0.023-0.065	0.030-0.045
<b>Location 6: Pan Thong Science-Based Technology Vocational College (Chonburi) (A6)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.001-0.025	0.004-0.020	<0.001-0.030	0.001-0.002
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	<0.001-0.034	0.013-0.018	0.003-0.018	0.001-0.010
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.03-0.10	0.043-0.065	0.021-0.080	0.032-0.044
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.01-0.06	0.021-0.032	0.011-0.045	0.013-0.026
<b>Location 7: U Ta Pao Temple (A7)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.001-0.065	<0.001-0.053	0.001-0.037	0.002-0.026
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	<0.001-0.021	<0.001-0.007	<0.001-0.006	0.002-0.006
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.021-0.076	0.024-0.068	0.020-0.056	0.021-0.038
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.011-0.057	0.016-0.065	0.013-0.038	0.012-0.024
PM 2.5	mg/m <sup>3</sup>	≤ 0.05	0.006-0.044	0.005-0.046	0.004-0.045	0.005-0.046
<b>Location 8: Ban Map Sam Kliaw (A8)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.002-0.057	0.003-0.028	<0.001-0.032	<0.001-0.031
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.002-0.025	0.001-0.010	0.002-0.007	0.006-0.010
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.03-0.12	0.049-0.092	0.034-0.077	0.025-0.061
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.01-0.05	0.018-0.033	0.024-0.054	0.017-0.022

Air Quality Monitoring in surrounding area of Industrial Estate	Unit	Standard	2017	2018	2019	2020
<b>Location 9: Charoenwat Village (A9)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.055	0.001-0.030	0.001-0.036	0.002-0.015
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.002-0.006	0.001-0.016	0.001-0.013	<0.001-0.002
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.03-0.08	0.042-0.078	0.021-0.049	0.026-0.045
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.02-0.06	0.028-0.053	0.019-0.059	0.021-0.030
<b>Location 10: Ban Ngio Temple (A10)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.055	0.001-0.028	<0.001-0.030	0.002-0.038
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.001-0.014	0.017-0.022	0.001-0.015	0.009-0.011
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.04-0.14	0.037-0.046	0.029-0.032	0.031-0.051
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.02-0.07	0.036-0.085	0.025-0.076	0.026-0.045
<b>Location 11: Orm Kaew Temple (A11)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.031	0.001-0.041	0.002-0.028	0.004-0.021
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	<0.001-0.012	0.001-0.018	<0.001-0.010	0.002-0.008
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.019-0.076	0.015-0.079	0.016-0.059	0.015-0.029
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.011-0.051	0.011-0.060	0.009-0.037	0.008-0.021
<b>AMATA City Rayong Industrial Estate</b>						
<b>Location 1: Ban Wang Tanmon (A1)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.039	0.003-0.046	0.002-0.055	0.001-0.035
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.001-0.014	0.008-0.015	<0.001-0.003	0.013-0.031
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.04-0.11	0.076-0.084	0.093-0.086	0.035-0.065
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.03-0.05	0.037-0.080	0.052-0.071	0.031-0.041
<b>Location 2: Rat Atsadaram Temple (A2)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.003-0.053	0.003-0.048	0.003-0.057	0.002-0.008
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.002-0.007	0.013-0.028	0.001-0.012	0.002-0.018
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.05-0.08	0.055-0.096	0.063-0.185	0.082-0.125
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.03-0.05	0.024-0.050	0.034-0.103	0.038-0.080
<b>Location 3: Ban Phusai School (A3)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.002-0.017	0.005-0.016	<0.001-0.018	<0.001-0.009
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.006-0.033	0.004-0.010	0.001-0.005	<0.001-0.011
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.03-0.05	0.070-0.131	0.028-0.127	0.033-0.061
<b>Location 4: Phananikhom Temple (A4)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	0.011-0.052	0.002-0.056	<0.001-0.058	0.001-0.030
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.006-0.086	0.001-0.027	<0.001-0.023	0.001-0.005
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.043-0.085	0.033-0.090	0.013-0.085	0.020-0.056
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.027-0.078	0.020-0.087	0.008-0.065	0.012-0.035
<b>Location 5: Ban Mapyangphon Health Center (A5)</b>						
Nitrogen Dioxide: NO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.17	<0.001-0.061	0.019-0.061	0.003-0.079	<0.001-0.047
Sulfur Dioxide: SO <sub>2</sub>	mg/m <sup>3</sup>	≤ 0.30	0.001-0.017	0.010-0.038	<0.001-0.036	<0.001-0.027
Total Suspended Particulates: TSP	mg/m <sup>3</sup>	≤ 0.33	0.021-0.210	0.069-0.218	0.035-0.172	0.014-0.130
PM 10	mg/m <sup>3</sup>	≤ 0.12	0.012-0.100	0.033-0.118	0.021-0.109	0.004-0.095
PM 2.5	mg/m <sup>3</sup>	≤ 0.05	0.006-0.048	0.005-0.048	0.005-0.047	0.002-0.048

## 5. Waste (Disclosure 306-3, 306-4, 306-5)

Waste	2017	2018	2019	2020
<b>Waste Generated</b>				
Amount of waste generated (Tons)	25,953.04	27,912.27	26,842.88	24,500.61
• Hazardous waste	-	-	-	-
• Non-hazardous waste				
◦ AMATA City Chonburi	21,865.36	23,296.41	21,644.96	18,990.51
◦ AMATA City Rayong	4,087.68	4,615.86	5,197.92	5,510.10
<b>Waste diverted from disposal</b>				
Amount of waste diverted from disposal (tons)	3,154.88	3,303.08	2,215.10	2,597.00
• Non-hazardous waste				
◦ Reuse	-	-	-	-
- onsite	-	-	-	-
- offsite	-	-	-	-
◦ Recycle	3,154.88	3,303.08	2,215.10	2,597.00
- onsite	-	-	-	-
- offsite	3,154.88	3,303.08	2,215.10	2,597.00
<b>Waste directed to disposal</b>				
Amount of waste directed to disposal (tons)	22,798.16	24,609.19	24,595.99	21,935.41
• Non-hazardous waste	22,798.16	24,609.19	24,595.99	21,935.41
◦ Incineration without energy	-	-	-	-
- onsite	-	-	-	-
- offsite	-	-	-	-
◦ Incineration with energy	18,509.81	19,844.83	19,018.94	16,708.47
- onsite	-	-	-	-
- offsite	18,509.81	19,844.83	19,018.94	16,708.47
◦ Landfill	4,288.35	4,764.36	5,577.05	5,226.94
- onsite	-	-	-	-
- offsite				
■ AMATA City Chonburi	200.67	148.50	29.02	66.95
■ AMATA City Rayong	4,087.68	4,615.86	5,197.92	5,510.10

## 6. Environmental Compliance (Disclosure 307-1)

Environmental Compliance	2017	2018	2019	2020
Number / Monetary Value of significant fines associated with environmental law violation	0	0	0	0

# Social Performance

## 1. Employment

Employee (Disclosure 102-8)	2017		2018		2019		2020	
	Persons	%	Persons	%	Persons	%	Persons	%
Total number of employees on 31 December	247	100.0%	257	100.0%	268	100.0%	269	100.0%
<b>By Gender</b>								
• Male	134	54.3%	144	56.0%	154	57.5%	152	56.5%
• Female	113	45.7%	113	44.0%	114	42.5%	117	43.5%
<b>By Level</b>								
Top Management (level 9 - 12)	16	6.5%	16	6.2%	17	6.3%	16	5.9%
• Male	9	56.3%	9	56.3%	9	52.9%	9	56.3%
• Female	7	43.8%	7	43.8%	8	47.1%	7	43.8%
Middle Management (level 6 - 8)	34	13.8%	37	14.4%	42	15.7%	40	14.9%
• Male	20	58.8%	20	54.1%	23	54.8%	23	57.5%
• Female	14	41.2%	17	45.9%	19	45.2%	17	42.5%
First-line Management (level 4 - 5)	65	26.3%	69	26.8%	70	26.1%	75	27.9%
• Male	24	36.9%	28	40.6%	30	42.9%	32	42.7%
• Female	41	63.1%	41	59.4%	40	57.1%	43	57.3%
Operational level (level 1 - 3)	132	53.4%	135	52.5%	139	51.9%	138	51.3%
• Male	81	61.4%	87	64.4%	92	66.2%	88	63.8%
• Female	51	38.6%	48	35.6%	47	33.8%	50	36.2%
<b>By Age</b>								
less than 30 years old	68	27.53%	59	22.96%	59	22.01%	55	20.45%
• Male	30	44.1%	28	47.5%	29	49.2%	24	43.6%
• Female	38	55.9%	31	52.5%	30	50.8%	31	56.4%
30-50 years old	139	56.28%	155	60.31%	167	62.31%	171	63.57%
• Male	80	57.6%	90	58.1%	100	59.9%	101	59.1%
• Female	59	42.4%	65	41.9%	67	40.1%	70	40.9%
over 50 years old	40	16.19%	43	16.73%	42	15.67%	43	15.99%
• Male	24	60.0%	26	60.5%	25	59.5%	27	62.8%
• Female	16	40.0%	17	39.5%	17	40.5%	16	37.2%
<b>By Employment Contract</b>								
Permanent employees	140	56.7%	145	56.4%	155	57.8%	160	59.5%
• Male	65	46.4%	70	48.3%	71	45.8%	73	45.6%
• Female	75	53.6%	75	51.7%	84	54.2%	87	54.4%
Yearly Contract Employees	37	15.0%	37	14.4%	41	15.3%	41	15.2%
• Male	18	48.6%	18	48.6%	25	61.0%	25	61.0%
• Female	19	51.4%	19	51.4%	16	39.0%	16	39.0%
Temporary employees (outsourced)	70	28.3%	75	29.2%	72	26.9%	68	25.3%
• Male	51	72.9%	56	74.7%	58	80.6%	54	79.4%
• Female	19	27.1%	19	25.3%	14	19.4%	14	20.6%

Employee (Disclosure 102-8)	2017		2018		2019		2020	
	Persons	%	Persons	%	Persons	%	Persons	%
<b>By Employment Type</b>								
Full-time Employee	247	100.0%	256	99.6%	267	99.6%	269	100.0%
• Male	134	54.3%	144	56.3%	154	57.7%	152	56.5%
• Female	113	45.7%	112	43.8%	113	42.3%	117	43.5%
Part-time Employee	0	0.0%	1	0.4%	1	0.4%	0	0.0%
• Male	0	0.0%	0	0.0%	0	0.0%	0	0.0%
• Female	0	0.0%	1	100.0%	1	100.0%	0	0.0%
<b>By Location</b>								
Bangkok Office	69	27.94%	76	29.57%	83	30.97%	88	32.71%
• Permanent employees	44	63.8%	43	56.6%	44	53.0%	51	58.0%
• Yearly Contract Employees	8	11.6%	11	14.5%	18	21.7%	18	20.5%
• Temporary employees (outsource)	17	24.6%	22	28.9%	21	25.3%	19	21.6%
AMATA City Chonburi Office	144	58.30%	142	55.25%	144	53.73%	138	51.30%
• Permanent employees	79	54.9%	82	57.7%	89	61.8%	87	63.0%
• Yearly Contract Employees	27	18.8%	24	16.9%	20	13.9%	20	14.5%
• Temporary employees (outsource)	38	26.4%	36	25.4%	35	24.3%	31	22.5%
MATA City Rayong Office	34	13.77%	39	15.18%	41	15.30%	43	15.99%
• Permanent employees	17	50.0%	20	51.3%	22	53.7%	22	51.2%
• Yearly Contract Employees	2	5.9%	2	5.1%	3	7.3%	3	7.0%
• Temporary employees (outsource)	15	44.1%	17	43.6%	16	39.0%	18	41.9%
<b>By Hometown</b>								
Bangkok	63	25.5%	66	25.7%	69	25.7%	70	26.0%
Central region	33	13.4%	35	13.6%	40	14.9%	28	10.4%
Eastern region	89	36.0%	87	33.9%	84	31.2%	92	34.2%
Western region	8	3.2%	8	3.1%	9	3.3%	10	3.7%
Southern region	7	2.8%	9	3.5%	6	2.2%	6	2.2%
Northern region	15	6.1%	20	7.8%	18	6.7%	20	7.4%
North-Eastern region	32	13.0%	32	12.5%	42	15.6%	43	16.0%
<b>By Nationality</b>								
Thai	234	94.7%	243	94.6%	249	92.6%	245	91.1%
English	1	0.4%	1	0.4%	1	0.4%	1	0.4%
Chinese	3	1.2%	3	1.2%	3	1.1%	3	1.1%
Singaporean	1	0.4%	1	0.4%	1	0.4%	1	0.4%
Japanese	3	1.2%	4	1.6%	4	1.5%	4	1.5%
Vietnamese	1	0.4%	1	0.4%	1	0.4%	1	0.4%
Burmese	4	1.6%	4	1.6%	7	2.6%	9	3.3%
Laos					2	0.7%	5	1.9%
<b>Employees with disabilities</b>	1	0.4%	1	0.4%	1	0.4%	1	0.4%
• Male	1	100.0%	1	100.0%	1	100.0%	1	100.0%
• Female	0	0.0%	0	0.0%	0	0.0%	0	0.0%

New Employee (Disclosure 401-1)	2017		2018		2019		2020	
	Persons	%	Persons	%	Persons	%	Persons	%
New employees	52	21.1%	43	16.7%	44	16.4%	35	13.0%
By Gender								
• Male	32	61.5%	27	62.8%	28	63.6%	18	51.4%
• Female	20	38.5%	16	37.2%	16	36.4%	17	48.6%
By Age								
• less than 30 years old	25	48.1%	18	41.9%	23	52.3%	19	54.3%
• 30-50 years old	26	50.0%	24	55.8%	20	45.5%	15	42.9%
• over 50 years old	1	1.9%	1	2.3%	1	2.3%	1	2.9%

Employee Turnover (Disclosure 401-1)	2017		2018		2019		2020	
	Persons	%	Persons	%	Persons	%	Persons	%
Employee Turnover Rate	63	25.5%	42	16.3%	34	12.7%	30	11.2%
By Gender								
• Male	43	68.3%	24	57.1%	18	52.9%	16	53.3%
• Female	20	31.7%	18	42.9%	16	47.1%	14	46.7%
By Age								
• less than 30 years old	22	34.9%	18	42.9%	16	47.1%	6	20.0%
• 30-50 years old	37	58.7%	23	54.8%	18	52.9%	22	73.3%
• over 50 years old	4	6.3%	1	2.4%	0	0.0%	2	6.7%
Voluntary employee turnover rate	47	74.6%	32	76.2%	34	100.0%	26	86.7%

Parental Leave (Disclosure 401-3)	2017		2018		2019		2020	
	Persons	%	Persons	%	Persons	%	Persons	%
Parental leave	1	0.88	2	1.76	3	2.63	3	2.56
Employee back to work after parental leave	1	100	1	50	3	100	3	100

Employee Development (Disclosure 404-1)	2017	2018	2019	2020
	hours/person	hours/person	hours/person	hours/person
Total average training hours per person per year	24.49	27.21	18.34	8.18
By Gender				
• Male	N/A	19.33	11.53	7.74
• Female	N/A	34.42	14.32	8.74
By Level				
• Management level	N/A	26.4	24.1	16.47
• Operational level	N/A	27.4	16.87	6.85

	2017	2018	2019	2020
Labour and Human rights Complaint (Case)	0	0	0	0
Employee Engagement (Percentage)	35	44	52	64

## 2. Occupational Health & Safety

Work-related illness and injury (Disclosure 403-9)	2017		2018		2019		2020	
	Male	Female	Male	Female	Male	Female	Male	Female
<b>Number of hour worked</b>								
• Employee	N/A	N/A	0	0	0	0	0	0
• Contractor ผู้รับเหมา	N/A	N/A	0	0	0	0	0	0
<b>Number of employees with work-related illness (persons)</b>								
• Employee	N/A	N/A	0	0	0	0	0	0
• Contractor	N/A	N/A	0	0	0	0	0	0
<b>Number of employees with work-related injury (persons)</b>								
<b>Injured but no workday lost</b>								
• Employee	N/A	N/A	0	0	0	0	0	0
• Contractor	N/A	N/A	0	0	0	0	0	0
<b>Injured with workday lost</b>								
• Employee	N/A	N/A	0	0	1	0	0	0
• Contractor	N/A	N/A	0	0	0	0	0	0
<b>Death from work-related accident</b>								
• Employee	0	0	0	0	0	0	0	0
• Contractor	0	0	0	0	0	0	0	0
<b>Severe injuries resulting in disabilities</b>								
• Employee	0	0	0	0	0	0	0	0
• Contractor	0	0	0	0	0	0	0	0
<b>Lost Time Injury Frequency Rate (LTIFR) (person/million man-hour)</b>								
• Employee	N/A	N/A	N/A	N/A	19.41	0	0	0
• Contractor	N/A	N/A	N/A	N/A	0	0	0	0
<b>Sick leave</b>								
Average sick days per employee (days)	1.08		1.34		1.33		2.53	
<b>Absentee Rate</b>								
Total Absentee Rate (%)	0		0		0		0	

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GRI Standard	Disclosure		Page number(s)	Omission	External Assurance
<b>Material Topics</b>					
<b>GRI 400 Social Standard Series</b>					
<b>EMPLOYMENT</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	116-122		
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	117, 120, 164-166		
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	118-119		
	401-3	Parental leave	166		
<b>OCCUPATIONAL HEALTH AND SAFETY</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	128-132		
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 403: Occupational Health and Safety 2016	403-1	Occupational health and safety management system	128-132		
	403-9	Work-related injuries	167		
<b>TRAINING AND EDUCATION</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	116, 120-121		
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	121		
<b>LOCAL COMMUNITIES</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	137-157		
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	137-157		
	413-2	Operations with significant actual and potential negative impacts on local communities	133-136, 138-145, 155-156		
<b>SUPPLIER SOCIAL ASSESSMENT</b>					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	72-79		
	103-2	The management approach and its components			
	103-3	Evaluation of the management approach			
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	74-76		
	414-2	Negative social impacts in the supply chain and actions taken	72-79		



### Feedback Form for Sustainability Report 2020

1. Your basic information

Gender  Female  Male

Age  below 30  30-50  over 50

2. Which stakeholder group do you belong to?

Employees  Customers  Communities  Medias

Suppliers  Shareholders  Business Partner  Creditors

Government Agencies  Competitors

Other (Please specify.....)

3. How did you receive the sustainability report?

The company's website  Seminar report  Company's personnel

Visiting the company  Other (Please specify.....)

4. What is your objective in reading the 2019 sustainability report?

To gather information for deciding investments

For education and research

To use as a guideline to create your own report

Others (Please specify.....)

5. How satisfied are you with the Company's 2019 sustainability report format?

Completeness of the report	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Low	<input type="radio"/> Should be improved
Issue specification of the report	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Low	<input type="radio"/> Should be improved
Interesting presentation	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Low	<input type="radio"/> Should be improved
Report design	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Low	<input type="radio"/> Should be improved
Easy understanding language	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Low	<input type="radio"/> Should be improved
Overall satisfaction	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Low	<input type="radio"/> Should be improved

6. Additional recommendations for improving the Company's next year's report

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Please send this feedback form to the address specified at the back cover or email to sustainability@amata.com

AMATA Corporation PCL would like to thank you for your cooperation.



[www.amata.com](http://www.amata.com)



AmataCorp

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