



LAND AND HOUSES BANK PUBLIC COMPANY LIMITED

**CORPORATE SOCIAL RESPONSIBILITY FOR
BUSINESS SUSTAINABILITY POLICY**

Preface

Land and Houses Bank Public Company Limited has the intention in operating the business in conformity with the Good Corporate Governance Policy as the guideline along with the operation on social responsibility focusing on the ethics, business etiquette, and Good Corporate Governance in response to the satisfaction of stakeholders in all dimensions. The company realizes that the sustainable and stable growth needs the business operation with the vision and competence in managing business to achieve the mission with morality, ethics, and participation in social responsibility in affecting of the great value creation to the company and shareholders including the confident creation to shareholders. The company regulates the policy of social responsibility for sustainably developing the business as guided by Corporate Social Responsibility Institute, Office of the Securities and Exchange Commission and the Stock Exchange of Thailand.

The social responsibility is one of the principles considered to be very important. The bank perceives the importance of “dependence”. As all businesses have people in the society as the target group in offering products and services, no matter what direction the development of organization is, people in the society will give some support. The regulation of such policy and guideline for the practice will be able to guide the way for the personnel in the organization.

The bank operates the social responsibility in the CSR-in-process and CSR-after-process by encouraging the executives and all levels of employees to participate and voluntary for implanting the conscious mind of social responsibility.

Guidelines for the Operation in Social Responsibility

Land and Houses Bank Public Company Limited operates morally on the social responsibility in the CSR-in-process and CSR-after-process by encouraging the executives and all levels of employees to participate for the helping mind in the working awareness of social responsibility.

Corporate social responsibility means operating the business with the focus on the stakeholders, economics, society, and environment with the ethics, business etiquette, and Good Corporate Governance in order to make the activities be held with honesty, transparency, and fairness. There is the awareness on negative impact to the economy, society, and environment with the readiness to solve the problems for mitigating the mentioned impact. The philosophy of sufficient economy is integrated to create the operation to the achievement and benefits in increasing the competitiveness in all trade forums which will be really advantageous for the sustainability of the operation, stakeholders, economy, society, and environment.

Operation of CSR-in-Process

CSR-in-Process means operating the business with social responsibility by implementing the code of practice following the policy of social responsibility with the national and international standards to be applied for creating the business innovation which will become the activities in operating and developing the products as well as the standard of services for the main objective in reducing the negative impact possibly occur with the stakeholders during the work process. It is also to create the conscious mind in social responsibility with Board of Directors, executives, and all levels of employees for building the same attitude in the organization.

Operation of CSR-after-Process

CSR-after-Process means the activities operate apart from normal business operation by playing the role in promoting the social activities in each time and occasion. This is for the highest benefits to the society, communities, both in public and private sector.

Corporate Social Responsibility for Business Sustainability Policy

The bank is aware of operating business under the social responsibility making the business to be sustainable. This focuses on paying attention to the stakeholders, economy, society, and environment with morality, ethics, and good corporate governance along with the honesty, transparency, and fairness. The negative impact on the economy, society, and environment must be well-aware. The bank regulates the policy on social responsibilities for sustainably developing the business for the practice so that the Board of Directors, the executives and all levels of employees can conform to as the practice in 9 following areas:

1. Good corporate governance
2. Fair business operation
3. Anti-corruption
4. Respect to human rights
5. Fair treatment of labor
6. Responsibility on the consumers
7. Cooperation in the development of community and society
8. Environmental Management
9. Innovation and publication of innovation from the social responsibility

1. The Good Corporate Governance

The Good Corporate Governance Policy consists of the principles and guidelines in relation with the Good Corporate Governance for all in the organization to use as the guidelines for the operation. It is classified into 5 categories as follows:

- Category 1 Rights of Shareholders
- Category 2 Equitable Treatment of Shareholders
- Category 3 Role of Stakeholders
- Category 4 Disclosure and Transparency
- Category 5 Responsibilities of the Board

2. Fair Business Operation

The bank operates the business according to the ethics and the code of conducts for the fairness in business operation, without the other benefits, encourage the free trade competition, respect the property right and avoid the operation which may cause the conflict of interest.

Guidelines for Fair Business Operation

1. To conduct activities consistent with the law and fair competition and coordinate with the government officers.
2. To promote employees to aware of the importance of compliance with the law on trade competition and fair competition.
3. To participate in the emphasis of principle and issue of corporate social responsibility which relating to their duty.
4. To promote fair treatment for stakeholders both in terms of cost and returns of corporate social responsibility, such as proper procurement, ensuring a fair price with the delivery of adequate and stable trade agreements.
5. To conducts appropriate examination to ensure that the business is legally authorized under the law governing use and provision of property right.
6. To refrain from any activity which infringe property and intellectual property rights.
7. To settle utilization fees or acquisition fees fairly.

3. Anti-corruption

The bank regulates the anti-corruption policy for being the guidelines for all in the organization to be acknowledged and conform to and also participate the Thailand Collective Action Coalition against Corruption by the Private Sector Collective Action Coalition against Corruption Council to present the intention and commitment against the corruption in all types and to foster transparency in business operations.

Guidelines for Anti-corruption

1. Must not give or accept gifts and benefits that motivate to perform or refrain to perform duties wrongfully causing the compromise in the inappropriate business agreement. It should follow the code of conduct and business ethics practices for the directors and the employees.

2. Must not give or receive bribes and inducements of any form, including prohibiting to assign other person to give or receive bribes and incentives on their own behalf.

3. Donation to charity and contribution must be transparent and in accordance with the law and morality.

4. Not use the fund or the resources of the company in political promotion to the candidates of a politician or political party for political campaign or political activities except that such promotion is legally permitted and entirely promote the permission by law and support the democracy. This must be approved by the company's board of directors before starting the operation.

5. Providing the suggestion and the complaint channel by provide the department had the independent in performing their duties for appropriate and suitability auditing in the fact find considering to ensure the considering in the complaints will execution transparency and fairly and also the treat complainants fairly.

4. Respect to Human Rights

The bank treats all related persons, whether employees, or surrounding communities and societies with respect for human life and dignity of all human persons and also does not violation of basic rights which are the foundation of the management and the development of the human resources and human relationship and also relate to the business by improving the quality and value.

Guidelines for Respect to Human Rights

1. To abstain from being co-offender that may cause human rights violations both directly and indirectly.

2. To make a mechanism of compliant and petition system properly as a channel for employees or persons who believe that their rights have been violated or treated unjustly.

3. To determine the process for accepting complaints which allows for independence in inspection and decision-making, taking into consideration the results. Any remedy shall be in accordance with the human right principles

4. To negotiate in the complaint resolution process for mediate and find the mutually agreeable solution.

5. To encourage and allow employees to participate in sharing opinions on whether any act of the business or personnel may violates human rights for the purpose of reflecting the problem and finding the solution.

5. Fair Treatment of Labor

The bank realizes that “employees” are essential human resources to drive business towards the goal. Then the company shall develop and support human resources system both in knowledge and benefit for employees for the purpose of value added based on fair treatment of labor. Thus, the business has to respect and comply with laws and ethics, to improve environment regarding to occupational safety and health, employment conditions for employees to have good quality of life and have a chance to present their skills as well as get an opportunity to improve their skills.

Guidelines for Fair Treatment of Labor

1. To employ without discrimination and do not take the differences of race, skin color, gender, religion, political opinion, age to be a factor in the consideration and decision of employment.
2. To promote employment for delicate labor group, for instance, employment opportunity for disabled.
3. To develop the employees for practice their skills and improve their performance by giving an opportunity for learning and promoting for their career path.
4. Do not terminate or lay off employees by decision making from representatives of management team or based on discrimination.
5. To support and respect the human rights by not supporting the forced labor as well as to encourage employees to have balance life between working life and personal life.
6. To respect the employees’ rights to express their opinions that include the freedom of giving opinion without interference, getting information or opinion through channels and providing the communication channels for receiving employees’ opinions.
7. To have a fair employment conditions and employees shall get reasonable compensation following their potential or by agreement between employer and employee based on industry standard or standard of living.
8. To provide the appropriate working place for employees to work safely and having dignity and employees could work with full potential and balance time for family.
9. To protect, not defame or disciplinary punishment to employees who are reporting honestly to executives or government party concerning the wrong action in the bank.
10. To provide an occupational safety and health policy in the company as well as analyze and seek measurement to control risk of occupational safety and health.

6. Responsibility on the Consumers

Consideration of the benefits and satisfaction to customers is important by offering the products and services with various and quality that can meet the demands of customers to build satisfaction and convenience to all customers.

Guidelines for Responsibility on the Consumers

1. To innovate and create products and services that meets the demand of consumers.
2. To publicize the complete and actual information of products and services for consumers' decision via various channels, easily to access by consumers.
3. Do not take any action that causes the ambiguity occurred or misleading the information of products and services, advertising unexaggerated or omission.
4. To provide safety storage for consumers that need the consent from them and have to operate with fairness and legal by informing objective of personal data storage and its usage prior any operating and do not pass the consumer data to others unless consent letter from consumers received. Including given the rights to consumers to verify the correctness of information and their data usage under the laws. When an error is detected or not justified in the storage and usage of information has to be corrected.
5. To give assistance and answer consumers' questions to reach the understanding of services.
6. To manage consumers' complaints and comments to improve services.

7. Cooperation in the Development of Community and Society

Cooperation in the development of community and society is to develop and promote the economic strength for community and society as well as revive the society and culture.

Guidelines for cooperation in the development of communities and societies

1. To promote and support the education as well as contribute to improve the quality and access the education including employment in the community.
2. To promote the appropriate cultural activity, local culture, civility and religion.

8. Environmental Management

To recognize a business that does not cause a negative impact on the environment and improve to develop the business processes in order to minimize environmental impact and also to add value and sustainability to the business, community, society, economic, nation and people.

Guidelines for Environmental Management

1. To promote resources usage efficiency by recognizing the capability of using resources with the highest value.
2. To provide an emergency plan as appropriate to minimize losses that could escalate in the future.

9. Innovation and Dissemination of Innovative Corporate Social Responsibilities

Knowledge development is from the experiences in corporate social responsibility and applied to. Then to devise an innovative business that could pay highest benefits to business and society simultaneously.

Guidelines for Innovation and Dissemination of Innovative Corporate Social Responsibilities

1. To open and give favorable to concerned persons that could be creative, this is base of innovative ability. This will enable the continuation of innovation within the bank.
2. To promote and cooperate with stakeholders, such as trade partners, to improve innovation with corporate social responsibility. The publication of the above innovation is an example of innovative improvement with corporate social responsibility.
3. To always investigate the company's business operation that it poses a risk or a negative impact to society and environment. And if there is risk or a negative impact, it should be corrected immediately.

Reviewing of Corporate Social Responsibility for Business Sustainability Policy

To keep the Corporate Social Responsibility for Business Sustainability Policy and guidelines are updated, thus, the bank required to review the Corporate Social Responsibility for Business Sustainability Policy at least once a year or significant changes.