

## 10. Corporate Social Responsibility

Currently, it is undeniable that convenient and efficient access to the transportation systems is essential for urban lifestyle, whether it is road or rail systems, all of which play a key role in integrating livelihoods of the people in the society from one side of the city to the other side. For that reason, Bangkok Expressway and Metro Public Company Limited (the “Company”), as the expressway and metro service provider, with its commitment to being one vital component in development of the related transportation systems, is thus determined to establishing a connection of the fully-integrated transportation system to facilitate the people’s travelling and help mitigate traffic problems in Bangkok and its surrounding provinces. This is to upgrade the quality of life of the service users, whereby provision of safe, rapid and efficient services is always given priority to ensure delivery of services with modern transportation network and improved life quality to the people, through the business operations continuously based on the social and environmental responsibility, the guidelines to which the Company has always adhered for the sustainable business operations.

### 10.1 Policy Overview

The Company is committed to operating its businesses with particular emphasis on society and the environment in pursuit of the Company’s sustainable business growth. As such, the Company focuses on transparency and fairness in its operations with the aim of coordinating benefits and growing together with all groups of stakeholders. Therefore, the Company adopts and communicates its operating policy for sustainable development to all staff to ensure that they seriously implements and harmoniously incorporate it into their own work processes for sustainable growth of the Company and all its groups of stakeholders, as follows:

1. To be a leading organization for sustainable development through communication and exchange of best practices with all groups of the Company’s stakeholders;
2. To build up the culture and concept on the sustainable development for incorporation into every work process and decision-making process of the Company;
3. To promote training, learning and counseling, focusing on practices according to sustainable development guidelines;
4. To support the operations, disseminate the guidelines, and ensure collaboration at the regional level as well as transferring the body of knowledge to achieve sustainable development on a continuous basis.

### 10.2 Corporate Social Responsibility and Sustainable Development

The Company, as the expressway operator, is committed to fulfilling the people’s requirements for their travelling via the expressway network which has been connected and stretched to the central business districts of Bangkok. The expressway service is considered the transportation service provided to the expressway users who need convenience, rapidity and safety in their travelling. For that reason, the Company has continued to conduct the study and improvement of the expressways to ensure engineering safety in accordance with international standards; enhance efficiency in the service provision to the expressway users by way of addition of Easy Pass lanes, including relocation of the positions of the lane entrance gates to minimize traffic conflict points with the cash lanes, which will mitigate the traffic congestions in front of the toll plazas. Furthermore, the Company has conducted the study on new routes in response to the urbanization in the future.

With regard to the metro system, the Company has emphasized creativity and development of the modes of services to facilitate the passengers’ travelling both peak and off-peak hours based on the Company’s professional operations on the motto “Service above all else”. The Company then sets out the signs for quality services, namely, convenience, fast, reliability, punctuality, and above all, safety which is the top priority of which all staff have to be aware. Moreover, to create an atmosphere of safety throughout the service users’ travelling, staff shall strictly comply with the safety requirements of the Company, including public relations regarding safety via media and activities to ensure knowledge and understanding of the general people.

As for the commercial development business, it is considered the Company's non-core business to which the Company also gives importance other than its core businesses, thereby diversifying the Company's services which can fully satisfy the needs of the service users and those who live along the stations. In this regard, the Company has developed spaces for retail shops and sale promotions covering the total of 19,490 square meters. In the previous year, the Company did develop the spaces in the basement level of the Park & Ride Building at Lat Phrao Station, in association with the Mall Group, to made available to the supermarket of premium quality under the "Gourmet Market" brand name in order to fill a demand of the urban life, resulting in an opportunity for those who wish to start a business, as well as expansion of spaces to accommodate a growing volume of metro use in the future.

With the Company's competency of and commitment to provision of the expressway and metro services, the Company always gives priority to provision of convenient, rapid and safe services which meet standards to the service users, in which the Company believes that it will be able to play a part in completing daily life for all persons for good.

## **Summary on Social Performance**

### **Human Capital Development**

The Company is determined to be a leading, fully-integrated transportation service provider in Thailand and ASEAN, with its social mission to provide the transport service with convenience, rapidity and safety by engaging in the business with its commitment to social and environmental responsibility, attainment of value added creation and optimum benefits for all stakeholders with fairness and sustainability. Therefore, it is a clear policy of the Company to be responsible for rights of all groups of stakeholders, as follows:

1. Internal stakeholders, i.e., staff and executives of the Company and its subsidiaries;
2. External stakeholders, i.e., customers, business partners, lenders, counterparts, competitors, society, communities and schools located near the rights of way, including government sector and relevant authorities.

### **BEM's Human Resource Development**

At present, the Company has to continue facing the ongoing changes and business competitions. To enable the Company to create the "Path to Happiness for Better Travelling Mode", the Company emphasizes development of its personnel to ensure their readiness and capabilities which will not only create value for the Company, but also for the society as a whole.

#### **1. The Source of Happiness**

The Company appreciates the value and importance of its staff, rest assured that the qualified staff is an essential factor in contributing to the organization's sustainable growth and success, as well as being a competitiveness indicating factor. Therefore, the Company is determined to look for talent and good persons and regularly and continuously support development and training of staff at all levels. The Company is also committed to fair treatment towards its staff under the nondiscrimination policy and provision of equitable opportunity for employment pursuant to the work rules and regulations and laws. The Company treats all staff equally regardless of gender, age, race, religion, work position or physical abilities.

The Company has always treated and cared for its staff at all levels in all respects, for example, job description, safety, occupational health and work environment, including training and development of skills in various aspects, together with career opportunity and advancement, fair consideration and welfare through the clearly specified criteria for career path, and fair and appropriate remuneration based on benchmarking with the same industry. Furthermore, the Company has promoted a participatory work environment and teamwork as well as organizing the workplace on the occupational safety and health basis, not to mention the fact that staff are also allowed to show off their abilities.

Realizing the significance and development of personnel, as mentioned above, is to satisfy staff to work for the Company to achieve the Company's goals, and with the Company's notion that staff are regarded as valuable resources and its strong belief in their inner potential in order to make staff proud and determined to perform works as well as improving their own performance on a continual basis.

“**Source of Happiness**”, the Company has regularly arranged for development of personnel in both main and supporting lines of work on a systematic basis. “**Career Opportunity and Advancement**”, the Company is determined to restructure its organization and the work positions, and career paths, and salary of staff to be more appropriate and fair to ensure staff career paths. Therefore, the human resources management has become absolutely essential and necessary, and the Company must establish more clear and concrete, appropriate and fair direction for the retention of existing personnel, and recruitment of new staff for business expansion, as well as development of knowledge and skills for both existing and new staff, and update of job descriptions, including transfer of staff according to their knowledge and abilities, and promotion for career advancement.

Particularly staff in main line of work directly related to services on the expressway and rail systems, where quality and safety are compulsory, in order to achieve its goal of providing excellent service to the utmost satisfaction and impression of the service users of the expressways and MRT system. The Company formulates training courses so that staff will have skills and ability to use equipment and devices for specific tasks, i.e., rescue operation, traffic management, toll collection and maintenance of the system and carriageway, including training courses relating to metro system, various relevant rules and regulations, especially knowledge regarding work safety.

Moreover, the Company has nurtured innovative development by allowing staff to provide suggestions and opinions which are useful for development of competency in work process as well as supporting varied studies and researches, which are striving for benefits and value creation for the business, on a community, social and eco-friendly basis.

“**Staff Capacity Building**”, the Company focuses on personnel training and development, both inside and outside the organization, to maintain core knowledge within the organization, and to prepare our personnel to become the international standard service operator, as well as conveying important knowledge in other aspects to enable them to further knowledge in the future. Training courses provided for staff are described below.

### 1) **Knowledge Management: KM**

The Company implements the knowledge management project as intermediate KM Roadmap, with the objectives to identify the body of core knowledge which is necessary and important for the organization, to ensure a systematic collection of knowledge for all staff to have wide access to the source of such knowledge, knowledge sharing for ensuring the optimum benefits, and furthering the Company’s corporate transition into a learning organization. Other than the management of core knowledge for the Company’s businesses, the Company also promotes a community of practices (CoPs) to ensure learning and sharing of work experiences, problem-solving, including solutions and improvement to work processes, in order to come up with the best practices.

### 2) **Codes of Conduct and Business Ethics Training**

This training course is intended to serve as guidance for all staff regarding their work responsibilities and duties and to ensure that they understand and follow the preliminary guidance described in the Company’s Codes of Conduct and Business Ethics handbook, which is in line with the Company’s vision, mission and corporate culture, in order to achieve goals for improved quality of work and life for staff. The Company also provides for refresher training to update staff’s knowledge by way of E-Learning & E-Exam, which all new staff are required to attend, including regular exams for the existing staff on a yearly basis.

### 3) **Annual Training & Development**

The Company puts into practice the idea of developing staff competency by improving the Training Roadmap for all levels of staff, namely, executives, supervisors and operating staff. The roadmap is intended to make sure that staff gain basic knowledge and skills required for their work performance, both technical and soft skills. These two types of skills are fostered in mandatory programs for new staff, e.g., an orientation program for new staff about the Company and about the “**Path to Happiness for Better Travelling Mode**”, including rules, regulations and requirements; a work safety program; and a quality management system program.

The existing permanent staff are given refresher training on knowledge every year. All of these training programs should enable staff to apply such knowledge to their work performance and adapt themselves to the corporate culture, so as to have a sense of pride and to conduct themselves properly and in line with the goals. Staff, who require technical skill, are also encouraged to be involved in such training programs.

#### Rescue Operation and Traffic Management

The Company, in association with the Expressway Authority of Thailand (EXAT), has conducted rescue operation drills and assistance in case of serious accidents on the expressways, with safety training every year, including training on use of the rescue operation vehicles on the expressways, traffic volunteer training and on the job training; and the Company has arranged for three-month new staff orientation prior to actual operation on the expressways, as well as service mind training.

#### Toll Collection Operation

The Company's personnel, who are in charge of this field, comprise personnel with the duty to collect tolls from the service users of the Si Rat - Outer Ring Road Expressway, whereby the Company provides the personnel training in toll collection to ensure that tolls are correctly and completely collected for facilitating the expressway users' toll payment to be made rapidly. The Company's personnel in charge of toll revenue operation are responsible to ensure that tolls are correctly, transparently and timely collected, in collaboration with the government sector, namely, EXAT, which has the duty to collect tolls from the expressway users. The Company provides internal on the job training regarding the role and responsibilities of toll collection controllers, emphasizing that tolls must be collected timely, and the counting of vehicles and collection records must be verified for accuracy.

In addition, the condition of toll collection equipment must be checked to be ready for full-time service and to ensure the accuracy of toll collection, which will help assure the Company's steady revenue streams and equally protect the interests of shareholders and stakeholders. The personnel in charge of this field will also attend overseas study visits on toll collection systems.

#### Structure Maintenance Operation

This is to ensure that the expressways will be ready and safe for service. The Company is internationally recognized as a company specializing in the inspection and maintenance of the Segmental Box Girder structures, with regular inspection, monitoring and surveillance all year round.

#### Train Control Officer and Train Operation Control Officer Training

The train control officer training takes at least 800 hours of training and the train operation control officer training takes at least 1,300 hours of training, which are provided in theory and in practice by way of actual train driving and train-driving simulator, training to use equipment in train operation control room, emergency response drills and exercises, including on the job training, where safety is given the top priority, whereby professional trainers are provided to closely monitor staff's training. Moreover, the Company's staff are given refresher training on a yearly basis to ensure that all trained staff will be able to discharge their duties in the metro service provision with safety, convenience, rapidity, reliability, punctuality, and efficiency in order to improve the quality of life of residents.

### Enhancing Quality of Life

#### 2. On the Path to Happiness

The expressway users and the MRT users are the heart of the Company. The Company is then ready to deliver and improve the expressway services to ensure the most efficiency as the **"Path to Happiness for Better Travelling Mode"** of rapid and safe transportation, uplifting the quality of life, and playing a role in developing Thai society. The Company appreciates innovations, which will help minimize the impact of the operations on society, environment and stakeholders from construction to repair and maintenance of the expressways to stand ready for service to users to ensure their convenience and safety both under normal and emergency situations.

To maintain the Path to Happiness, the Company emphasizes on taking care of delivery process and improvement of services in detail on a regular basis, as follows:

#### The delivery process and improvement of services in detail of the **expressway service**

- 2.1 Expressway Construction: The Company adopted the internationally recognized Segmental Box Girder technology, which meets the AASHTO (American Association of State Highway Transportation Officials) standards, and which was considered a sophisticated technology at the time it was adopted. As a result, the Company was able to minimize impact on at-grade traffic and dust and noise pollution during the construction. The construction was completed according to plan without any protests from society and nearby communities. The expressways are safe, meet standards and effectively respond to users' transportation needs.
- 2.2 Expressway Maintenance: The Company carries out regular inspection and maintenance of the main structures of the expressways, under the independent consulting engineer's supervision and quality assessment of the expressways. The expressways are in a stable condition, meet standards and safety requirements, and the expressway users are able to enjoy convenient, rapid and safe transportation to their destinations.
- 2.3 Expressway Services: The expressways, by physical characteristics, mostly are elevated and linked as a network with a total length of approximately 256 kilometers. The expressways have become effective strategic routes for sending aid to disaster victims, transporting equipment and supplies, and travelling by both public and private sectors, during the occurrence of any event or disaster which may impede the at-grade roads. Those events in the past have perfectly confirmed the strategic route status. Therefore, the Company, in its capacity as the operator of the Si Rat Expressway, the Si Rat - Outer Ring Road Expressway and the Udon Rattthaya Expressway, sets out practical guidelines for dealing with unusual occurrences, so as to make the expressways available for service under emergency situations and return to normal as soon as possible. In this regard, the Company is ready to take various actions as follows:
  - (1) **Expressway Control Center:** The Company's communications staff in the Control Center monitor traffic condition on the expressways and provide travelling information to the expressway users. CCTV surveillance systems are installed on the expressways, along with radio-communications systems through the Control Center working 24 hours in close collaboration with other relevant authorities. The Company's rescue operation teams are patrolling the expressways at all times, and therefore, they are ready to instantly assist service users in any incident on the expressways. In addition, the teams also coordinate with police officers on duty on the expressways and at-grade roads in order to facilitate traffic management 24 hours a day. The traffic condition on the expressways is viewable by at-grade police officers from the video signals connected with the Company's CCTVs.
  - (2) **The automatic toll collection system or Easy Pass** was implemented by the Company's collaboration with the government sector beyond the terms of the relevant Concession Agreements, with the intention to improve services and minimize environmental impact from traffic congestion. This system has helped save travelling time and fuel for the expressway users, protected the environment, minimized pollution at the toll plazas, reduced fuel consumption, and improved the quality of life.
  - (3) **With respect to safety innovations**, the Company sets up a dedicated unit responsible for research and development (R&D) to regularly improve safety of the expressways by means of road safety audits. The audit results are used for the expressway improvements for greater safety.

#### The delivery process and improvement of services in detail of the **MRT service**

- 2.4 Value added to safety: The Company's business operations give priority to safety of passengers, staff, contractors, including everyone in the MRT system, as evidenced by the adoption of the international standard safety management system as a guideline for operations, namely, OHSAS/TIS 18001. Moreover, Lloyd's Register Rail (LR) is engaged as safety consultant to provide suggestions on risk management and to devise new safety management techniques for improvement of the Company's work processes to ensure more safety. As a result, the statistics of work-related accidents, including the statistics of passengers' injuries while using the MRT service, are likely to reduce. It is for this reason that the Company did receive the National Outstanding Awards 2013-2014 for Occupational Safety, Health and Environment.

- 2.5 Value added to convenience: As the metro is a mass rapid transit system with rapidity and definite service schedule for the service users' commute convenience as they can somewhat precisely anticipate the service schedules and set out their commute plans, the Company thus gives priority to value added in convenience in its services from making an entrance to the stations, utilization of services until leaving the stations. To this effect, the Company has made various preparations to suit the convenience of the passengers and the service users in all respects such as information services, common ticketing system and facilities within the stations.
- 2.6 Value added to rapidity: As the metro is a mass rapid transit system, which offers the rapid services, This is a main reason that people select to commute by the metro. Therefore, the Company supports other services from the passengers' entering into the stations until leaving the services with rapidity by means of development of the efficiency in service provision from where the passengers make an entrance to the stations and during the services, deletion of certain repeated steps which cause any unnecessary delay or increase in certain steps, which aim to impress more passengers, such as the passenger volume management system during rush hours on platforms, rapid services in the time when the passengers are so crowded or during the exhibitions, ticket issue or stored value card services are provided by staff who are active in providing clear suggestions, etc.
- 1) Value added to reliability: The Company is committed to the regular services of required standard to build the reliability in the metro system in respect of safety, convenience, and rapidity, whereby the Company continues to improve the quality of the services, for instance, maintenance and test of equipment are planned in a preventive and corrective manner, annual rehearsals for handling various emergency stimulations together with internal and external rescue agencies, improvement of safety system, ethical and equitable treatment towards passengers. Moreover, the Company accepts any comments or complaints from customers for further taking remedial actions to ensure improved services. The MRT service capability was assessed by Train Service Delivery, namely, the Company's MRT service capability was always more than 99 percent. In 2017, the Company's Train Service Delivery represented 99.88 percent from the target of 99.70 percent.
  - 2) Value added to punctuality: The clear and punctual schedule of the MRT service enable passengers to manage their travelling time and do various activities more easily, not to mention that it results in their quality of life and mind health. The punctuality of the MRT service can be assessed by examining train punctuality with delays of not more than 5 minutes (Train Punctuality (Delay within 5 Min.)) in all MRT stations, which in 2017, the Company's Train Punctuality (Delay within 5 Min.) represented 99.93 percent from the target of 99.75 percent.

Moreover, the Company's membership in NOVA Group of Metros, a consortium of international metro service operators in a program of railway benchmarking, has inspired the development and improvement of service operations to achieve a higher level of success. Other than the standard set of service performance indicators, the Company has set out benchmarking indicators that are comparable to those of other members of the NOVA Group of Metros in various aspects in order to share knowledge and experience which will result in improvement and development of the services. Furthermore, in comparison with information in the NOVA Group, the Company's operational results are excellent in various respects, such as, train punctuality as compared with the train schedule, repair and maintenance to ensure the availability of trains for service, and work safety of staff, etc.

Other than the safety, efficiency in the services and new technology as employed to satisfy the service users' needs, the Company has also realized the significance of its traders which are considered a business supply chain as comparable to the service users.

The Company formulates a policy to fairly treat its business partners and promotes the knowledge, understanding, practice, development in accordance with the framework for sustainable development in the Company's business sector, building reliability through the fair business operations with its traders and financial supporters, regarded as key success factor which enables the Company to deliver the quality services to the expressway users even during a crisis. The Company then set out the practices towards traders in a way of the business operations with fairness to ensure that acquisition of goods and services meet standards, with the commitment to developing and maintaining sustainable relationships with traders, and having the clear objective regarding quality of goods and services as suitable for monetary value, technical quality and trust in each other.

The Company has arranged for the procurement process with equality and fairness for its traders in all systems, which is in accordance with the operating process governing procurement under the requirements of the ISO 9001 quality management system, by methods and measures adopted in against unfair competitions, determined the guidelines to promote respect for intellectual property rights of traders and safeguard the rights in assets, as well as the business operations with the supply chain in strict compliance with the international standards of the ISO 90001 quality management system and the ISO 14001 environmental management system through provision of knowledge, understanding and close monitoring system, to rest assured that the Company's supply chain transacting a business with the Company has carried out its operations with environmental care to ensure sustainability in mutual business operations. As for group of financial supporters, it included lenders, debenture holders, creditors, the Company is determined to comply with agreements and commitments and maintain the financial discipline on a strictly basis.

Regarding safety for staff and contractors, the Company has conducted its work safety in accordance with Thai laws and local and international safety standards, i.e., TIS 18001:2011 and OHSAS 18001:2007, as assessed by TUV NORD (Thailand) Limited. The main objective is to supervise welfare for work performance in respect of occupational safety, health and environment of staff and persons in connection with operations in the metro system. The Company also prepared Plod Online E-magazine for communication with its staff to ensure their awareness of safety, quality and environment.

### 3. Happy Society

Throughout the period of the business operations, the Company is committed to being the **"Path to Happiness for Better Travelling Mode"** and the pursuit of happiness of travellers, the following matters are then given priority:

1. **Family:** Spending quality family time can be made in various manners, one of which is travelling together as a family on expressway route or metro route, to see and experience new stories of community lifestyles and to ensure income distribution to their destinations;
2. **Education of children and youth:** Not only indoor learning, but also outdoor learning can allow children to gain important first-hand experience and apply such gained experience to their lives in the future, and meanwhile, the Company has provided educational opportunities for underprivileged children and youth with good academic records, by way of distribution of scholarships to them.
3. **Public interest assistance** and alleviation of hardships from various disasters: The Company has always provided assistance to any parts in need and to mitigate distress caused by uncontrollable things.

### 4. Summary of Environmental Performance

Environmental Quality Promotion and Environmental Impact Reduction (More Quality and Less Impact)

The Company, in its capacity as the expressway and metro service provider, has realized the business operations based on sustainable development in three aspects, namely, economy, continuously developing quality of services; society, taking care of the Source of Happiness to ensure that they have the improved quality of life, with the readiness to transfer value to the society nearby and as a whole; environment, emphasizing prevention and control of pollution.

The Company is determined to develop quality of the services, with the commitment to environmental responsibility; therefore, the environmental management policy has been formulated, with the guidelines as follows:

## Environmental Policy

1. Giving the priority to prevention and control of pollution to ensure compliance with the international standards and taking into account environmental impacts of the service users, staff and communities;
2. Instilling awareness on utilization of natural resource energy in an efficient manner into staff and promoting them to do so;
3. Performing duties in compliance with laws and other requirements in relation to environment;
4. Reviewing the objectives and goals for improving the environmental management system on a regular basis;
5. Disseminating the environmental policy to the public and other concerned parties.

It is deemed to be all staff's and traders' responsibility to strictly and regularly adhere to this policy for ensuring good environment for the service users, staff, traders, and nearby communities.

The Company has a policy and is determined to continuously take care of every sector of society in respect of management of improved operational results, and creation of value added to shareholders, and giving priority to nearby communities as well as taking care of both nearby and remote communities. In 2017, the Company organized the corporate social and environmental contribution activities as follows:

### 1) Good Family Relationships

#### **“Moms & Kids Strengthen Relationships with BEM to Create Works of Art in Nakhon Pathom”**

was held on the occasion of the National Mother's Day, as a special family day to allow them to express affection and concern between each other, in which the Company played a part in strengthening family relationships by inviting 14 families of the expressway users, to travel on the Si Rat - Outer Ring Road Expressway heading for the Little Tree Garden in Nakhon Pathom Province to experience a shady atmosphere of the riverside park next to the Tha Chin River as well as joining activities to strengthen family relationships and preserve environment through natural indigo dyeing and decoration of plants in terrariums.

#### **“Dads & Kids to Strengthen Relationships with BEM to Visit Rice Paddies in Suphan Buri”**

was held to strengthen family relationships on the occasion of the National Father's Day, the Company then organized the BEM Invites Dads & Kids to Visit Rice Paddies in Suphan Buri activity by inviting 10 families of the expressway users, to travel on the Si Rat - Outer Ring Road Expressway heading for the Lifestyle and Spirit of Thai Farmers Learning Center (Here Chai Riceseed) in Suphan Buri Province to jointly learn the farmers' lifestyles; and all of such families were allowed to transplant paddy sprouts in the demonstration fields to engage deeply with the natural surroundings, as well as making Fish Roe Sweet, a Thai local dessert showcase of Suphan Buri Province.

### 2) Good Relationships with Shareholders

With the Company's commitment to operating the business in accordance with the Corporate Governance Code, taking care of all stakeholders and always allowing them to have access to information on an equitable basis, the Company then organized the site visit activities for its shareholders, as follows:

#### **“Visit to the Si Rat - Outer Ring Road Expressway with BEM”**

activity, by inviting shareholders to pay a visit to the project in respect of traffic report and emergency call at the Si Rat - Outer Ring Road Expressway Control Center as well as leading them to see the route and see function of the toll collection system, toll revenue inspection at Boromarajonani Road Toll Plaza.

#### **“Analyst Meeting together with Visit to MRT Sanam Chai Station”**

In the MRT Blue Line Extension Project, Hua Lamphong - Bang Khae Section to enhance an understanding of a group of analysts, fund managers and long-term share investors relating to the Company's businesses.

#### **“Visit to MRT Sanam Chai Station with BEM”**

activity, by inviting three groups of shareholders to listen to a lecture on important information regarding construction of the MRT Blue Line Extension Project as well as paying a visit to the exquisite MRT Sanam Chai Station, as designed by Associated Professor Dr. Pinyo Suwankiri, the National Artist in Visual Arts.

### **“Visit to Operation Control Center of the M.R.T. Chalong Ratchadham Line (MRT Purple Line) and One-Station Connection Point”**

Between the MRT Blue Line and the MRT Purple Line (Bang Sue - Tao Poon) for travelling to Khlong Bang Phai Station activity, by inviting shareholders to pay a visit to the main Depot together with the train operation control room and train driving simulator.

### **3) Awareness of Environmental Preservation**

#### **“Let’s Love Environment with BEM”**

To sustainably maintain the balance of nature, and the environmental preservation is of great importance to everyone and requires active participation, the Company then organized the program titled Let’s Love Environment with BEM to instill awareness of environmental preservation by taking a group of management and staff to participate in the Siam Weed Elimination activity to ensure more plant and food areas for wild animals at Khao Yai National Park in Nakhon Ratchasima Province.

#### **“Return the Metro Cards for MRT Lucky Draw for Environmental Protection”**

Which campaigned for passengers’ greater recognition of the “Return the Metro Cards for Environmental Protection and Sustainable Social Development” project by distributing metro card envelopes to passengers who purchased or showed their 1-Day Pass, 3-Day Pass or 30-Day Pass, filling in their names-addresses on the envelopes, inserting used-up 1-Day Pass, 3-Day Pass or 30-Day Pass in the envelopes, and then dropping them into the metro card boxes at all 18 stations of the M.R.T. Chaloem Ratchamongkhon Line (MRT Blue Line) for lucky draw.

### **4) Moral and Ethical Awareness for Corporate Social Responsibility**

#### **“Blood Donating”**

is to give blood to give life as a part of the greatest giving. The Company, in association with The Thai Red Cross Society and Faculty of Medicine Vajira Hospital, Navamindradhiraj University, then organized three blood donation activities at the Si Rat - Outer Ring Road Expressway Control Center, with active participation of management, staff and residents living nearby.

### **5) Good Relationships with Related Authorities**

The cooperation for provision of good services to meet the utmost satisfaction of the expressway users is regarded as a key goal of the three collaborating authorities, namely, staff of the Company, staff of EXAT, and police officers of the Expressway Police Station 2. To strengthen relationships among them in order to ensure unity and maximum efficiency of the services, the Company organized activities, as follows:

#### **“Watch Movie with Expressway”**

was an event where families of staff of EXAT and police officers of the Expressway Police Station 2 as well as families of the Company’s staff were invited to meet, enjoy games, and watch the 3D movie “Beauty and the Beast” at Esplanade Cineplex to enhance family relationships and strengthen relationships among the three authorities.

#### **“Donation of Cars and Motorcycles to EXAT and the Expressway Police Station 2”**

The Company granted cars and motorcycles to EXAT and the Expressway Police Station 2 for use on the Si Rat Expressway, including the Si Rat - Outer Ring Road Expressway to ensure smooth operations of the relevant authorities and take care of the expressway users and provide the rapid and efficient services for the expressway users.

## 6) Promotion of Youth Learning

Education represents a key foundation for youths' sustainable development of knowledge, abilities, thoughts and values in order to become decent and quality citizens of society. The Company continues to encourage and support youth education every year through various activities as follows:

### **“Scholarships to Adjacent Schools”**

The Company organized the BEM Grants Scholarships to Underprivileged Students with Good Academic Records and Funds for Development of 10 Schools adjacent to the Si Rat Expressway, the Udon Rattaya Expressway and the Si Rat - Outer Ring Road Expressway activity, to raise morale of the youth in studying hard and grow up as a quality adult in the country's development in the future.

### **“Scholarships to Children of EXAT's Staff”**

The Company, in association with the EXAT and the EXAT Club, granted scholarships to children of EXAT's staff who are working on the Si Rat Expressway and the Udon Rattaya Expressway. The executives from both authorities jointly granted such scholarships.

### **“Scholarships for Children of the Expressway Police Station 2's Police Officers”**

The Company granted scholarships to children of the Expressway Police Station 2's police officers, who collaborate with the Company in ensuring convenience and safety of the expressway users.

## 7) Support for Outdoor Learning Experience

Outdoor experience is an opportunity for children to fully gain first-hand experience, which will help them understand various things clearly and comprehensively, and apply the gained knowledge to their life in the future. The Company thus organized outdoor learning experience activities as follows:

### **“Sufficient Happiness”**

An activity on the occasion of the National Children's Day for 2017 was held to remind children to follow the notable teachings delivered by His Majesty the late King Bhumibol Adulyadej through activities of the Father's Nine Teachings, among of which included endeavor, sufficiency, honesty, etc., as well as joining DIY activities: kids savings, growing vegetables for Dad, and enjoying funny games and getting a substantial reward, in which a number of staff's children, students from nearby schools and neighboring residents participated.

### **“MRT Delivers Happiness to Children”**

The Company organized an activity on the occasion of National Children's Day for 2017 by presenting gifts and delivering happiness to children at both MRT lines, i.e., the M.R.T. Chaloem Ratchamongkhon Line (MRT Blue Line) at Phra Ram 9 Station, and the M.R.T. Chalong Ratchadham Line (MRT Purple Line) at Nonthaburi Civic Center Station, holding an activity to enhance children's outdoor learning, with a good participation by kids and their parents.

### **“Let's Learn History at Coin Museum Thailand”**

The Company invited a group of teachers and students from Wat Soi Thong School, adjacent to the Si Rat - Outer Ring Road Expressway, to visit the Coin Museum Thailand to broaden their experience in learning evolution of coins extending from ancient times until the present, see an exhibition of the late Father's collection of coins, as well as enjoying a 4-D oral history recording exhibition about way of life, society, and art and culture.

### **“Let's Learn History with BEM”**

The Company invited a group of teachers and students from Wimuttayarampittayakorn School, adjacent to the Si Rat - Outer Ring Road Expressway to visit Pipit Banglamphu History Museum and Coin Museum Thailand to learn the history of Banglamphu community with the racial and cultural diversity in the early Rattanakosin era, including learning of the evolution of coins extending from ancient times until the present.

### **“Share 2 Child Activity”**

The Company invited children from Foundation for the Welfare of the Crippled under the Royal Patronage of Her Royal Highness the Princess Mother, Nonthaburi, (Srisangwal School) to learn how to use facilities for children with disabilities and take a free ride on the M.R.T. Chalong Ratchadham Line (MRT Purple Line) and watch an animated movie “Despicable Me 3”, to allow children to gain knowledge about proper utilization of the MRT system and make them happiness and smile.

Moreover, the Company invited a group of teachers and students from Wat Chatkaewchongkolnee School, Bang Phlat District, Bangkok, to take a free ride on the M.R.T. Chaloe Ratchamongkhon Line (MRT Blue Line) connecting to the M.R.T. Chalong Ratchadham Line (MRT Purple Line) to learn how to properly and safely use the MRT system as well as visiting the Depot for broadening their experience and inspiring their imagination.

### **“Give Books Get Back with MRT”**

MRT passengers were invited to jointly donate books for children and youth, both new and second-hand books, at four stations, Phahon Yothin Station, Phetchaburi Station, Sukhumvit Station, and Silom Station, for further distribution to educational institutions in the program “Dream Learning Center for Kids by MRT”.

### **“MRT Launched the Program of Dream Learning Center for Kids by MRT”**

The Director of Bang Phlat District, together with a group of management, staff of the Company, participated in the opening ceremony of a library of Wat Chatkaewchongkolnee School, Bang Phlat District, Bangkok, under the program “Dream Learning Center for Kids by MRT” on November 24, 2017.

The “Dream Learning Center for Kids by MRT” program was organized to improve the quality of life in terms of education of children and youth in educational institutions nearby the MRT route by way of collecting second-hand books jointly donated by the MRT passengers for development of the library at Wat Chatkaewchongkolnee School, together with learning and teaching equipment, such as, desktop PC, television, and DVD player, etc., as well as holding an activity for educating them about use of the MRT system, essay writing contest, painting contest for winning scholarships on the subject “MY MRT”. Furthermore, in the event, there were recreation activities via games to enhance kids’ knowledge, as well as sponsoring luncheon to the participants. Each activity would be volunteered by BEM staff to educate the students from Wat Chatkaewchongkolnee School and bring them happiness throughout the event.

## **8) Activity for Development of Quality of Life on Public Health**

### **“M Care Activity”**

The Company, in association with its partners, organized an exhibition booth to provide information on health, safety, and free health checkups for MRT passengers and residents surrounding the MRT routes and nearby communities, as follows:

- Exhibitions on health care and checkup by private hospitals to provide knowledge relating to proper and safe use of the MRT service (by Safety & Quality Division), such as, warning of pickpockets, safety in using escalators, etc., together with CSR bulletin board of Bangkok Expressway and Metro Public Company Limited.
- Health checkup service by Hua Chiew Traditional Chinese Medicine Clinic, by health care suggestion, initial, health checkup under traditional Chinese medicine, teaching how to make cold-relief aroma sachets with diverse herbs.
- Health checkup service by Thai Traditional and Complementary Medicine Hospital for initial medical assessment together with initial remedial massage under the medical physician’s disease diagnosis with traditional Thai medicine.
- Health checkup service by Bangpo Hospital for testing of fasting blood glucose, blood pressure, initial assessment of disease risk, health consulting service by registered nurses.
- Health checkup service by Yanhee Hospital for initial health checkup, initial suggestions on skin, body shape and beauty, including distribution of its vitamin water to the participants.
- Health checkup service by Metta Pracharak Hospital for initial eye measurement with advice on eyes by the ophthalmologists.
- Educating on initial exercise for the elderly by the Division of Physical Activity & Health, Department of Health, Ministry of Public Health, with an accurate practical demonstration given by the officials.

## 9) BEM Paid a Final Tribute to His Majesty the late King Bhumibol Adulyadej

**“BEM in collaboration with CH. Karnchang Public Company Limited, affiliated companies, and Northern Bangkok Expressway Company Limited, to host the royal merit-making ceremony dedicated to the late King Bhumibol Adulyadej”**

The Company in collaboration with CH. Karnchang Public Company Limited, affiliated companies, and Northern Bangkok Expressway Company Limited (NECL) hosted the royal merit-making ceremony dedicated to the late King Bhumibol Adulyadej to express the deepest royalty and gratitude to His Majesty the late King, at the Dusit Maha Prasat Throne Hall in the Grand Palace.

**“BEM Paid a Final Tribute in Remembrance of His Majesty the late King Rama 9”**

The Company expressed the deepest royalty and gratitude to the late King Bhumibol Adulyadej, by holding exhibitions showcasing the royal duties and his music genius during October 20-29, 2017 at MRT Hua Lamphong Station in the hallway area, Exit 2, and at MRT Phra Ram 9 Station in the area of concourse floor, as well as inviting the passengers to jointly decorate flowers of love for the farewell to our beloved King, and granting pictures in which His Majesty the late King Bhumibol Adulyadej graciously presided over the official opening ceremony of the M.R.T. Chaloem Ratchamongkhon Line on July 3, 2004, to passengers as a souvenir on the occasion of the royal cremation ceremony of His Majesty the late King Bhumibol Adulyadej. There were a great number of passengers participating in such activity to express their deepest royalty to the late King.

**“BEM Jointly Invented and Delivered Flowers of Love Tribute to Our Beloved King”**

The management and staff jointly invented a total of 4,909 sandalwood flowers to be used in the royal cremation ceremony of His Majesty the late King Bhumibol Adulyadej under the activity named “Sandalwood Flower Volunteering for Paying Tribute to the late King” for delivery to Rama IX Golden Jubilee Temple, represented by Phrarajayankawi, Assistant Abbot.

**“BEM Volunteered to Distribute Free Drinking Water to People”**

The Company jointly volunteered to serve the people who travelled to take part in the royal cremation ceremony of His Majesty the late King Bhumibol Adulyadej by distributing free drinking water to them at MRT Hua Lamphong Station, MRT Phra Ram 9 Station and MRT Lumpini Station.

**“BEM and CH. Karnchang Group Joined Volunteers for Dad to Serve the People who Travelled to Offer Sandalwood Flowers to the late King Bhumibol Adulyadej”**

The management and staff of the company group of CH. Karnchang took part in the volunteer activity to distribute water and sweets to the people who travelled to present the sandalwood flowers to the late King Bhumibol Adulyadej in the area of the royal Treat Food Hall and the outside of the Royal Crematorium Replica standing in the Lumpini Park.

## 10) Activity for Promotion of Other Public Benefits

**“BEM and CH. Karnchang Group Presented Donations to Flood Victims in the South of Thailand”**

The Company, in association with CH. Karnchang Public Company Limited, TTW Public Company Limited and CK Power Public Company Limited, presented donations to the flood victims in the 14 southern provinces to be a part in relief of hardships of the Thai people, via the Prime Minister’s Office, and meanwhile, the Company also presented a donation to flood victims in the south via the Thai Red Cross Society.

### **“BEM in association with CH. Karnchang Group Presented Donations to Flood Victims in the North and Northeast of Thailand in the Civil-State Unity under His Graciousness Project”**

The Company, in association with the company group in CH. Karnchang, presented donations to flood victims in the north and northeast of Thailand via the “Civil-State Unity under His Graciousness” project, to be a part in providing aid to and relieving hardships of the flood victims, whereby General Prayuth Chan-o-cha represented to accept such donations.

### **“BEM Joined Public Benefit Activity in Honor of King Rama 10 with Bang Krui Municipality”**

The Company took part in the public benefit activity with Bang Krui Municipality to jointly clean and improve the landscape in the areas along the railroad tracks from Thoet Phrakiat Road intersection to the entrance of Rama 7 Road in honor of His Majesty King Maha Vajiralongkorn Bodindradebayavarangkun on the occasion of his 65th birthday anniversary.

### **“Happy Smile Happy the Elderly”**

The Company, in collaboration with Nonthaburi Municipality, organized the activity “Happy Smile Happy the Elderly” to continue the traditional Thai customs with pouring water on the hands of the revered elderly and asking for blessing, as well as delivering a lecture on how to safety use the MRT system, and joining recreation activities to bring the elderly happiness at the Multipurpose Building, Wat Chaeng Siri Samphan Temple, Nonthaburi Province.

### **“Buddhist Monk Robe Offering Ceremony for 2017”**

The Company, in association with communities surrounding the expressway project route, the MRT route and the MRT passengers, together with a group of management and staff, hosted the Buddhist Monk Robe Offering Ceremony for 2017 at Wat Bang Pho Omawat Temple, Bang Sue District, Bangkok, to participate in donation for renovation of Vihara Luang Pho To, in the donated amount of Baht 1,049,999.

## **10.3 Anti-Corruption Policy**

### **10.3.1 The Company’s Anti-Corruption Policy**

The Company realizes and gives priority to anti-corruption and fraud prevention, both inside and outside its organization. The Company thus formulates guidelines for proper conduct of directors, management and staff via the code of business ethics of the Company. Furthermore, with the potential damage from corruption in mind, the Company then formulates anti-corruption policy containing the key practical guidelines as follows:

1. The Company’s staff at all levels should carry out activities with fairness, integrity and transparency in business dealings with various agencies, provided that such activities must be lawful, and they have the duty to comply with the anti-corruption policy in the code of business ethics of the Company.
2. The Company promotes fair treatment with integrity towards its traders and compliance with any contractual commitments made with the Company’s stakeholders.
3. Executives’ and staff’s awareness must be promoted to ensure that they refrain from committing any fraud and realize consequences of corruption.
4. Directors, executives and staff must refrain from accepting or offering any reception, gifts, and any other payments which are extravagant and unusual to those in business dealings with the Company.
5. The Company arranges for staff training to educate them regarding the anti-corruption policy, practices and guidelines.

The Company which operates the expressway business and the metro business did formulate and implement their respective anti-corruption policies, which can be summarized as follows:

### 10.3.2 Expressway Business

The Company sets out measures, based on both disciplinary and legal actions, against corruption. The fact-finding must be conducted by a committee comprising representatives from the human resources department, from the department of the offender and from other units. The Managing Director is authorized to consider imposing disciplinary actions in case of written warning and termination of employment. Should the misconduct constitute embezzlement, legal action will be undertaken to protect the Company's interests. Guidelines under this policy are as follows:

1. No business dealings may be entered into with any organization or unit which is involved in corruption.
2. Disciplinary and legal actions will be imposed and instituted against such staff who are involved in corruption.

#### Additional Anti-Corruption Practices

The Company intends to operate its business with transparency without involvement with any corruption, in accordance with the corporate governance policy. All directors, executives and staff must perform their duties with integrity, due care, prudence and in the best interests of the Company and fairness to stakeholders, as well as free from corruption, both internal and external.

1. The Company and its Subsidiary set out policy and measures for anti-corruption and prevention of payments or acceptance of bribery, including any actions contrary to morality and customary practices, which are written in the corporate governance policy, the Company's code of business ethics, and the work rules and regulations, for compliance by all directors, executives and staff.
2. The Company is aware of business risks from both internal and external factors which may affect its operations. The Company therefore sets out a systematic risk management, monitoring and measures to continuously minimize risks. The Corporate Governance and Risk Management Committee was thus appointed to consider the policy level while the Management has the duty to supervise the overall risk management process and perform the day-to-day operation on behalf of the Corporate Governance and Risk Management Committee. Such duties include monitoring, evaluation and preparation of a risk management report at the department level for submission to the Board of Directors for information. Moreover, the risk management manual and plan are prepared as operational guidelines, including risk monitoring, evaluation and review in line with the internal and external circumstances. All work units must also prepare emergency plans for any emergency situation so as to be ready to resolve problems forthwith.
3. In order to comply with the written anti-corruption policy, the Company also builds up recognition of anti-corruption practices in the organization by way of training, using both physical and psychological approaches, to develop a positive attitude, such as practice the Dhamma with BEM, because the Company believes that decency emanates from inside out. In preparation for the application for certification of membership in Thailand's Private Sector Collective Action Coalition Against Corruption, the Company had various departments conduct a self-assessment to identify potential improvements in compliance with the anti-corruption measures in Thailand's Private Sector Collective Action Coalition Against Corruption. Moreover, the Company assigned two representatives, who are responsible for the corporate governance and the internal audit, to attend the Anti-Corruption: The Practical Guide (ACPG 15) course, organized by the Institute of Directors Association (IOD).
4. The Company surveys the compliance with the code of business ethics yearly for the management to review their conduct in accordance with the code of business ethics.

5. The Company treats misconduct relating to fraud and corruption as serious disciplinary misconduct, and any violation is subject to severe disciplinary action up to termination of employment without prior warning. The details of such misconduct are described as follows:
  - (1) Disclosure of the Company's confidential information to any third parties;
  - (2) Breach of duty and/or fraudulent acts towards the Company, including a conspiracy with others to do so;
  - (3) Abuse of position for personal interest or for the interest of others;
  - (4) Acceptance of undue consideration in relation to assigned tasks;
  - (5) Showing impolite manners or use of aggressive, threatening, insulting words or causing bodily injury to supervisors, including visitors.

### 10.3.3 Metro Business

The Company gives priority to good corporate governance, including anti-corruption measures, and the Company has made determined arrangements to tackle issues of corruption pursuant to the good corporate governance. The Company has made its anti-corruption policy known to all staff and disseminated such policy on intranet website and the Company's main website regarding the content of Corporate Governance, as well as providing training courses for all new directors of the Company to ensure their awareness of such matters from the beginning and holds an annual refresher and testing program for all staff, in order to review their conduct in accordance with the code of business ethics. Moreover, the Company takes into account potential damage as a result of corruption by arranging for a whistleblower guide for any matter which may give rise to damage to the Company by reporting directly to the Audit Committee.

## 11. Internal Control and Risk Management

### 11.1 Internal Control

The Board of Directors continues to realize the significance of its good and effective internal control system, including its good corporate governance guidelines. It believes that a good internal control system is founded on a good performance process, organization chart and work system, which could help achieve goal or mission with efficiency and effectiveness, as well as minimize risk and prevent possible damage in the Company's business operations. The Board of Directors has thus authorized the Audit Committee comprising independent directors to audit the evaluation of the effectiveness of the internal control system. The Internal Audit Office, which independently performs its duty and directly reports to the Audit Committee, audits the work operation system in various departments of the Company as per the annual audit plan approved by the Audit Committee to ensure each department's efficient and effective performance of work and optimized use of its resources, as well as ensuring corruption control and prevention. This also includes the control of the work performance, the timely, accurate and reliable financial reports, as well as the compliance with the policies as well as laws and regulations of the government agencies and relevant authorities. Furthermore, the effectiveness of the internal control system is regularly reviewed to ensure the optimum benefit to the shareholders from the business operation based on fairness in terms of benefits to all stakeholders. In addition, the Audit Committee shall have the duties to consider, select and submit for appointment of the auditor, including remuneration of the auditor, consider accurate and complete disclosure of the Company's connected transactions or any transactions which may give rise to any conflicts of interest.