



10. Corporate Social Responsibility (CSR)

Since its registration with the Market for Alternative Investment in 2006, Tirathai Public Co., Ltd. (the Company) has operated with its best effort to develop business in a sustainable way and care with the environment and society by way of implementation of its core value (TQIC). TQIC represents Teamwork, Quality, Integrity and Customers Focus which mean customers both inside and outside in very single unit of the organization. With those intention, the Company has issued quality, environment, health and safety management policy and also energy saving policy. As the intention, good corporate governance and equitable treatment of all stakeholders have been specified in the Company's vision and mission in order to build shareholders' confidence. In conclusion, the Company has performed its function with CSR-in-process which is monitored by the Board and management via the Company's vision, mission and policies.

The following part is a report on what the Company had undertaken in terms of CSR for the year 2013 according to CSR practice guidelines.

1. Good Corporate Governance

The Company has complied with laws and regulations with transparency and good corporate governance. Complying with policies towards good corporate governance, the Company takes into account of the best benefits to its shareholders, employees, society, vendor, customers, competitors, creditors, and all stakeholders.

The Company's CG scores for the year 2013 were at very good levels. Furthermore, the evaluation of the 2013 Annual Shareholders' Meeting was revealed scores of 100%.

2. Respect for Human Rights and Fair Treatment of Workers

The Company has policy to give an important to human rights and human dignity and fair treatment towards all employees. This is one of factors to support the business in a sustainable way.

Practice guidelines

- 1) The Company takes into account human rights, especially non-infringement on fundamental rights with regard to nation, religion, gender, age, disability, status or class. For example, the Company employed people regardless of their gender, age or disability.



- 2) The Company treats employees fairly in terms of remuneration, appointment and transfer, as well as building competency in conjunction with ethical development. For example, the Company provided employees with fair employment and fair pay according to their capabilities.
- 3) The Company supports the education of employees by allowing them to take education leave for both short and long term course as specified in the Company's regulations announced on May 9, 2012.
- 4) Since March 29, 2006, the Company has established the Tirathai Cooperative to encourage employees to save money and plan their personal spending according to the King's "self-sufficiency" theory. Currently, it has a total of 362 members with registered capital of 25,096,200 baht.
- 5) The Company has established employees complaints process for unfairly treatment according to work regulations.

The table below shows the number of employees as at December 31, 2013 and December 31, 2012 of the Company and its subsidiaries.

Companies	Number			
	December 31, 2013		December 31, 2012	
	Male	Female	Male	Female
1. Tirathai Public Company Limited.	393	159	356	155
2. Thai Fin Co., Ltd.,	67	12	68	12
3. Tirathai E & S Co., Ltd.	15	2	16	1
4. LDS Metal Work Co., Ltd.	221	57	216	55
Total	696	230	656	227
Number of employees by types of employment	Male	Female	Male	Female
Full-time employees	685	227	640	224
Contracted employees	11	3	16	3

- 6) The Company provides group life insurance for their staff from the first day of their employment including accident and disability insurance, and health insurance.
- 7) The Company's policy on employees development has aimed to provide employees with knowledge and competency and retain the skill and qualified employees to be with the Company in a long term period with a career path. The Company has provided the training that is suitable for their positions according to each line of activities. In 2013, the Company organized 48 training courses on knowledge



development, 18 training courses on skills development, 4 training courses on attitude development, and 161 on-the-job training courses. Out of 552 employees, there were 418 employees who participated in these courses.

- 8) The Company gives the opportunity to employees to be joined in the Company's Welfare Committee for communication between the Company and the employee in respects of an update on operation and status of the Company and cooperate with the Welfare Committee to develop the quality of employees' work life.

3. Responsibilities to Consumers

The Company has a policy to meet the satisfaction of customers and end users who purchased products and services with quality at reasonable prices directly from the Company. The Company has given an importance to customers' feedback and their desires, as well as a quick and reasonable response to them. Their feedback and desires will be taken in to account of improvement of the Company's operations and services by way of sharing and learning to/from customers. This aims to continually improve customer satisfaction in order to maintain its good relationship with its customers in a long term.

Practice guidelines

3.1 Training and Giving knowledge to customers

In 2013, the Company provide training with respect to knowledge development for 285 customers from 20 companies. Some topics of the training included "Distribution Transformer and Power Transformer," "Operation and Maintenance Transformer," and "Hermetically Sealed Type Transformer." Apart from local customers, the Company organized training for customers in foreign countries, including the Philippines and Malaysia. For example, topics of the training included "Operation and Maintenance Transformer" and "Power Transformer."

The Company issued a journal named "Tirathai Journal," which was first published in August 2011. The current volume is Year 3, No. 8. The content of the journal includes electrical engineering, the outstanding theses related to electrical engineering, tips on transformers, untraditional management, Tirathai with Thai society, and so on. The purpose of this journal is to publicize knowledge about transformers to employees, customers, educational institutions, as well as the Electricity Generating Authority of Thailand (EGAT), the Provincial Electricity Authority, and the Metropolitan Electricity Authority. Each year, the Company produces 7,113 copies of its journal.



3.2 Hearings

The Company has allowed customers to visit its factories to boost their confidence in its design, manufacturing and testing processes. The Company has taken a chance to listen to their opinions and share information with them, and bring recommendations into the analysis process to improve customers' satisfaction. In 2013, the Company was visited by 146 customers from 20 companies.

The Company has permitted customers to witness tests on their transformers to achieve their confidence in the test results. Also, it conducts customer satisfaction surveys on customers who witnessed the tests. The surveys were focused on their satisfaction with services offered by sales staff, satisfaction with staff in charge of the tests, satisfaction with production and testing processes, and satisfaction with the environment. The satisfaction surveys in 2013 showed that customers' satisfaction scores accounted for an 80% satisfaction rate, which met the target.

3.3 Complaints

The Company has had a process to receive complaints about the quality of products and services through multiple channels, such as email, phone, and fax. These channels have allowed customers to communicate with staff in charge or the sales department. The Company has a service team that provides customer service 24 hours a day for a quick respond to customers' complaints.

4. Management of the Environment, Occupational Health, and Safety

4.1 Environmental management

The Company has been determined to manage things to prevent potential environmental impacts. Adhering to environmentally-friendly practices, the Company has complied with environmental laws and regulations which results in sustainability to the organization, society and country as a whole through sustainable environmental management.

Practice guidelines

1. The Company has operated to ensure its compliance with the environmental management framework. It has received ISO14001 certification, which covers all areas of the Company, and it has been audited by independent external
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auditors. The results of the last appraisal in 2013 revealed no major non-compliance or minor non-compliance issues.

2. The Company has complied with environmental laws and has monitored environmental impacts. It was found that the values of pollution did not exceed the environmental standards as followed:

Air pollution

The Company installed bag house filters to vacuum dust arising from the paper insulation production process and measured the quality of air released from this production process. This aimed to prevent effects on the environment and surrounding communities. The measurement results do not exceed the standard value specified by law.

Water pollution

Water is a natural resource, and water consumption inevitably causes pollution. Used water was collected into the Company's wastewater treatment system, and the wastewater released from the treatment system was regularly checked for pH, BOD, COD, Oil & Grease, SS, TDS, TKN, etc. The measurement results do not exceed the standard value specified by law.

Sound pollution

The Company measure the levels of sounds from machines. Therefore, to monitor the potential effects on workers and nearby communities, the Company measure the sound levels for eight working hours on average. The measurement results do not exceed the standard values specified by law.

3. On April 1, 2013, the Company was certified as a green industry, Level 3, (Green System). On May 27, 2013, the Company was granted the green industry logo by Dr. Witoon Simachokedee, the Permanent Secretary to the Ministry of Industry. In 2014, the Company is aiming to achieve the status of the green industry, Level 4 (Green Culture) by creating a green culture under the project called "Smiling Junk" to cultivate a common value about waste separation, which will be seriously and continually implemented.

In 2013, the Company experienced no major non-compliance or complaints about environmental laws from inside or outside the Company.



4.2 Occupational health and safety

Paying close attention to safety and health of the Company's personnel and people concerned, the Company raises their awareness of safety, occupational health, and the environment. It has the policies and goals to prevent losses from injury and illness from work. It develops plans focusing on prevention, encouragement of participation, elimination of risk spots, and continuous improvement. The Company also has the idea to equip all staff and people concerned with the culture of safety at work.

Practice guidelines

1. The Company operated to ensure consistency with the framework for occupational health and safety management. The Company has achieved the TIS/OHSAS18001 Standard, which covers all areas and activities of the Company; it has been audited by independent external auditors. The results of the last appraisal in 2013 revealed no major non-compliance or minor non-compliance issues.
 2. The Company has a specific unit to control and drive implementation of occupational health and safety work plans. The Company establishes the Occupational Health and Safety Committee, that has a meeting at least once a month to propose guidance about improvement of defects, risk assessment, and monitoring of implementation and work plans in the future.
 3. The Company conducts a health risk assessment (HRA) to identify the levels of risks to workers' health, which aimed to boost workers' confidence that they will be taken care of in terms of health risk management. Health examinations are offered to them according to risk factors, such as examination of lead in blood, inhalants in urine, lungs, manganese, and hearing ability. The results of these examinations by health risk factors did not identify any problems, except that some employees were detected with hearing impairment. The Company provided re-examinations to confirm the results and medical treatment accordingly. Also, it provides training in health care and risky operations, formulated preventive measures, provided appropriate personal protective equipment to employees, and measured environmental conditions to comply with standard values.
 4. The Company provide different programs and activities that promoted a culture of safety at the workplace. Details of the projects are as follows.
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4.1 The Company launched “The Safety Campaign Program” to monitor operations related to safety and the environment in compliance with working standards and regulations, which started in 2009. In 2013, there were 25 target units that participated in the project. The Company held contests and award-granting events to boost staff’s morale. Involvement of staff in safety operations reduced their accidents and improved their health.

4.2 The Company organizes “The Safety Quality and Green Week” every year. In 2013, the event was held from December 13-15; it gave the knowledge through different activities, such as exhibitions, safety games, walk rallies, training, and a photo contest about safety for both employees and external people, such as those from its subsidiaries, the Office of the Bang Pu Industrial Estate, and the Office of Occupational Safety and Health Area 8, Samutprakan.

5. Participation in Community and Social Development

The Company has been committed to being a good social member and operating business by recognizing CSR. It has shared profits to repay and create good things to communities and overall society to allow business, individual communities, and society to grow together in a sustainable way through the following activities and projects.

Takraw promotion

The Company paid attention to takraw under operations of the Tirathai Takraw Club, which was founded in 1999. With the Electricity Generating Authority of Thailand, the Company hosted an international takraw competition under the name “EGAT CUP.” It has continually sent its takraw team to join both national and international takraw competitions. In 2013, the Company and the Electricity Generating Authority of Thailand co-hosted the 6th EGAT CUP 2013 under the name “SEPAK TAKRAN INVITATION-EGAT-TIRATHAI-LAMPANG TOUR 2013” from 30 June to 7 July 2013. The event welcomed 13 teams from seven Asian countries, including Thailand, Malaysia, Japan, South Korea, China, Vietnam and Laos.

The Company promoted this sport among the youth in communities or institutions so that they can develop and stand on their own. The Company established the project “Takraw Seedling” at Nongwaeng Pracha Uppatham Municipality School, Mueang Phon district, Khon Kaen province in 2011 to support and encourage students in communities to practice



takraw skills. The Tirathai Takraw Club hired a former national takraw coach to teach the students. Currently, there are 42 male and female students participating in the project.

Campaign to raise awareness of saving electricity

The Company recognized the importance of saving electricity, so it launched a campaign to raise awareness of saving electricity under the name “The Tirathai Electricity Saving School Champion.” The campaign involved collaboration with the Provincial Electricity Authority, the Metropolitan Electricity Authority, the Electricity Generating Authority of Thailand, and the Office of the Basic Education Commission of Thailand. Its purpose was to stimulate people to save electricity and develop innovations for electricity efficiency. Secondary schools across the country participated in the project. In each region, schools with outstanding performance were selected. In the last round, there were 12 schools that were chosen to be taped in a program aired on television and other media. This campaign started in November 2012 and ended in July 2013.

Winner	Trai Khet Pracha Samakkhi Ratchamangkhl Phisek School, Nan province
First runner-up	Kantang Ratsada Sueksa School, Trang province
Second runner-up	Srinagarindra the Princess Mother School, Phuket, Phuket province
Honorable mention	Boonyo Uppatham School, Lamphun province
Honorable mention	Prachanta Rat Bamrung School, Prachin Buri province

Learning outside the classroom

The Company has a policy to make the organization to become a source of learning about electrical engineering, by allowing students to have an experience in working processes at the workplace. In 2013, there were 399 students from 9 educational institutions who visited the Company to see the transformer production process including the system for quality, environmental and safety management. For example, the educational institutions included the King Mongkut’s University of Technology Thonburi, the King Mongkut’s University of Technology North Bangkok, Kasetsart University, Don Bosco University, Surat Thani, and Suan Sunandha Rajabhat University.

There were another two categories that were not implemented in 2013. The first was Anti- corruption policy, which is in the process of consideration. The second was the



development of CSR innovations, which will be implemented according to CSR work plans of each year.