



SUSTAINABILITY REPORT

FY
2017

GIVING OPPORTUNITY.
GIVING EQUALITY.

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Message from the Chairman of the Board of Directors

Dear Stakeholders,

Welcome to our first sustainability report, in which highlighting MTL's targets and achievements in sustainability development to our stakeholders, especially to economic, social and environmental impacts from the past years until end of 2017, with attempting to comply with global standard of sustainability report.

Since 2012, the company is proud in the concrete development progress of sustainability towards all stakeholders' expectations, in particularly on the impact areas of economy and social by enhancing our internal operation policies, products and services, approaching to be alternative lenders for people and adopting with local and international best practices with honour and transparency.

The company is adhering to social responsibility in order to express our commitments and dedications to develop and provide opportunity to people in the communities, it, hence, has been included in company's policy for managements and employees at all level to substantially participate and implement.

The company is committed to encouraging, developing and conducting the operations to comply with good corporate governance practices, together with promoting social responsibility. The ultimate goal for our business is to create value for customers, employees, stakeholders in order to be well balance the benefit to all parties and to gain sustainable growth together.

Adm.Apichart Pengsritong
(Chairman of the Board of Directors)

Message from the Chairman of the Executive Committee

“ In the world of equality, no one shall be left behind.
Our goal is to be the resource for chances to those in financial
troubles, regardless of race, gender,
religion and career with honest and transparency.”



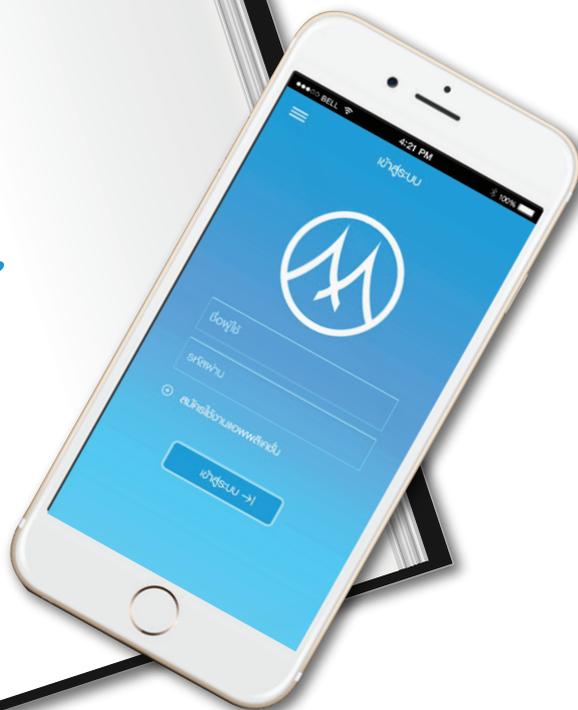
To promote the equality in a sustainable manner, it is required honest and transparency to create an accountability of our business. This includes the way we operate on a daily basis.

The MTL S Sustainability Report 2017 highlights our efforts over the past and the next three-fiscal years of how we are going to develop action plans to set the scope and direction of how we are going to incorporate our business operation and policies to contribute as much as possible back to our society. Progress made on the action plans will be clarified in the report.

Our sustainable development framework is derived from our philosophy and business conduct since the starting, the policy establishing and long-term strategy planning. It, therefore, focuses on sustainable achievements of all parties, not only the company itself, our customers and our suppliers, but it also includes all ultimate stakeholders which are economy, society and environment.

Mr.Chuchat Petaumpai
(Chairman of Exeative Committee)

ABOUT THIS REPORT



As part of our sustainability strategy, we are committed to issuing an annual sustainability report. This is our first sustainability report, and the report has been prepared in accordance with the GRI framework. This report provides information on our sustainability strategic 3-year directions as well as our economic, social and environmental achievements and commitments until December 31, 2017, and covers data and activities from MTL's operations and sustainable growth.

This report highlights progress on company's policy and operations on key impact areas by our value chain's stakeholders.

Contact

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Who We Are



Muangthai Leasing Public Company Limited (“MTLS” and “the Company”), formerly named D.S.Leasing Company Limited, was founded by Mr.Chuchat Petaumpai and Mrs.Daonapa Petampai since 1992. The initial capital registration was 2 million baht and the business objective was to provide hire purchase loan for new and used motorcycle of all brands. After that, the Company has extended its lines of product by offering the vehicle title loan (loan against vehicle registration) to existing customers who had paid up their first loan and later adding the type of vehicles to cars and agricultural trucks, which enabled the Company to serve more groups of customers.

In 2001, the Company has changed its name to Muangthai Leasing Company Limited and stopped offering hire purchase service because the motorcycle manufacturers and dealers started to penetrate into the hire purchasing market, causing higher competitive, whilst other loan services of the Company started to grow.

In 2006, the Company entirely entered into consumer lending industry under the supervision of Bank of Thailand. After the personal loan license was granted by the Ministry of Finance the Company, then, enable to drastically expand by offering consumer loans through its own branches.

In 2015, the Company has introduced more products to meet different needs of our customers i.e. nano finance, of which the Company has received permission from the Ministry of Finance, as well as Land Title Deed loan.

As the Company’s main target customers were local people who lived in the nearby neighborhood of each branch, we emphasize on building good relationship with customers, using slogan “Intimate services like closed family members”. As a result, the Company has gained customer trust and received repeated business. In order to develop sustainability of the business , the Company has a policy to continually expanded its branch network to reach more non-bank inclusions across country.

Performance Highlight



Branches Networking
2,424 branches



Workforce Located Across Thailand
5,893 peoples



Registered Customers
1,230,462 peoples

NET PROFIT (THB Million)

2,501 53.83%↑

LOAN RECEIVABLE (THB Million)

35,623 51.32%↑

NEW LOAN (THB Million)

58,039 53.88%↑

Non-Performing Loan (%)

1.24

MTLS has a subsidiary company, Muangthai Leasing Insurance Broker Company Limited, which operates as an insurance broker by selling policy of compulsory motor insurance for motorcycle and cars, as well as personal accident policy. MTLI received the license to operate insurance broker business in accordance with the Non-Life Insurance Act B.E.2535 from the Office of Insurance Commission ("OIC") in 2011.

Muangthai Leasing Public Company Limited

99%

Muangthai Leasing Insurance Broker Company Limited

Our Governance Body

The Board of Directors is the highest governance body responsible for implementation of corporate governance. The Board's roles and responsibilities include setting the direction of Company's strategic objectives and instructing the executive management to set a strategy for achieving those objectives. It ensures that interests of shareholders, depositors, creditors, employees and other stakeholders are met, that internal control systems are effective, and that business activities comply with laws and regulations in jurisdictions.

The Board is comprised of seven members, five of whom are independent with their bibliography detail enclosed in Annual Report 2017.

The roles of the Chairman and the Chief Executive Officer (CEO) are separated in line with the Corporate Governance Regulations and best practices. Overall and individual board performance is assessed on an annual basis with an ambition to be one of the best practices of Corporate Governance in leasing industry. The Company established the Audit Committee, which was followed by the establishment of the Corporate Governance Committee, the Nomination and Remuneration Committee and the Risk Management Committee. All details related to the committees' tasks and members are outlined in our 2017 Annual Report which is published on our corporate website.

MTLS Giving Opportunity since 1992

MTLS is the most reachable and approachable non-financial institution providing honest and transparent financing solutions to everyone, and in particular to those ineligible to access to loans from financial institutions, which accounting of more than half of our population.

With more than 2,424 of MTLS branches, more than 5,893 staffs and significant amount of loan portfolio of approximately THB 35,623 million and growing, we believe that these resources will bring us the highest coverage in both rural and urban areas, to serve community to live sustainably and stimulating economic flows.

We are working in sustainable development across Thailand, inside out, including support for equality in the society, employment rate enhancement, workforce's environment development, and financial and self-sufficient education.

As a demonstration of our commitment, the contribution is implemented via our stakeholders per following value chain;

- Creating accountability through honest and transparency
- Developing our workforce to live sustainably and self-sufficiently and expanding to other takeholders.
- Managing MTLS Model against any discrimination as a tool for operation
- Maintaining the fiduciary duty to disclose accurately, timely and sufficiently information and treat all investors and creditors fairly.





2017 SUSTAINABILITY RECOGNITIONS

<p>Happy Economy Enhance Financial Inclusion</p>	<p>Happy Social Being Alternative Source of Fund</p>	<p>Happy Environment Using Technology</p>
<p>Stimulate Economy</p>	<p>Relieve People's Financial Problem</p>	<p>Replacing the Use of Resources with Technology</p>
<p>1.2 Millions Active Customers</p> <p>Loan Receivable 35,623 Million Baht Issued to Customers</p>	<p>Part of Revenues Paidback to Develop Community's Livelihood</p>	<p>Mobile Application</p> <p>Location Search, Balance Checking, News and Updates</p>
<p>Lowest Interest Rate for Nano and Personal Loans</p>	<p>2,424 branches Across Thailand</p>	<p>Green Building</p> <p>LEED Certified Energy Saving Environment Friendly</p>

Company's Vision, and Mission



Vision

“Leader in Thailand's Microfinance”

Mission

- The Company will expand our service channel to cover all regions in Thailand, It operates in the form of major branches, sub-branches and service centers. By 2018, there will be 2,800 branches.
- The Company must gain the most market share as ranked #1 in each and every area that we operate and the customer base of the company must increase every year. At least 30 percent per year.
- The Company will achieve the highest amount of loans per employee comparing to others in the same industry.
- The Company will focus on the monitoring and debt management using MTLS Model as a tool.
- The Company will provide service excellence for the highest customer satisfaction.

Our Sustainability Strategy

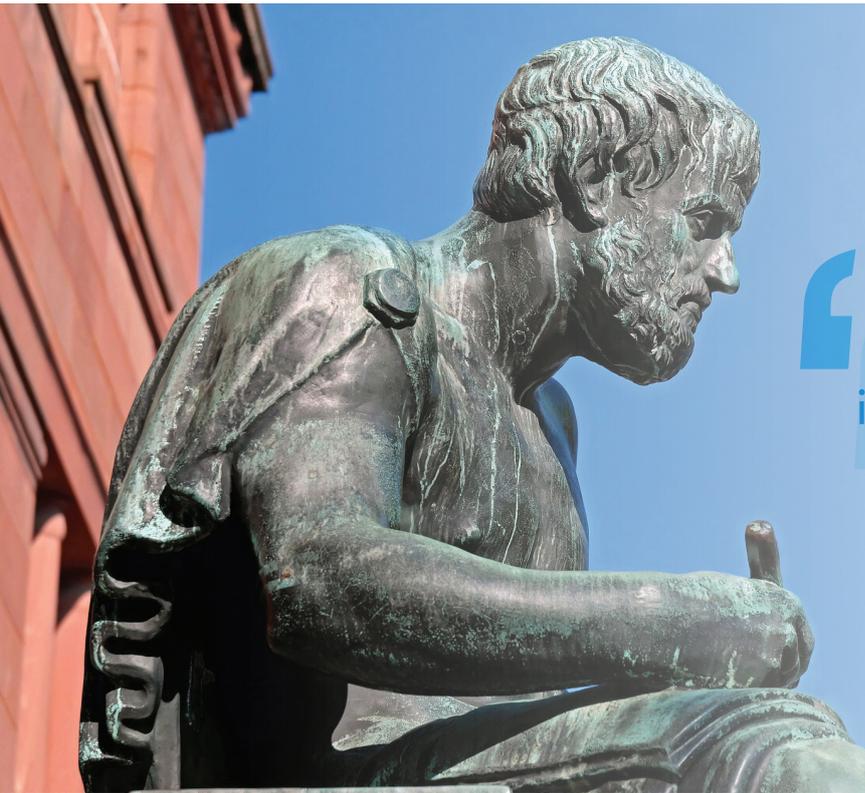
The perception and execution of corporate social responsibility (CSR) has developed over the past decade. The concept of “shared value” has been applied in corporation’s development and

management of their relationships with suppliers, consumers and other stakeholders. Yet, the estimation of social impact by business in term of quantification or monetary value is not often easy, nor direct. The company, nevertheless, has been attempting to evaluate how our existence affects stakeholders and what are the impacts our operations have on the community at large. Implementing strategic CSR is considered how we can use this impact in a positive way, leading to sustainable growth and financial gains.

Our CSR program is derived from a main purpose to engage Company’s integrated business model to the society. In the other word, how we can embrace responsibility for corporate actions and to encourage a positive impact on the environment and all our stakeholders including consumers, employees, investors, communities and others.

Although, in the past, we had employed CSR activities which mainly in form of donation and charity to several communities, such as health care, religious, educations, etc. However, in the present year, we start to conduct impact analysis to scope down the issue we are significantly related to and could encounter to ensure long-lasting and sustainable impact. Our managements believe that the baseline assessment is essential and it would help keeping us the determination and focused to tackle for a better society via our business operation.



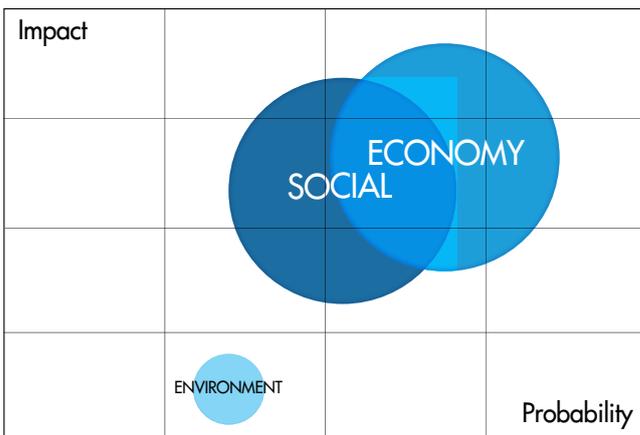


“ The worst form of inequality is to try to make unequal things equal. – Aristotle ”

Sustainability Development: Our Community

The Key Impact Areas and Magnitudes

Muangthai Leasing Public Company Limited, as a financial service provider, one of the most significant problems in the world now we have encountered apparently is “economic and social inequality” which is common, no exception in developed nations such as the U.S. and Canada.



Economic and social inequality is reinforced by inequality of voice and opportunity, with the poorest excluded in favor of the rich. Socio-economic inequality refers to differences in a range of economic and social factors that influence well-being, including income, education, and health but as long as the access to social welfare depends on the wealth. Economic and Social exclusion will remain.

The economic and social dimensions of inequality are interrelated; therefore the examination of socio-economic inequalities shall be carried out. Correspondingly, our corporate strategic plans and policies need to be attentive to the impact particularly on socio-economic inequalities.

Happy Economic : Being alternative source of lending to people without discrimination

Threat and Opportunity

Threat	Opportunity
<p>With highly regulated process and timing which causing inconvenience in lending process and with more than half of our population is not eligible to FI's and Non-FI's loan, it is necessary to have alternative source of lending available.</p>	<ul style="list-style-type: none"> ● Help enable most population to access to legal lending services. ● Enhance country's economic growth and development ● Research and Develop to improve credit assessment model to mitigate national NPLs and discrimination. ● Increase employment rate nation-wide.

Sustainability Actions for Happy Economy

The government has a policy to reduce the inequality by recently revised “Excessive Interest Rate Prohibition Act BE 2560”, with an objective to justify fundamental protection, under state supervision and penalties, which enforced the loan shark being illegal and out of business and the laws encouraged a system of licensed lending, at fair rate, too meet the needs of consumers without other means of financing.

At present, there are legislation lenders, in form of financial institution, non-financial institution, personal lender, credit foncier, pawn brokers, yet believed that there are still plenty of loan consumers unapproachable or inaccessible to financial services (financial Exclusion).

While financial Exclusion – the adoption, usage and sustainability of financial services – is generally linked to socioeconomic development, it faces numerous challenges. Some of the key reasons are;

1. Perceptions of high fees limits the usage of banking services

The bank fee structure of Thailand's banks was higher than 16% of total revenue in 2013, highest among countries in Asia, due to the high operating costs of banks.

2. There is a general sense of mistrust in banks' motives

People on low incomes have a deep mistrust of the formal financial sector, which is rooted in fears of exploitation. Past abuses, such as the inappropriate marketing and selling of financial products, have shown that poor people are highly susceptible to rapacious commercial interests.

3. Concerns of fraud negate the convenience of cashless transactions

While some people in the low-income bracket do not utilize mobile and internet banking simply due to lack of familiarity, the fear of fraud involving ATMs and mobile/internet banking was cited as the First reason for preferring to transact in cash. This group also expressed a preference for transacting face-to-face because in the event of any issues they feel there is better chance for recourse, versus using digital technology. When banks started to shut down the branches due to the new revolution of Fintech and mobile banking technology, many people felt being left behind because they are not yet ready for such changes.

4. People value a sense of community with trusted advisors

Several households in Thailand use trust-based models which referring to a savings or investment society

in which members regularly contribute an agreed amount which is then divided amongst them, according to the method agreed by the members. For many Thais, this trust-based models are more than a mechanism to save money – they provide a safety net for emergencies and offer an aspect of social interaction for the purpose of entertainment or advice. Especially for the lower-income population, community-based organizations such as these still provide the flexibility and support structure that is perceived as lacking in the banking industry.

5. Banks require too much paperwork and response times are slow

The financial services industry has created substantial barriers for individuals to access products such as loans. Banks require long list of supporting documents, and approval can take a long time. This is restrictive to people in the low income segment that often need money on the same day and do not have access to these documents. The regulatory requirements make it difficult for them to compete and, therefore, many people turn to community loan sharks or friends and family.

6. A significant amount of business is conducted informally

More than 25 million people, accounting of approximately 62% of total workforce in Thailand, were running small, informal businesses in both service and agricultural sections in the country. These informal businesses do not easily satisfy the requirements of the formal financial sector. Banks require proper registration in order to open business banking accounts and offer loans, but registration fees are often prohibitively expensive for small business owners, limiting the use of such services by these businesses.

Bringing more people into the financial system has the ability to enhance GDP growth and economic flows. At the same time, stakeholders need to understand the preferences and unmet needs of consumers, as well as the barriers they perceive in accessing financial services.

Because of the more flexible process, comparing to financial institutions, in our operation of credit issuance, including the variety of products and services offered, credit assessment process and debt collection process, we believe we will be alternative source of lending and steer borrowers into legal financial service sector.



Our operation to fight against illegal lender

1. DEVELOPMENT OF OUR CREDIT ASSESSMENT PROCESS

Credit Assessment Process is a prime procedure for any loan providers, including both Financial Institution and Non-Financial Institutions, at all sizes, with an objective to manage “risks” – default risk or risk of loss. In order to manage risk, or to protect company’s shareholder’s interest, for sustainability of the business, it shall, at the same time, be executed in a manner that providing non-discriminating and fairness to all loan customers. The better protection for the shareholder, the more restriction of the screening process becomes, and that is the reason why banks are adopting several process of credit assessment and credit scoring model which using all kind of information such as gender, level of income, marital status, career, number of children, credit history from credit bureau and lists of supporting document taken into account for the risk analysis process.

Unlike highly regulated banks, we are allowed to adopt our loan customer selection process. In order to balance the protection to the shareholders and providing opportunities as much as possible to the non-finance inclusions. It is a way our customers show their honest and promise that they would make the repayments, and in return, we reward them with the most transparent and fairest interest charge.

“We created microcredit to fight the loan sharks; we didn’t create microcredit to encourage new loan sharks... Microcredit should be seen as an opportunity to help people get out of poverty in a business way, but not as an opportunity to make money out of poor people.”

Muhammad Yunus, The Nobel Peace Prize 2006 Winner and founder of Grameen Bank, Pioneer of Microfinance concept



2. SET NEW MEAN OF MARKET INTEREST RATE AND PROVIDING FAIR FEE RATE

In order to attract the non-financial inclusion to the alternative legal non-financial services, the company established fairest interest rate policy to benefit existing clients and new clients by offering the lowest interest rate for Nano finance and Personal loan in the market of only 28% and 26% per annum, respectively, comparing to those of 36% and 28% per annum, respectively, allowed by Bank of Thailand's regulations. Besides the interest rate policy, the fee rate has also been established as one of the fairest in the market. Although, the fee rate is not regulated by the Civil and Commercial Code, unlike interest rate, we are trying to comply with the rules of the Bank of Thailand, which governing banks and financial institutions, to provide our clients an opportunity to access the financial solution with fairest costs. Our lowest rates eventually become standard and bringing overall interest rates in the market down, resulting in happy customers.

3. IMPROVEMENT IN OUR OPERATION FOR HAPPY ECONOMY

1. No one is left behind: Steamed line the guidelines for best practices of loan issuing.

Consumer finance provider may not restrict or deny a loan or discriminate in the credit terms based on age, race, colour, religion or sex or family status.

2. Refrain from unfair contract terms

Examples could be forced cross-selling or change the rules on the interest rate, etc.

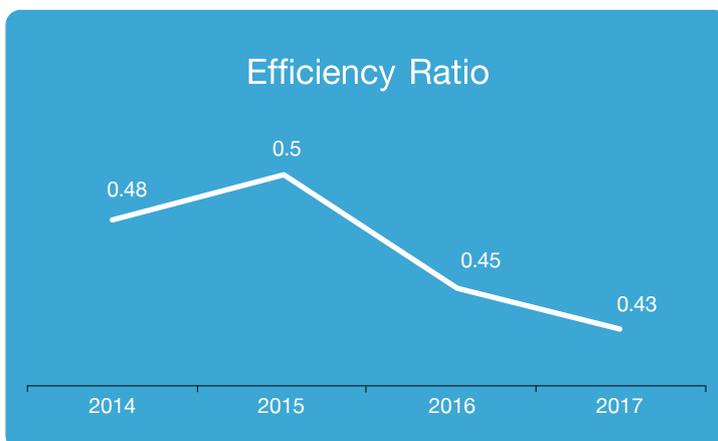
3. Treatment of non-performing credit agreements;

Responsible providers will have transparent and modest application of late payment fees, arrears interest and/or penalty fees. Charges may not exceed legal limits.

4. Lean Philosophy: Shorten process whilst Boost up the efficiency

Doing things lean and simple is our philosophy that focusing on simplifying and shortening every process by eliminating waste, either time or documents. This ensures that every activity adds value to the end product and service.

The benefits may lie not only in improved performance and service differentiation vis-à-vis larger bank rivals, but also in a stronger organizational culture. Ongoing continuous improvement efforts require a culture of accountability, fact-based decision making, and adaptability to change—characteristics that can only strengthen the long-run performance.



This strategy has been proven with our efficiency $[(SG\&A + \text{Loss on disposal}) / (\text{total revenue} - \text{financial cost})]$ record of 0.43 times which lies in the range of banks and expected to reduce gradually. Additionally to the quantitative aspect, it is qualitatively improved per following;

- Improved service reliability—consistency of performance and delivering the loan right the first time.
- Improved responsiveness—timeliness of response and readiness to provide the loan when the customers wants it.

- Improved assurance—creating trust and confidence in the customer base.
- Reduced expenses—improving the effectiveness and accuracy of business processes.
- Increased revenue—understanding what our customers’ want, when they want it, at the right “price.”

5. Standardization: Reduce Operational and Financial Risks

We adopt standardization to create uniform business processes, such as loan issuing, asset valuation, debt collection, etc. across branches. The expected results are processes that consistently meet their cost and performance objectives using a well-defined practice. Standardization, thus, reduces the risk of failure in both operationally (human error, fraud, etc.) and financially (overvaluation of collateral, credit risk, etc.) Advantages from standardization, beyond direct cost and quality improvements, include;

- The process becomes more reliable; variations in quality shrink.
- Less expenses in development of innovative new practices, and less expenses in the administration of processes
- Comparing the performance between different units of an organization becomes easier.
- Process standardization is an important prerequisite for the standardization of IT systems
- Satisfaction of user experience is guaranteed.

6. Diversifying is the key: Holistic NPL Management for a Sustainable Model

Our strategy is to become a prudent lender with in the segment with low loan ticket size and reaching out to customers who are in needs. Our target is to have approximately 30% growth in the number of customers each year, accordingly to company’s mission. With this well-diversified portfolio, hence, leads to lower risk and lower NPL. We are more interested in the quality of loan and customer, rather than paying attention on the size of loan portfolio alone. During the current financial year, the company was focusing on accelerating contribution from new loan products to offset the slowdown in microfinance, while retaining strong control over quality of portfolio.

7. Reaching the unreachable: Expanding Product and Service Lines

Since 2016, we have introduced a new product line, which is land title deed loan service, in order to meet customer needs. Prior to this development, we had included agricultural vehicles title loan service to specially serve one of our main groups of customer, which is farmer. During the cropping period, the farmers usually look for capital to invest in seeds, fertilizers, etc., and many times, the agricultural vehicle alone is not sufficient for the investment that they need. With this new line of product, we can ensure that our farmer customers would be able to fulfill their need and can continuously generate incomes. In the past year, we issued THB 4,921 million of total loan on this product, accounting of 13.82% of total outstanding loan, indicating that such a need actually existed and we were succeeding in contribute that huge amount of capital into agricultural sector.

8. Beyond the mean: Ethical Debt Collection Practice

Our slogan is “Intimate service like our closed family members”. In order to achieve what we have promised, our staffs are intensively trained to take care of our single customers like their closed family members as well as taking both roles as a loan issuer as well as responsible for debt collection, instead of using outsourced debt collecting team. With this designed strategy, our branch staff would be very attentive to the relationship with their customers.

The collection practice policies were initiated to be complied with regulations and moralistic.

1. communicate with the consumer directly at normal hours at the borrower's premises;
2. not communicate with third parties with regards to the debt except with permission of the consumer;
3. do not harass, oppress or abuse any person in the collection of the debt including prohibition of publication of a list of consumers allegedly in default;
4. not make any false or misleading representations;
5. validate the debt by a written notice sent to the customers.

9. The Next Frontier of CSR: Responsible Tax Behavior

We strongly believe that our fiduciary duty is not only to maximize profit for shareholders, though, it also requires us to fully responsible for 20% corporate tax obligation, which is one way to show our honest to the nation and its citizens, whom are, as well, our stakeholders.

With current outstanding customers of 1.2 million or every 1 out of 56 of Thai populations, with total loan portfolio of THB 35,623 million to be alternative source of funding to million households in case of emergency or crisis. Instead, this amount of capital had been multiplied and circulated within our economy which helped generating development in national GDP.



Happy Social : To increase financial inclusion to relieve people’s sufferings

Threat and Opportunity

Threat	Opportunity
<p>The national poverty index shows the improvement of average country’s poverty, yet, the inequality remains high, especially the financial inclusion problem.</p>	<ul style="list-style-type: none"> • Reduce the gap between FI served group of population and non-served group of population. • Relieve people’s suffering from liquidity problem. • Being a chance provider to develop quality of life of workforce. • Encourage the use of loan efficiently for the best benefits and live self-sufficiently.

Sustainability Actions for Happy Social

1. GREATER FINANCIAL INCLUSION: LOWER FINANCIAL INEQUALITY

In Thailand, a specific pattern of inequality has existed for a long time as a result of a large surplus transferred from the poor Northeast region because producers were exploited by low wages and poor agricultural returns. Nowadays, although the poverty has proven gradually reduction but it has not reduced the income gap in which indicating that Thailand’s inequality is remaining high. Different indicators are used in practice to measure inequality in the distribution of income or consumption and the financial inclusion.

The below table displays Global Financial Inclusion Indices, Poverty Headcount ratio at national poverty lines (% of population) of Thailand and GINI Coefficient Index which representing the distribution of income in the country. The Global Financial Inclusion Indices shows the improvement of Financial Inclusion in term of accessibility, however, it is strongly signaling that majority of people are not be able to get funding from Financial Institutions and increasingly seek funding from informal lenders (friends, family, illegal lenders, etc.), in contrast with the poverty index which showing that the poverty in Thailand declined.

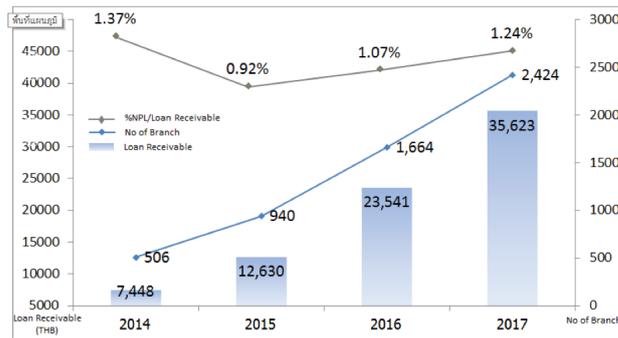


Indices	2011	2014
Credit card (% age 15+) [ts]	4.51%	5.69%
Account at a financial institution (% age 15+) [ts]	72.67%	78.14%
Borrowed from a financial institution (% age 15+) [ts]	19.40%	15.40%
Borrowed from a private informal lender (% age 15+) [ts]	2.30%	9.15%
Borrowed from family or friends (% age 15+) [ts]	7.65%	31.12%
Saved at a financial institution (% age 15+) [ts]	42.80%	40.60%
Poverty Headcount	13.20%	10.50%
GINI Coefficient Index ¹²	37.50	37.80*

Source: World Bank
Remark: * GINI Coefficient Index is latest updated in 2013.

The government, however, has strategic plan to solve such inequality problem with its vision of “a happy society with equity, fairness, and resilience” the Eleventh National Economic and Social Development Plan, 2012–2016 which aiming to promote a fair and quality society that enjoys social protection and security, access to public services and resources, participation, and good governance. Among the plan’s targets are (i) a decrease in inequality, reduction of people living below the poverty line, improved health, and stronger social institutions; and (ii) inclusive economic growth based on improved productivity and competitiveness, and driven by the private sector, particularly small and medium-sized enterprises. Relevant strategies under the plan include (i) restructuring the economy toward more inclusive and sustainable development with a more diversified and robust grassroots economy; (ii) restructuring the tax system to improve income distribution; (iii) enhancing social protection; (iv) improving the quality of and access to public services, particularly for low income groups; (v) enhancing social welfare; (vi) improving access to inclusive finance; (vii) strengthening gender equality for increased participation in decision-making positions; (viii) enhancing consumer protection; (ix) promoting education and health; (x) strengthening the agriculture sector and security of food and energy; (xi) creating job and income opportunities; and (xii) creating regional economic partnerships on human capital development and labor migration.

In order to improve the access to inclusive finance, that is where we are playing an important role with our loan portfolio expansion growth that allowing majority of non-financial inclusion to gain an opportunity to access funding with fair interest rate. Although, at the moment, our THB 35,623 million portfolio is accounted very insignificant portion, comparing to the national GDP, but we are trying our best to expand the accessibility for highest coverage in Thailand and expect to be truly approachable for all group of Thai people. For the past 5 years, the number of our branches has been rising in relation to the size of loan portfolio. However, our consideration is not limited to the accessibility of financial inclusion only, the quality of loan is another element we involve in the controlling and improving, meaning that, the growth of lending shall be contributed to good customers for their sustain and self-sufficient livelihood, resulting in better quality of loan and lower rate of default probability and NPL.

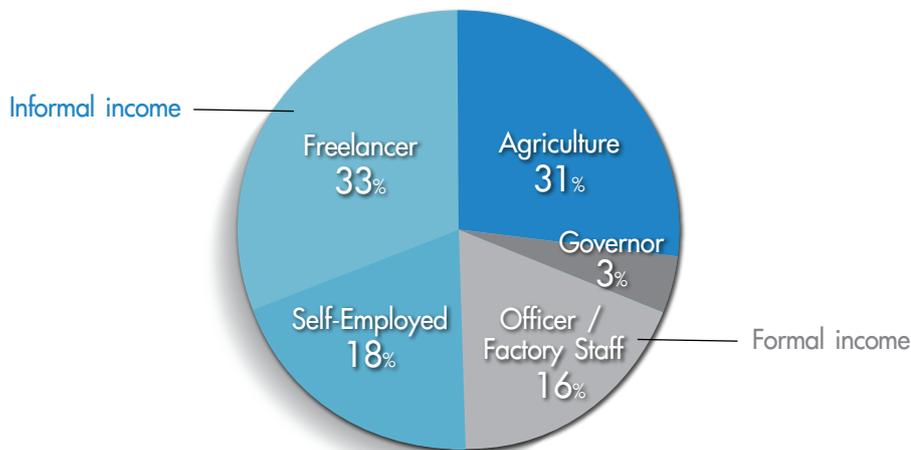


The graph displaying Company’s growth of Loan Receivable (Loan portfolio size), number of branch, comparing with NPL (quality of loan).

2. EMPOWERING ALTERNATIVE SOURCE OF FUND: RELIEVE PEOPLE’S SUFFERING WHEN IN CRISIS

In poorly supervised markets, when the better regulated Financial Institutions do not step in, we are taking centre stage. The financial inclusion movement is to provide appropriate financial services to safeguard the funds and livelihoods of the poor, to relieve people’s suffering when in crisis and unable to access to any other lending.

Although, it is obviously difficult to quantify how much impact our business operation is beneficial to the customer, we, however, strongly believe that our business existence benefit to customer for curing their liquidity problem sustainably, since larger portion of our customers is informal income group and unable to access to lending from Financial Institutions easily and timely, according to the graph below which displaying our customers sectioned by careers.



Customer sectioned by career (number of contract as of 2017)

3. PROVIDING EDUCATION: A SOLUTION FOR WORKFORCE QUALITY IMPROVING

The last 25 years, we have proven that our business reflects in the development of financial service market significantly. Our company has reached over 1.2 million clients. The success of services represents a shift in the market development: poor people are no longer recipients of charity, instead being our customers to be served with respect, honest and transparency.

Besides, the company has been paying close attention on this matter to improve clients and employees’ livelihood, as they are included in our value chain, as well as quality of their workforce by participating in

education development as it has been giving away scholarships to students and educational support funds to local schools which are located in the area of the temples.

Additionally, the company has started the project to build a building for child development center under the name “Baan Mai Khong Noo (my new home)”, in associated with Sub-district Administration Organizations, each year since 2012. The first centre was located in aor bor tor Kirirat, Phobpra district, Tak province, while the second center built in the following year, 2013, was located in aor bor tor Nakham, Muang district, Loey province. In 2014, the third centre was built in aor bor tor Paklang, Pou district, Nan province. In 2015, two centres were built at the Baan Makam En school and the Wat Rangsaneh Nakornchan school in aor bor tor Takoey, Suanphueng district, Rachaburi province. In 2016, two centres were built for “Ban Patirooptheedin, Tambol Thai Samaggi” and “Ban Subsaihong school, Tambol Wang Nam Khiao” located in Wang Nam Khiao district, Nakhon Ratchasima province. Recently, in 2017, two more children development centres, number 8th, and 9th, were built in Ban Dong Noi School, Niyonchai Sub-district, Lopburi Province and Ban Klong Samui School, Pongnamron Sub-district, Muang District, Kampangpetch Province. The project has been continued and going on, particularly in the locations where the company is expanding our branches to. The reason is because they would be closely monitored by our staffs in the locations. At the moment, there are totaled 9 child development centers with approximately 433 children (as of 31 December, 2017), aged 2-5 years old, under the care, while the full capacity is 630 children or 70 per each child development center. Literally, we are giving our clients opportunities and encouraging them to work, without any worries while leaving their children with our child development center. At the moment, with this number of children under the care, meaning that we are helping to improve workforce quality of nearly 500 households.

The objectives for the children nursing home project are established per follows;

1. To be used as a building and learning centre for pre-school children.
2. Shall be located in areas that there are potential parents who require the children nursing home service.
3. Distributed to different district and sub-district to support pre-school children and their parents for mass coverage.
4. To prepare children in four principle skills, which consisting of physical or health preparation, mind and emotional preparation, social skill preparation and intelligence preparation.
5. To create learning atmosphere where enabling the community to contribute to children education.
6. To inherit the local traditions and cultures in each occasions.



4. ENCOURAGING SELF-SUFFICIENCY: LONG-TERM SUSTAINABILITY

One of the company's philosophy is to delegate and promote our employees as well our clients to live self-sufficiently, meaning that recognizing that not everyone earns the same income ("means"), and therefore not everyone can afford to spend the same. It prescribes that rather than trying to keep up with other's lifestyle spending – that is living within the mean.

The company has been promote self-sufficiency for employees by providing ongoing educational opportunities of life skills, financial literacy, and/or job skills training programs to support their professional growth and maximize their impact on career achievement.



Happy Environment : Insufficiently Usage of Natural Resources

Threat and Opportunity

Threat	Opportunity
<p>The environmental impact of paper usage is significant, which has led to changes in industry and behaviour at both business and personal levels and also led to a high level of consumption and waste.</p>	<ul style="list-style-type: none"> • Support the operation to use resources with concerns, efficiently as well as replace the inefficiently use of natural resource with innovative technology. • Reduce footprints from business operations.

Sustainability Actions for Happy Environment

1. TECHNOLOGY REPLACING USE OF NATURAL RESOURCES

MTLS Mobile Application for iOS and Android to Replace the Use of Papers

Although the Company's business operation does not have direct impact on the environment, the Company, however, is aware of the importance of environmental conservation and has a policy to instill the awareness in our stakeholders. Starting from the in-company environments, the Company implements the 5c activities on yearly basis, campaigning to use water and electricity considerately, controlling the usage of stationary and office equipment, reducing the usage of equipment which create pollution, promoting recycle and reuse of paper and encouraging to use more of electronic archive and collect data in electronic form with implementation of SAP system.

This year, we took another important step forward to reduce the inefficiently usage of natural resources. It was not only for internal use but we are also working in collaboration between our employees and customers, on the other word, we are involving our stakeholders into this strategic improvement.

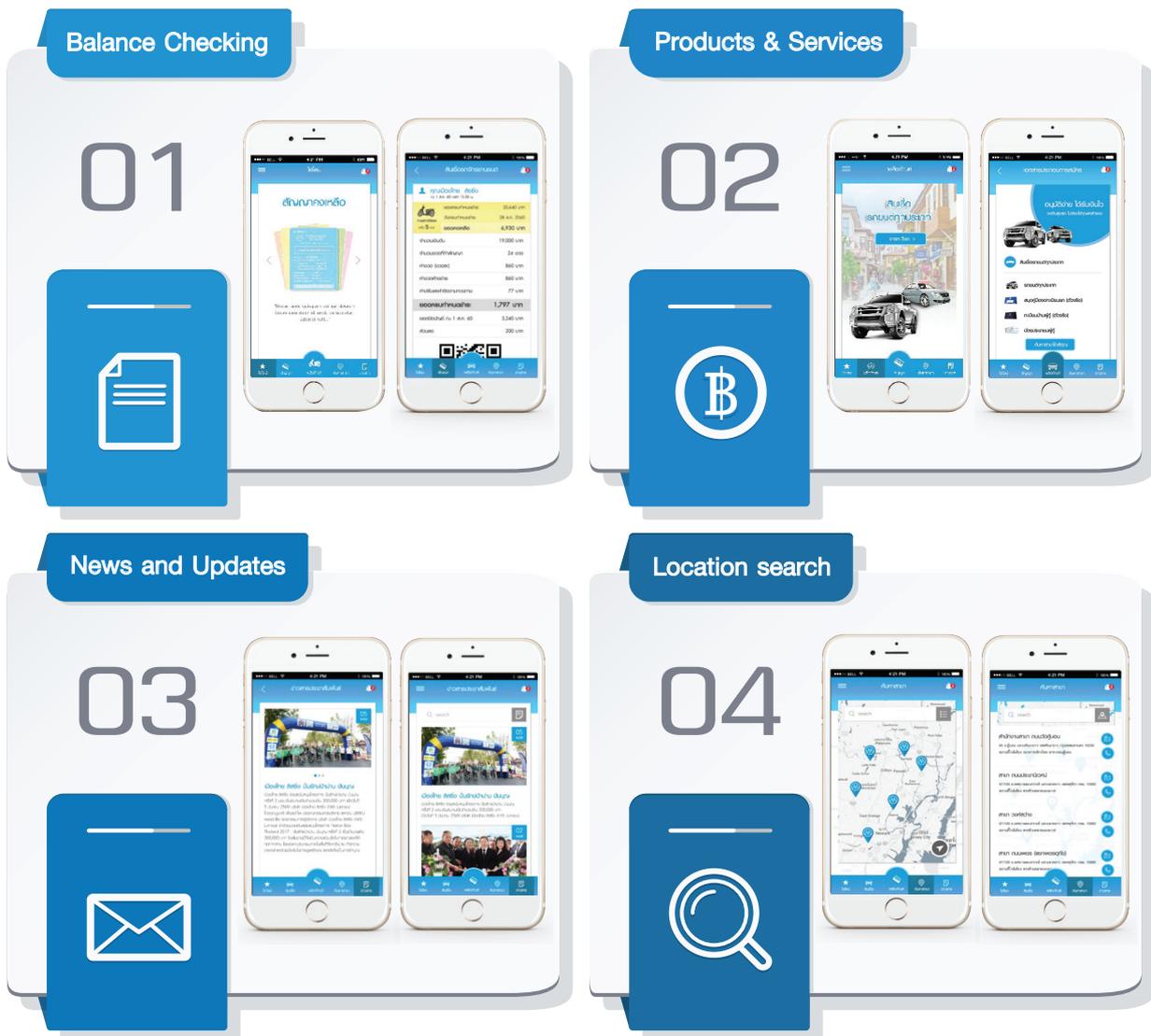
In paper manufacturing process, to produce 1 ton of paper, 17 trees, 41,000 volts of electricity per hour and 31,500 litres of water are required, plus waste of 7 kilograms of chlorine bleaching, mercury and lead released into the environment. The average Thai consumes approximately 60 kilogram of paper per person per year, and gradually increasing. In order to meet the consumption demand, 55 million trees would be cut down each year.

In Thailand, statistically, the paper has been consumed 3.9 tons per year, or approximately 60 kilograms per person per year. 189,000 kilograms of paper have been supplied to all office branches each year, for normal operation, or printed 103,561.6 papers every day. That's the equivalent of chopping down 3,213 trees every year or 9 trees a day. If the paperless office may still be absurd in current circumstance, the "less-paper" office is likely attainable, measureable and achievable target which has already been integrated in our corporate policies.



Approximately 103,561.6 sheets per day were used for communication within the organization and to outsiders. Ultimately, a lot of papers are wasted after one use only.

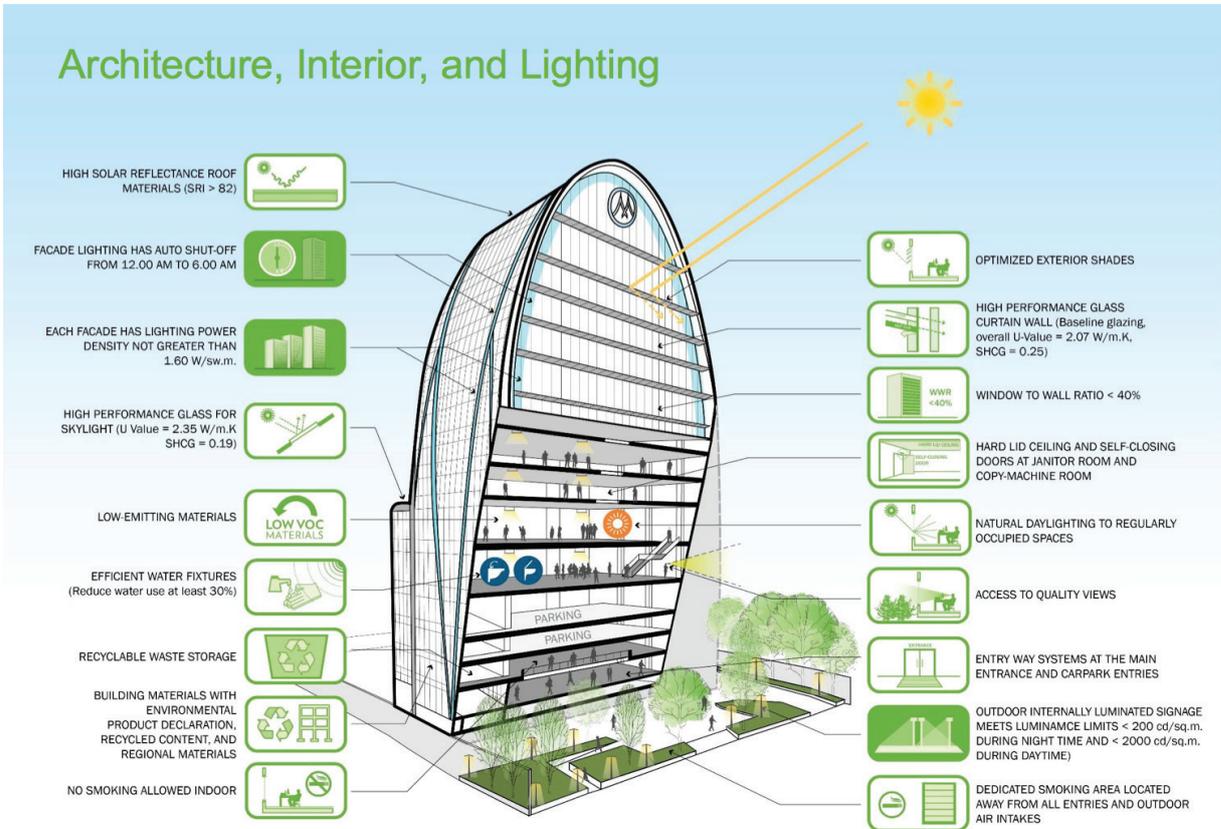
To overcome these issues, managements decided to replace some operational activity involving customers with mobile application technology which was combined with powerful database management software (SAP). The mobile application was designed mainly for communication to the customers. It consists of balance checking function, product information, news and updates and branch location searching. The customers can easily login to check their balance of outstanding debt and credit line instantly and conveniently from anywhere and anytime. Prior to the launch of this application, the customers were required to call our call center in order to check their balance of outstanding debt and credit line. Such process could possibly tak time, labour, and numerous papers. However, managements started to discuss the idea and approved the development since early of 2017 and finish our first mobile phone application including the tested run. We eventually announced the launch of MTLs mobile application for both Android and iOS on 4 December 2017 and 8 December 2017 respectively. Total download until 31 January 2018 is 2,729 times expecting that the numbers will grow gradually.



When integrated with the innovated technology, it offered the firm more capabilities to further fortify the firm’s paper management strategy. Not only did this improved technology as only help reducing the paper usage, but it also gave the company a mitigation of human errors and fraud risk during the process.

With this succeed, it is believed that in the near future, other similar function and transaction activities could also be developed and implemented thanks to this technology to help improving the efficiency of natural resource usages.

2. Green Building International Standard Certified (on-going).



In the year 2017, the company was in the process of planning and designing of our new headquarter office building, having been approved by the intention of environmental management to build the building in accordance with international standards. It is responsible for maintaining the environment and utilizing resources efficiently throughout its useful life. Use of buildings and demolition due to expiration of use, in accordance with government policies.

Leadership in Energy and Environmental Design (LEED) certification is a way to demonstrate the quality and achievement of a building's green features. LEED certifies 1.85 million square feet of construction space every day, making it the most widely used green building rating system in the world.

The green buildings certified by LEED use less energy and fewer resources. Moreover, the green buildings also promote happier employees and occupants, lower operating costs, provide public relations community benefits, and optimize health.

LEED works by awarding projects points across nine key areas of green building:

- integrative process
- location and transportation
- sustainable sites
- water efficiency
- energy and atmosphere
- materials and resources
- indoor environmental quality
- innovation
- regional priority

The new LEED office building is on the construction process which expected to take 2-3 years.

Transparency, Governance and Accountability : Our Business

Our strong corporate governance system enables the company to adopt proper management strategies for our operations and to integrate ethical, accountable and transparent values into the daily operations at all levels.

Building on this solid foundation and business conduct practices are our commitments to our stakeholders and strengthening trust, loyalty and accountability.

Audit Committee	Anti-Corruption/ Whistle Blowing Policies	Code of Conduct	Risk Management
<p>Our Board of Directors is consisting of three independent audit committees who oversight of the financial reporting process, the audit process, the system of internal controls and compliance with laws and regulations with prudence.</p>	<p>The policies aims to enforce controls to combat corruption in any forms internally and externally with all stakeholders. The policy is communicated to all employees, who must report any violations of this policy or potential violations in accordance with the whistleblowing policy The policy is also communicated to our suppliers, business partners and stakeholders' group, on a risk-based approach (reporting channels are published on the corporate's website).</p>	<p>The Code of Conduct is a high-level policy that sets the foundation of the Company to conduct business in accordance with the highest ethical standards. The Code of Conduct is accessible to all our employees and all employees are required to submit an annual acknowledgement of the policy.</p>	<p>As part of the company risk governance structure, the Risk Committee is responsible for ensuring that The company has a robust system for identifying and managing all types of risks that the company is exposed to.</p>

Fiduciary Duty : Our Shareholders

In order to meet the highest corporate governance, in regard to responsibility to shareholders, the Company has committed to provide the accurate, complete, timely, and useful information fairly to shareholders. As proven with the Investor Relation Assessment by Tris Corporation Company Limited, a credit rating organization, regarding the performance and the quality of the information provided by the Company to the investors and analysts in 2017, per follow;

	MTLS	Group Average
Overall Score	96.94% (percentile Rank: 89)	91.92%
Quality of Information	100.00%	91.53%
Corporate Team's Qualifications	96.67%	92.82%
Quality of Accessibility & Response	97.78%	92.73%
Care of Shareholders	93.33%	91.57%

Besides, the Company has a proven by an excellent track record of the releasing of financial statements 40 and 50 days prior to the due date of 45 days required by law for quarter financial statements and 60 days for annual financial statement. Moreover, the Company has been attending the Opportunity Day consistently, since listed in 2015, held by Stock Exchange of Thailand, quarterly.

QUARTER
FINANCIAL STATEMENT

40 Days Releasing

ANNUAL
FINANCIAL STATEMENT

50 Days Releasing

MTLS continued to implement monitoring tools to measure and boost customer's satisfaction and awareness about products, services, campaigns and policies via social media channels



Over 34,242 Followers
Over 33,399 Likes
Over 178 Reviews (62% 5 stars)



Over 6,552 Friends



Over 18,691 Users

As of January 2018

The “camera monitor” exercise is another initiative that aims to remotely monitor branches’ operations against certain services, customers’ privacy, cash systems’ security, the clean desk policy and general employee behavior.

Customer Engagement and Fair Treatment

Clear and transparent engagement is an essential component of providing excellent services to our customers, maintaining their trust and loyalty, and empowering them to make the right financial decisions.

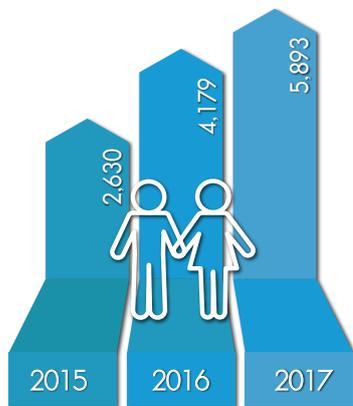
A specific team was endorsed to ensure that transparent, ethical and fair treatment and engagement with customers is a core value of our operations. This also involves making information fully and clearly available before, during and after every point of sale.

To ensure that this policy is embraced as a core value by our employees, a mid-year training was implemented targeting employees from every department at all levels towards the excellency of service providing annually.



Human Capital Empowerment : Our Employees

At MTL, the most significant asset is our employees. We are creating an environment where our employees can align their efforts with our values and vision to deliver our promise to our business, our people, our supporters and our community and work happily.



Number of Employees

Employees grow over 40% during 2016-2017.

The growth of employees is in line with the growth of the company, from 4,197 to 5,893 or increase by 1,696, with 135 employees in the headquarters and 5,758 employees in the branches.

Equality opportunity



Number of Female in Management Level

The number of female employees in the department heads grows by more than 25% between 2016-2017.

We also support career success. All employees are equal in their growth as can be seen from growing number of female supervisors.

In addition, the Company provides opportunities for the disabled to work with the Company. By the end of 2017, the Company had 3 disabled employees.

Fair benefits

The Company provides competitive salary packages and benefits, with a standard entry wage plus profit sharing compensation. Salary packages are commensurate with experience and skills and performance.

Moreover, the Company continually introduces additional benefits including, but not limited to, health insurance coverage, maternity coverage, life insurance, educational loans, and loans for employees with preferential interest rates.

Employee wellbeing

Besides the commitment to providing a work environment that is safe, secure and productive, and where all employees are treated fairly and with respect, the Company also provides “free” housing and facilities to the employees who are residing far from the head office and branches.

As of December 2017, there are 87% of employees are residing in Company’s housing facilities across Thailand. This exclusive welfare is proposed to improve employee’s overall quality of life and safeness. Without having to bear with Bangkok Metropolitan’s traffic jam, they, now, can stay as a walking distance to the office and reduce expenses.

Training and Development

Training courses are designed and developed internally or in collaboration with training vendors based on assessment of employees’ training and development needs. The aim of our training programs is to provide employees with skills and capacity building opportunities that meet the needs and expectations of our operations. Our training programs include internal and external training opportunities. Employee career development is also ensured through several tools including talent management and succession planning.

Level of Employees	Training Hours Average per Person*	Training Objective
Managements	18	Focus on the principle of management, concepts and techniques for leadership, coaching approaches, problem solving.
Supervisors	18	Focus on leadership development in several aspects, such as communication skills, motivation, coaching, performance targeting (KPI) and the importance of teamwork.
Officers	12	Focus on appropriate operation process, how to provide excellent services to customers and organization cultural framework.



CSR

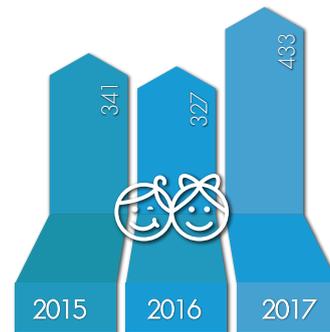
Our Community

Our CSR Program's activities focus on investment in areas that are aligned with community needs and based on our contributions to community; inequality, health, religion, in line with the identified focus areas and the Company's strategic approach towards CSR.



Public Health Service

Red Cross Blood Donation
Litre of Blood Donated



Education

Baan Mai Khong Noo
No. of children under care



Religion

Charity to temples
Amount of Charity (THB)

In 2017, the total number of beneficiaries from our CSR activities has valued more than 6,463,375 Baht and part from blood donation activity which contributed to several hospitals which is priceless.

Contributions to Public Health Service

In June every year, the "Muangthai Blood Donation" program is held continuously and continuously. The staff is very responsive and supportive in this activity by incorporating in blood donation at the hospitals and the provincial Red Cross across the country. This year, we were having totaled 3,342 blood donors (300,000 cc each) accounted for 1,002,600 cc, with 1,962 blood donors surpassing the past year.

In addition, the Company has a policy to prohibit employees at all levels of dealing with all kinds of drugs, either as a trader or as an addict. The substance abuse test is conducted once a year under the project "White Company".

In 2015 and 2016, the Petampai family donated THB 40 million and THB 50 million, respectively, to build an emergency ward for Sukhothai Hospital as well as medical devices.



Contributions to Education

The Company has provided scholarships to students and educational support to schools in the same community as the day since 2012. The Company has initiated a project to build a new child development center under the name "Baan Mai Khong Noo" until present. The company has already built nine children centres. This year, two more have been added, which are the Children Development Center, Ban Dong Noi School and Ban Klong Samui, with budget totaled 2,304,000 baht.

In addition, in the year 2559, Chuchat Petaumpai had built the Center for Excellence in Economics: Chuchat Petaumpai for Faculty of Economics, Chiang Mai University to encourage local people to stay studying and working in Chiang Mai, no necessity to relocate to Bangkok for higher educations in order to stimulate income distribution to Chiang Mai. The scholarships are donated to disabled students as well as to the Chiang Mai University Fund annually.



Contributions to Religion

The company has organized and hosted a regular Kathin ceremony on a yearly basis. This tradition has been operated continuously for more than 25 years, rotated to the areas where the branches of the company are located to preserve the traditions inherited and to maintain good relationships with people in the communities. This present year, the collection was totaled 4,159,375 baht, which had been contributed to the temples per followings;

1. Wat Fak Bung, Nain Sub-district, Pichai District, Uttaradit Province, 1,030,933 baht
2. Wat None Thong, Nong Nai Wai Sub-district, Baan Pai District, Khonkaen Province, 1,021,559 Baht
3. Wat Pho Thong Baan Pra Koo Yai, Pra Koo Sub-district, Muang District, Buriram Province, 1,092,909 Baht
4. Wat Nong Pla Lai, Nong Pla Lai Sub-district, Nong Prue District, Kanchajaburi Province, 1,031,974 Baht

Additionally, children scholarships and school supplies were given to four neighboring schools of 100,000 Baht each.



GRI CONTENT INDEX

Standard Disclosure	Disclosure Requirements	Page
GENERAL STANDARD DISCLOSURE		
STRATEGY AND ANALYSIS		
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	3-4
G4-2	Provide a description of key impacts, risks and opportunities.	12,13,19,24
STRATEGY AND ANALYSIS		
G4-3	Report the name of the organization.	6
G4-4	Report the primary brands, products and services	6
G4-5	Report the location of the organization's headquarters.	6
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Not Applicable
G4-7	Report the nature of ownership and legal form.	7
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	8,Annual Report 2017
G4-9	Report the scale of the organization.	7
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	31
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	
G4-12	Describe the organization's supply chain.	9

Standard Disclosure	Disclosure Requirements	Page
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	Not Applicable
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	11
G4-15	List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses.	
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations.	6
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	7, Annual Report 2017
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	5
G4-19	List all the material Aspects identified in the process for defining report content.	
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Not Applicable
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	Not Applicable
G4-24	Provide a list of stakeholder groups engaged by the organizations	9
G4-25	Report the basis for identification and selection of stakeholders which whom to engage.	9
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group and an indication of whether any of the engagement was undertaken specifically as part of report preparation process.	9

Standard Disclosure	Disclosure Requirements	Page
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	9
REPORT PROFILE		
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	5
G4-29	Date of the most recent previous report (if any).	Not Applicable
G4-30	Reporting cycle (such as annual, biennial).	5
G4-31	Provide the contact point for questions regarding the report or its contents.	5
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	5
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	7
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	7, Annual Report 2017
G4-38	Report the composition of the highest governance body and its committees.	7, Annual Report 2017

Standard Disclosure	Disclosure Requirements	Page
G4-39	Report whether the chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this agreement).	Annual Report 2017
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	Annual Report 2017
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflict of interest are disclosed to stakeholders.	7, Annual Report 2017
G4-42	Report the highest governance body's and senior executives' roles in the development, approval and updating of the organization's purpose, value, or mission statements, strategies, policies and goals related to economic, environmental and social impacts.	
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	
G4-44	<p>a. Report the processes for evaluation of the highest government body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not and its frequency. Report whether such evaluation is a self-assessment.</p> <p>b. Report action taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, a minimum, changes in membership and organizational practice.</p>	Annual Report 2017
G4-45	<p>a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks and opportunities. Include the highest governance body's role in the implementation of due diligence processes.</p> <p>b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.</p>	7,27
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Annual Report 2017
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities.	Annual Report 2017

Standard Disclosure	Disclosure Requirements	Page
G4-48	Report the highest committee or position that formal review and approves the organization's sustainability report and ensures that all material Aspects are covered.	Annual Report 2017
G4-49	Report the process for communicating critical concerns to the highest governance body.	Annual Report 2017
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	
G4-51	a. Report the remuneration policies for the highest governance body and senior executives. b. Report how performance criteria in the remuneration policy related to highest governance body's and senior executives' economic, environmental and social objective.	Annual Report 2017
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Not Applicable
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operation to the median percentage increase in annual to total compensation for all employees (excluding the highest-paid individual) in the same country.	Not Applicable
ETHICS AND INTEGRITY		
G4-56	Describe the organization's value, principles and standards and norms of behavior such as codes of conduct and code of ethics.	Annual Report 2017
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Annual Report 2017

Standard Disclosure	Disclosure Requirements	Page
CATEGORY: ECONOMIC		
ASPECT: ECONOMIC PERFORMANCE		
G4-DMA	Generic Disclosures on Management Approach.	11, Annual Report 2017
G4-EC1	Direct economic value generated and distributed.	13-16, Annual Report 2017
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	
G4-EC3	Coverage of the organization's defined benefit plan obligations.	
G4-EC4	Financial assistance received from government.	
ASPECT: MARKET PRESENCE		
G4-DMA	Generic Disclosures on Management Approach	
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation.	
ASPECT: INDIRECT ECONOMIC IMPACTS		
G4-DMA	Generic Disclosures on Management Approach	13-18
G4-EC7	Development and impact of infrastructure investments and services supported.	13-18
G4-EC8	Significant indirect economic impacts, including the extent of impacts.	13-18
ASPECT: PROCUREMENT PRACTICES		
G4-DMA	Generic Disclosures on Management Approach	
G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	
CATEGORY: ENVIRONMENTAL		
ASPECT: MATERIALS		
G4-DMA	Generic Disclosures on Management Approach	
G4-EN1	Materials used by weight or volume.	
G4-EN2	Percentage of materials used that are recycled input materials.	
ASPECT: ENERGY		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN3	Energy consumption within the organization.	
G4-EN4	Energy consumption outside of the organization.	

Standard Disclosure	Disclosure Requirements	Page
G4-EN5	Energy intensity.	
G4-EN6	Reduction of energy consumption.	
G4-EN7	Reduction in energy requirements of products and services.	
ASPECT: WATER		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN8	Total water withdrawal by source.	
G4-EN9	Water sources significantly affected by withdrawal of water.	
G4-EN10	Percentage and total volume of water recycled and reused	
ASPECT: BIODIVERSITY		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN11	Operational sites owned, leased, managed in, o adjacent to, protected areas and areas of high biodiversity value outside protected areas.	
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
G4-EN13	Habitats protected or restored.	
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	
ASPECTS: EMISSIONS		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	
G4-EN18	Greenhouse gas (GHG) emissions intensity.	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	
G4-EN20	Emissions of ozone-depleting substances (ODS)	
G4-EN21	NOX SOX and other significant air emissions	
ASPECT: EFFLUENTS AND WASTE		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN22	Total water discharge by quality and destination.	
G4-EN23	Total weight of waste by type and disposal method.	
G4-EN24	Total number and volume of significant spills.	

Standard Disclosure	Disclosure Requirements	Page
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII and percentage of transported waste shipped internationally.	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff.	
ASPECT: PRODUCTS AND SERVICES		
G4-DMA	Generic Disclosures on Management Approach.	24-26
G4-EN27	Extent of impact mitigation of environmental impacts of products and services.	24-26
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	24-26
ASPECT: PRODUCTS AND SERVICES		
G4-DMA	Generic Disclosures on Management Approach.	Not Applicable
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not Applicable
ASPECT: TRANSPORT		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations and transporting members of the workforce.	
ASPECT: OVERALL		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN31	Total environmental protection expenditures and investments by type.	
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT		
G4-DMA	Generic Disclosures on Management Approach.	
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms.	

Standard Disclosure	Disclosure Requirements	Page
CATEGORY: SOCIAL		
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK		
ASPECT: EMPLOYMENT		
G4-DMA	Generic Disclosures on Management Approach.	31-32
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	31-32, Annual Report 2017
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	31-32, Annual Report 2017
G4-LA3	Return to work and retention rates after parental leave, by gender.	
ASPECT: LABOR/MANAGEMENT RELATIONS		
G4-DMA	Generic Disclosures on Management Approach.	
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	
ASPECT: OCCUPATIONAL HEALTH AND SAFETY		
G4-DMA	Generic Disclosures on Management Approach.	
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programs.	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absents, and total number of work-related facilities, by region and by gender.	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation.	
G4-LA8	Health and safety topics covered in formal agreements with trade unions.	
ASPECT: TRAINING AND EDUCATION		
G4-DMA	Generic Disclosures on Management Approach.	31-32, Annual Report 2017
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	31-32, Annual Report 2017
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	31-32, Annual Report 2017
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	31-32, Annual Report 2017

Standard Disclosure	Disclosure Requirements	Page
ASPECT: DIVERESITY AND EQUAL OPPORTUNITY		
G4-DMA	Generic Disclosures on Management Approach.	Annual Report 2017
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Annual Report 2017
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN		
G4-DMA	Generic Disclosures on Management Approach.	
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category by significant locations of operation.	
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN		
G4-DMA	Generic Disclosures on Management Approach.	
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria.	
G4-LA15	Significant actual and potential negative impacts for labor practices in supply chain and actions taken.	
ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS		
G4-DMA	Generic Disclosures on Management Approach.	
G4-LA16	Number of grievances about labor practices filed, addressed and resolved through formal grievance mechanisms.	
SUB-CATEGORY: HUMAN RIGHTS		
ASPECT: INVESTMENT		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	
ASPECT: NON-DISCRIMINATION		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR3	Total number of incidents of discrimination and corrective actions taken.	

Standard Disclosure	Disclosure Requirements	Page
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	
ASPECT: CHILD LABOR		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR5	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	
ASPECT: FORCED OR COMPULSORY LABOR		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	
ASPECT: SECURITY PRACTICES		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	
ASPECT: INDIGENOUS RIGHTS		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken.	
ASPECT: ASSESSMENT		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.	
ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR10	Percentage of new suppliers that were screened using human rights criteria.	
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	

Standard Disclosure	Disclosure Requirements	Page
ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS		
G4-DMA	Generic Disclosures on Management Approach.	
G4-HR12	Number of grievances about human right impacts filed, addressed and resolved through formal grievance mechanisms.	
SUB-CATEGORY: SOCIETY		
ASPECT: LOCAL COMMUNITIES		
G4-DMA	Generic Disclosures on Management Approach.	33-35
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs.	33-35
G4-SO2	Operations with significant actual and potential negative impacts on local communities.	33-35
ASPECT: ANTI-CORRUPTION		
G4-DMA	Generic Disclosures on Management Approach.	Annual Report 2017
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Annual Report 2017
G4-SO4	Communication and training on anti-corruption policies and procedures.	Annual Report 2017
G4-SO5	Confirmed incidents of corruption and actions taken.	Annual Report 2017
ASPECT: PUBLIC POLICY		
G4-DMA	Generic Disclosures on Management Approach.	
G4-SO6	Total value of political contributions by country and recipient/beneficiary.	
ASPECT: ANTI-COMPETITIVE BEHAVIOR		
G4-DMA	Generic Disclosures on Management Approach.	
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes.	
ASPECT: COMPLIANCE		
G4-DMA	Generic Disclosures on Management Approach.	
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	
ASPECT: COMPLIANCE		
G4-DMA	Generic Disclosures on Management Approach.	
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	

Standard Disclosure	Disclosure Requirements	Page
ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY		
G4-DMA	Generic Disclosures on Management Approach.	
G4-SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms.	
SUB-CATEGORY: PRODUCT RESPONSIBILITY		
ASPECT: CUSTOMER HEALTH AND SAFETY		
G4-DMA	Generic Disclosures on Management Approach.	Not Applicable
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	Not Applicable
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	Not Applicable
ASPECT: PRODUCT AND SERVICE LABELING		
G4-DMA	Generic Disclosures on Management Approach.	Not Applicable
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	Not Applicable
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not Applicable
G4-PR5	Results of surveys measuring customer satisfaction.	Not Applicable
ASPECT: MARKETING COMMUNICATIONS		
G4-DMA	Generic Disclosures on Management Approach.	
G4-PR6	Sale of banned or disputed products.	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes.	
ASPECT: CUSTOMER PRIVACY		
G4-DMA	Generic Disclosures on Management Approach.	
G4-PR6	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	
ASPECT: COMPLIANCE		
G4-DMA	Generic Disclosures on Management Approach.	
G4-PR7	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	



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