



ADDING VALUE  
IN EVERYTHING  
WE DO

# SOCIAL CONTRIBUTION REPORT 2021



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# Chairman's Message

Just by caring more and paying more attention to the people and things around us, we can find ways to add more value to ourselves as well as others in every aspect of our daily lives. These value creations, be they big or small in our minds, can mean a great deal to many others. And, in turn, the value we create will bring happiness and joy along our earthly life journey.

If we live up to the DTGO philosophy of “adding value in everything we do”, we can together accomplish greater change, tangibly and sustainably.

DTGO was founded three decades ago with the aspiration to care for society and add value to the world. By combining internal capabilities with resources from business operations, along with concerted efforts from business and social partners, including like-minded individuals, DTGO has been able to bring about social contributions that support those in need and drive various societal changes toward harmony and sustainability.

DTGO has all along worked to build a community of smart and good-hearted people, extending from members to business and social partners, friends from various sectors, such as government, business, non-profits, civil society, while expanding to local and global networks. As part of the community, DTGO has been a driver in creating positive impacts for the sustainable development agenda of today and the future such as:

If we live up to the DTGO philosophy of **Adding value in everything we do** we can together accomplish greater change, tangibly and sustainably.



- Innovations in living well and sustainably
- Access to quality education for children and youths as a foundation for building capacity for future social and environmental development.
- Measures to protect and rehabilitate marine and coastal environments to prevent further losses of biodiversity and ecosystems
- Strengthening of healthcare systems for deprived communities in Thailand and other countries as preparedness for disasters and health crises of today and the future to safeguard lives and improve quality of life

Through this Social Contribution Report, we wish to communicate our work and progress to delight DTGO members, their families, friends, and partners with the results of our concerted efforts to date. This report also acts as a medium for our collaboration with networks of business and social partners, along with related stakeholders, to show our willingness to further engage with wider stakeholders to scale up acts of kindness and bring about meaningful innovations for the sustainable development of our planet, living beings, humans, society, and all other beings, more and more in the future.

At last, we would like to express our gratitude to all DTGO members and their families, as well as to our shareholders, partners, and friends, for being the driving force in shaping the group to become an organization that cultivates goodness while creating value through its business endeavors throughout the past three decades.



# Vision



“ To be a global, evolving, and living organization that fosters a community of smart and good-hearted people who care for the world at large. ”

## Origin and meaning

### A global, evolving, and living organization.

“**Global and Evolving**” means to keep up with all changes over time and eras.

DTGO is not solely an organization but a community of its members.

For DTGO to adapt to changing situations and times, all its members must long for knowledge and be forward looking, flexible, and resilient to all kinds of changes.

“**Living**” means an organization with longevity and adaptivity, passing on good things from generation to generation for as long as possible.

### “To foster a community of smart and good-hearted people who care for the world at large.”

Talent and goodness are inherent in everyone. DTGO aims to create and cultivate a community of smart and good-hearted people by striving to develop both the organization and its members to utilize their potential for helping others and create positive changes for society around us, which, in turn, lead to worthy and happy living as individuals and as a corporation.

# Mission

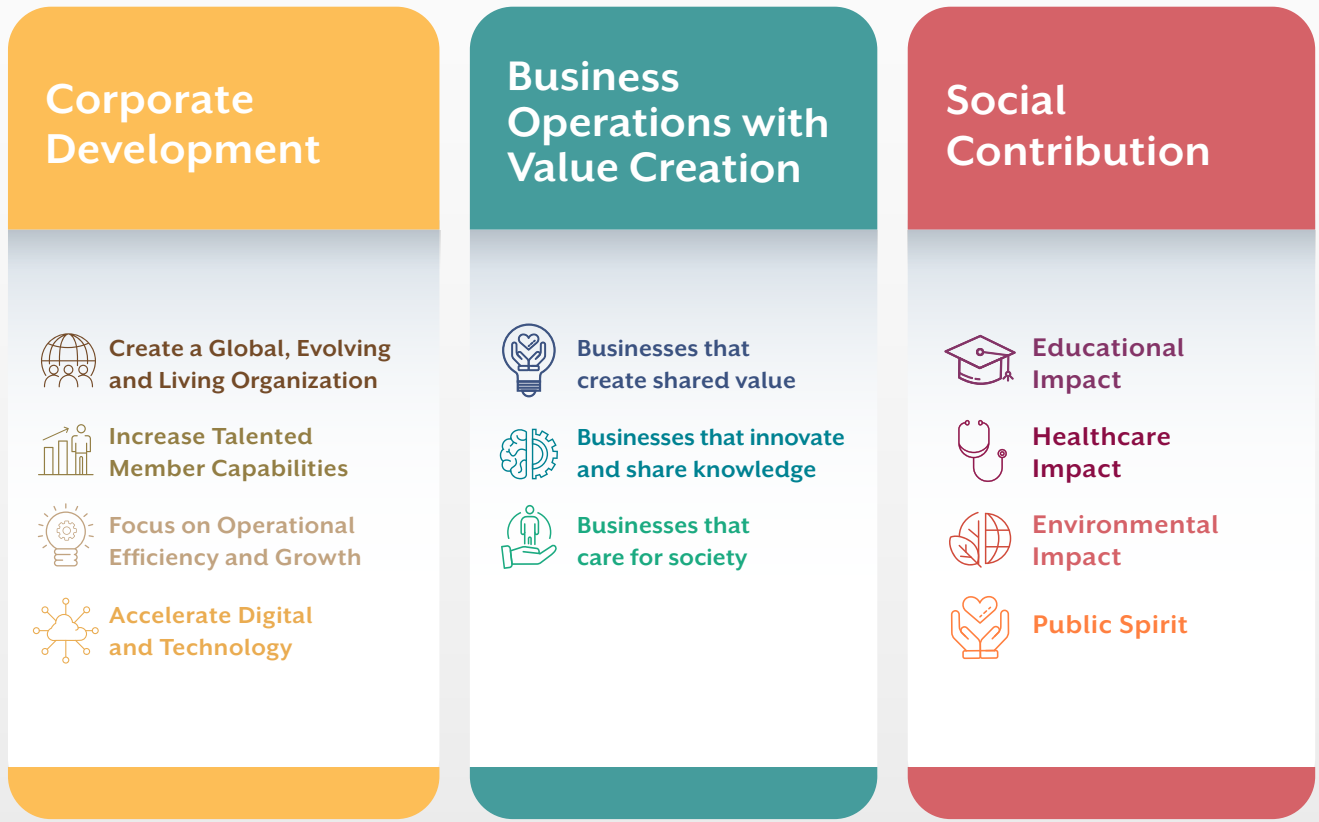
- Nurture children in need of a better quality of life
- Be a community full of warmth and happiness
- Conduct business successfully with ethics and integrity
- Foster every community member to live a happy life with ethics and integrity
- Be a dependable place for every member



# Strategy and Performance

DTGO operates according to its vision of a global, evolving, and living organization that fosters a community of smart and good-hearted people. The Strategic Future Office develops and reviews the 40-year strategic plan covering 3 pillars of the organization: (1) Corporate Development (2) Business Management (3) Social Contribution. This plan guides the formulation of 3-, 5-, and 10-year goals and strategies as well as annual actions plans for each DTGO unit.

## 3 pillars of the organization



# Corporate Development



Create a Global, Evolving and Living Organization



Focus on Operational Efficiency and Growth



Increase Talented Member Capabilities



Accelerate Digital and Technology



# Corporate Development

DTGO realizes that building a sustainable corporate foundation requires persistent development in alignment with ever-changing business and social contexts. Since its inception DTGO has taken “Social-Integrated Business” as its main operational model. It later added empowering human resources and partner networks with the University Model in 2019. DTGO has now begun to develop a Country Model for corporate and business development leading to the ultimate sustainable organizational structure, a Mother Tree, resembling a natural forest ecosystem that has always endured and accommodated all lives on Earth. DTGO itself will eventually be an intrinsic part of a community of smart and good-hearted people to sustain its goodness and value creation for the world long into the future.

## Journey to the DTGO Mother Tree

### 1993 Social Integrated Business

- With goal and commitment to do business while giving back to society
- Allocation of 2% of income to helping society
- Organizations with family-like relationships, where members care for and help each other like brothers and sisters

### 2019 University Model

- Learning organization where learning is individual-centric and self-determined
- Opportunities for members to fulfill their career choice in line with DTGO's organizational development
- Development of nurturing leadership

### 2026 Country Model

- A platform where organizations and partners that share DTGO's vision will create value and a positive impact on society
- A platform that encompasses organizations with diverse forms, expertise, size, etc.
- A platform where fellow organizations and partners uphold the principles of good governance and share the common culture



2021 was the first year of moving ahead with a 10-year plan that focuses on transforming the organization to strengthen its business and social contribution in line with uncertain geopolitics and economics, changing demography, climate, and environment, as well as disruptive technologies. DTGO set its organizational development strategies in 4 aspects.





# Create a Global, Evolving, and Living Organization

Over the course of three decades, DTGO has greatly expanded its business and social contribution with members growing in number and diversity. The group now has 934 members, with an average age of 39.



## Average Age by Gender

Female	<b>38</b>
Male	<b>41</b>

## Number of Members

Female	<b>507</b>
Male	<b>427</b>

## Generation

Gen Z (1998-present)	<b>8</b>
Gen Y (1980-1997)	<b>615</b>
Gen X (1965-1979)	<b>268</b>
Baby Boomers (1946-1964)	<b>41</b>
Silent (1925-1945)	<b>2</b>



## Nationality

 Thai	910	 Mongolian	1	 American	1
 Chinese	10	 British	1	 Napalese	1
 Indian	5	 Singaporean	1	 New Zealander	1
 Korean	3				

With the emphasis on nurturing a community of smart and good-hearted people, DTGO works to develop a strong corporate culture that unites its members and guides their work along with business partners, social partners, and other stakeholders. An excellent organizational structure aligned with the changing context at each moment and the well-being and life quality of its members are further fundamental factors for DTGO's future growth.



# Strong Corporate Culture

DTGO's 4 Core Values are "Dynamic", to honor our words, honor our time; "Teamwork", to always be helpful; "Goodwill", to have good thoughts, good words, good deeds; "Open-Minded", to listen and think positively. These values are the core of DTGO's culture of smart and good-hearted people and are then applied in daily life through the Moral Code with 14 items and the 21 Life Principles of "DTGO the Good People".

## DTGO Core Values



### DYNAMIC

#### Honor our words, honor our time.

Our words reflect who we are and what we stand for. Keeping our word is to honor our words as we honor ourselves. Breaking our word destroys our credibility and reputation.

Our time in life is precious and limited. We all have only a few years on this Earth. Once they're gone, we cannot regain even a second. And we can never know how many days we have left. So, dedicate yourself to your objectives and accomplish them.

Keep your word and everyone will trust and support you, helping you succeed. Value time and you'll prioritize what matters. Follow both principles and you'll be dynamic, giving your life meaning and value for yourself, your family, and others.

### GOODWILL

#### Good thoughts, good words, good deeds.

Good thoughts, good words, good deeds are the foundation of happiness, because goodness underpins happiness and gives us the energy to live life.

A good-hearted person brings good energy that gets a good response from others. When we have good thoughts, say good words, do good deeds, it brings out goodness in others and helps build a society for doing good. Thinking, speaking, and doing good starts with good thoughts. Good words and good deeds will then follow.

### TEAMWORK

#### Always be helpful.

Teamwork and harmony can only happen when everyone is kind, helps and respects the others, and appreciates their differences.

Teamwork lets everyone reach his or her potential, complementing the others and enhancing their strengths, completing each other to bring success for both teams and their members.

### OPEN-MINDED

#### Listen and think positively.

Open-mindedness and positive thinking are the key to happiness and success in life.

Generosity helps us expand our capability to be open-minded, to listen without judgment, and to think positively. Through active listening, we can tap into an endless stream of knowledge.

Thinking positively gives us a deep understanding and prepares us for new challenges and opportunities, bringing success in life.

# DTGO's 14 Moral Code



- |   |  |
|---|--|
| <p><b>1</b> Share, be selfless, and help others.</p>  | <p><b>2</b> Don't encroach upon all living things.</p>           |
| <p><b>3</b> Don't steal. Don't covet the property or reputation of others. Don't crave what you don't need.</p> | <p><b>4</b> Be humble and respect everyone equally.</p>          |
| <p><b>5</b> Be patient, determined, and persistent.</p>   | <p><b>6</b> Always seek wisdom.</p>                              |
| <p><b>7</b> Be grateful to your benefactors, the world, all things.</p>   | <p><b>8</b> Maintain self-control and ethics.</p>                |
| <p><b>9</b> Live together in unity, peace, happiness and common good.</p>                                       | <p><b>10</b> Choose your words carefully.</p>                    |
| <p><b>11</b> Be kind to people and all lives.</p>   | <p><b>12</b> Be forgiving and loving.</p>                        |
| <p><b>13</b> Always be conscious.</p>   | <p><b>14</b> Understand and be aware of life's impermanence.</p> |

# DTGO The Good People

## Life rules for DTGO members



# PEOPLE

### 1 Keep your mind pure at every moment.

A pure mind will be filled with happiness and the power to do good.

### 2 Always aim to forgive.

What we think is right is often wrong. When we understand the reasons for something that offends us, we always forgive it anyway. Forgiveness, above all, frees us from anger and pain.

### 3 Good thoughts, good words, good deeds.

Goodness will spread from inside out, so how we appear reflects our good intentions with lifelong dignity.

### 4 Wherever you go, be loved by people, animals, and nature.

Be good, sincere, kind, and courteous to everyone, to their face and behind their back.

### 5 Act out of love not fear.

Humans and animals both act under two principal motives: love and fear. Once we know our ultimate motives, we can choose whether to let love or fear drive our actions.

### 6 Be courteous.

- Be humble.
- Honor everyone.
- Respect everyone.
- Be considerate.

### 7 Be kind.

Don't say or do anything that harms anyone physically or psychologically. Always have good intentions toward others.

### 8 Always be generous.

Tirelessly love and help all life you encounter.

### 9 Always think of others

and don't focus self-centeredly on yourself.

**10** Let others get the better deal.

Don't take advantage of others, but also be willing to settle for less and concede more, as long as that disadvantage brings good to all.

**11** Getting stressed doesn't mean taking responsibility.

Careful decision-making and thorough problem-solving require a clear mind.

**12** Treat everyone as friends or family.

If you want others to be friends, show them friendship. If you want others to love you, love them first. If you want others to treat you well, treat them well first.

**13** See suppliers as partners and DTGO members as brothers and sisters.

No one is good at everything. True success comes when we think and act as one.

**14** Appreciate others. Give them credit and share your success with them.

Our achievements are not ours alone. Wisdom and knowledge are passed down from generation to generation, from nature, all life, and humans.

**15** Be grateful.

to your parents, teachers, spouse, children, organization, the people you work with inside and outside the organization, and everything and everyone that gives you love, knowledge, opportunities, and empowers you to get through each stage of life.

**16** Learn from your mistakes and forgive yourself,

as life can start over each day, hour, minute, or moment.

**17** Let both joy and sorrow pass within a day.

New stories from new days come all the time. Live one day at a time. Do your best each day and don't cling to the past.

**18** The world has so much knowledge and it changes fast,

so we must humbly strive to learn, gaining knowledge and expertise to care for those around us, helping people, creatures, and nature without limit.

**19** Live a worthwhile life, as we all may die at any moment.

Death is a certainty. With each day that passes, we are all one day closer to death. So live your life to give value to each day, for yourself, your loved ones, and others. Don't let days pass by in vain.

**20** Trust that good things can be done

and don't set limits on your power to do good.

**21** Never do what your heart tells you is wrong

and don't invent excuses to do bad acts.




In becoming a global, evolving, and living organization, we inclusively engage stakeholders who share DTGO's ideas and views on helping people and society. In this regard, DTGO DNA has been established as a strategic driver for culture development in stakeholder engagement and partnership for creating a better society.

# DTGO DNA



## The unique qualities of DTGO members



Pure mind  
Generosity-forgiveness  
Faith in goodness  
Self-realization  
Love and kindness  
Gratitude and obligation  
to everyone who has  
helped you in life  
Awareness of life's  
impermanence

# Excellence in Organization Structure

Amid the current technology disruption, many organizations have moved towards digitization, bringing rapid change in business and social models. DTGO has therefore formulated a strategy and is working on its agility through organizational restructuring and ways of working to strengthen creativity, efficiency, responsiveness to customer needs, and decision making, comprising:



## Matrix structure

Matrix structure is the organization's main structure to reduce working in silos and foster cross-functional collaboration to boost cooperation. It is divided into vertical and horizontal management:

- **Vertical management** is the administration by function focusing on achieving objectives or tasks assigned to each specific function. Each member is assigned a different role and works according to 5 predetermined job roles.
- **Horizontal management** is administration by job family focusing on the standardization of knowledge, skills, and abilities essential for a particular job family and more efficient allocation of human resource within each job family. At present, DTGO has 26 main job families and 105 sub job families.



## Co-project structure

Co-project structure is utilized for key projects that require teamwork and diverse knowledge, skills, expertise, and experience. The Role Play Model helps to determine the role of each team member, be they project director, advisor, coach, team member, facilitator, coordinator. This kind of structure empowers the team to initiate, govern, and make decisions to enhance work agility, flexibility, and capability to respond to ever-changing business demands. The co-project structure also encourages members to learn fast from success or failure and become resilient to move forward stronger.





## Quality of Life and Well-Being

To be a community full of warmth and happiness and a dependable place so that both the organization and its members prosper together, DTGO sees the health and well-being of its members and their families as top priorities. The group provides compensation and benefits that are fair and comparable to those of leading organizations. DTGO's workspaces and work models promote physical and mental well-being. The group also organizes social activities for members and their families.

During the COVID-19 outbreak, DTGO helped provide vaccines to its members and their families, supported screening tests for COVID control in the workplace, and provided an additional COVID insurance plan for all members. In addition, DTGO members joined hands to provide financial assistance to 129 households of their fellow members, retail partners, and families of our social partners' scholarship students affected by the outbreak.







# Increase Talented Member Capabilities

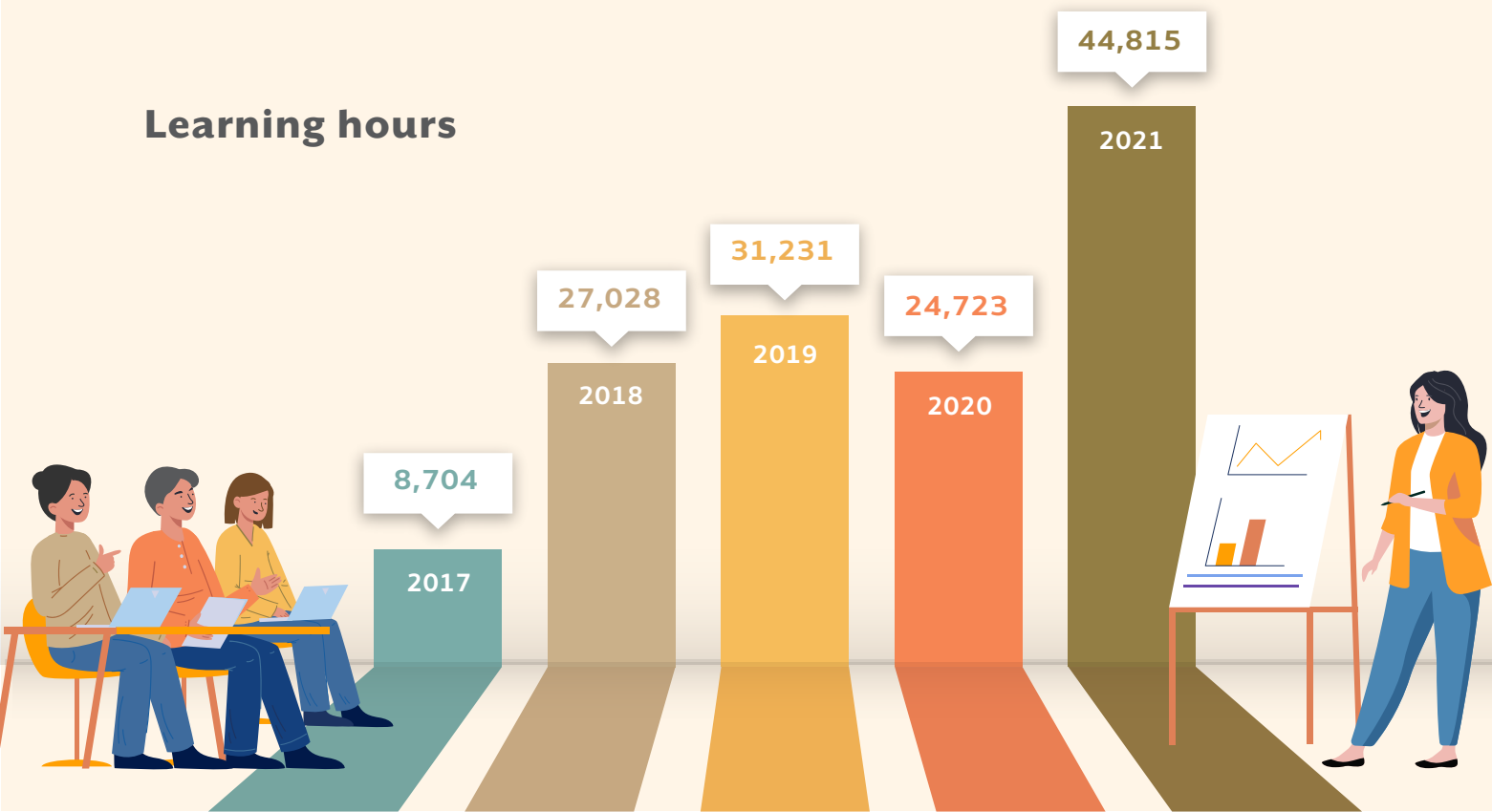
For the organization to grow and create sustainable value for stakeholders and society it is essential to continually nurture smart and good-hearted people through generations. DTGO has therefore transformed itself into a learning organization with the focus on leadership development.

## A Learning Organization

Based on a lifelong learning concept with self-determined development, DTGO helps all its members develop work-related skills, enhance their knowledge of the organization’s policies and standards such as the DTGO Core Values, Good Corporate Governance, the MQDC Standard, and other skills or knowledge based on individual interests, such as personal finance and investment. This helps inspire and open up learning paths like a university, with internal and external platforms

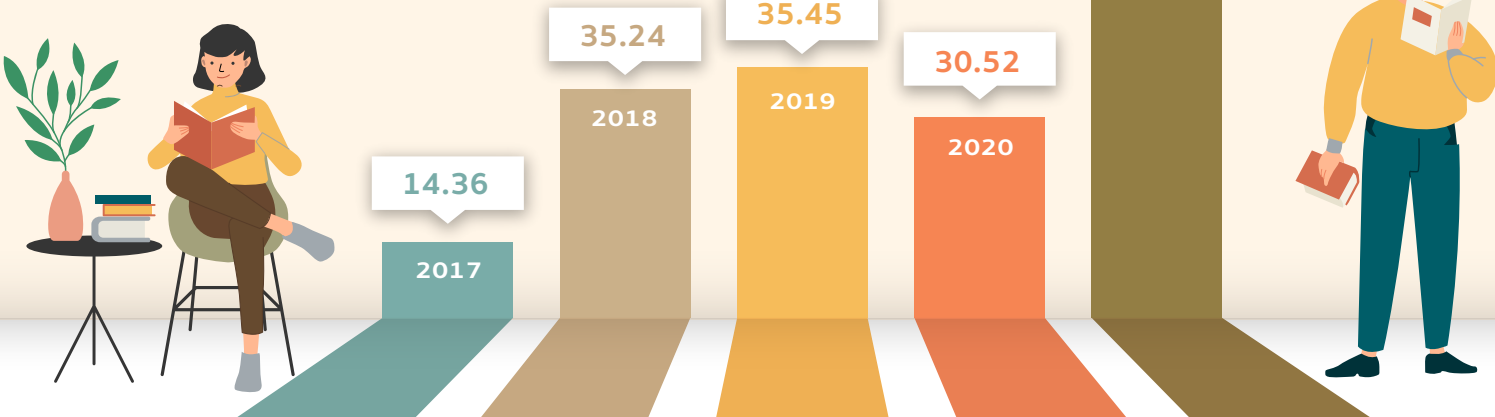
and online and offline elements such as SkillLane, LinkedIn, and Beyond Training. In addition, members can take up other training not currently available in the learning platform, such as language skills. Members also have opportunities to develop their potential as speakers inside and outside the organization through the Train the Trainer program that enables exchange of knowledge and experience among members and with society at large.

### Learning hours





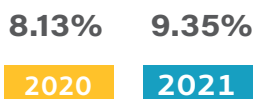
### Average learning hours per person



### Self-study hours



### % of learning that is self-study



### Number of internal speakers in Train the Trainer program

18

Number of in-house courses in Train the Trainer program

4



As self-directed learning is the foundation for members to develop the competencies they need to achieve their career goals, in 2022, DTGO plans to integrate its career choice development with learning performance to guide career goals that suit each individual.

## Leadership for All

With belief in everyone's potential, DTGO places importance on leadership and related skills to enable members at all levels to adapt and lead the organization to grow amid rapid economic, social, and environmental change. A "Nurturing Leadership" concept guides the use of skills including:

- Use of coaching skills in team development.
- Exchanging perspectives and experiences with current corporate leaders, both internal and external.
- Providing leadership development programs in various dimensions such as Collaborative Leadership, Inspirational Leadership, Transformative Leadership.
- Implementing a 360-degree assessment to help plan and shape nurturing leadership habits.



**9** Internal  
coaches

**23**  
coachees



**462**  
participants  
in 2021 leaders'  
sharing sessions





## Focus on Operational Efficiency and Growth

It is our belief that goodness and morality shared between us and our stakeholders are the foundation for meaningful growth that benefits stakeholders and society at large. We therefore place great emphasis on good corporate governance, the value creation process, and efficient procurement and sourcing.

### Good Corporate Governance

DTGO places importance on and adheres to ethical business operations and societal activities in line with its vision and mission. Good corporate governance is the guiding principle for managing the organization with efficiency, transparency, accountability, and taking into account the interests of stakeholders, society, and the environment.

DTGO has appointed a Good Corporate Governance Committee, of senior executives and advisors from diverse professions together with assigned secretaries, with direct experience and expertise to drive and facilitate the development of efficient and effective good corporate governance in 8 areas:



# DTGO corporate governance



## Ethics & Compliance Framework



Written Standards & Procedures



Training



Communication



Monitoring & Assessment



## Written Standards & Procedures

### 2019 - 2020

- Good Corporate Governance Policy
- Human Rights and Good Labor Practices Policy
- Anti-Corruption Policy
- Environmental Policy
- Supplier Code of Conduct
- Manual of Principles of Good Corporate Governance and Code of Business and Social Conduct
- Regulations on Offering and Accepting Gifts or Other Benefits and Entertainment
- Regulations on Whistleblowing or Complaints

### 2021

- Anti-Fraud Policy



## Training

### 2019 - 2020

#### Training

- Business ethics for corporate leaders (84% attendance)
- Fraud prevention (65% attendance)
- Anti-corruption policy (69% attendance)

### 2021

#### E-Learning

- Introduction to good corporate governance (70% attendance)
- Rules for giving and receiving gifts and other benefits (68% attendance)
- Good corporate governance manual (61% attendance)
- Business and social ethics EPI (59% attendance)
- Business and social ethics EP2 (62% attendance)
- Business and social ethics EP3 (34% attendance)
- Anti-corruption and whistleblowing (74% attendance)



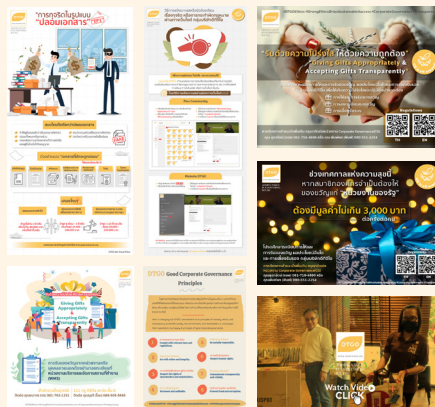
### Communication in 2021

#### Code of Conduct, Policies and Regulations



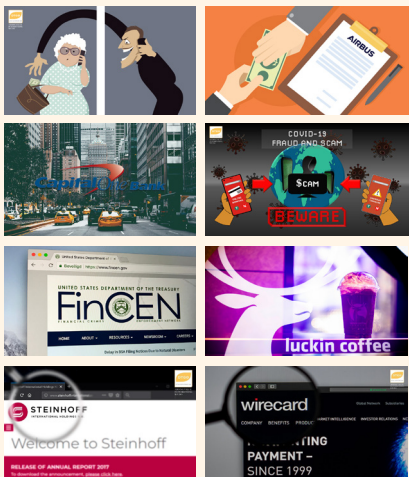
9

#### Ethics & Best Practices



7

#### Case Studies



8

#### Ethics Mottos



10



### Monitoring & Assessment in 2021



- Monthly meeting of the CG Committee



- Yearly assessment of executive committee and sub-committees including CG Committee and Internal Audit Committee



- Annual evaluation of governance and ethical practices by the Ethisphere Institute, 3rd party, since 2019



# Value Creation Process

DTGO has continuously kept its work processes efficient and up to date, in particular by using technology to reduce paperwork. In 2020 the group began to implement a digital platform for procurement and contract management, extended in 2021 to include additional procurement features and new systems such as approval process, reimbursement process, financial documents, and warehouse management.

## 2020

### Procurement

- Create/update vendor master list
- Purchase requisition
- Request for quotation
- Purchase order
- Down payment
- Delivery notes
- Billing

### Contracts

- Contract management system

## 2021

### Procurement (additional)

- Online billing
- Amendments to purchase orders

### Approval

- Request for invoices, extend/reduce credit (EzRequest)
- Internal memo approval (EzMemo)

### Reimbursement

- Reimbursement of general expenses, utility bills, travel expenses, organizing seminars, hospitality, seminar fees, general office expenses, and document translation fees

### Financial documents

- Electronic receipts
- Electronic tax invoices

### Warehouse management

- Warehouse management system



# Efficient Procurement and Sourcing

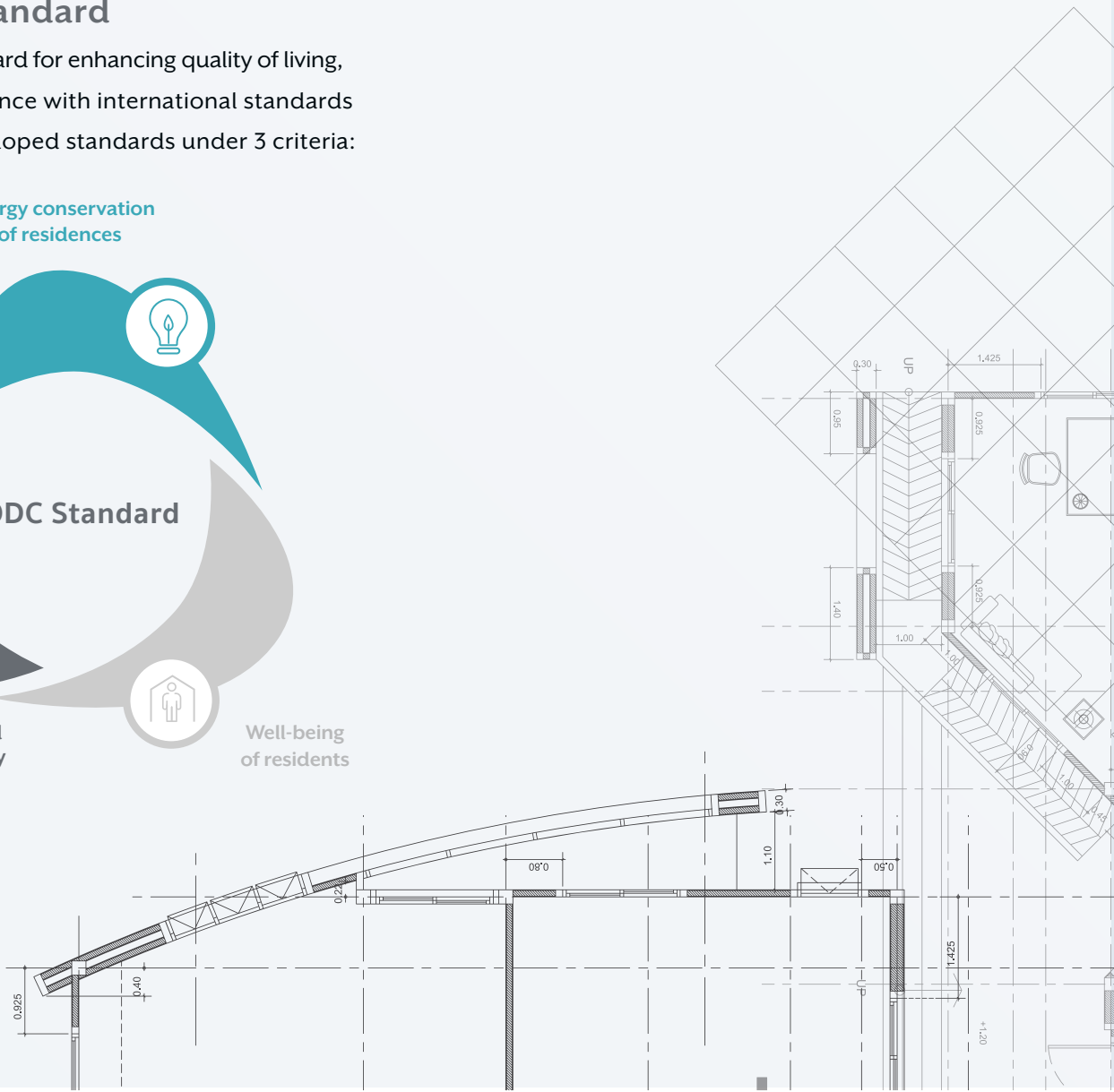
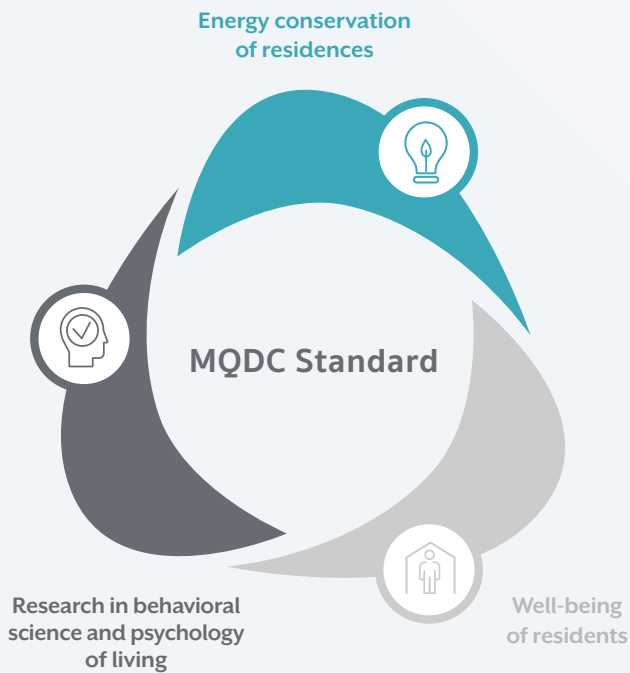
For DTGO, suppliers and vendors are highly important in creating values that are fair and beneficial to the public. The MQDC Standard\*, for example, has been developed for building design and material selection as a collaboration between MQDC project development and manufacturers, architects, engineering designers, and contractors to ensure the delivery of products that are high-quality, long-lasting, hygienic, safe, sustainable, eco-friendly, and benefit the entire supply chain.

In 2021, the Research for Innovation & Sustainability Center (RISC) by MQDC continued to develop the MQDC Biodiversity Standard, providing a prototype and setting a new norm for the property development industry in Thailand and internationally.

DTGO has also established a digital platform to connect with partners. This platform will streamline the procurement process and increase its transparency and accountability. DTGO also encourages partners to develop and implement good corporate governance policies.

## \*MQDC Standard

is MQDC's standard for enhancing quality of living, both in accordance with international standards and newly developed standards under 3 criteria:





## Accelerate Digital and Technology

The evolution of digital technology has brought enormous changes in the business ecosystem in recent years and will continue to bring even more changes in the near future. DTGO has therefore adapted and uplifted its work systems accordingly. An emphasis is placed on integrated data management and communication inside and outside the organization using a digital ecosystem and on working toward a smart workplace including both physical facilities and virtual offices.

## Digital Ecosystem

DTGO began its digital transformation in 2019 with an aim to provide a unified platform in 4 areas: people management; business operations; customer database and management; and partner, supplier and vendor database and management. Nonetheless, the management of cyber security is at the heart of all development to ensure an effective and fully utilized digital ecosystem.

### Platform



#### People Management

- Member data management
- Performance management system
- Manpower request
- Recruitment system
- Online training and learning system
- Whistleblowing
- Intranet system
- Internal communication and messaging system
- Car booking

#### Business Operations

- EzMemo
- EzRequest
- EzApprove
- Expense request
- EzProcure
- Government relations
- Finance and accounting
- Technology supporting design and construction
- Asset management system
- Time recording system
- Quality assurance and warranty system
- Project document management system

#### Partners, Supplier, and Vendor Database and Management

- EzProcure

#### Customer Database and Management

- Customer relationship management
- Customer service
- Project sales
- Social listening
- Customer satisfaction
- Sales support system
- Rental property management
- Real estate agencies



## Smart Workplace

DTGO has applied Smart Workplace Management technology to enhance the health, well-being and productivity of its members, such as through meeting room reservation, registration and access control, real-time monitoring and reporting of air quality in working areas, digital command and control systems for facility management such as lighting and water systems that are automatically controlled in conjunction with motion detection to achieve energy and water savings.

With changes in working models during the COVID-19 epidemic, DTGO has also accelerated the development of various supporting systems for virtual offices to ensure seamless coordination both internally and externally.

In addition, DTGO has also applied its knowledge and experience in Smart City development to design its new headquarters (CampUS) to serve future of work and uplift quality of life for members and business and social partners with a focus on the environment, health, and well-being, as well as technology and innovation.

**CAMPUS**  
DTGO

ADDING VALUE IN EVERYTHING WE DO





## Environment



- Building design according to "TREES-NC", Thai Green Building Institute, "Platinum"
- Net zero energy building
- Clean energy management
- Chilled water air conditioning
- Management of 7 types of waste: beverage cartons, glass bottles and cans, plastic bottles and cups, organic waste, discarded water and ice, hazardous waste, general waste.
- Water and wastewater management
- Selection of recycled and upcycled materials, such as curbstones, walkways, roads
- Electric shuttle





## Health and well-being



- Building design according to WELL Building Standard "Platinum"
- Universal design
- Air quality monitoring system with multi-variable sensors for 6 parameters: temperature, humidity, PM2.5, PM10, carbon dioxide, and total VOCs
- System for indoor fresh air circulation from outside
- Selection of plants that promote health and well-being
- Indoor and outdoor sports and fitness facilities such as basketball courts, futsal courts, running tracks, yoga rooms
- Leisure facilities such as a music room, a small movie theater







## Technology and innovation



- Cloud computing for data center and server
- Robotic and artificial intelligence for security management
- Workplace access control system
  - 1) Facial recognition and license plate technology
  - 2) Visitor registration and management system
- Intelligent building management system to manage energy use, water, air quality, meeting rooms, CCTV, fire protection, communication
- Smart lockers
- Intelligent library management system

# Business Operations with Value Creation



Businesses that create shared value



Businesses that innovate and share knowledge



Businesses that care for society



# Business Operations with Value Creation

As an integral part of the economy, business is one of the most influential sectors in driving the sustainable development agenda. Changing business and operational models can reduce environmental and social impacts. Businesses can also advance good governance and invest in product and service innovations in line with the sustainable development agenda of the future.





# Businesses that create shared value

“Adding Value in Everything We Do” is the philosophy upheld across DTGO’s business operations as the guiding principle for working toward value and benefiting stakeholders and society. MQDC, as DTGO’s flagship property developer, is therefore committed to “For All Well-Being” by adding value to all lives (humans and other). All development projects thus begin with an understanding of the unmet needs of all stakeholders, global challenges, and the natural ecosystem in each development area to conceptualize development that creates shared value for the benefit of all lives and the planet while delivering products whose quality and features support current and future lifestyles.







**Social Value Creation**

- Landscape design to enable zero discharge of water that may affect surrounding communities
- Air quality is continuously improved through growing forests
- Learning center for natural forest ecosystems
- Functions that are supportive to multi-generation living
- Outreach to those affected by the COVID-19 outbreak by social programs such as Forest for Life

**Economic Value Creation**

- Project value: 125 billion baht
- Employment during construction: 18,675 positions
- Expected employment during operation: 16,200 positions

**Environmental Value Creation**

- Conserving and enriching endemic biodiversity, including assessing flora and fauna before the project starts and developing about 12 acres for forest ecosystems
- Minimizing environmental impact through innovations such as a central utility plant (CUP) to replace refrigerant in air conditioning systems with chilled water, renewable energy, reduce greenhouse gas emissions, zero water discharge, upcycled construction materials, waste management
- Fulfilling global standards for environment and well-being such as LEED, WELL and SITES





# ICONSIAM

THE ICON OF ETERNAL PROSPERITY

## Economic Value Creation

- Project value: 55 billion baht
- Employment during construction: 5,000 positions
- Employment during operation: 300,000 positions

## Environmental Value Creation

- Installation of rooftop solar panels to help meet electricity demand for parking lots

## Social Value Creation

- Investing in the establishment of the skytrain Gold Line, a feeder line that enables better access to the Bangkok Metropolitan Mass Transit Network
- Allocating project areas along Chao Phraya riverbank for public use
- Providing free river crossing ferries to and from the project site
- Supporting the establishment of Kadeejeen Khlongsan Neighbourhood Foundation to develop and conserve the area's cultural heritage and to promote sustainable tourism







# Businesses that innovate and share knowledge

DTGO undertakes in-house research and innovation with the establishment of Research & Innovation for Sustainability Center (RISC) by MQDC and the FutureTales Lab by MQDC to keep advancing its products and services as well as to share its research and innovations publicly to drive industry-wide change to serve more and more people.







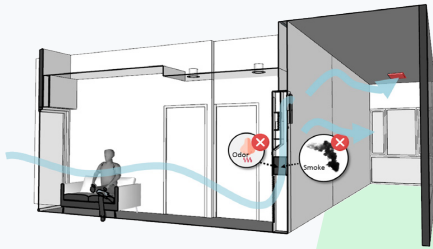
**RISC by MQDC** is Asia's first research center specialized in quality of life. Its network of researchers, innovators, experts, and manufacturers creates innovations to improve quality of life and well-being for all beings, including restoring and preserving ecological balance so all can live with happiness, wellness, and sustainability.

With a mission to create knowledge-sharing research and development by cultivating world-class researchers with a focus on sustainable developments, RISC accommodates networks of professionals from various fields of expertise such as research, sciences, architecture, engineering, design, environmental conservation, social sciences, humanities, and ecology. The center's research output is multidimensional, bringing knowledge and innovations that are continuously applied in real estate project design.

Not only applying its research findings for company projects, the center welcomes research collaboration with organizations and individuals who share its interest in sustainable property development, to work on new knowledge, uplift standards, and contribute to the public. All these objectives are realized through disseminating knowledge and innovation such as through articles, photos, and video clips, on RISC by MQDC channels with 'For All Well-Being' as the guiding principle.



# Innovations and Research Papers RISC by MQDC



## MQDC Ventilation Door

MQDC ventilation door features tiny gaps and a specialized filter that can capture PM2.5 particles as well as odors. This development assists in raising air quality to a level that is suitable and safe for residents. The air filter keeps out smoke from fires or other undesirable incidents.



## BIO Filter Bus Stop

BIO Filter Bus Stop is a study by RISC to explore various applications for outdoor air-purifying systems, especially at the bus stops where many of us must wait.



## High Flow Ambulance

The High Flow Ambulance is an emergency vehicle where airflow is controlled to reduce the risk of patients passing infections to operators.



## "Fahsai" Hybrid Air Purifier Tower

The city-level air purifier tower has a hybrid system with a battery and solar panel to reduce reliance on mains power. The system has a capacity to purifier up to 120,000 cubic meters of air per hour.



## "DeeBox"

sterilization box is used to disinfect parcels with UVC before they are delivered to residents. This box can be placed in front of the house or condominium.



## Fahsai Mini

This smaller air purifier tower is designed for easier transportation and installation.



## Negative Pressure ER Room

The innovation uses a single-direction air quality adjustment system to stop infection spreading, expanding space for treating patients and relieving the lack of facilities for critical patients.



## WELL-BEING TREND 2020 - 2021

"Well-Being Trend Book 2020-2021" gathers current and emerging global trends for well-being.

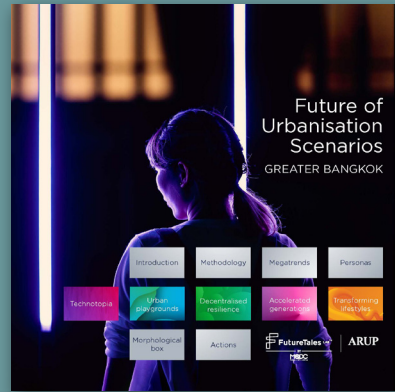


**FutureTales** LAB™  
BY  
**MQDC**  
FOR ALL WELL-BEING

**FutureTales Lab by MQDC** is a futurology center focused on studying, analyzing, and identifying signals and drivers of change, and equipping stakeholders with knowledge and decision-making tools for planning toward better futures. The lab utilizes future studies and foresight methodologies to conduct data analysis to explore and co-build scenarios of possible and probable futures of living, work, learning, leisure, mobility, and sustainability. The lab also engages in both national and international research collaborations, and facilitates futurologists from government agencies, businesses, educational institutions, and people across all generations to co-structure preferable and livable futures. Since its establishment in January 2020, the lab has published a featured research report in collaboration with ARUP Foresight and Innovation on ‘Future of Urbanization and The Greater Bangkok 2050’, and ‘Futures and Beyond - Navigating Thailand toward 2030’ with National Innovation Agency (NIA). Furthermore, it has hosted several events and forums to aid discussions on significant topics ranging from future cities, future generations, and future of mental health, etc.



## Research Papers Futuretales Lab by MQDC



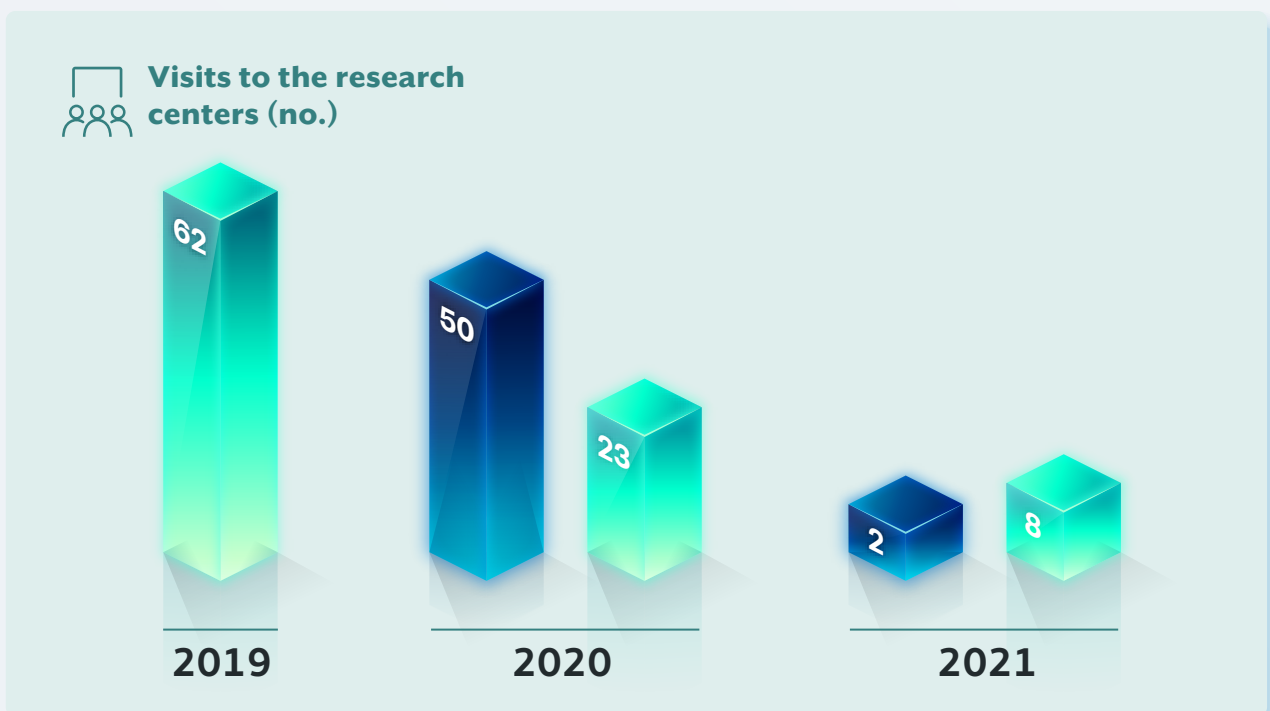
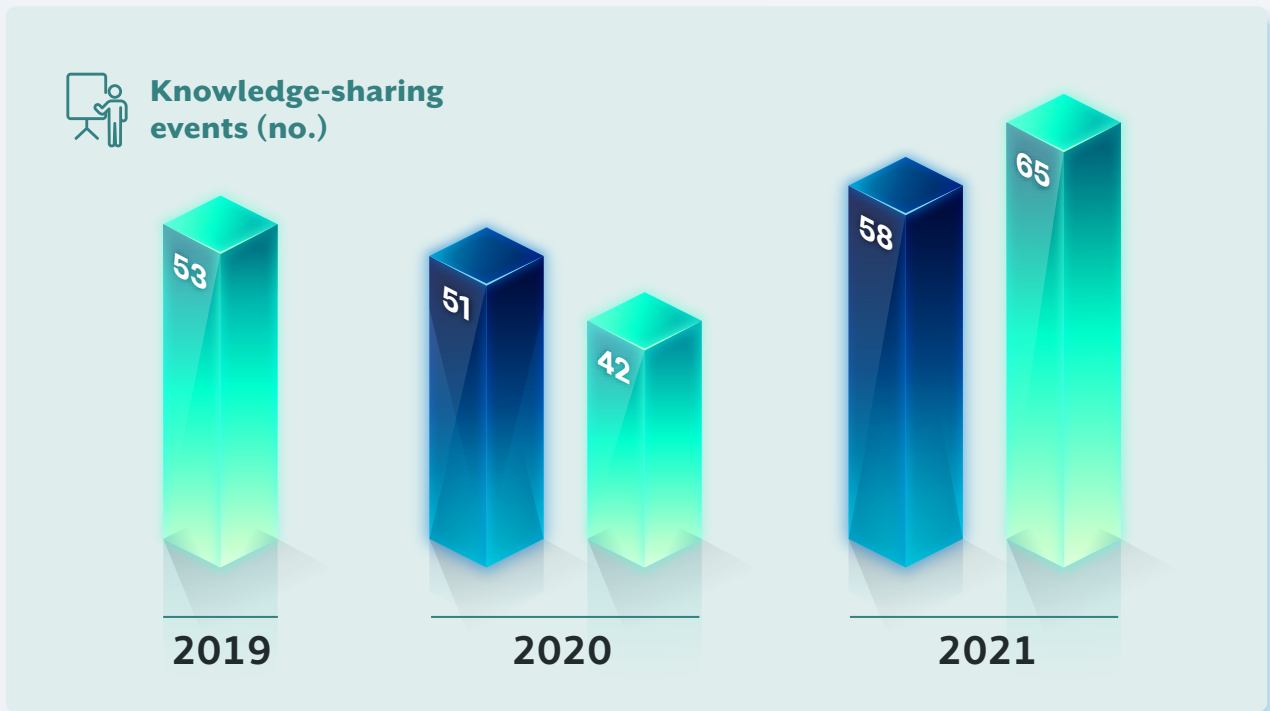
Future of Urbanisation Scenarios  
GREATER BANGKOK



Megatrends for Urbanisation  
of GREATER BANGKOK



With the intention of knowledge sharing, RISC by MQDC and FutureTales Lab by MQDC have disseminated their intellectual properties to the public by opening up their research facilities for co-learning and knowledge exchange together with their researchers, as well as sharing their research findings in various events and through media both online and offline.





## 3 Businesses that care for society

The COVID-19 outbreak that continued throughout 2021 with peaks in the third and fourth quarters pushed demand for treatment beyond the capacity of the Thai healthcare system. There was a shortage of medical equipment, especially ventilators. The government had to impose strict disease prevention and control with a wide impact on the economy and people's lives. We witnessed once again the goodwill of Thais working together according to each person's capacity to help those in need. Living up to its vision, DTGO, together with business and social partners, also came forward to provide emergency assistance as needed for everyone to overcome this difficult time together by using DTGO funds totaling 119,434,460 baht and contributions from other organizations and external parties of 162,981,275 baht. This support had 2 main categories: support for the healthcare system (such as medical and protective equipment, setting up of "Light of Heart" field hospital) totaling 222,710,984 baht and care for communities and low-income groups (such as food, medical supplies, essential household items, additional income opportunities) totaling 59,704,751 baht.

The support had  
2 main categories:



support for the  
healthcare system

**222,710,984** baht



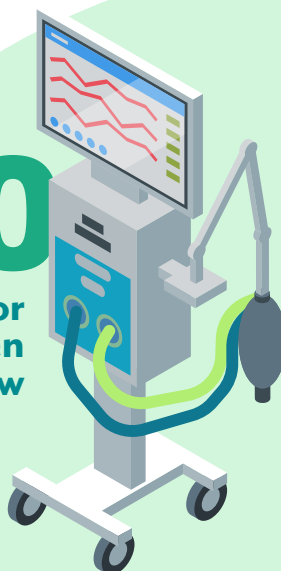
care for communities  
and low-income groups

**59,704,751** baht

### Contribution

**320**

Ventilator  
and Oxygen  
high flow

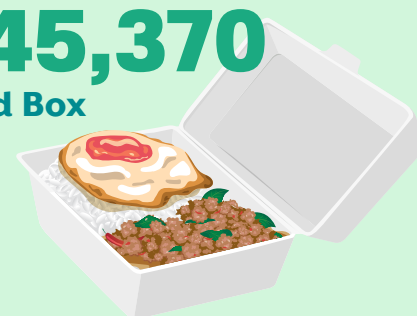


**21,620**

Aid Pack

**545,370**

Food Box





“Light of Heart” was a 450-bed field hospital co-founded by the Principal Healthcare Group, MQDC, EEC Engineering Network, T&B Media Global, Dhanin Tawee Chearavanont Foundation, Ahriyavraromp Foundation, and Buddharaksa Foundation to accommodate “green” and “yellow” patients under the supervision of the hospitals in the Principal Healthcare Group.

The hospital’s 6 large shelters hosted 225 female patients, 225 male patients with a total of 450 beds and 44 separate male and female toilets and bathrooms. The design features various innovations to safeguard the health and well-being of patients such as:

- (1) An ‘All-Fresh’ air conditioning system that supplied all patients with filtered, cooled fresh air from outside.
- (2) An isolated cooled air supply for each bed that prevented cross-contamination by directing airflow from an inlet at the foot of the bed to an outlet at its head.
- (3) Enclosed shelters with negative pressure to prevent the leakage of contaminated air to the surroundings. Exhaust air was directed through a HEPA filter with a filtration efficiency of 99.9% and disinfected by UVGI prior to discharge. Clean zones and contaminated zones were separated by regulating airflow together with air pressure control.
- (4) The use of technology to facilitate patient supervision and reduce health risks for medical staff included the Kaitomm Hospital Telemedicine Tablet System developed by Obodroid Corporation for remote communication with patients and the “Pinto” robot for delivering supplies. Principal Healthcare hospitals also provided 76 sets of high-flow oxygen therapy to care for patients at the field hospital and referred critical patients for further treatment at Princ Suvarnabhumi Hospital.

“Light of Heart” field hospital opened for 3 months from 9 August to 8 November 2021, providing care for 1,234 patients, equivalent to 10,923 patient-days.





# Social Contribution



Educational Impact



Healthcare Impact



Environmental Impact




Public Spirit



# Social Contribution


DTGO recognizes that the key to creating long-lasting benefits and sustainable value for society is an integrated effort and collective engagement from diverse stakeholders. DTGO therefore makes its social contribution through its partner charities and network in 2 ways:

(1) Dedication of 2% of DTGO's topline income each year as donations for projects or social activities by partner charities and networks. During the past 5 years (2017-21), DTGO has given 457,128,699 baht in cash and in-kind support, averaging 91.42 million baht per year. In 2021, 165.83 million baht was donated to provide additional assistance for COVID-19 relief efforts in Thailand on top of mainstream social contributions planned on an annual basis.

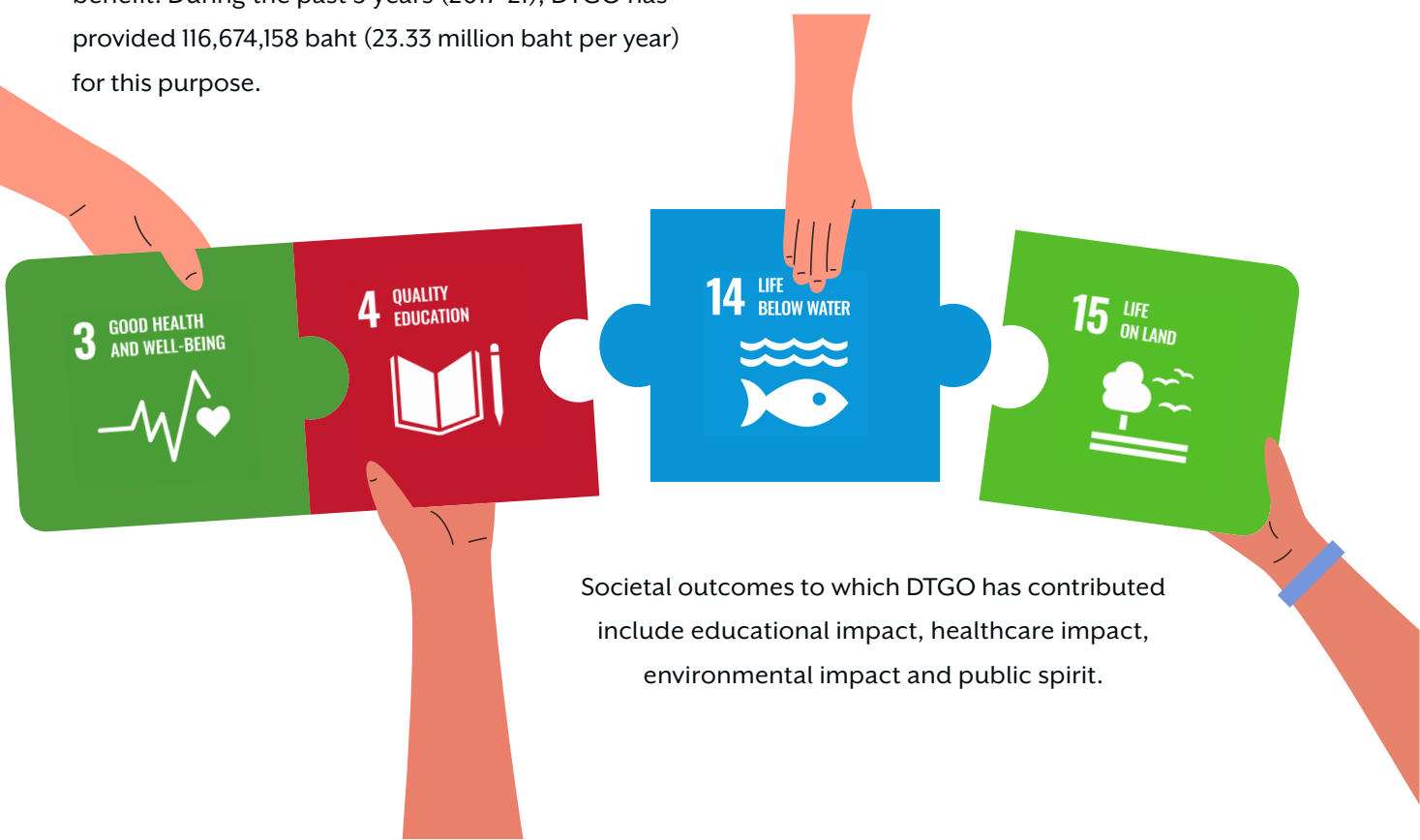


**457,128,699**  
Baht

(2) Support for personnel and administrative expenses of partner charities, such as Buddharaksa Foundation, Dhanin Tawee Chearavanont Foundation, The Forest for Life Foundation by The Forestias, Blue Carbon Society Association, Buddharaksa Family Association, to enable full utilization of their received donations for public benefit. During the past 5 years (2017-21), DTGO has provided 116,674,158 baht (23.33 million baht per year) for this purpose.



**116,674,158**  
Baht



Societal outcomes to which DTGO has contributed include educational impact, healthcare impact, environmental impact and public spirit.



# Educational Impact

With education as a cornerstone of sustainable development, DTGO is committed to promoting access to quality education among underprivileged children and youths. This objective is to ensure inclusivity and equality in quality education and lifelong learning opportunities for all, in line with the 4th goal of the United Nations 17 Sustainable Development Goals. In this regard, DTGO has long worked with the Buddharaksa Foundation in building social outcomes in education with a continually expanding network of partners among the public sector, private sector, and civil society.



**Buddharaksa Foundation** was founded by Mr. Dhanin and Khunying Tawee Chearavanont to provide educational opportunities for orphans and underprivileged children. It was established in 2002 and entitled a charitable organization (No. 691) on 30 December 2009 by the Ministry of Finance, Thailand.

In 2021, DTGO donated **10,759,000 baht** to support social initiatives and projects by the Buddharaksa Foundation.



# Educational Performance



## Sustainable Development Goal 4:

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



### Target 4.1



Target's Description	Activities	2021 performance	
		School/community	Beneficiary
Ensure that all girls and boys complete free, equitable, and quality primary and secondary education leading to relevant and effective learning outcomes	Support for the administrative expenses of deserving private schools, religious schools, and schools in remote areas	5 schools	3,599 students
	Support for the administrative expenses of foster homes and orphanages for stateless children and poor children	5 foster homes	459 children
	Promote the application of the 'Open Approach' teaching methodology	14 classrooms in 3 schools	386 students

### Target 4.2

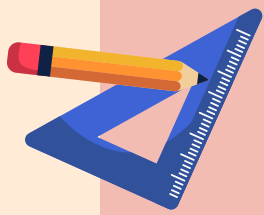


Target's Description	Activities	2021 performance	
		School/community	Beneficiary
Ensure that all girls and boys have access to quality early childhood development, care, and preprimary education so that they are ready for primary education	Promote the application of the High Scope Model for preprimary education	21 child development centers	1,082 students
		10 schools having kindergarten level	996 students
	Support personnel to improve their effectiveness in English for communication from the preprimary level	16 kindergartens	397 students



### Target 4.3

Target's Description	Activities	2021 performance	
		School/community	Beneficiary
Ensure equal access for all women and men to affordable and quality technical, vocational, and tertiary education, including university	Unconditional scholarships are awarded		Total funding 1,200 • Elementary and under 51 • Secondary 252 • Vocational 222 • Higher education 675
	Promote bilateral curricula in high school to obtain a vocational certificate and general education	2 schools	13 students



### Target 4.4

Target's Description	Activities	2021 performance	
		School/community	Beneficiary
Substantially increase the number of youths and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship	Support for the partnership school project using schools as centers for community development	12 schools	5,853 students
			1,319 participants



### Target 4.7

Target's Description	Activities	2021 performance	
		School/community	Beneficiary
Ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development	Support for the Art4Worth project that instills morality and awareness of social values through art activities	32 urban communities	559 children





# Healthcare Impact

Healthcare is an important component of a quality society and a key factor in enhancing human capital for sustainable development. DTGO therefore focuses on developing inclusive and high-quality public healthcare for vulnerable and underserved groups to ensure good health and promote well-being for all people of all ages in accordance with goal 3 of the 17 Sustainable Development Goals of the United Nations.

DTGO works with Dhanin Tawee Chearavanont Foundation to achieve social outcomes in healthcare in alignment with the National Strategic Plan to control disease and reduce health risks, to minimize disparities in access to healthcare services, and to support the development of public health professionals.



มูลนิธิ  
**ธนิน เทวี**  
เจริญชนบท

DT Families Foundation was founded in 2015 and registered as charitable organization in Hong Kong. It was renamed in 2018 as **Dhanin Tawee Chearavanont Foundation** and registered as a foundation in Thailand under this name. The foundation works on access to inclusive and quality healthcare for vulnerable populations living in need and in remote areas to maintain good health and well-being at all ages.

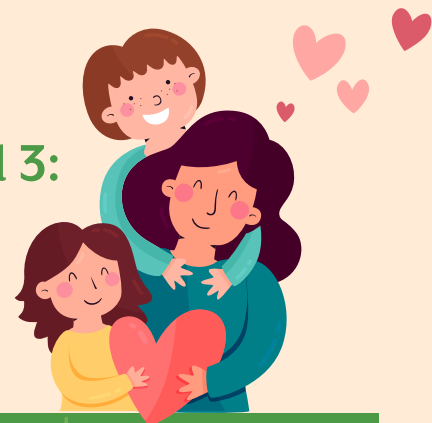
In 2021, DTGO donated **23,628,568 baht** to support the social initiatives and projects of Dhanin Tawee Chearavanont Foundation.

# Healthcare Performance



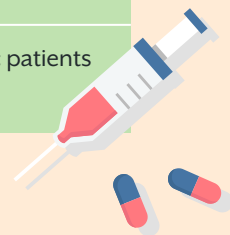
## Sustainable Development Goal 3:

Ensure healthy lives and promote well-being for all at all ages



### Target 3.1 and 3.2

Target's Description	Activities	2021 performance	
		Healthcare provider	Beneficiary
Reduce the global maternal mortality ratio and end preventable deaths of newborns and children under 5 years of age	Co-develop and help fund construction of "Light of Heart" delivery room	Ban Poeng Khloeng Sub-district Health Promoting Hospital (Set to begin construction in 2022 and operate from 2023)	Population of 26,448 in its service area
	Pediatric Cardiac Surgery Fund	6 hospitals	9 pediatric patients



### Target 3.3

Target's Description	Activities	2021 performance	
		Healthcare provider	Beneficiary
End the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases	Eradication of Artemisinin resistance in the Mekong Subregion	Public health units in 5 malaria hotspot provinces of Tak, Si Sa Ket, Yala, Narathiwat, Songkhla	Screening tests for 44,612 people* in hotspot areas Capacity building for 10,296* public health workers and volunteers

\*Total from 1 January 2019 to 30 June 2021

### Target 3.C

Target's Description	Activities	2021 performance	
		Medical schools	Beneficiary
Substantially increase health financing and the recruitment, development, training and retention of the health workforce	Scholarships for doctors and public health professional	13 medical and nursing schools	33 scholarships • 18 doctors • 15 nurses

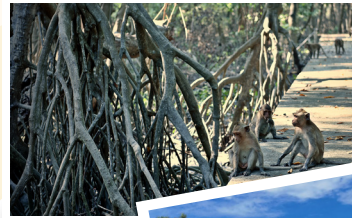






## Environmental Impact

DTGO is committed to integrally conserving natural resources and enriching ecosystems with a concerted effort to achieve a sustainable journey that balances advancing quality of life for all beings and preserving environmental qualities. In this regard, DTGO takes part in the planning, mobilizing, and funding of various environmental projects to fulfill Sustainable Development Goals 14 and 15 for the conservation and sustainable use of marine resources and the protection, restoration and sustainable use of terrestrial ecosystems and forest management respectively.



In 2021, DTGO donated

**1,884,600** baht

to support the initiatives and projects of the Blue Carbon Society Association.



### The Blue Carbon Society Association

is a charity founded by Dr. Jwanwat and Mrs. Thippaporn Ahriyavararomp as a platform for collaboration to protect and conserve marine or 'blue carbon' ecosystems that help counter climate change. The association works with individuals and partner organizations both locally and internationally on projects that enhance the sustainability of marine ecosystems.





### The Forest for Life Foundation by The Forestias

is a charity set up in 2021 for conserving and enriching terrestrial ecosystems and helping navigate the coexistence of man and nature in a balance and sustainable way.

DTGO, through MQDC, donated the initial funds for the foundation totaling

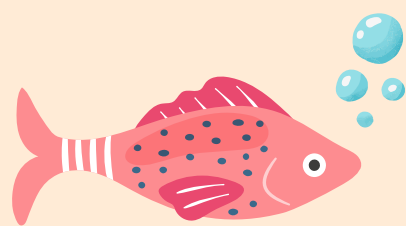
**500,000** baht.

# Environmental performance



## Sustainable Development Goal 14:

Conserve and sustainably use the oceans, seas, and marine resources for sustainable development



### Target 14.1

Target's Description	Activities	2021 performance	
		Content development	Environmental activities
Prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution	Producing and promoting contents that raise awareness and engagement to the conservation of marine and coastal resources	111 articles on the Blue Carbon Society Association's Facebook	Activities paused in line with COVID-19 safeguards

### Target 14.2

Target's Description	Activities	2021 performance	
		Data research	Environmental activities
Sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration in order to achieve healthy and productive oceans	Sustainable Mangrove Forest Development Master Plan Project Phetchaburi Province (2019-22)	<ul style="list-style-type: none"> <li>Research finding on the biodiversity at the pilot mangrove forest at Ban Laem, Phetchaburi</li> <li>Study on socioeconomic impact of coastal resources</li> </ul>	Activities paused in line with COVID-19 safeguards

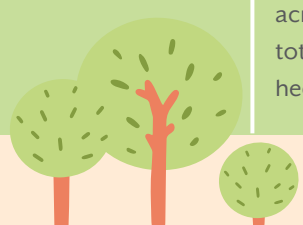


## Sustainable Development Goal 15:

Protect, restore, and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

### Target 15.1

Target's Description	Activities	2021 performance	
		Local impact	Global impact
Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains, and drylands	Provide 5 million USD fund for Bhutan for Life Project (357,000 USD in 2021)	Preservation of protected forests and biological corridors across Bhutan totaling 2,004,941 hectares	Capacity to absorb 2.5 million tons of CO2 per year





# Public Spirit

Sustainable development with great outcomes cannot be achieved by smart people alone but together with those with morality, compassion, and public spirit. DTGO has therefore initiated 2 platforms to promote public spirit: (1) New Heart New World, focusing on inspiring and actualizing of moral integrity through positive communication; and (2) The Givers Network, which serves as a medium for givers to help society. In addition, DTGO supports social initiatives for public benefit by children and youth volunteers, who are the members of the Buddharaksa Family Association, in accordance with each individual's capacity. The association has been operating since 2018 but most of its activities in 2020 and 2021 were paused in line with COVID-19 safeguards.

**Content items  
in 2021**

**100 posts**

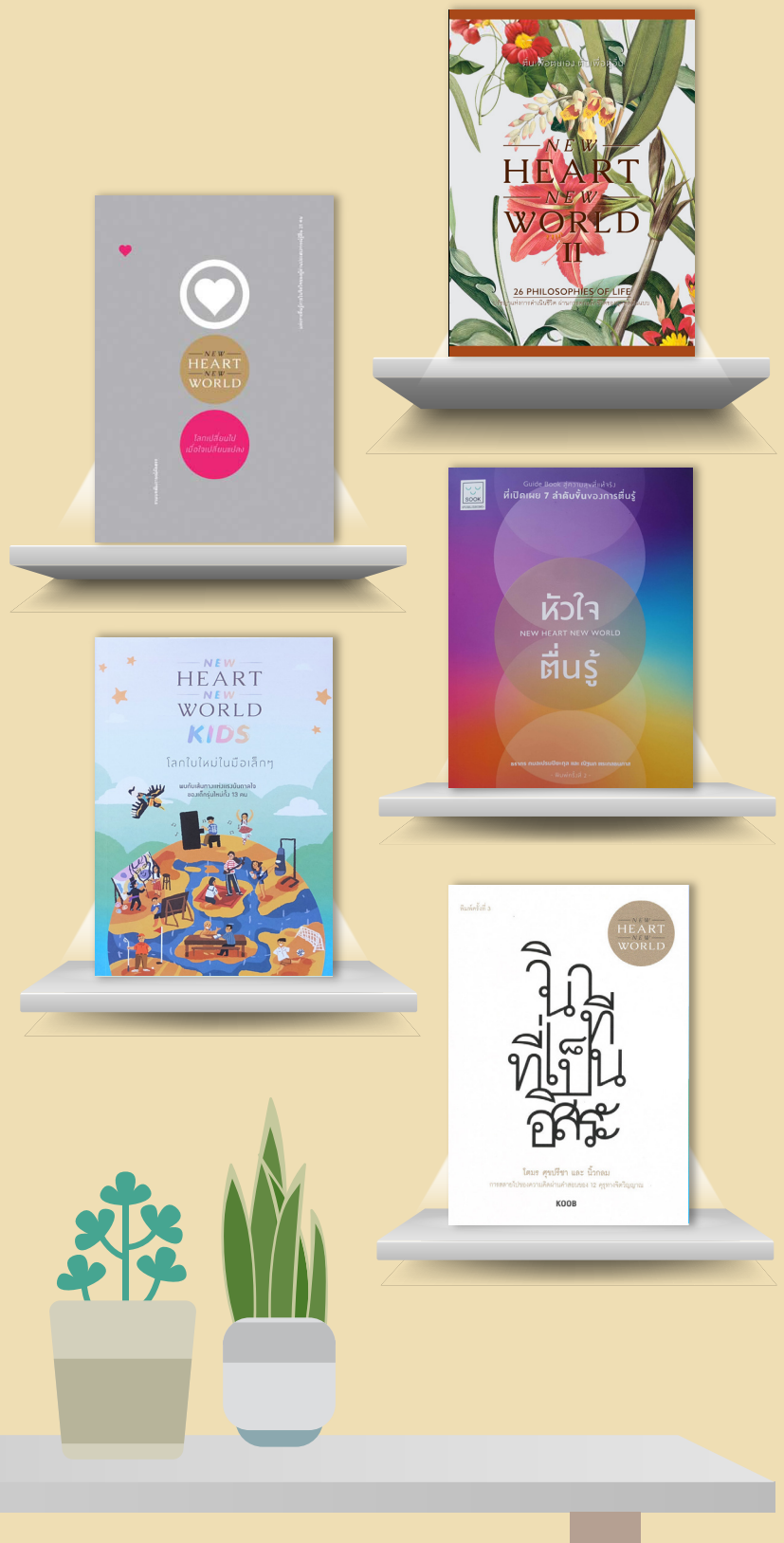
The illustration shows a person in a yellow shirt sitting on a large smartphone. The phone screen displays a grid of social media posts from 'NEW HEART NEW WORLD'. To the right of the phone, the text 'NEW HEART NEW WORLD' is written in a stylized font, with '100 posts' in large blue numbers below it. A woman in a yellow shirt is jumping joyfully, holding a large pink heart. There are several floating icons: a thumbs-up, a heart, and a speech bubble.

**67 posts**

The illustration shows three people: a man in a purple shirt holding a large yellow thumbs-up icon, a woman in a pink shirt, and a man in a green shirt on a ladder holding a pink heart. To the right, a smartphone displays social media posts from 'THE GIVERS NETWORK'. The text 'THE GIVERS NETWORK' is written above '67 posts' in large blue numbers. A woman in a yellow shirt is sitting on the floor, working on a laptop. There are several floating icons: a thumbs-up, a heart, and a speech bubble.

# — NEW — HEART — NEW — WORLD

Thailand faced recession in 2011 from floods. News coverage was full of the reports of suffering and damage, causing great depression among the people. DTGO wished to nurture a community of good-hearted people to make positive changes and boost positivity in society. New Heart New World projects, books, and video clips published online, featuring interviews with inspirational thinkers, brought societal change, leading to many more outputs such as New Heart New World 2, New Heart New World 3, New Heart New World Kids as books, videos on YouTube channels, and articles on fan pages continuing to this day.





# Social Activities 2021



**09/02**  
Whizdom set up a solar street lamp for Kor Klang Phra Khanong community under the "Light Up Your Life" initiative.



**10/03**  
MQDC supported Thai Rath Foundation for youth education.



**08/01**  
MQDC helped set up a community plastic upcycling plant as a social enterprise at Baan Amphur in Chonburi.

**18/02**  
MQDC, Buddharaksa Foundation, and RIECE Thailand visited Baan Amphur School and presented a "High Scope" education program for early childhood education.



**19/03**  
MQDC Pattaya held "Create Happiness, Work, Beauty" free haircutting sessions for older adults and created career opportunities for children at Baan Amphur in Chonburi.

Jan Feb Mar



**14/02**  
MQDC held "One Smile, Million Happiness" giving free oral health checks at Chonburi.

**08/01**  
101 True Digital Park and partners presented gifts from the Give 'em Gifts 101 campaign on National Children's Day 2021.



**19/03**  
MQDC and Blue Carbon Society held "Coastal Cleanup #2" at Na Jomtien in Chonburi.



**04/03**  
MQDC and partners held "Coastal Cleanup #1" at Na Jomtien in Chonburi.



**31/03**  
MQDC gave 30 scholarships at Baan Amphur School in Chonburi.



**05/04**  
 "Forest for Life" by The Forestias delivered 300,000 saplings to Bangkok Metropolitan Administration (BMA).



**29/09**  
 MQDC and partners gave 20,000 seedlings to Bangkok Metropolitan Administration (BMA).

**15/11**  
 MQDC and Art4Worth created a royal portrait at Baan Amphur in Chonburi.



Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

**01/06**  
 RISC launched a hybrid automated city-level air purification tower, "Fahsai 2", at Phayao and jointly studied air quality, health impacts, protection from smoke particles, and air quality data to research particulates around the installation spot.



**11/10**  
 RISC spoke at GCNT Forum 2021 on "Solutions to Address Climate Change by Relevant Business Sectors".



**29/10**  
 Whizdom Club India helped partially sighted people at Diwali.





# UNGC and UN SDGs Content Index

WE SUPPORT



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ADDING VALUE  
IN EVERYTHING  
WE DO