

Message from the Corporate Social Responsibility Committee

Dear Shareholder,

With the determination to fulfill our vision of being the “Marketplace at the Heart of the Community”, Big C has been working alongside public and private organizations, through several joint development initiatives, for over 22 years. As Chairman of the Corporate Social Responsibility (CSR) Committee, I would like to reiterate our commitment of being a “good neighbor” to the communities in which we are located and that we serve. Our objective is not only to become a hub for millions of customers to shop, dine, and unwind, but to also actively participate as a trusted and socially responsible member of the society.

In 2015, Big C elevated CSR as one of the Company’s key priorities and implemented numerous CSR activities. We have realigned our structure and operations by establishing the CSR Committee as a sub-committee reporting to the Board of Directors and we created a CSR working group consisting of Executives from various divisions to achieve targeted goals.

To fulfill our vision, the committee determined the following 5 key CSR commitments:

“Being a Committed Employer”

Big C continues to focus on developing our employees, while providing job opportunities for all, including people with disabilities.

“Being a Responsible Retailer”

Big C has a policy against the use of animal testing for Big C’s private label products. We are also using biodegradable plastic bags to package vegetables and fruits at stores.

“Being an Environmentally Proactive Company”

Big C has been using effective innovations and technologies to reduce our energy consumption and protect the environment.

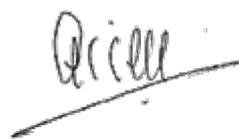
“Being a Good Corporate Citizen”

Big C is committed to improving people’s living conditions through our various community development projects. In addition, Big C Thai Foundation, a non-profit organization, works for the betterment of children’s education and well-being.

“Being a Trusted Partner”

Big C has been purchasing agricultural products directly from local farmers to help raise their incomes and improve their quality of life. In addition, we have also conducted professional and ethical training for suppliers to ensure that they uphold our ethical standards and procedures.

Big C’s CSR programs would not be successful without our “Big C volunteers” in every store nationwide. They are the ones supporting the communities around them through different initiatives and treating them as family. We can proudly say that we are full-heartedly and sustainably engaged in making Big C a true “Marketplace at the Heart of the Community.”



Robert James Ciscell
Chairman of the Corporate
Social Responsibility Committee

CSR Report 2015

The continuous progress program

Reporting Guideline

This CSR report covers the period from 1 January to 31 December 2015, with the objective to present our CSR performance, in alignment with the Sustainable Development Pillars, i.e., economic, social and environment, and in the interest of with our stakeholders. The Company applied Integrated CSR Reporting framework (iCSR) of ThaiPat Institute in preparing this CSR report.

Additional information in relation to policies and related activities is available at www.bigc.co.th -> Investor Relations -> Corporate Governance

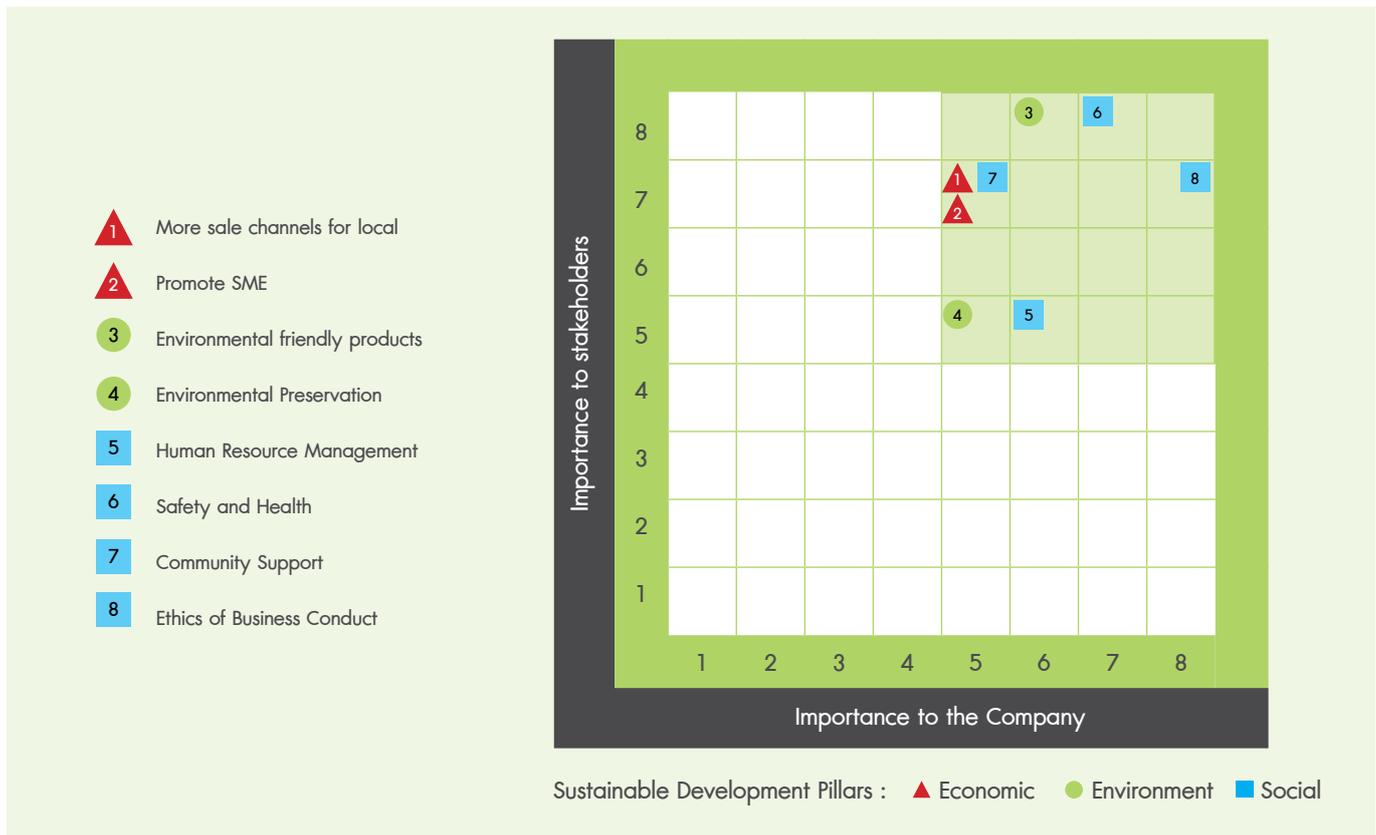
At international level, Big C performance on 5 CSR-focus areas was contributed to the annual Communication on Progress (CoP) Report of Casino Group, a major shareholder who signed the United Nations Global Compact in 2009.

Issue Assessment and Stakeholders Management

We are committed to run our business with corporate social responsibility framework, and do our best to take care of our stakeholders, both directly and indirectly. We acknowledge the needs of our major stakeholders and planed our activities to respond to these needs.

We have identified 6 types of stakeholders, i.e., shareholders, associates, customers, communities, business partners and creditors and we have gathered information regarding their topics of interest and expectations. Sources of information include information derived from monthly meeting of the CSR Working Team, and from meetings with various stakeholders. We rank the importance of each issue with scale of 1-8 under two perspectives; importance to the company, and importance to the stakeholders (8x8 table). Issue that falls into the scale of 4 and above for both importance to the company and its stakeholders will be planned and subsequently implemented.

Picture below shows where the issues fall into scale. We will report our implementation progress in the following section.



Relationship between Issue of Interest of Stakeholders and the Company's Report on the continuous progress



Our Governance in Business Conduct

Role of the Board

The Board of Directors delegated its authority to the Corporate Social Responsibility ("CSR") Committee to review related policies, activities, budgets and implementation progress, as identified in the Charter of the CSR Committee. (More details in the sections Management Structure and Message from the CSR Committee.)

Corporate Governance

On 12 February 2015, the Board of Directors approved the review of the corporate governance principles in 5 categories, with the objective to improve standard and to objectively communicate with employees and stakeholders. The Company prepared practical guideline covering the corporate social responsibility area. (More details in the section Corporate Governance.)

Antifraud and anticorruption

The Board of Directors delegated its authority to the Risk Management Committee (RMC) to review risk management policies, including the antifraud and anticorruption policy for the Company and its subsidiaries at least on a bi-annual basis or when needed, as identified in the Charter of the RMC. The Company signed the Declaration to Join the Coalition against Corruption in late 2014, then issued and implemented the Fraud Risk Management policies. Fraud risk assessment is a part of BU risk assessment. The RMC has responsibility over the antifraud and anticorruption implementation. It established the Corporate Ethics Committee, extended whistleblowing channels and developed practical guidelines; from accepting claims, investigate, monitor and improve process. This knowledge development through functional representatives led to multiplication of best practice

in fraud prevention throughout organization. (More details in the section Risk Management and Risk Factors > fraud risk or in the Company's website www.bigc.co.th> Investor Relations > Anti-corruption.

Whistleblowing channels

- Call Center 1756 press 8
- Email : tell@bigc.co.th, attention Secretary to the Corporate Ethics Committee
- Post : Director of Governance, Risk Management and Compliance, 6/F., 97/11 Rajdamri Road, Lumpini, Patumwan 10330
- Website www.bigc.co.th> Investor Relations > Whistleblowing

Investigation Process

In 2015, the Company implemented Anticorruption Project. This included the review of internal control environment, such as, guideline and standard, awareness of associates and stakeholders, and process for claim acceptance. Process monitoring was done by Corporate Ethics Committee who also oversees implementation of preventive action, investigation, enforcement, remediation, reporting and disclosure, in order to ensure that claim incidents are collected and analyzed without disclosing names of the accused, yet process is transparent and reports are made to Management or the Audit Committee or the Board of Directors in accordance with the agreed process.

Confidentiality

The Company protects rights of honest informant by keeping identity of the informant confidential. Our disclosure protocol ensures that no disclosure of fraud related matters is made to nonrelated parties, except in the case of legal requirement.

In a broader context, the Company recognizes the importance of data protection and intellectual properties. Our associates are communicated and have signed the pledge that covers the obligation to protect Company's assets and business information including in respect of intellectual properties, such as, only using authorized computer software verified by our information management function.

Result of CSR Implementation

In the following section, we identify result of each focus area for our CSR implementation. Our implementation is mainly CSR in-process. Although our community development activities are CSR after-process, we have reviewed that such activities are appropriate and aligned with the stakeholders in each situation or location. There is a process to ensure that our monetary contribution was utilized in accordance with its objective, such as, the contribution to Big C Thai Foundation or project partners.

Committed employer

Promote
workplace diversity

Support
employees' career
growth

Promote
health and safety



Promoting workplace diversity

Our Human Resources policies reinforce our aspiration to become the best place to work.

In 2015, Big C established and maintained good relations with several educational institutes and took part in job fairs to fulfill one of our main goals in providing people with employment opportunities and providing them with long-term careers. We are also committed to recruiting more employees with disabilities and those from diverse backgrounds to join our ranks.

Providing Career Opportunities for People with Disabilities

Big C continues to support and care for people with disabilities, by ensuring convenience, accessibility, and comfort at our stores. Apart from our objective to increase the number of employees with disabilities, we are also aiming to attract more customers with disabilities and strengthen our position as the only retailer in the country who truly understands their needs.

We have successfully integrated employees with disabilities into our store network. We are proud to be the first and only retailer in Thailand to hire people with disabilities up to 2.2% of the total employee population, which exceeds the legal requirement for the 4th consecutive year. There are 6 types of disabilities at Big C; 47.96% of whom are physically disabled, 43.86% of whom have hearing impairment, 5.23% of whom are visually impaired, 0.45% of whom have mental or behavioral disorders, and 0.23% of whom have learning disabilities.

In 2015, Big C won the “Disability Matters” Award for the 4th consecutive year, issued by the Department of Empowerment of Persons with Disabilities, Ministry of Social Development and Human Security, on the International Day for Persons with Disabilities.

We have also organized knowledge building programs and initiated career plans for our disabled employees. In April 2015, Big C joined hands with Mahidol University’s Ratchasuda College to organize a workshop titled “How to Live Harmoniously When We Are Different” for the 2nd consecutive year, with an aim to create the best working environment for employees with disabilities. We have also developed an e-learning orientation program for staff with hearing impairment which features an instructor communicating in sign language throughout the online course.

To hire people with disabilities

up to 2.2%

of the total employee population



Supporting employees' career growth

Realizing that our success relies on our employees, Big C has been giving full support to our employees' professional development by encouraging them to aim high and helping them reach their full potential. We aim to create and maintain a friendly working environment that accommodates and encourages constant learning by providing them with a variety of training programs to improve their work-related skills. As a result, employees would feel valued, respected and enjoy working at Big C.



Providing Internal Career Opportunities

In 2015, we continued to implement our existing promotion system, which has proven effective in rewarding employees with high performance. We have a large number of high-performing employees amongst our ranks, and we are determined to provide them with growth opportunities so that they can exercise their potential to the fullest.

We have supported our employees' career growth through promotions based on our structured career paths and training roadmap. This enables our employees to have a clear career path to follow, while adding more value to Big C. Up to 7,248 employees or 28% of all employees, both full-time and part-time, from all departments, were promoted in 2015.

Investing in a sustainable future

In 2015, we strengthened our talent management program which enabled us to identify outstanding talent at stores. Our talent pool will be groomed and developed to be able to help us fill in critical positions as we continue to expand our store operations.

Planning Successors

One of the priorities in 2015 was to identify the successors in key positions for all Divisions and prepare them for bigger roles in the future. A total of 69 talented successors in 14 divisions were identified in 2015; 38 of whom are Executives and 31 of whom are at the management level.

Grooming leaders of the future

To prepare our employees for bigger roles in the future, Big C provides employees at all levels with various learning opportunities, both internally and externally. We have been co-organizing the “Executive Degree in Leadership Program” with Mahidol University International College since 2013.

Promoting Health and Safety

Health and safety of our employees are our highest priority. Big C has taken preventive measures to ensure a safe working environment for all. Many safety campaigns have been organized to raise awareness amongst employees, including the use of an electronic system to record accidents at each store, so that preventive measures can be rolled out. Following this proactive approach, there were 32% fewer accidents in 2015 compared to 2014, resulting in Big C being awarded “Outstanding Establishment in Terms of Safety” from the Ministry of Labor for the 13th consecutive year.

All preventive measures for emergencies and crisis situations at the Head Office and stores are in place to ensure that if such incidents should occur, we can continue to provide services and conduct our business with continuity. We have prepared guidelines for emergencies and crisis situations in the workplace which is in accordance with the workplace safety laws. We have also established a basic firefighting training center, the first of its kind by a retailer, which conducts fire drills and fire safety training for all formats: Hypermarkets, Markets, Mini Big C and Distribution Centers. To reinforce the safety and security at Big C Head Office, we have launched the new “Head Office Workplace Security Policy” to outline security measures leading to a safe and secured workplace for all. We have also installed tripod turnstiles at Big C Head Office to ensure safety of all associates and visitors as well as security of the Company’s assets.

In 2015, the 3rd Batch of participants, consisting of 25 store managers, completed this program with very positive results.

To equip Mini Big C managers with leadership skills, we have organized leadership training for Mini Big C store managers, which is becoming more crucial in light of rapid growth of this store format. In 2015, 100 Mini Big C store managers have completed this leadership training. To maintain the standard of Mini Big C stores, 26 store coaches were trained in 2015 to provide guidance to the new store managers and on-the-job training to new staff in their area of responsibility.

Fostering a Learning Environment

Determined to foster learning environment for all, Big C implemented a training roadmap for Hypermarket staff in 2014, which enabled employees to learn more about the training programs and e-learning courses available to help them achieve their career goals. In 2015, employees also learned more about cross-format career opportunities which opened up myriad growth opportunities between different store formats.

One of the priorities in 2015 was for Big C Academy to continuously improve store staff training. E-learning was further enhanced with new skill-development modules and online assessments being added. In 2015, Big C Academy offered 10 e-learning courses.





Summary of activities conducted in 2015 as a responsible employer

Promoting

workplace diversity



Commitment to promote diversity at the workplace

Communicated diversity policies through internal and external recruitment channels.

Promoting employment of people with disabilities

- Continued recruitment of people with disabilities.
- Clearly defined policies that support career paths for people with disabilities.
- Developed an e-Learning program for employees with hearing impairment.
- Organized a workshop titled “How to Live Harmoniously When We Are Different” for the 2nd consecutive year.
- Provided facilities for disabled employees at work.
- Received an award from the Ministry of Social Development and Human Security for supporting people with disabilities for the 4th consecutive year.

Supporting Workplace Diversity

- Provided equal career opportunities for internal and external applicants.
- Provided internship opportunities to students and youths.
- Continue installations of free-of-charge Thai Telecommunication Relay Service (TTRS) kiosk that provide translations for both employees and customers with hearing impairment.

Promoting Equality between Male and Female Employees

Continued policies designed to enable more women to reach executive positions.

Providing Employment Opportunities for Underprivileged People

- Provided employment opportunities for underprivileged people living in the neighborhoods near Big C stores.
- Provided employment opportunities to people who lack educational opportunities.

Providing Training for Students

- Provided work-related training for students before they start working at Big C. 748 students were trained by Big C in 2015.
- Continued to train students through the DVT Program, providing the retail industry with a new generation of workers.

Listening to Feedbacks

Big C values every employee’s positive ideas and opinions. Employees can suggest ideas and recommendations to help make the Company more efficient by contacting the Human Resources Division at Stores and Head Office, or contacting Customer Service at 1756.

Supporting

employees’ career growth

Performance Evaluation and Support for Career Growth

- Implemented career path roadmap along with managing talents at all hypermarkets.
- Developed Talent Reviews and worked on Talent Development Plan at 120 hypermarkets and 1 Big C Market.
- Successfully reached the target for Talent Retention of 92.5%.
- Developed and implemented succession plans for all key positions for all Divisions at Big C Head Office.
- Successfully implemented career growth plans through internal promotions and career path roadmaps. In 2015, the number of internally promoted employees exceeded the target of 12% at 28% or a total of 7,248 associates.
- Developed orientation programs and leadership programs to ensure alignment with the Company’s core values.



Continuing to organize and develop the “Executive Degree in Leadership Program”

- Continued to co-organize the “Executive Degree in Leadership Program” with Mahidol University International College for the 3rd consecutive year.
- Developed leadership programs and ensured that employees in leadership positions, across all formats, are appropriately trained.
- Selected qualified employees at management level and trained them to become trainers.
- Determined 15 stores from which associates are to be trained.

Developing a customer service training program for employees at all levels Revamping the e-learning system to ensure that the system is updated and easy to use

- Continuously improved the system.
- Developed 30 new e-Learning programs.



Creating a Good Workplace Environment

- Revised and re-launched the orientation program for new employees.
- Updated the Success Passport as a holistic development guideline for all new employees.
- Successfully fulfilled the training targets, with each Big C employee being trained for more than 30 hours.
- Developed course syllabuses and an accurate basic work manual.

Joining Hands with Educational Institutes

- Joined hands with Mahidol University’s Ratchasuda College (college for people with disabilities) in developing a training program for students with disabilities.
- Learned from universities and educational institutes about ways to support people with disabilities.

Promoting health and safety



- Safety and security at Big C Head Office was enhanced by a new Head Office Workplace Security Policy, and the installation of turnstiles on each floor.
- Promote health and safety in the workplace through various Safety campaigns such as a Safety Talk organized at stores.
- Conducted training on basic safety for employees at all levels, with a priority in reducing accidents at work. In 2015, 128 batches or a total of 5,644 employees were trained.
- Organized annual activities, namely Anti-Smoking Campaign, HIV-AIDS Awareness Campaign, Fire/Evacuation Drill and Firefighting Training, Zero-Accident Campaign and Safe Driving Campaign to promote health and workplace safety.
- Enhanced workplace security by outlining a clear policy on the safe use of forklifts and the use of protective tools suitable for each job function.

Responsible retailer

Act

in the interest of consumers' health

Encourage

environmentally-friendly consumption



Customer safety is important to us. Big C offers products that are consistently good quality and environmentally-friendly. Our working processes include sorting of safe products, auditing manufacturing sites and quality control. We have contamination checks of pesticides and embraced the requirements of Retail Audit Standard (RAS) from Europe to determine hygiene and food safety standards at stores. Our Delica develops recipe for good health of customers. We no longer use monosodium glutamate and reduce the use of sugar, salt and trans-fat. When we have concern about product safety, our effective recall system can suspend the sale of products at point of sale in parallel with the withdrawal system from shelves. Customers can voice their opinion in many channels; therefore we are continuously improving.

Apart from the above initiatives, Big C strives to support consumers in reducing their cost of living by cooperating with governmental authorities, such as the Department of Internal Trade, Ministry of Commerce to help customers to purchase products with affordable and fair price via many government campaigns such as:

- Special Price promotion for reducing people's cost of living
- Blue Flag Food Price campaign in food court
- Back to School campaign for low price of students uniforms
- Cheaper than Last Year campaign, providing lower price of products; up to 5,000 items





Summary of activities conducted in 2015 as a responsible retailer:

Act

in the interest of consumers' health



1. Product quality control initiatives

- **Select only safe and consistently good quality products** with compliance of weight, volume and labeling requirements, including the procurement of the goods that are certified with national and international standards.
- **Annual factory audit program to ensure audits of new and existing manufacturers.** We are strictly following our audit program and allowing only the manufacturers that passed our audits to produce the goods for us. By doing so, we will send a professional audit company to determine the manufacturer production standards and all manufacturers must comply with our standards prior to begin trading with us.
- **Regularly and consistently monitor our product quality.** We have a yearly plan to check the quality and net content of goods produced by our suppliers to ensure consistent quality products.
- **Provide contamination checks** of pesticides in fruits and vegetables and provide other contaminant checks such as bleaching additives, mold controlling substances, and formalin on a daily basis in our laboratory that is certified by Department of Medical Sciences, Ministry of Public Health. All products found to be unsafe will be rejected.
- **Good Manufacturing Practice standards (GMP).** We have committed to ensure the compliance of GMP by Food and Drug Administrative (FDA) or local health authority under ministry of public health where our stores are located. In addition, we have embraced the requirements of Retail Audit Standard (RAS) from Europe to determine hygiene and food safety standards at stores. The audits are conducted by a team with expertise in hygiene and food safety areas at the frequency of 2 times per store per year.
- **Improve nutrition of our products.** We have a clear policy to develop products that are nutritionally better and are safer for consumption through the reduction, modification, or cancellation of non-health benefit materials such as monosodium glutamate, sugar, salt, or trans-fat. Since last year, we have changed our menus by removing the use of MSG in delicatessen products and we have started to reduce the amount of salt, sugar, and fat in our new products.

2. Value the importance of customer complaints.

It is our responsibility to resolve the issues and to improve our services. Customers may ask for information, complain, or feedback on our products through various channels.

- Customer service: Tel. 1756
- Web site: <http://www.bigc.co.th/th/contact/>
- Big C branches
- Facebook: BigCBigService.



3. Ready for a recall on unsafe or substandard quality.

We have a modern computer system to suspend the sale of products online. Our cashiers will not be able to scan to sell the suspended products to our customers combining with the effective withdrawal system from shelves.

4. Products and services

Procure of products and services. We are fully aware of the importance in supplying products and services to provide customers and communities with hygienic and safe products. The implementation of f-Pads by our QC staff has proven to be very effective in ensuring the updated fresh food specifications and for controlled quality inspection procedures. This ensures the quality and safety of goods that passed the inspection at our distribution center. In addition, the program helps to identify the history of rejected lots shipped by each supplier, so we can help the suppliers to improve their performance.

Encourage

environmentally-friendly
consumption



1. Raw materials

- Maintaining our non GMP policy
- Maintaining our no animal testing policy
- Maintaining our policy of not selling endangered fish species and sharks
- Support GAP and organic materials

2. Sustainable relationship with SMEs

- Providing training sessions on safety in manufacturing the products together with good practice for agriculture of fresh food products
- Providing training sessions for suppliers on microorganism in food
- Conducting 40 hygiene-standard audit for manufacturers of fresh food

Environmentally - proactive Company

Increase
energy efficiency

Reduce
waste management

Promote
biodiversity

Reduce
greenhouse gas
emissions



Big C gives continuous focus on environmental preservation via our proactive approaches, which include the increase of energy efficiency, reduction of waste and greenhouse gas emissions and promotion of biodiversity



Summary of activities conducted in 2015 as an environmentally-proactive company

Increase
energy efficiency and

Promote
biodiversity



- **Replaced old chillers** that have been operated for a long time with better and high efficiency chillers in 9 hypermarket stores. We also installed double glass doors on the refrigerated showcases in 6 hypermarket stores to improve refrigeration and save energy.
- **Mini Big C**
 - > **Project to install energy saving devices** to reduce consumption of the air conditioners. Completed in 55 stores.
 - > **Project to reduced store's inside temperature** by painting the roof of 70 stores with thermal barrier paint, and installed heat protection film on the glass windows in 60 stores. This helped reduce energy consumption by 3.5% resulted in lower energy cost which ensures Big C's price leadership position.
 - > **6 Mini Big C stores participated in the MEA Energy Saving building Award 2015** to reiterate Big C's commitment in driving sustainable by applying energy saving measures in our stores.

Reduce

waste management



Big C helps promote awareness on environment protection through projects associated with reuse concept, i.e.

- **Green Roof Project**

To encourage consumers to recycle under the “Easy thing you can do to save the earth” campaign, Big C introduced “Green Roof” project, in partnership with Tetrapak Thailand, and Fiber Pattana, which are local recycle companies, and the Friends in Need (of Pa) Royal Foundation. Big C took an important role in collecting used drink cartons by providing collecting boxes at major branches of Big C Supercenter. The collected cartons will be recycled into eco-friendly foiled roofs called “Green Roof to help disaster victims”. Currently Big C has provided collecting boxes in 129 branches and turned the collected drink cartons into 8,200 eco roof sheets. Due to this project, Big C was granted an award to honor as a private organization who support the Friends in Need (of Pa) Royal Foundation at the Green Expo TV 360.

- **Reducing the use of plastic bag**

As a party to a joint campaign to reduce using plastic bags on occasion of World Environment Day 2015, Big C has joined on boosting consumer to say “NO” for plastic shopping bags on August 15, September 15 and 30, October 15 and 30 (5 days in total) for reducing waste and carbon dioxide which is the key issue of global warming today.

In 2015 Big C was able to

reduce the amount of plastic bags

used in various activities by 40,737,492 units.



- **Biodegradable plastic project** is applied at fresh food department. We also have donation boxes to receive old batteries.

Reduce

greenhouse gas emissions



Big C improved our logistics efficiency through development of distribution networks.

- Building 2 new distribution centers in Thanyaburi and Ladkrabang. We achieved in reduction of the number of trips in goods delivery and number of kilometers travelled by 17% which can translate into reduction of the GHG emissions and lessen global warming effect.

Local Corporate Citizen

Develop
foundation programs

Develop
solidarity
partnerships

Multiply
solidarity proximity
actions



Big C is committed to be more than just a retailer. We wish to be in the heart of the community under our vision “Marketplace at the Heart of the Community”. Following activities are our involvement with communities, both around stores, regular customers, and related stakeholders such as local administrative organizations and government offices.



Summary of activities conducted in 2015 as a good corporate citizen

Develop
foundation programs



Educational Development:

Big C Thai Foundation – creating dreams, happiness, and smiles to Thai society”.

During 2015, we completed the following projects:

1. Donated 3 Big C School Buildings no.42-44 to rural areas, valued 5,400,000 baht.
2. Gave 5,037 Big C Thai Foundation Scholarships (three year scholarship) nationwide, amounted to 15,219,000 baht.
3. Donated 1 Big C Basketball Court no.12, valued 350,000 baht.
4. Supported Education and Quality of Life Development projects for Hilltribe Children, amounted to 1,674,875 baht. These projects were initiated by H.R.H. Princess Maha Chakri Sirindhorn.



5. Supported anti-drug network project with Office of the Narcotics Control Board.
6. Supported project to promote the ‘Philosophy of Sufficiency Economy - The Royal Initiative of His Majesty King Bhumibol Adulyadej (Vocational Education), amounted to 1,419,000 baht.
7. Supported project of “Big C Big Kids” in four regions, amounted to 1,000,000 baht.
8. Donated sport equipment sets to 50 schools nationwide, amounted to 343,000 baht.
9. Developed 1 school library, valued 100,000 baht.
10. Used “Civil Contingencies fund” to help school in Suphanburi which school building was devastated by fire, amounted to 40,000 baht.
11. Donated to Art-for-all camp – Charitable Fund, amounted to 100,000 baht.
12. Other projects - Supported fun activities on children’s day, amounted to 50,000 baht. Provided special scholarships for students who help families and society, amounted to 16,000 baht.

Develop

solidarity partnerships and

Multiply

solidarity proximity actions



We have activities related to Community Development and Health Promotion.

Community Development:

- **3rd Year Project on Big C Joining Hands for Better Community.**

Our “Joining Hands for a Better Community” campaign is a bottom-up CSR program that has been organized for the second year and has enabled us to work closely with local communities and the Ministry of Interior, selecting a number of potential projects to support. Ten selected projects were given an opportunity to be voted via Big C Create Better Day Facebook page and five most popular projects will be funded with budget of 300,000 baht for the implementation. Five selected projects were:

- > Wastewater Treatment with Bio-nanotechnology - Rayong Province
- > The Green Market – Chaiyaphom Province
- > Learning Center for Sufficiency Economy – Sukhothai Province
- > Learning Center for Community – Satun Province
- > Learning Center for Disabled Persons – Samutsongkhram Province

- **Project of The Marketplace at the Heart of the Community**

In 2015, the project of “Marketplace at the Heart of the Community” has finally accomplished its objective of making the better for the community. Over 55 stores nationwide participated in this project. Big C’s kind-hearted staffs deserve big thanks for getting in touch with local people, putting efforts in these community-oriented initiatives and driving them to success. These projects have reflected basic needs of the local concerning education, religion, health and community as a whole. The project gives benefit to more than 50,000 people and will definitely pave way to sustainable community development. Examples of sub-activities are:

- > Establishing the residence for the homeless people project run by Big C Loey.
- > Handing over the garbage pail and cleaning up Khlong Chedi Bucha project run by Big C Nakornprathom.
- > Improving the electronic system at Hon khong arm choa su kung Naka shrine Project run by Big C Phuket.
- > Constructing the stage for performing the indoor and outdoor exhibition at the art center building, Koh Samai Project run by Big C Samui.
- > Renovating the multipurpose building Baan Kedtri mosque Project run by Big C Satun.
- > Repairing and expanding the canteen and the meeting room at Baantaoud School, Thawatburi Project run by Big C Roi Ed.



- **The Big C Food Bank Project**

The Big C Food Bank Project is made available with the cooperation of four Big C Extra stores near the slum child care centers; namely Big C Extra Rama 4, Ladphrao 2, Phetchakasem 2 and Onnuch. Quality fresh food, dry food and dairy products have been provided for four slum child care centers depending on each centers' convenience and food management plan. These centers were Baan Som Wai in Klong Toey community, Baan Sri-Nagarindra in Nong Kham garbage dump, Baan Sua Yai, in Pracha-u-thit community and Baan Hang Kwam Wang in On Nut garbage dump, under the Royal Patronage of HRH Princess Galyani Vadhana Krom Luang Naradhiwas Rajanagarindra. The project confirms Big C status of the Marketplace at the Heart of the Community, in which our social responsibility focus will be on education development, health promotion, environmental development and community development. This Big C Food Bank project was commenced since May 2015 and will last for a year. With the project, Big C expects to improve life quality of about 500 children.



- **Make the greatest offerings with necessities contributed by Big C consumers**

As a part of the annual campaign to collect necessities for monks at temples in remote areas nationwide, Big C executives and kind-hearted staff traveled to Wat Si Yak (in Sakaew), Wat Pu Chan Daeng (in Ubon Ratchathane), Wat Mai (in Nan) and also Wat Don Mamoung (in Chumpon) to make the greatest offerings with necessities contributed by Big C consumers across the nation. This year, 1,628 packs were collected, representing 18% increase compared to last year. This shows how generous the Thai people are and reminds us that faith in Buddhism remains strong in modern days.



- **Revitalize the child patients with cancer on Children's Day**

Big C Supercenter joined hands with Wishing Well Foundation to spread the happiness and the power to child patients with cancer. On Children's Day our campaign "Big C Wishing Well Gift For Life" handed over 3,000 new toys, including dolls, kid toys, bags, caps, and many more. All toys were donated by Big C customers for over 30 hospitals.



- **Grant Student Uniforms and Shoes to underprivileged students**

Big C and KAO (Thailand) granted the student uniforms collected from customers' donation at Big C stores nationwide to help underprivileged students as part of the CSR campaign. Over 20,000 student uniforms and 1,800 pairs of shoes were given to students around the country by the distribution of Border Patrol Police Headquarter.

- **Enhances better access to government services via Ampher Yim Activity**

In cooperation with Ministry of Interior, Big C set up a one-stop government service office in 15 Big C's stores nationwide.

- **Kicks off "iBox", Thailand's first smart parcel lockers working 24-hours**

Big C cooperated with Thailand Post launched "iBox" that provides 24-hours drop box service to consumers at Big C Suwintawong Store. This project makes Big C the first and only retailer that offers smart parcel lockers to Big C customers and people around the neighborhood.





- **Introduced passport unit at Big C Supercenter in Suwintawong.**
Big C cooperated with Consular Department of Ministry of Foreign Affairs to introduce passport unit at Minburi. The project is a model for One Stop Service to respond to customers' needs. The Offices of Passport Division at Big C Suwintawong offers services to people in eastern areas and is able to service 1,200 people daily.



- **Disaster Relief**
Big C supported the drought relief project by providing drinking water to help drought-affected citizens nationwide, such as, 12,000 cup of drinking water for people in Ang-thong Province. In addition, we provided more than 1,000,000 bottles of drinking water under drought relief project via Big C all stores nationwide.



- **Support Local Traditions**
As part of our plan in enhancing strong community, Big C helps communities to preserve local traditional events. Each year, Big C supports more than 300 local traditional events.



- **Support Government Campaigns**
Big C supported the events of "Bike for Mom 2015", in honor of Her Majesty Queen Sirikit and "Bike for Dad 2015" in honor of His Majesty the King, through the National Identity Office, under the Office of the Permanent Secretary.

Health Promotion:



- **Mini Marathon to support youngsters suffering from visual impairment**
Big C joined hands with the Low Vision Association (Thailand) to organize a mini marathon "Ratchasuda Foundation - Big C Run & Fun Walk for Low Vision 2nd Year" in honor of HRH Princess Maha Chakri Sirindhorn's 60th birthday and to raise funds to support youngsters suffering from visual impairment. The event successfully raised 1 million baht of funds.



- **World Milk Day Activity 3rd Year**
During World Milk Day, Big C cooperated with Dutchmill Group to organize activity for World Milk Day Year 3 at Big C Saphankwai to encourage kids to realize an importance of drinking milk for their health. We also donated a total of 6,000,000 milliliters of milk to the Border Petrol Police School on Auspicious Occasion of 60th Anniversary of HRH Princess Maha Chakri Sirindhorn.



- **Big C DNA Vegan Festival 3rd Year**
To raise fund to supply medical equipment for Learning Center for Young Children at Children Hospital Foundation, Big C and DNA Soy Milk donated proportion from the sale of DNA soy milk throughout the Vegan Festival. In the end the campaign generated 400,000 baht for a donation.

- **Blood Donation**

Big C cooperated with the Thai Red Cross Society to set up a monthly blood donation unit at Big C stores nationwide.



- **Primary Health-Check**

Big C cooperated with Ministry of Public Health, Provincial Health Office and Bangkok Metropolitan in providing an in-store health inspection unit for customers which will be variously provided the basic check-up in each month such as checking-up Diabetes Mellitus and Blood pressure in November and Dental care in December at Big C 5 stores as follow;

1. Big C Rajdamri
2. Big C Romklao
3. Big C Rama 2
4. Big C Extra Onnuch
5. Big C Extra Phetchkasem 2

- **Vaccination of diphtheria - tetanus for immunity the disease without charge**

Big C cooperated with Ministry of Public Health, Thai Red Cross Society and Bangkok Metropolitan to provide Vaccination of diphtheria - tetanus as immunity for people with the age during 20-50 years old without charge at Big C 5 stores as following;

1. Big C Chaengwattana
2. Big C Rama 2
3. Big C Rajdamri
4. Big C Extra Ladphrao 2
5. Big C Extra Phetchkasem 2

Trusted partner

Strengthen

ethical social compliance

Support

local production channels

Promote

the CSR initiatives of SMEs



Big C cooperated with our suppliers in the field of corporate social responsibility. We recognize that we are an intermediary between the manufacturer/supplier of goods and consumers. If the manufacturer/supplier understands and joins our actions we will be able to achieve our goal to become the retailer at the heart of communities.

In 2015, we continued to support and cooperate with local producers by purchasing products directly from farmers, which are a part of BQL program. Customer can choose the product under a Big C Quality Line by observing the mark BQL, which currently has more than 100 items, including meats, vegetables and fruits under the program.

In 2015, we invited 248 manufacturers and suppliers of our private label products to attend an ethical training under Big C Supplier Charter of Ethics. We also conducted internal training, for employees who have direct contact with suppliers, which

more than 700 employees attended. This is to provide an understanding and to bring the guidelines into practice. Our goal is to link the need for economic development to the community in which we were involved in particular, the development of human rights.

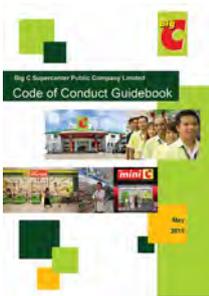




Summary of activities conducted in 2015 as a trusted partner

Strengthen

ethical social compliance



1. Train all private label suppliers on social compliance

We arranged class room training on Big C Suppliers' Charter of Ethics for 248 private label suppliers who sell their products under Big C brands. We also arranged the same training to over 700 employees to ensure the same understanding of the policy.

2. Communicate on actions to fight against corruption

All employees must review the policy, conduct a post-test examination, and sign the acknowledgement on "Standard of Business Conduct Employee Pledge" once a year.

3. Monitor and evaluate compliance of social requirements

We request our private label suppliers to provide their social information to conduct risk assessment. This is to identify risky product categories and risky suppliers. Moreover, we started four social audits based on Initiative Clause Social Standard in 2015.

4. Promote sustainability relationships with suppliers

Support sustainable palm oil production from non-deforestation areas by locating the GPS location of each CPO mills in collaboration with The Forest Trust (TFT) to assess the risk of getting palm fruits from deforestation areas.

Support

local production channels



Support Community Development via the Royal Initiative Projects under HRH Princess Sirindhorn

To support the Royal Initiative Project in developing community of HRH Princess Sirindhorn, Big C proudly provided space for Phufa Royal Store at Big C Rajdamri branch which opened in 2015 and Big C Extra Rama 4 which opened in 2014. Big C is also cooperating with Phufa Development Center, which is part of the Royal Initiative Project of HRH Princess Maha Chakri Sirindhorn, in promoting and distributing Phufa products in a bid to help raise income for communities in need in the rural areas of Northern Thailand.

Promote

the CSR initiatives of SMEs

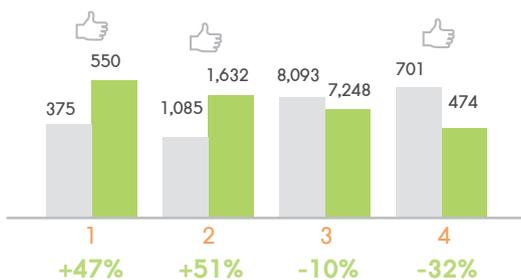


Promote sustainable relationships with SMEs

We provide free training on Good Manufacturing practices, Good Agricultural practices, and provide free training on basic food microbiology for fresh food suppliers. We audited 40 key fresh food suppliers on Good Manufacturing practices in 2015 to improve their manufacturing standards.

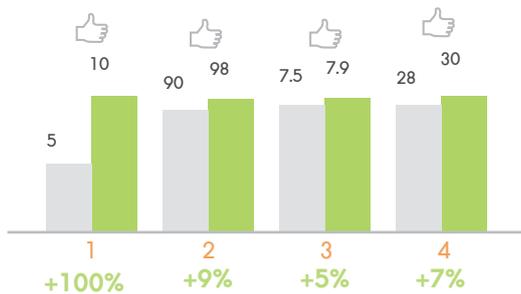
Key Performance Indicators for CSR Implementation

Committed employer



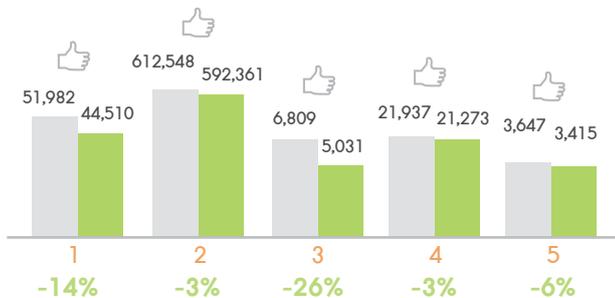
1. Staff with disabilities*
*This figure includes 110 staff with disabilities not directly employed by Big C (concession).
2. Total learning hours ('000)
3. Number of internal promotions
4. Total number of accidents (Case)

Responsible retailer



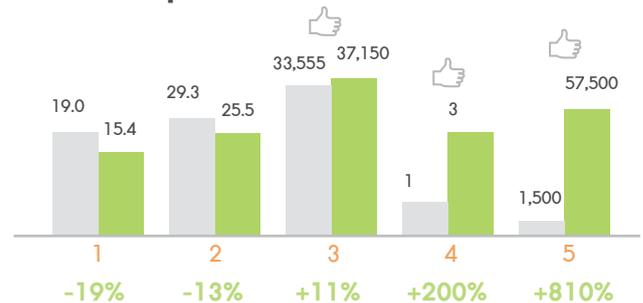
1. Number of organic private label products
2. Number of national brand organic products
3. Revenue from organic products (THB million)
4. Number of fresh food key suppliers audit

Environmentally-proactive company



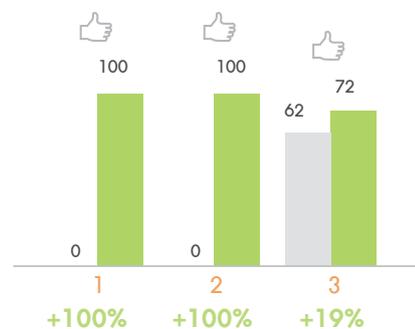
1. Total km travelled (Distribution Centers to Stores) ('000 km)
2. Electricity consumption of Hypermarket & Mini Big C ('000 kw)
3. Total water usage of Hypermarket ('000 m³)
4. Total recycled cardboard (tons)
5. Total shopping bags (tons)

Local corporate citizen



1. Funds raised from customers (THB million)
2. Financial support to local institutions (THB million)
3. Number of children benefitting from Big C Thai Foundation activities
4. Total food donated through CSR activities (tons)
5. Number of beneficiaries from CSR projects

Trusted partner



1. Private label suppliers attended Suppliers' Charter of Ethics Training (%)
2. Buyers attended Suppliers' Charter of Ethics Training (%)
3. Number of textile suppliers with national brands

Remarks : 2014 2015