



D-BUILDS : Determined, Transparent, Yearning for Development, Environmental Protection



DIAMOND PEOPLE Training Development for Excellence



Occupational Health and Safety Management



Policy on Corporate Social Responsibility

- Operate the business with ethics and accountability to the society.
- Participate in the development of community around its business operation and overall society in terms of economy, society, community and environment.
- Respect the laws and human rights without discrimination.
- Encourage and foster charitable spirit and social responsibility consciousness for employees at every level of the Company seriously and continuously for the common interest without expecting anything in return.
- Promote activities that are beneficial and sustainable to the community and society.



DIAMOND COMMUNITY



CORPORATE SOCIAL RESPONSIBILITY (CSR) AND SUSTAINABILITY REPORT



The Company operates the business in accordance with the established vision, core values and code of conduct, as well as adheres to the good corporate governance principles for its business operation and has established corporate social responsibility as part of the Company's Code of Conduct. The Company realizes that the society is an important mechanism for promoting and pushing forward the Company for its existence, sustainability and development, as well as acceptance by all relevant parties. It is initiated from the society of Diamond People including directors, executives and employees at every level, which are the heart of the matter for promoting potential and competitiveness toward society and surrounding environment, as well as encouraging Diamond People to work in the same direction. Accordingly, the Company has established its policy on corporate social responsibility as follows.

Code of Conduct

The Company has established the Code of Conduct in writing and announced it since year 2005 and revisions have been made accordingly for the directors, executives and employees at every level to follow, which sets out clear guidance on the code of conduct toward every group of stakeholders including shareholders, customers, trading partners, competitors, creditors, employees, society and environment by adhering to the laws and human rights principles, fair competition, political neutrality, anti-corruption, responsibility to society, community and environment, etc.

Key Factors in Sustainable Development

Key factors in sustainable development are derived from the vision and code of conduct which emphasizes business operation toward success and excellence, responsibility toward society and environment. Accordingly, factors to sustainable development must begin with the development of Diamond People; namely, directors, executives and employees at every level, to work hard in unity, adhere to honesty, transparency, eager to learn and share out, as well as take care of Diamond People to have good quality of life and safe living. Not less important, every group of stakeholders concerning with business operation of Diamond must be taken care of and their interest must be maintained and balanced with fairness. Therefore, plan for sustainable development shall come from significant factors which are shown in the Table below, having details for each factor under the topic of Guideline on the Sustainable Business Operation of Diamond.

DEVELOPMENT PLAN FOR DIAMOND PEOPLE	DIAMOND PEOPLE	DIAMOND BUSINESS	DIAMOND COMMUNITY	ENVIRONMENTAL RESPONSIBILITY
(3)	1.1 Occupational Health and Safety Management	2.1 Fair business operation	3.1 Job creation in the community	4.1-4.3 Protection and reduction of impact from pollution, namely management of air quality, dust, noise, water and waste in the production process
(3)	1.2 Development training such as Building Core Value – DNA “Diamond People”	2.2 Responsibility to consumers such as marketing communication	3.2 Participation in human development in the community	4.4 Improvement of environmental friendly products manufacturing
(2)	1.3 Respect human rights	2.3 Anti-Corruption	3.3 Development of consciousness for Diamond People to love their homeland	4.5 Energy management
(2)	1.4 Fair treatment to labor		3.4 Community Involvement	4.6 Transportation management
(1)	1.5 Responsibility to Diamond People society		3.5 Social Investment and Social Impact Assessment 3.6 Communication and Broadcast	4.7 Installation service system management 5. New Innovation Projects
DEVELOPMENT PLAN FOR STAKEHOLDERS	(3)	(2)	(2)	(3)

LEVEL OF IMPORTANCE : (3) VERY IMPORTANT (2) IMPORTANT (1) MINOR IMPORTANT

Policy on Sustainable Business Conduct of Diamond Brand

Policy on sustainable business conduct of Diamond Brand originates from care and attention for the Diamond People at every level in order to have good quality of life. After they have become strong, then every group of stakeholders involving with business operation, community and environment can be taken care of. Accordingly, policy on sustainable business conduct of Diamond Brand has been established as follows.

1. Diamond People

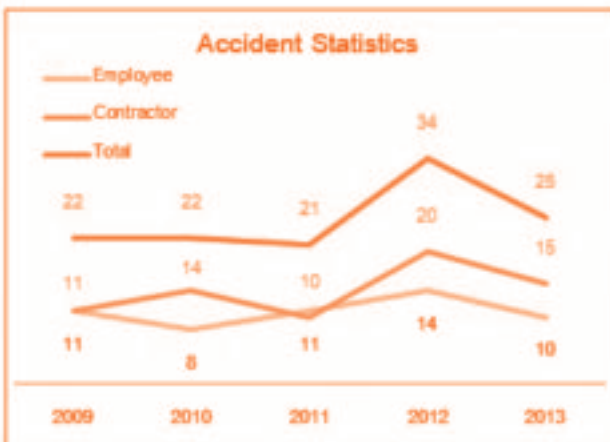
The Company believes that Diamond People have potential to conduct and take the business of Diamond Brand to success and sustainability. The society of Diamond People is developed for good quality of life and safe living by realizing the importance of occupational health and safety and working environment and by believing that accident, injury and disease in the workplace can be prevented by building safety consciousness and participation by everyone in the organization.

1.1 Occupational Health and Safety Management

The Company is determined to continuously oversee the safety of Diamond People, contractors and visitors. The Safety Team and Occupational Health and Safety Unit have established the safety protection measure, organized training courses on safety and campaign on reduction of risky behaviors that cause accidents during every holiday of the year. This has resulted in the awareness of Diamond People participating and helping to protect and reduce the accidents. Due to serious attempt at safety protection, accident incidents in 2013 have been reduced to 25 times as compared with 34 times in 2012 or reduction of 26%. Most of which were not severe and not necessary to stop working.

Accident Statistics from Year 2009 to 2013

Accident Statistics	Total	Employee	Contractor	Contractors by Group			Level of Severity	
				Production Maintenance	Transportation	Repair Construction	Severe: Stop Working	Not Severe: No Stop Working
2009	22	11	11	7	3	1	1	20
2010	22	8	14	12	1	1	13	9
2011	21	11	10	8	0	2	10	11
2012	34	14	20	17	1	2	11	20
2013	25	10	15	11	2	2	10	15



Safety Protection Measure

(A) Procedure for Working at High Places

Several business operations and transactions of the Company involve risks which can easily cause accident if there are no safety rules in place, such as installation of roof and truss in high places, covering of canvas on the truck. Accordingly, procedure for safety equipment protection has been established as follows.

1. Loading-unloading of products: Must have flag or traffic baton waving and siren signal.
2. Loading-unloading of products: Crane must be inspected, safety hat, safety shoes and gloves must be worn, block the back and wear safety belt.
3. Safety belt must be worn when covering truck with canvas.
4. Regularly organize meetings on safety with employees and contractors.
5. Visitors must walk on the designated paths.

(B) Safety Knowledge Training

The Safety Team has organized training program on safety for the employees for each responsible area, as known as “Talk & Train” as follows.

1. Hold “Safety Talk” meeting and safety training every morning before work.
2. Organize 100% orientation for new employees and new contractors.
3. Build safety consciousness at workplace by organizing training on the role and duty of the Safety Team and training on workplace safety, namely crane operation, driving vehicles, transportation, first-aid, basic firefighting, of which over 25,000 of training hours have been recorded.

(C) Training on Emergency Response

The Safety Team has organized training on emergency response such as emergency practice drill in case in case of broken asbestos bag and chemical leak, as well as fire evacuation drill, etc.

(D) Crisis Management

Crisis management is carried out during crisis situation rather than during a normal situation without any preparation or backup plan. The crisis management is necessary for lessening impact to the stakeholders of the organization or such crisis situation can possibly be turned into an opportunity. The procedure for crisis management has been established to extend from prevention of crisis before, during and after the crisis. The Company foresees the importance of this matter and therefore has appointed the “Crisis Management Team” to establish policy and guideline on the crisis management as well as forming a working unit and personnel responsible for the crisis management in order to support and mitigate impact that may occur in the future as follows.

Crisis Management Team (CMT)

- The Crisis Management Team (CMT) comprises of the whole Management Committee, Accounting and Finance Manager and Project Division Manager, to respond to possible crisis and emergency situation by putting emphasis on issues that may have adverse impact to business operation, share price and reputation of the Company in the future and working closely with the Board of Directors.
- Emergency Management Teams (EMT) comprises of managers from all divisions working as a team to advise, support and directly coordinate with supervisor of the crisis, prepare impact mitigation plan for the crisis and find and propose solutions to the CMT.
- Emergency Response Teams (ERT) are the same personnel as the EMT, responsible for considering according to regulations relating to safety and security of the area, focusing on life saving, property protection and reduction of environmental impact. Any person is allowed to call upon the service of ERT or ask for emergency response.

(E) Safety Campaign and Promotion Activities

This year is the year of accident reduction campaign. Accordingly, the Safety Team has continued to promote and campaign on safety, contributing to the awareness and participation of Diamond People on safety protection which can be summarized as follows.

- “Year of Accident Reduction Campaign” Activity at Diamond Kitchen by having each department making a statement on its intention to help reduce workplace accident.
- “SHE LOVES YOU: SHE LOVES YOUR LIFE YEAR 2” Activity: A campaign for safety during Love Festival to make people in the organization aware of the love of life and accident protection.
- “Safety Talk and KYT” Activity: A campaign to promote and convey on at least ten safety-related stories per week, totaling 500 stories per year.
- “Holidays Festival” Activity: A campaign to stop risky behaviors including 1) stop traffic law violation behavior, 2) stop behavior of not wearing protective gears, 3) stop behavior of smoking outside permitted area, 4) stop behavior of drinking alcohol, being drunk at work, etc.
- “Annual Health Checkup” Activity: A health checkup program for employees and contractors according to their risk factors.
- “Workplace Safety Week” Activity: A campaign to promote safety, health and environment.
- “Songkran – Go Home Safely” Activity: A campaign to promote making a safe trip back home including giving a sleepiness prevention bags to the vehicle drivers.
- “New Year Campaign – No Drink and Drive” Activity: A campaign to promote no drunk driving during New Year festival.
- Risky Behavior Report Activity by designating each target area to report on the risky and unsafe behavior to the Occupational Health and Safety team for acknowledgment by which no less 10,000 items were reported for analysis as part of the campaign and safety organization to reduce risky behavior.
- Near Miss Accident Report Activity was the campaign which was welcome and participated by the owners of the area.
- “Care for Someone: Wear Helmet” Activity was the campaign for safe driving especially during the New Year 2014 Festival to promote; wear helmet/fasten seatbelt/follow traffic law/no driving drunk, sleepy and phone calling and “Wishing for Safe Trip and Happy New Year”.
- “Safety Week No. 8” Activity was the campaign for promoting safety within the Company starting from “Safety Week No. 1” in year 2006. The “Safety Week No. 8” activity was held during November 25-27, 2013, having contests such as driving forklift safely, organize emergency team, Safety Talk and KYT, Conqueror of Safety Ladder and SHE Star Stage, etc.

1.2 Development Training for Diamond People

The Company believes that development training shall make quality personnel, build corporate knowledge as well promoting Diamond People to participate and express their opinions about the organization. Development training is planned in advance every year to increase work potential and competitiveness. In 2013, the Company organized the development training program for the personnel as follows.

Type of Courses	Y 2011 Training Hours	Y 2012 Training Hours	Number of Courses	Y 2013 Number of Classes	Training Hours
Productivity Improvement	2,122	3,010	18	19	2,169
Standard System	84	234	15	26	1,407
Human Resource Development	888	5,625	22	20	825
Technical Training	453	1,287	22	21	1,107
Safety	623	1,314	4	4	468
Others	919	3,231	14	14	828
Total	5,089	14,701	95	104	6,804

Human Resource Development: Personnel development and training for Diamond People from year 2012 through 2013 focused on getting Diamond People to learn and understand the Core Value (D-BUILDS), instill safety consciousness in the workplace, develop work efficiency and increase productivity, as well as instill environmental consciousness, which can be summarized as follows.

1.2.1 Building of Core Value (D-BUILDS)

With their vision, the executives believe that human resource is an important mechanism driving the organization and are determined to have all employees become aware and understand the meaning of the core value, D-BUILDS. Therefore, training programs have been organized since 2012 with the most training hours at 4,554 hours and continued through year 2013, which can be summarized as follows.

Objectives of the Training Program :

- For employees' knowledge and understanding of the meaning of the core value, D-BUILDS.
- For building the core value in every employee to be applied at work and in daily life.
- For promoting unity and love within the organization.
- For development of potential and talent of the employees.

Development of Corporate Culture :

- Appointment of Corporate Culture Promotion Committee.
- Organization of training program for employees at operational level and executive level for “DBP DNA : DIAMOND PEOPLE” Course for 10 classes from July – August 2012 (one class per day) attended by 762 employees in total or 98.83% from target group of 771 employees, having activities which can be summarized as follows.
 - “Writing Letters to the Managing Director” activity for employees writing pledges to the Company, promising what to do for the Company, having some examples as follows.

“I have worked here for over 21 years and it was my first job and I consider this place as my second home. I feel that this place has done me a great favor. I promise to do everything I can to help the Company develop and surpass competitors and I shall love and do my best to be a role model for friends, brothers and sisters always”.

“I used to think that coming to work every day is only my duty that I do best But from now on after the training, I have learned so much more I shall improve myself and dedicate myself to work for the best interest of the Company.”
 - Team Activity involving games and competitions to build good relationship among employees and work together in the activities to achieve the same target.
 - Last part of the activity, Managing Director and senior executives entered the party, lights were turned down and candles lit up from one to the other. Afterward, the Managing Director made a speech informing everyone about the objectives of the training program for everyone to understand about the core value and for everyone to concentrate on developing the organization and trust that the Company would sincerely take good care of every employee for stable and sustainable development.
- Appointment of Corporate Culture Promotion Sub-Committee by inviting President of all 10 DBP DNA Classes to join with the Corporate Culture Promotion Committee in order to push forward and promote the corporate culture.
- In 2013, several activities were organized continuously to promote the corporate culture having each group presenting variety of activities including promotion of knowledge through E-mail and Intranet channels, teamwork activities such as Big Cleaning activity in each working unit, etc.

Results:

- Employees have become aware, understood and realized about the core value.
- Employees are satisfied with the training and believed that the Company truly put emphasis on its personnel.
- Employees have become more realized about the importance of training and development program.
- Employees have become better at contact and coordination with their work colleagues.
- Employees have more work spirit.

1.2.2 Development of Safety Consciousness

The Company is focused on reduction of accident in the workplace. Safety in the workplace is considered a major duty of the executives and therefore this is the year of safety campaign, having organized training classes and outside activity, including the “Study Tour on Safety” Program at the oil refinery of Thai Oil Public Co., Ltd. having 30 Company’s representatives from several working units on October 17, 2013, which can be summarized as follows.

- Positive Knowledge: building safety consciousness from five senses starting from risk assessment which must be assessed everytime the work permission form is written (work everyday/write everyday/assess everyday).
- Negative Knowledge: for instance, should the safety helmet is not worn, there will be danger and penalty, etc.
- In building safety consciousness, leadership is very important starting from promotion of executives to become leaders in safety and a role model for the employees so that the employees shall become more enthusiastic about safety, as well as having the executives supervise on safety after work and organize practice drills on safety, etc.
- Key success factor of building safety consciousness is that the top executives (especially No. 1) and safety personnel must be the opinion leader for everyone in the organization to follow.

1.2.3 Development of Environmental Protection Consciousness

The Company realizes the importance of building consciousness in environmental protection initiated by the executives who are the opinion leaders, establish direction, organize development training on environment and communicate to every employee to become aware of environmental management, which can be summarized as follows.

- Appointment of Corporate Social Responsibility Committee consisting of executives from every working unit totaling 14 committee members on March 29, 2012 in order to establish direction and guideline on the corporate social and environmental responsibility putting emphasis on not creating adverse impact to every stakeholder.
- Appointment of Energy Management Team to promote reduction of energy consumption including study on impact for long term planning and organize development training course for employees on energy conservation consciousness.
- Organization of training courses for development of knowledge and awareness of personnel in the operations of the Company which shall not cause social and environmental impact, in product quality development to increase efficiency in production process and increase competitiveness. During 2013, the Company has enrolled its personnel in several training courses and activities with the Stock Exchange of Thailand, including:
 - (1) Development project for the listed companies on preparation of CSR Report organized by the Thaipat Institute of Thai Rural Reconstruction Movement Foundation under Royal Patronage and Corporate Social Responsibility Institute of the Stock Exchange of Thailand during March 25, 2014 to November 29, 2013.
 - (2) “GRI Global Conference Debrief on Sustainability and Reporting” event organized by the Thaipat Institute of Thai Rural Reconstruction Movement Foundation under Royal Patronage on June 18, 2013.
 - (3) Seminar on guideline for disclosure of information on corporate social responsibility (CSR) according to Form 56-1 organized by the Office of Securities and Exchange Commission (SEC) on January 9, 2014.
 - (4) CSR workshops on “CSR Management for Sustainable Development” Class 1-2 organized by the Stock Exchange of Thailand (from 2012-2013).

1.2.4 Development of Productivity Improvement Consciousness

The Company has continued to organize training courses to review TPM activities and engaged professional consulting team for advice on TPM activities in order to improve production efficiency, to reduce the amount of waste from the process. Accordingly, the Company has organized training courses for every level of employees from the executive to the operational level including courses on TPM, Kaizen and 5S, etc. The objective is so that the employees can take various tools from each course and apply them in their operation to increase production capacity, improve efficiency and make the process easier, more convenient and also reduce the cost of production.

(A) **5S Activity** is participated by every executive, employee and contractor, joining together to develop and improve working areas for cleanliness and increase work effectiveness for products and materials storage, by dividing into 4 categories, namely large-sized factory, small-sized factory, materials storage and office. As a result, during the past two years, the Company has received the “5S Award” certificate at the Thailand 5S Award Event from the Technology Promotion Association (Thai-Japanese) for the materials store and warehouse areas, and the office area, Accounting and Finance Division. During the past year, the Company organized 5S activities for several Companies’ stores of customer including specific 5S activities during the flood in Bangkok by which the Company’s customers were very satisfied.

(B) **TPM (Total Productive Maintenance)** is a maintenance system to increase the productivity of plant and equipment undertaken by every employee through group works activities with aim to improve the effectiveness of the machinery to the highest level, knowledge and skill development of employees which shall improve the performance of the organization. Accordingly, the Company has continuously organized training programs since year 2010 including the TPM 6 Basics (fundamental training in the areas of Bolt & Nut, Pneumatics, Transmission, Lubrication, Electrical and Hydraulics). During the past year, targets for TPM activities of the Company were established to reduce accident, defect and failure in the production process (Zero Accident, Zero Defect and Zero Failure) starting from development of employees’ potential to become experts in machinery, capable of utilization and maintenance of machinery and equipment at their most efficiency and fostering social responsibility. The TPM activities were well received and participated by the employees from every department. Employees from the Production Division have organized the following activities.

- **OEE (Overall Equipment Effectiveness)** is the indicator of efficiency and effectiveness of the equipment having three main variables; namely, availability, performance and quality in percentage. The Production Division must measure the OEE every month for each machinery or equipment in order to evaluate how effectively each machine is utilized. Sample of OEE measurement of Production line CT-5 is shown below.



- **OPL (One Point Lesson)** is a communication tool, passing on knowledge to employees. In conducting OPL, employees of each work unit shall suggest a work procedure that is systematic with less procedure and communicate to the employees within the unit for better work efficiency and improvement. The Company realizes the importance of OPL program and therefore has continued to conduct OPL throughout year 2013, totaling 1,893 topics, an increase of 70.39 % from previous year.
- **Kaizen** is an activity that emphasizes a development of thinking potential and promotes creative thinking of the employees, providing opportunity for the employees to make suggestions on reduction of cost and power consumption. During the past year, there were over 1,543 topics suggestions on Kaizen activities from the employees, an increase of 7.53 % over the previous year.

1.3 Respect for Human Rights

The Company has a policy to conduct business operation by obeying the law and adhering to the human rights principle, and not supporting any business activities that violate the human rights, which is part of the Code of Conduct established as guideline for the business operation, having the following regulations.

- (A) The Company must strictly adhere to the principle of human rights, provide knowledge and understanding on human rights principle to the employees in order for them to follow in their operation and not support any activities that violate the human rights.
- (B) Employees at every level must thoroughly understand the law concerning with their duties and responsibilities and strictly comply with such law. If uncertain, the staff should consult with the Company's Legal Department or legal advisor on the particular subject. The employees must not conduct such matter with own understanding without any advice.
- (C) Employees traveling to work overseas should study laws, tradition, custom and culture of the country of destination prior to the trip to ensure that products, sample products and equipment, travel documents, trip objectives and work in the destination country are not illegal, in contrary to the tradition, custom and culture of the destination country.
- (D) The Company shall use the principles of fairness and honesty in business management concerning remunerations and benefits and other hiring terms and conditions, as well as realize the liberty and rights to freedom of association, free of forced labor or child labor, impartial and equitable treatment on opportunity for all staff members, humane working environment and compliance with the Labor Protection Act and Thai Labor Standard and other relevant laws and regulations.

Based on the principle of human rights, the Company operates its business by including the safety protection of the individual, safety from violation of rights or any abuses including violation of the rights to freedom of association, equality, equitable treatment of all races and skin colors, religions, gender, family, sexual preference or disability, humane working environment, occupational health and safety of employees, free of forced labor or child labor.

Management of the workplace so that it has humane working environment, the Company has managed safe, sanitary and clean, sufficient lighting, clean water, sufficient number of toilets, fire exits and necessary safety equipment for firefighting, emergency first-aid kits and participation in emergency situation plan for both fire and medical.

The Company has established policy for the occupational health and safety unit to have plan for inspection of workplace environment, fire exits and necessary safety equipment for firefighting, which must be in good condition and safe, to assess risky and unsafe places, to have measure for correction to reduce accident and ensure the safety of employees in the workplace, as well as to have fire escape and firefighting drill in the event of fire for at least once a year.

1.4 Fair Labor Practices

The Company shall practice principle of justice to oversee and treat the employees equally and with dignity for the management concerning personnel, wages, compensation, benefit and other employment terms as the employees are part of the organization driving the business to its success and achievement. Accordingly, the Company shall adhere to the Labor Protection Act and Labor Relations Act including other relevant laws and regulations, which can be categorized as follows.

1.4.1 Employment: The Company considers the potential of the personnel and employees of every position and puts importance on the nomination process, appointment and transfer based on appropriateness of qualifications, namely knowledge, skill, capability and experience, as well as physical condition and other regulations necessary for the employee in that position. Accordingly, the Company shall consider and determine appropriate remuneration based on job description, employment level and wage rate in the labor market and work performance.

1.4.2 Labor Relations: The Company encourages participation and coordination among working units and between employees and executives in order to open opportunity for employees at every level to express opinion or make suggestion for work improvement as well as organizing activities according to the plan to make the organization a “Happy Workplace”.

As for the labor relations management system, representatives of the Company’s executives have joined together with the representatives of the employees in a bilateral meeting in accordance with the applicable laws. The meeting is held every month to discuss about employees’ welfare, establishing regulations that are beneficial to employees and Company as well as consideration of employees’ complaints and resolving conflicts within the organization, etc.

1.4.3 Welfare: The Company focuses on the safety and welfare of the employees to reinforce good morale and spirit in work and duty of the employees. The Company foresees the importance of maintaining a sanitary and safe workplace environment without any accident and protecting Company’s assets from damage and therefore several management tools and systems have been introduced for the organization such as Safety, Health and Environment (SHE), Hazard Prediction Training (KYT), 5S Activity for productivity increase, Kaizen Suggestion for work improvement, Environmental Management (ISO14001:2007) and Total Productive Maintenance (TPM) with everyone involved, etc. In addition, the Company provides welfare on life insurance, accident insurance and health insurance in case the employee become ill or had accident both during work or outside in every case, the employee can be medically and promptly treated at any specified clinic or hospital, reducing financial burden for the employee using the medical service according to the specified rights and privileges. For welfare assistance in terms of financial assistance, the Company has several types of welfare such as shift payment, active payment, cost of living, etc. In the past year, the provident fund was increased from previous 3%, 4% and 5% according to employment period to 3%, 5% and 7% for employees’ security in the future. The employee can choose saving proportion according to the specified employment period with the Company joining donation into the provident fund at the same rate. In addition, the Company has improved welfare on financial assistance, cost of living and emergency loan in order to alleviate trouble and necessity of living expenses for the employees.

1.4.4 Complaint Aspect: In the event that the employee is treated unfairly or suffered from work regardless of working condition, hiring condition, control, order or work assignment or inappropriate action between the Company, between the superior and employee or between employees, the employee may file complaint on such dissatisfaction or suffering to the Company in order for the Company to resolve or end such incident so that there is good relationship between the Company and employee and for happy workplace for the employees.

1.4.5 Opportunity for Equality: The Company adheres to equal treatment to the employees with justice, impartial treatment and non-violation of individual liberty both directly and indirectly. The Company operates based on fairness and equality according to human rights principle.

1.5 Responsibility toward Society of Diamond People

The Company has established the corporate social responsibility as part of the Company’s Code of Conduct, realizing that the society is an important mechanism for promoting and pushing forward the Company for its existence, sustainability and development, accepted by all relevant parties. It is initiated from the society of Diamond People, a small society comprising of directors, executives and employees at every level, which are the heart of the matter for promoting potential and competitiveness toward society at community level, as well as encouraging Diamond People to work in the same direction. Activities were organized during several festivals to encourage love and generosity among the employees, having consciousness to help each other during disaster which also includes the family members of the employees as follows.

- “Diamond Paints: Love Postcard to Mother” activity was organized during the Mother’s Day for employees to participate in a contest on designing postcard sending love to the mother and campaign for the employees to express their feeling of love toward their mother for building love consciousness for mother.

- “Feeling Fresh: Herbal Drinks from Diamond Heart” activity was organized during hot summer time having impact on working environment and mental of the employees. The Company provided herbal drinks to relieve the heat and boost morale and spirit of the employees.
- “Hidden Place Not Hidden Danger” Activity: the Company organized medical examination on cervical cancer for female employees and contractors to reduce risk and learn about self-treatment.
- “Money Saving Week” Activity: The Company encourages its employee to be frugal on their spending, learn how to manage their finance by inviting experts on finance to come in to teach and organize workshop on the subject.
- “Mother’s Breast Feeding Corner” Activity: An area was set up to provide knowledge for female employees and contractors on mother’s breast milking and feeding.
- “Blood Donation” Activity: Employees participated in the blood donation drive in March, June, September and December of every year at the Diamond Kitchen.

2. Diamond Business

The Company adheres to principle of fair business operation and encourages Diamond People at every level to operate with prudence and honesty by adhering to the business ethics, which has a fair business operating policy toward every group of stakeholders, namely the shareholders, customers, trading partners and competitors, without seeking for own benefit, which has conflict of interest with the Company and stakeholders, as well as keeping confidential of secrets relating to business operation with the stakeholders for the best interest of the Company.

2.1 Fair Operating Practices

- 2.1.1 Having policy to treat its trading partners equitably and fairly based on fair compensation to both parties, avoiding circumstances that may lead to a conflict of interest as well as complying with the contractual obligations, provide actual information and accurate reports, negotiate and find solutions to the problems based business relationship. The Company has established measure for checking connected transactions within the business chain between trading partners and Diamond People regularly for fairness in business operation. Should there be any connection; details must be disclosed in the Company’s financial statements within the fair business framework.
- 2.1.2 Having policy to treat its business competitors conforming with international practice and under legal framework concerning business competition, without using power to monopolize the market, not fraudulently or inappropriately seeking confidential information of its competitors, not defaming reputation of its competitors by abusive accusation, respecting the right and intellectual property with all of Company’s products being designed by personnel with expertise to meet advantage and benefit of the consumers and providing installation services having waste or scrap management system without impacting the environment.
- 2.1.3 Promoting social responsibility in the business chain through purchasing and hiring channel by providing assistance and support for the small and medium enterprises in the community such as purchase of cleaning materials made from small pieces of clothes sewn together into big pieces by group of handicapped people and housewives for cleaning machinery and purchase of shockproof materials such as narrowleaf cattail, straw, hay bales for damage protection of products during transport from the group of people in the community in order for them to earn income, etc.
- 2.1.4 Promoting employment of disabled persons in accordance with Employment of Disabled Persons Law B.E. 2554 regarding the number of disabled persons that the employer must employ. Although the Company has not complied with the number of employed disabled persons because as industrial factory which has limitation for employment of disabled persons. Therefore, the Company has set up a concession by providing areas within the factory for selling products or service (Section 35) for disable persons to come in for selling products by contacting and coordinating with the Saraburi Provincial Employment Office for registration according to Section 35 by which several disabled persons expressed interest. Accordingly, the Company has organized “Diamond Open House Granting Concession to Disabled Persons and Caretakers for Products Sale” on November 26, 2013, which would reduce the amount of money delivered for the Promotion and Development of Quality of Disabled Persons Fund.

2.1.5 The Company has compensation measures in case of a stakeholder has suffered damage from violation of lawful rights by the Company and provides opportunity for whistle-blowing or filing complaint about illegal action or immoral conduct to the Independent Director and Audit Committee. The Company has also established a procedure for the process after the whistle-blowing by inspecting the information and reporting the matter to the Board of Directors afterward.

In addition, the Company has established operating guidelines for the executives and employees according to the value as expected by the Company, including the code of conduct and accountability with the stakeholders for the benefit of building operational behaviors standard of the executives and employees based honesty. The Good Corporate Governance Handbook and the Code of Conduct are disseminated on the Company's website (www.dbp.co.th) for acknowledgement and practice by every executive and employee throughout the organization with constant monitoring of the practice.

2.2 Responsibility toward Consumers

The Company puts importance on accountability for every group of stakeholders including shareholders, customers, trading partners and competitors and has announced the Code of Conduct, established as guideline for the business operation, having regulations on the responsibility toward consumers as follows.

- 2.2.1 Deliver quality products and services, which meet or go beyond customer's expectation at a fair price.
- 2.2.2 Provide accurate, adequate and timely information about the products and services to customers without exaggeration that can lead to misunderstanding by the customers on the quality, quantity or any conditions of such products or services.
- 2.2.3 Deal with customers politely and efficiently and gain their trust; set up a system and process to receive complaints from the customers concerning quality, quantity and safety of the products, as well as the speediness of the response and delivery; and manage its best to ensure that the customers receive prompt response.
- 2.2.4 Safeguard customer confidentiality and refrain from using it for personal benefit or for others' benefit.
- 2.2.5 Provide advice regarding the efficient use of Company's products and services for the best interest of the customers. The Company has established several marketing communication methods as follows.

- **Display of Product and Service Label:** Providing detailed information of product including product name, size, color, model, design clearly on the label put on the product and the products are displayed at the sales representative stores including caution for storing the product on the label or insert.
- **Installation Information Service:** Team of experts is organized for providing information about the all products and services of the Company through a Call Center for prompt service to the customers.
- **Communication of Product Information:** Suggestions on the use of products under the product display booth built completely with Diamond products so that the consumers can learn about product usage and can see actual products at the sales representative stores of Diamond and brochures with clear product information in detail.
- **Communication Channel through Company's Website:** Consumers may see the products and calculate the costs by themselves.

During year 2013, there was no significant complaint that was caused by the use of Company's product and also sufficient and correct news and information were provided for the benefit of management in both producer and consumer.

2.3 Anti-Corruption

The Company promotes and instills awareness in Diamond People to realize the danger of corruption. Accordingly, the Company's Board of Directors has announced the Anti-Corruption Policy in writing which is considered as part of the Company's Code of Conduct and disseminated on the Company's website according to the resolution of the Board of Directors' Meeting No. 255 dated July 29, 2013, comprising of Anti-Corruption Policy, Political Neutrality Policy, Policy on Acceptance and Offering of Gift, Asset or any Benefit and Policy on Whistle-Blowing or Complaint, which have been carried out as follows.

- 2.3.1 For the policy regarding acceptance and offering of gift, asset or any benefit, the Company has sent a letter to the trading partner as follows. "The Company has policy on equal and fair treatment to the trading partners and you do not need to offer anything in return to the employee of the Company that you have contacted. Any action by the Company's employee to request for anything in return or exchange for something is deemed serious violation of the policy and vice versa if the trading partner offers any benefit for the employee of the Company or person related to the employee is also deemed serious violation of the policy which may cause the business relationship with the trading partner to end".
- 2.3.2 The Company respects democratic administration system and encourages employees of every level to use their political rights within the course of law as good citizen by allowing the employees having domicile outside the factory area to take leave for voting in the general election without counting as a holiday.
- 2.3.3 The Company has assigned the Internal Audit and Compliance Unit which reports directly to the Audit Committee to have duty in supervision and auditing of internal control system of every working unit of the Company to assure that the Company has good internal control system in order to reduce fraud that may occur in the Company's business operation and open opportunity for the employees to notify of any fraud or wrongdoing within the Company by immediately reporting to the Independent Director and Audit Committee to check on the information and report to the Board of Directors afterward.

During the past year, the Company has received several complaints and whistleblowing report such as inappropriate action that might lead to corruption or fraud by Company's employees by directly reporting to the Audit Committee. According to the investigation results, there were no serious matters that might impact the Company's reputation or cause damage to the Company. In addition, internal control system has been improved to be more concise.

3. Diamond Community

The community level operation has been developed further from the society within the organization which is in line with the Company's business operation that can be carried out continuously to benefit the society and surrounding community, improving the quality of life. Social service activities have been organized in several cases, such as flood disaster and support for knowledge development and building social responsibility consciousness of the youth. During 2013, the Company carried out the following community level activities.

- 3.1 Job Creation in the Community:** The Company has established policy to hire people from the surrounding community which helps people in the community to obtain income. Normally, the Company's headquarter is located in Saraburi Province having about 800-900 employees, of which more than 75% are local people. Except for certain positions that could not be found from within the community, they would be opened from other sources. Also for the branch office in Khon Kaen Province and subsidiary company in Chiang Mai Province, job positions shall be filled by people from such community first.
- 3.2 Participation in human development in the community:** With the experience, the Company takes the knowledge and skill in roof installation for training the people in the community to create jobs for the people in the community which they can use as their profession. Several programs were organized as follows.

- **“Phra Dabot” Project:** The Company joined the technical training program and supplied course materials for the students of Phra Dabot School under the Royal Patronage, which has been carried out for several years. The Company foresees the importance of this mission and has confidence in the potential of Diamond People for taking part in the development of the training course in construction roof tile installation for Phra Dabot students as an alternative course as well as expansion of technical knowledge and profession.
- **“Phra Dabot’s Offsprings” Project:** Taking theoretical knowledge into real practice by having the students of Phra Dabot School build a complete house by which the Company provided all construction equipment such as “Phra Dabot Diamond House” of 4 x 6 in meters for 2 houses with permanent structure under supervision of Phra Dabot School under the royal patronage of the king foundation. The Company shall continue to carry out this project to build on the skill development of the students of Phra Dabot School.
- **“Diamond Heart Technicians Training” Class 2:** The Company organized training course for people in the community, providing knowledge on roof installation, siding boards and eaves installation by using Company’s products under “Diamond” brand on October 9, 10 and 11, 2013, which was continued from the previous year.

For year 2013, the Company coordinated with the Department of Skill Development of Saraburi Province to assign and include the “Diamond Heart Technician” program into the skill development plan for year 2013 with 3-day training course including 1-day theoretical part and 2-day practical part with course certificate to be issued to every course participant.

- **“Diamond Builds Professional Transport Service Personnel” Project:** The project was opened for soldiers who would be decommissioned from reserves in 2013 to join work in transportation service with the Company providing training and knowledge on transportation and ready to accept the decommissioned soldiers for employment and support their profession.
- **“Diamond Open House Granting Concession to Disabled Persons and Caretakers for Products Sale” Project:** The Company supports and promotes income for the disabled persons and their caretakers by open opportunity for them to sell products or services in the Company without any charges in order for them to take care of themselves, not having to depend on family or society, and also feel proud of themselves. For instance, they open coffee shop and sculpture store for sale to the employees and contractors of the Company.

3.3 Development of Consciousness for Diamond People to Love their Homeland

- **“Stretch Your Chest Proud, Love Homeland” Project:** The Company has built consciousness for the love of homeland by campaigning and promoting the employees and contractors to be proud of being Diamond People by carrying the employment ID card to use services of local stores participated in the project to support the community people and local stores to earn more income and receive special privilege or discount from the stores.
- **“Friends Helping Friends Fight Disaster After Flood” Project:** The project was organized to alleviate misery of work colleagues the family members of Diamond People whom suffered from the disaster by participating and sharing of belonging and consumer goods.
- **Community Relations” Project:** The Company provides roofing tiles and laminate products for construction to government sector, schools and temples around the vicinity of the Company.

3.4 Community Involvement

The Company puts emphasis on the community and its people and participates in the activities which promote the culture and tradition of the community continuously, which can be summarized as follows.

- **“National Children’s Day” Activity:** The Company supported activities on the Children’s Day at the Tam Diew Subdistrict Administrative Office, Tambon Taling Chan on January 11, 2013, including games, sculpture painting, prizes, food and drinks for the students and guardians.
- **“Beginning of Buddhist Lent Merit Making” Activity:** The Company and employees together participated in the merit making and offering candels on the Buddhist Lent candles at Wat Taling Chan, Saraburi Province.
- **“Ceremony of Presenting Yellow to the Buddhist Monks at the End of the Buddhist Lent”:** The Company was the co-host of the event at Wat Ta Yiam, Tambon Taling Chan to raise part of the fund for construction

of the sermon hall in a monastery totaling 15,312 Baht.

- **“Sports Competition” Activity:** The Company supported and donated fund for the Taling Chan Subdistrict Administrative Organization for organizing the sports competition, “Taling Chan Games 14”.
- **“Smiling Sun 2013” Project:** The Company supported and gave goods and products to Ban Tung Noi School, Chonburi Province for construction of small children center on November 16, 2013.
- **“Walk-Run Charity Support” Activity :** The Company participated and support funding and athletes to the Kang Khoi Student Alumni Association for organizing the Walk-Run Charity event, “Mini-Half Marathon No.2” at Kang Khoi School on December 8, 2013.

3.5 Social Investment and Social Impact Assessment

The Company puts emphasis on looking after the society, establishing annual budget for investments in the society according to the objectives which are in line with the Company’s business operation for the best interest of the community, creating jobs and profession for the people in the community. Accordingly, the Company spent a budget totaling Baht 1 million in 2013.

As for the assessment on social impact, there was no complaint from the community during the past year concerning the Company’s business operation such as air quality, dust, noise, water and waste in the production process.

3.6 Communication and Dissemination: Work on society and communication shall be communicated and disseminated for acknowledgment by Diamond People and all concerned parties via the Company’s website as follows.

- Internally within the Company via <http://drt/> under the topic of **“Corporate Social Responsibility”**.
- Outside the Company via http://www.dbp.co.th/trade_information.htm in the part of **“Investors Information”** under the topic of **“Corporate Social Responsibility”**.

4. Environmental Responsibility

The Company realizes the importance of environmental responsibility. In particular, the production process must not have impact or destroy the environment and resources of the community. Moreover, activities and campaign on the conservation of environment must be promoted and carried out, which can be summarized as follows.

4.1 Prevention and Reduction of Impact from Pollution

The Company has continuously and strictly adhered to the laws and regulations on environmental concerns as stipulated by the Ministry of Industry, Ministry of Natural Resources and Environment, Ministry of Public Health, Ministry of Labor and Ministry of Interior. During year 2012-2013, the Company passed all the standards and criteria in the environmental condition monitoring and measurements in the workplace including air, dust, noise, water and wastes in the production process, having no adverse impact or damage to the environment and resources of the community, which can be summarized as follows.

Inspection of Workplace Environment: The results of inspection on the following items based on the industrial standard found no item that exceeded the specified industrial standard.

- Measurement of air quality from the workplace condition such as steam boiler funnels, paint blowers, xylene, etc in order to monitor the air quality so that it will not have impact on the environment.
- Monitoring of noise pollution, dust and chemical, which passed all the standard criteria.
- Monitoring of surface water quality surrounding the factory to be within the specified standard.
- Having the base solution pond system for recycling of water for re-use in the process, reducing water consumption and water pollution.
- Treatment of waste, broken tiles, sealer remains, oil residue and other wastes are transported and disposed outside the factory, which is permitted by the Department of Industrial Works, including reporting via website of the Department of Industrial Works, www.diw.go.th.



Monitoring of Chrysotile in the Workplace

Area	Measured Values in 2012	Measured Values in 2013	Standard
FC raw materials preparation area	< 0.001 - 0.009 fiber/cm ³	< 0.001 - 0.016 fiber/cm ³	Not exceeding 2 fibers/1 cm ³ atmosphere
Tile testing area	<0.001 fiber/cm ³	-	Not exceeding 2 fibers/1 cm ³ atmosphere
Cover pacing/glazing area	< 0.001 - 0.012 fiber/cm ³	0.015 fiber/cm ³	Not exceeding 2 fibers/1 cm ³ atmosphere
Broken tiles storage area	0.006 fiber/cm ³	< 0.001 fiber/cm ³	Not exceeding 2 fibers/1 cm ³ atmosphere
Chrysotile storage area	0.013 fiber/cm ³	< 0.001 fiber/cm ³	Not exceeding 2 fibers/1 cm ³ atmosphere
Product distribution area	0.014 fiber/cm ³	< 0.001 fiber/cm ³	Not exceeding 2 fibers/1 cm ³ atmosphere

Source: Report of Environmental Measurement on April 3-4, October 15-16, 2012, May 11-12, 2013

By: Global Environmental Management Co., Ltd.

Monitoring of Air Quality in the Workplace

Monitoring Items	Measured Values in 2012	Measured Values in 2013	Standard
Total Suspended Particulate in the factory	3.11 - 7.12 mg/m ³	1.23 - 9.89 mg/m ³	Not exceeding 15 mg/m ³
Particle matter (<10 mg)	3.61 - 4.13 mg/m ³	1.00 - 4.89 mg/m ³	Not exceeding 5 mg/m ³
Xylene	< 0.001 - 0.957 ppm	0.071 - 3.463 ppm	Not exceeding 100 ppm

Source: Report of Environmental Measurement on April 3-4, October 15-16, 2012, May 11-12, 2013

By: Global Environmental Management Co., Ltd.

Monitoring of Air Quality from the Factory's Funnels

Area	Measured Values in 2012	Measured Values in 2013	Standard
Total Suspended Particulate (TSP)	< 0.01 - 4.10 mg/m ³	12.64 mg/m ³	Not exceeding 320 mg/m ³
Sulfur Dioxide	< 1.30 ppm	2.70 ppm	Not exceeding 60 ppm
Carbon Monoxide	23 - 28 ppm	10.50 ppm	Not exceeding 690 ppm
Nitrogen Dioxide	3.60 - 6.60 ppm	23.43 ppm	Not exceeding 200 ppm
Xylene	1.18 - 30.13 ppm	2.180 - 33.433 ppm	Not exceeding 100 ppm

Source: Report of Environmental Measurement on April 3-4, October 15-16, 2012, May 11-12, 2013

By: Global Environmental Management Co., Ltd.

Investments on Reduction of Environmental Impact for the Past 5 Years

Year	Description	Amount (Million Baht)
2008	Treatment of Air, Water and Hazardous Wastes	15.28
2009	Base solution ponds and Waste Disposal & Treatment	2.75
2010	Waste Storage / Water Drainage / Warning System / Water Return Pipe	2.69
2011	Cement dust/White Clay Collection System, Tile Dust Collection System and Enclosed Paint Room Installation	2.99
2012	Ammonia Treatment System / Dust Collection System for Receiving Pond / Roof for Settling Pond	8.07
2013	Xylene Odor Elimination System / Fire Distinguish System / Emergency Doors	6.40

4.2 Process Water Management

For the management of water in the production process, the Company uses raw water from Pa Sak River, of which permission has been granted by the Royal Irrigation Department. The raw water gets treated and passed to the production process. About 1,800 cubic meters of water is used in the process per day and new water of about 800 cubic meters is put into the process per day. Each day, water loss through the process is about 300 cubic meters and about 700 cubic meters of water is circulated within the process. According to the ISO-14001, the water used in the process must be managed so that no water is discharged out of the process. Accordingly, the Company has installed a settling pond system to treat the water from the process before being used again in the production process, which can reduce water consumption by more than 50% of the volume used in the process.

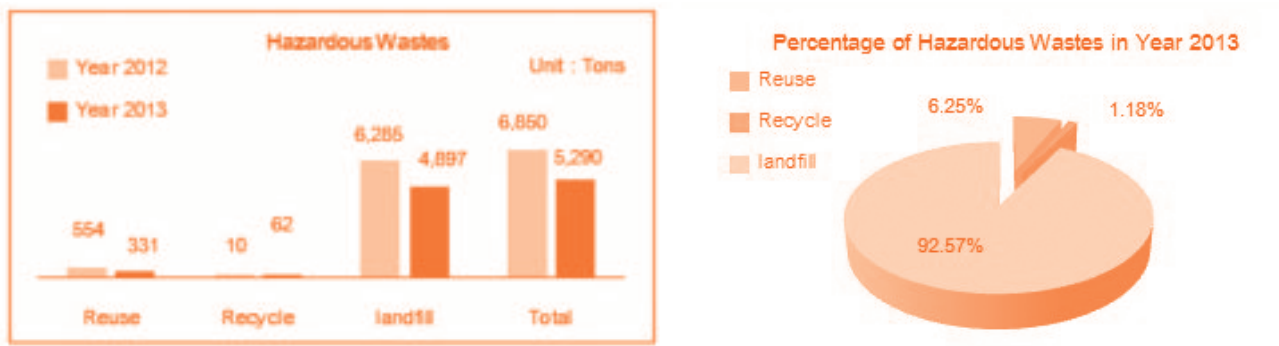
4.3 Process Waste Management

Management of waste in the production process to mitigate impact to the environment is undertaken considering the benefit and safety of products delivery to the consumers in accordance with the ISO-14001 to obtain the most benefit and reduce production cost effectively by separating the process waste into two categories namely, non-hazardous wastes and hazardous wastes as follows.



4.3.1 Non-Hazardous Wastes are mostly broken tiles, woodchips, plastic pieces, scrap iron, scrap paper and community waste. Broken tiles are used as landfill which granted permission. Used papers from offices shall be recycled within the factory. Residuals from planing or shaping machines are used in many ways, such as cleat, brick and the remaining woodchips, plastic pieces and scrap iron are separated and treated as follows.

- “Reuse”: such as big bag for putting in residual.
- “Reduce”: such as designing smaller-sized pallets so that less wood is used.
- “Recycle”: recycling residuals or leftover for use as cleat and for remaining woodchips, scrap iron and plastic are separated and sold.
- “Disposal”: such as broken tiles and community waste are treated according to the law and used as landfill at permitted areas.



4.3.2 Hazardous Wastes mostly come from the production process which are mainly wet cake or sludge which are disposed or used as landfill and after being made into solid mass by Better World Green Co., Ltd. (BWG). As for the color sludge and other contaminated materials are sent for use as mixed fuel or alternative energy at BWG and the hazardous wastes are sent for storage at the hazardous waste storage building before before being disposed, which can be summarized as follows.

- “Reuse” such as oil barrels, paint containers, solvent containers which are being used several times.
- “Recycle”: such as contaminated materials being recycled and used as mixed fuel water paint, oil paint and sealer.
- “Disposal” is carried out according to the law such as wet cake or sludge being used as landfill at permitted areas.

The results from the process waste management in 2013 show that hazardous waste could be reduced from 17.15 % in 2012 to 12.79 % in 2013.

4.4 Improvement for Environmental-Friendly Production Process

For improvement of production process to reduce air pollution arising from cutting of tiles and use of volatile matters for tile coating, the Company has installed dry-type dust remover, volatile matter suction room and paint dust capture system.

- **Reduction of cement dust** by utilizing dust filter bin with air ventilation in the silo which is widely used for air ventilation from the silo by capturing dust for air pressure type of silo. The filter is Polypileat type with air pressure cleaning installed together at closing cap. The cement dust shall be separated from the air flow by the special Polypileat filter and fall within the silo, which can be recycled for use again within the factory.
- **Recycle of Wastes** to use the resources fully by finding alternatives and recycling such as project on the recycling of the residuals from synthetic wood process to manufacture cleat and pallet instead of using wood, which can reduce the waste from the recycling process by about 30 tons per year and reduce the use of wood in the transportation system.

- **Reduction of Paint Oil Vapor** by using vapor capturing machine from Japan. The oil mist collector is used to capture and filter oil vapor and particle which is over 90% effective and the captured oil vapor can all be recycled.
- **Treatment System for Volatile Matter, Xylene**, at the concrete tile production plant utilizes activated carbon or activated charcoal in order to filter toxin from the liquid or air to reduce air pollution by installation of this system at the coating and spraying areas, tiles transport system into storage shelves and tunnels and within tiles curing tunnels.
- **Raw Material Alternatives** are achieved by development of production formula of every group of products in order to reduce the use of raw materials and find raw materials that do not impact the environment for use as the alternatives such as fly ash from electricity generation process for use in place of cement and mixing pulp with PVA for use in place of asbestos, etc.
- **Water-Based Paint** has been developed for the process instead of oil-based paint to reduce air pollution.

4.5 Energy Management

The Company realizes the importance of efficient use of energy to reduce environmental impact and therefore has focused on the management of energy including reduction of energy consumption for existing machinery and bringing new innovation into the production process for new machinery. The Company puts emphasis on participation by all employees by establishing “Energy Management Team” since 2010 having objectives to manage for effective use of energy, review and improve on the policy, target and plan every year for development of new innovation to reduce energy consumption having the following important projects.

- Project on controlling electric current of the fiber cement production line by controlling the Demand Charge which can reduce electricity consumption during Peak Time by about 1,050 kwh with electricity tariff reduced by about 0.8 million baht per month.
- Control of electricity tariff of fiber cement production line by stop using the 30-kwh water pump for increase of water pressure which can reduce about 50,000 baht per month of the electricity tariff.
- Project on utilization of natural gas (NG) in place of bunker oil for boilers at the autoclaved aerated concrete. NG is a clean energy and can reduce pollution from exhaust of bunker oil, and reduce energy cost. This project will commence during the 3rd quarter of 2014.
- Project on switching to energy-saving light bulbs. During 2013, high-output fluorescent light bulbs were used in place of the mercury lamp at the autoclaved aerated concrete. As a result, energy consumption was reduced by 189 watts per lamp with the same luminosity, reducing the electricity tariff by around 10,000 baht per month.
- Project on improvement of machinery for side board and synthetic wood production to have appropriate spacer in order to reduce baking gap in the autoclave, resulting in a 17% increase in production capacity and reduction in energy consumption and labor. More importantly, accident risk has been reduced during machinery transport and production cost can be reduced by about 3% per ton of product.

4.6 Transportation Management

The Company has established appropriate policy for management of transportation system including the group of 6-wheeler, 10-wheeler trucks and trailer trucks to reduce environmental impact for most effective operation, which can be summarized as follows.

- Encourage product delivery truck owners to use natural gas (NG) instead of oil to reduce greenhouse gases.
- Manage product transportation so that the truck are fully loaded both way, namely head hauling and back hauling, reducing empty load traveling, oil consumption and energy cost.
- Using multimodal transportation system by transporting by road and by ship to reduce traffic risk in terms of road accidents and reduce fuel consumption.

The Company has established the regional distribution centers in order to expand business to the provincial part which create jobs in the community where the distribution center is located, as well as reduction of traffic and consumption of energy around the area of the factory.

4.7 Installation Service Management

The Company provides installation service which creates confidence among the customers that the purchased products can be installed and used effectively. There are also training program for the local technicians in the area of sales representatives throughout the country in order for them to have knowledge and skill on installation of roof and truss and become their profession. There are already about 500 trained people who can teach and transfer the knowledge to other groups of technicians, as well as providing advice on correct management and disposal of wastes from use which is another way to help reduce the air pollution.

5. New Innovation Related Projects

The Company is keen on exploring new innovation in order to lessen impact to the environment, reduce air pollution by conducting energy management and producing non-asbestos products to increase the variety of environmental friendly products which can be summarized as follows.

5.1 Utilization of Alternative Energy

Alternative energy project utilizes steam energy from the independent power plant locating adjacent to the Company's factory. Steam is considered a waste product from the electricity production process but can still be used as energy in the production process by replacing electricity power for the product drying process. The steam is used in the Autoclave system by which steam has a 10% higher heating value than the steam produced by the Company, reducing electricity consumption by 10% and also increasing stability more than utilizing power within the process, increasing energy efficiency, reducing energy cost and lessen impact to the community and environment.

5.2 Environmental-Friendly Products and Projects

The Company also produces non-asbestos tile products to increase variety of products of the Company and also environmental-friendly, namely Jearanai Tile, Jaturon Tile, etc. as well as adding new production lines for non-asbestos products such as laminate, board and autoclaved aerated concrete, etc.

Autoclaved Aerated Concrete (Diamond Block) The Company has invested in the Autoclaved Aerated Concrete production line using special technology of MASA Henke Maschinenfabrik GmbH of Germany. The raw materials are natural including Portland cement, sand, lime, gypsum, water and special mixture to become Cement Base which has been certified by the Thailand Industrial Standard TIS 1505-2541 as the product that is useful to the consumers and has no environmental impact, having the following qualities.

Responsibility to Customers

- Lightweight, size of structure, pillars, beams, foundation and pilings can be reduced, quick construction time, can be sawn into specified sizes, as well as drilling and fastening, construction cost saving and easily transferred in case of high rise building.
- Being heat insulator, fire-resistant, non-heat storage within the house, sound absorption, noise reduction between rooms, suitable for living quarters, energy saving and electricity cost reduction from air-conditioners.
- No hazardous content, save to use, long usage life, can be utilized in every climate zone, durable to sunlight, wind, water and fog, non-deterioration and strong.

Environmental Responsibility

At present, global warming has become an important issue which needs to be addressed by all sectors in the society including the government, private sector and other organizations. Consequently, manufacturers have become aware and produced products that do not impact the environment and focused on energy conservation and reduction of air pollution, starting from the production process. Utilization of Diamond Block products are considered environmental friendly, having insulating property, energy saving when compared with other materials for board manufacturing. The product has no hazardous material and can be touched without danger. In addition, residual from every production process can be recycled.

6. Awards of Pride

6.1 Industrial Standard Certifications

The Company has received certifications from TUV NORD Thailand Co., Ltd and certified body from TUV NORD of Germany, which guarantees that the Company's production process has good environmental management system.

The Company has already received following three industrial standards and certifications.

- **ISO 9001 : 2008** : Quality management system for both factory and office (Since 2003).
- **OHSAS 18001 : 2007** : Occupational health and safety management system (Since 2005).
- **ISO 14001 : 2004** : Environmental management system (Since 2009).

6.2 Other Standard Certifications and Awards can be summarized as follows:

- Year 2005: Received the Thai Industrial Standard (TIS) from the Thai Industrial Standards Institute, Ministry of Industry.
- Year 2007: Received the Safety Award on excellent reduction of accidents from the Department of Labor Protection and Welfare, Ministry of Labor and Social Welfare.
- Year 2008-11: Received the Distinguished Enterprise Award in labor relation and welfare from the Ministry of Labor and in 2012, received from the Department of Labor Protection and Welfare, Saraburi Province.
- Year 2009: Received the Distinguished Thailand Brand from Department of Export Promotion, Ministry of Commerce.
- Year 2009: Received the Distinguished Regional Enterprise Award in Safety from the Ministry of Labor.
- Year 2010: Received the "White Factory" Award (Drug Prevention) from the Labor Protection and Welfare Office of Saraburi Province.
- Year 2011-12: Received the "5S Award Model 2011" certificate at the Thailand 5S Award Event, from the Technology Promotion Association (Thai-Japanese) for the office area, Accounting and Finance Division, Logistics and Customer Service and Warehouse.
- Year 2012: The Company was placed as Number 1 Brand "Diamond" as the most admired brand for roofing tiles in the construction materials category from the "Thailand's Most Admired Brand 2012" ranking in the January 2012 issue of Brand Age Magazine.
- Year 2012: Received a quality symbol, "Thailand Trust Mark" from the Department of International Trade Promotion (DITP), Ministry of Commerce, a guarantee of excellent quality product from Thailand, which will add value to the product, build strong market opportunity and increase consumer confidence in year 2012.
- Year 2012: Received "Outstanding Company Performance Awards" from the "SET Awards 2012" on November 22, 2012, organized by the Stock Exchange of Thailand in cooperation with Money & Banking Magazine.
- Year 2013: Received "Top Corporate Governance Report Awards" from the "SET Awards 2013" on November 20, 2013, organized by the Stock Exchange of Thailand in cooperation with Money & Banking Magazine.

Awards of Pride



Outstanding Company Performance Awards



Top Corporate Governance Report Awards



Thailand Trust Mark



“Diamond” as the “Thailand’s Most Admired Brand” for roofing Tiles in Construction Materials Group



Safety Award



Enterprise Award In Safety



Enterprise Award in Labor Relation Welfare



5S Award Model