

Airports of Thailand Public Company Limited



Corporate
Social
Responsibility
Report
2013





Vision

Airports of Thailand Public Company Limited (AOT) is the Asia's leading airport business.

Mission

To operate with exceptional standards, be service-minded and equipped with modern technology as well as be responsible for the society and community.

Core Values

- Safety and Security are the cores of our operations.
- Service conscience : To render services with full understanding of the concept.
- Cooperation : Unity, teamwork, more organizational goal oriented than personal goal oriented
- Continual learning : To learn about changes of issues related to AOT's business and counterparts for competitive capability and have an intention of self-development for better performances
- Transparency and accountability : To operate tasks with transparency and accountability to shareholders, business partner, our society, and the country.





“With 34 years of pride in service, AOT is committed to its business operation with social responsibility to pass forward the value and lead the organization and society to a stable and sustainable growth.”

Contents

- 4** Message from AOT’s Chairman
- 5** Message from AOT’s President
- 7** Introducing AOT
 - Business Overview
 - The 6 Airports of AOT
 - AOT’s Business Conduct
- 13** About This Report
- 15** Caring - Good Corporate Governance
- 22** Caring - Sustainability Management
 - Risk Management
 - Anti-Corruption
 - Internal Control
 - Value of Human Resource
- 35** Caring - Corporate Social Responsibility
 - Economy
 - Environment (Conserving the Environment)
 - Society (Safety and Service are Our Priorities)
- 82** Caring - For Significant Change
- 85** Awards of Pride
- 87** GRI Content Index



Green Airport Green Destination

To be a friendly destination for travelers from all around the world

AOT strives to provide efficient operational management along with giving priority and corporate responsibility support toward the communities, society, and environment with the intention of simultaneously contributing to the economic and social development of Thailand toward a sustainable growth.





Message from AOT's Chairman



The Board of Directors of Airports of Thailand Public Company Limited (AOT) has underlined the importance of aviation industry sector which provides a fundamental and integral mechanism for stimulating the economic and social growth of the country. Together with this, the AOT Board of Directors is determined to not only push AOT ahead with its vision for being Asia's leading airport business operator, but also help AOT set the pace in proudly becoming an aviation hub in the region.

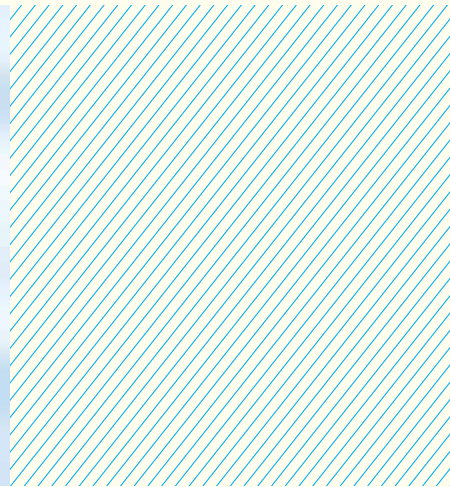
Additionally, the AOT Board of Directors is well aware that the most efficient airport administration should accompany social development by taking into consideration all stakeholders, in particular, those living around the airport. AOT is committed to developing their quality of life in parallel with airport development which significantly contributes to the growth of the country's economy, especially in terms of tourism. Consequently, the AOT Board of Directors is accentuating corporate social responsibility (CSR) as it is an important mechanism for making airports under the supervision of AOT traveler-friendly destinations or "Green Destination" for travelers from around the world. Therefore, the AOT Board of Directors has devised the guidelines for developing and strengthening the organization alongside the external and internal operations of corporate social responsibility. Toward this end, all AOT employees are inculcated with dedicated work, discipline, transparency and awareness of social responsibility. Moreover, AOT encourages them to take into account value-added organization administration that provides sustainable benefits for the society and the environment.

On behalf of the AOT Board of Directors, I am delighted to take part in supporting and pursuing the corporate social responsibility policy which receives enthusiastic engagement of all members of staff. The result of this will lead the organization and society to prosperity.

Squadron Leader

(Sita Divari)
Chairman

Message from AOT's President



At present, the growth of air transport industry tends to become extremely intense and relatively rapid, which corresponds with the economic, industrial and social growth of the country. In addition, there are two more factors that urge the air transport industry into its rapid and continuous growth. The first factor is the governmental sector's offensive policy on tourism promotion that is aimed at expanding new traveler markets, and the other factor is consensus among ASEAN countries on air liberalization.

Over the years, changes in circumstances have been at the forefront of AOT's concerns. In order to be ready for any such situations, whether at present or in the future, the Company administers and develops the business toward sustainable growth, with the purpose of fulfilling the vision of being Asia's leading airport operator. AOT focuses on elevating service quality and personnel competency, as well as setting the operational boundaries that cover practices and standards related to responsibilities toward society and stakeholders. Furthermore, AOT promotes engagement in improving the quality of life for the communities around the airports, with equal and appropriate responses to the needs of all its stakeholders. Another important aspect of AOT's operation is to emphasize environmental friendliness for all airports under its supervision by reducing energy use, promoting clean energy, controlling emissions of greenhouse gases, and highlighting environmental management system with international standards.

On account of efficient administration, Suvarnabhumi Airport received Class One Airport Carbon Accreditation from Airports Council International (ACI) in 2013. Moreover, its satisfactory turnover played a significant role in the country's economic development. The number of passengers to all six airports of AOT in 2013 increased by 20.43% when compared with those of 2012. As a result, AOT is planning to expand the capacity of Thailand's major airports including Suvarnabhumi Airport, Don Mueang International Airport, and regional airports.

In the face of the ASEAN Economic Community (AEC), to be official in 2015, AOT prepares its airports by developing toward sustainable growth despite exponentially increasing competitive challenges. Toward this end, AOT has appointed Airport Administration Subcommittees to oversee related areas to ensure that the Company is well-equipped in all aspects for entering the AEC.

In addition, AOT conducts its business under the Good Corporate Governance and Corporate Social Responsibility principles. Considering its employees as the key to the Company's success, AOT cares for them by supporting competency, knowledge, and skills development. Also, to ensure the employees' happiness, AOT provides appropriate welfare that corresponds with the changes in current economic and social conditions. Furthermore, the conception of social responsibility is also nurtured among the employees with continuous engagement of charitable employees in activities to return benefits to society.

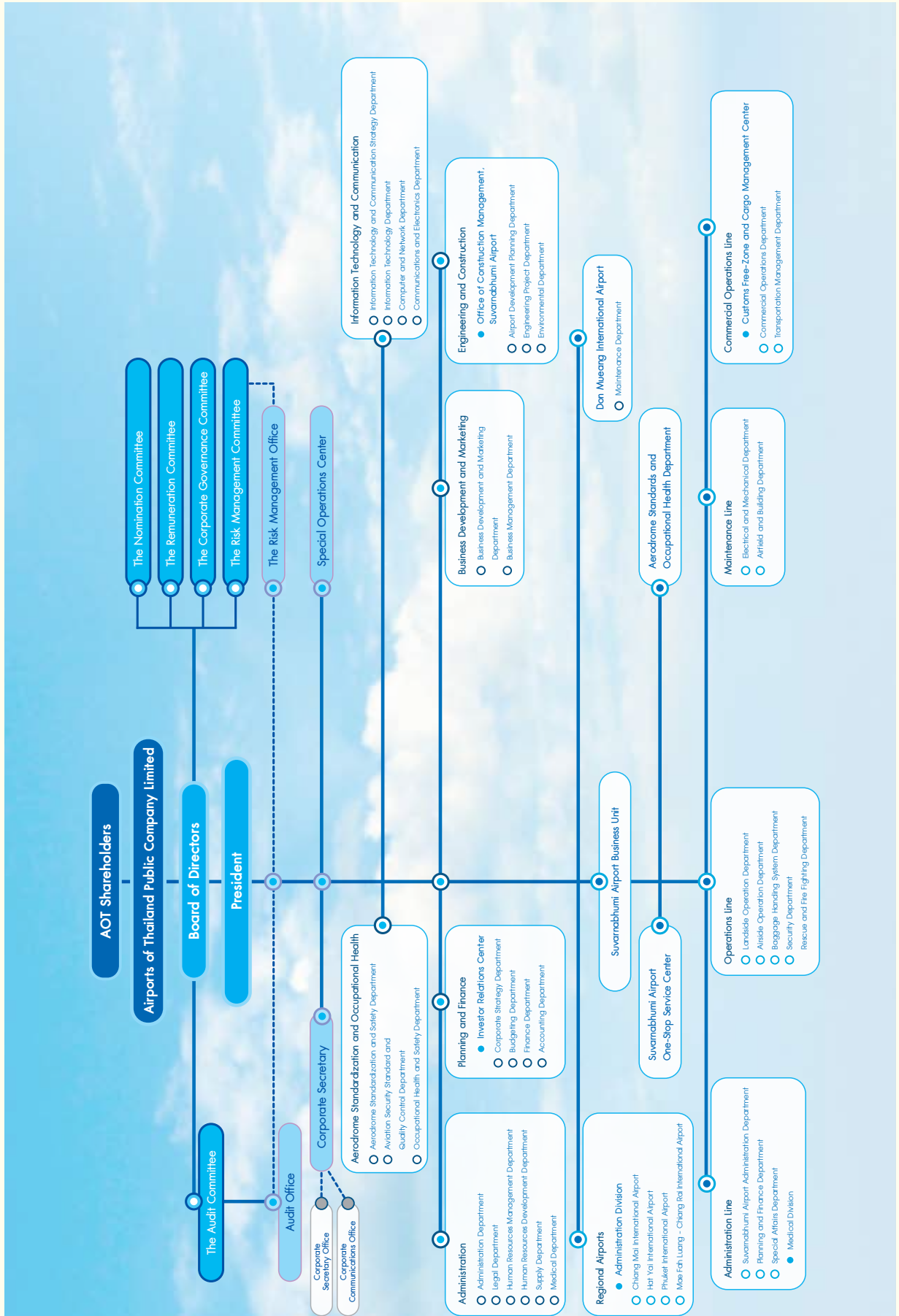
AOT would like to show its appreciation for the cooperation and confidence from the government, private organizations, shareholders, entrepreneurs, airlines, communities, and the general public. With this honor, AOT will perform its duty to its utmost capabilities and remain committed to its mission to operate its airports with exceptional standards, service mind, state-of-the-art technologies, and responsibility toward society and communities. AOT will continue to function as a mechanism propelling the country's economic system to steadily and sustainably grow.

(Pongsak Semson)

Vice Chairman and Acting President

Organization Chart

As of 30 September 2013



Introducing AOT



Business Overview

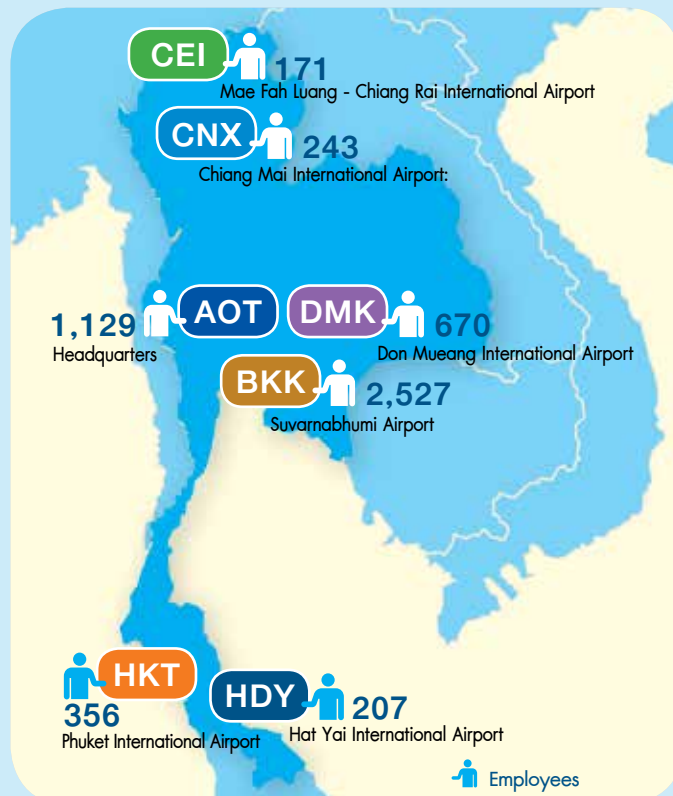
Airports of Thailand Public Company Limited or AOT was listed with the Ministry of Commerce on 30 September 2002 through the process of total privatization, taking over all business, rights, debts, liabilities, assets, and employees from Airport Authority of Thailand under the Capital of State Enterprise Act B.E. 2542, with the registration no. PLC. 0107545000292 and the authorized capital of 14,285 million baht. It was then registered in the Stock Exchange of Thailand on 11 March 2004, having the Ministry of Finance as the main shareholder, with the remaining in the status of a state enterprise under the supervision of the Ministry of Transport. At present, the main shareholder of AOT is the Ministry of Finance, amounting to 70% of shares, while the rest are held by institutional and general investors. The Headquarters is located at 333, Cherdwutagard Road, Srikarn, Don Mueang, Bangkok 10210. Contact points include telephone: 0 2535 1111, fax: 0 2535 4061 or 0 2504 3846, and website: www.airportthai.co.th.

In 2013, the total number of employees at AOT is 5,303, divided into 3,418 males and 1,885 females. These employees perform their duties at 6 international airports under supervision of AOT, namely Suvarnabhumi Airport (BKK), Don Mueang International Airport (DMK), Chiang Mai International Airport (CNX), Hat Yai International Airport (HDY), Phuket International Airport (HKT), Mae Fah Luang-Chiang Rai International Airport (CEI). (Information as of 30 September 2013)

AOT has been engaged in an airport operator business of the country as well as other airport - related businesses. The key ones includes airport management, operations and development, focusing on the servicing markets of domestic and international commercial airlines, passengers and all airport users. Moreover, AOT is determined to become the aviation hub, tourism center, and leading international air freight of Asia and of the world by continuously developing the buildings and facilities to support the constant increase of air traffic volume and passengers. Close cooperation with various agencies of public and private sectors involved in the airport business can result in service development and immediate problem-solving responses.

The 6 Airports

The 6 airports under supervision of AOT offer both domestic and international flights and Suvarnabhumi Airport is the major airport of the country, which has started operating since 28 September 2006. At present, Suvarnabhumi Airport can serve 45 million passengers and 3 million tons of freight per year, as well as 76 flights per hour and also continues to increase airport's capacity to serve the constantly rising number of passengers. Consequently, AOT contributes to the implementation of the country's economic policy regarding the infrastructure for service and air cargo transport system management. At the same time, the Company remains committed to developing the aviation industry of Thailand, including international and regional airports.





Suvarnabhumi Airport

Suvarnabhumi Airport has been in service since 28 September 2006 as the main airport of the country with modern designs, fully equipped with up-to-date technologies to support the growth of air transport business.

Location	: 999 Moo 1, Nong Prue Sub-District, Bang Phli, Samut Prakan province 10540
Area	: 35.2 square kilometers
Capacity	: 76 flights/hour 45 million passengers/year. 3 million tons of freight/year.
Runway(s)	: 2 runways: 01L -19R is 3,700 meters long and 60 meters wide, and 01R-19L is 4,000 meters long and 60 meters wide.
Aircraft Apron	: 887,833 square meters
Aircraft Parking Stands	: 120 stands - 51 Contact Gates and 69 Remote Parkings Of which, 8 are parking stands for large aircrafts, i.e. Airbus A380, including 5 Contact Gates and 3 Remote Parkings
Passenger Terminal(s)	: 1 terminal (one large terminal servicing both domestic and international passengers) and 7 concourses in the approximate area of 563,000 square meters
Scheduled airlines	: 107 airlines
Minimum connecting time	: 75 minutes
Service hours	: 24 hours
Contact: Telephone	: +66 (0) 2132 1888 Fax: +66 (0) 2132 1889
Website	: www.airportthai.co.th

Don Mueang International Airport

Don Mueang International Airport has a major role of supporting Low Cost Carriers (LCCs) and/or domestic flights and point-to-point flights.

Location	: 222 Vibhavadi Rangsit Road, Sanambin Sub-District, Don Mueang, Bangkok 10210
Area	: 6.32 square kilometers
Capacity	: 44 flights/hour 18.5 million passengers/year. 223,530 tons of freight/year.
Runway(s)	: 2 runways: 03L/21R is 3,700 meters long and 60 meters wide, and 03R/21L is 3,500 meters long and 45 meters wide.
Aircraft Apron	: 860,000 square meters
Airport Parking Stands	: 101 Stands - 35 Contact Gates and 66 Remote Parkings
Passenger Terminal(s)	: 1 terminal in the approximate area of 215,619 square meters
Scheduled airlines	: 7 airlines
Service hours	: 24 hours
Contact	: Telephone: +66 (0) 2535 1111 Fax: +66 (0) 2535 1065
Website	: www.airportthai.co.th



Chiang Mai International Airport

Chiang Mai International Airport is the gateway to the northern part of Thailand with beautiful natural landscape and long-standing culture and plays an important role in promoting tourism of the North.

Location	: 60 Moo 3, Mahidol Road, Suthep Sub - District, Mueang, Chiang Mai province 50200
Area	: 2.57 square kilometers
Capacity	: 24 flights/hour 8 million passengers/year. 35,000 tons of freight/year.
Runways	: 1 runway: 18/36 is 3,400 meters long and 45 meters wide.
Aircraft Apron	: 85,996 square meters
Airport Parking Stands	: 20 stands - 6 Contact Gates and 14 Remote Parkings
Passenger Terminal(s)	: 2 terminals in the approximate area of 31,301 square meters
Scheduled airlines	: 18 airlines
Service hours	: 06.00 - 24.00 hours
Contact:	: Telephone: +66 (0) 5392 2100 Fax: +66 (0) 5327 7284
Website	: www.airportthai.co.th

Hat Yai International Airport

Hat Yai International Airport is located in the renowned commercial land of the South and acting as the gateway for passengers who are on business or shopping trips. Moreover, Hat Yai International Airport plays a significant role for a large number of Muslims who are on a pilgrimage to Mecca every year.

Location	: 99 Moo 3, Khlong Lha Sub - District, Khlong Hoy Khong, Songkhla province 90115
Area	: 4.75 square kilometers
Capacity	: 30 flights/hour 2.2 million passengers/year. 12,982 tons of freight/year.
Runways	: 1 runway: 08/26 is 3,050 meters long and 45 meters wide.
Aircraft Apron	: 56,461 square meters
Airport Parking Stands	: 7 stands - 3 Contact Gates and 4 Remote Parkings
Passenger Terminal(s)	: 1 terminal in the approximate area of 14,940 square meters
Scheduled airlines	: 7 airlines
Service hours	: 06.00 - 24.00 hours
Contact:	: Telephone: +66 (0) 7422 7131-3 Fax: +66 (0) 7422 7050
Website	: www.airportthai.co.th



Phuket International Airport

Phuket International Airport is located on Phuket Island, with beautiful marine scenery. As Phuket and its vicinity have famous sea tourist attractions and complete tourism services, the majority of passengers at Phuket International Airport come from every part of the world, making the airport an important mechanism in tourism promotion in the South and in Thailand.

Location	: 222 Moo 6, Mai Khao Sub-District, Talang, Phuket province 83110
Area	: 2.21 square kilometers
Capacity	: 20 flights/hour 6.5 million passengers/year. 36,500 tons of freight/year.
Runways	: 1 runway: 09/27 is 3,000 meters long and 45 meters wide.
Aircraft Apron	: 110,550 square meters
Airport Parking Stands	: 23 stands - 7 Contact Gates, 8 Remote Parkings, and 8 helicopter bays or bays for small aircrafts
Passenger Terminal(s)	: 2 terminals in the approximate area of 32,500 square meters
Scheduled airlines	: 41 airlines
Service hours	: 24 hours
Contact: Telephone	: Telephone: +66 (0) 7632 7230-6 Fax: +66 (0) 7632 7478
Website	: www.airportthai.co.th

Mae Fah Luang - Chiang Rai International Airport

Mae Fah Luang - Chiang Rai International Airport is another important international airport of the North located in Chiang Rai. This province is a famous tourist spot of the country and has borders connecting to the neighboring countries in the Economic Quadrangle. The majority of passengers at Mae Fah Luang - Chiang Rai International Airport are both tourists and business people.

Location	: 404 Moo 10, Baan Doo Sub-District, Mueang, Chiang Rai 57100
Area	: 5.24 square kilometers
Capacity	: 12 flights/hour 3 million passengers/year. 3,400 tons of freight/year.
Runways	: 1 runway: 03/21 is 3,000 meters long and 45 meters wide.
Aircraft Apron	: 43,200 square meters
Airport Parking Stands	: 5 stands - 2 Contact Gates and 3 Remote Parkings
Passenger Terminal(s)	: 1 terminal in the approximate area of 22,960 square meters
Scheduled airlines	: 5 airlines
Service hours	: 06.00 - 22.00 hours
Contact	: Telephone: +66 (0) 5379 8170 Fax: +66 (0) 5379 3071
Website	: www.airportthai.co.th



Revenues from Operations

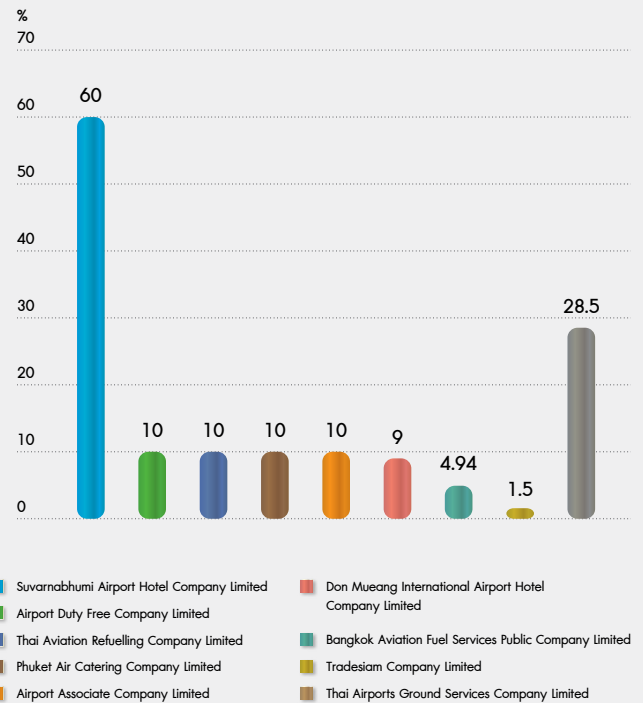
AOT's revenues are generated from 2 important branches of operations: Aeronautical Revenues and Non-Aeronautical Revenues.

Aeronautical Revenues are directly related to air traffic such as Landing and Parking charges, Passenger Service charges, and facilities

Non - Aeronautical Revenues are the revenue from concession, services, space rental, etc.

AOT has invested in 9 companies which conduct relevant airport business. The proportion of shareholding as of 30 September 2013 is as follow;

กิจการของ กท.



Company Names	Type of Business	Shares Held (%)
Suvarnabhumi Airport Hotel Company Limited	Hotel service	60.00
Airport Duty Free Company Limited	Duty free retail shops	10.00
Thai Aviation Refuelling Company Limited	Aviation fuelling system and fuel pipeline service through hydrant tubes	10.00
Phuket Air Catering Company Limited	Airline catering service	10.00
Airport Associate Company Limited	Limousine services	10.00
Don Mueang International Airport Hotel Company Limited	Hotel management and administration	9.00
Bangkok Aviation Fuel Services Public Company Limited	Aviation fuel service provider	4.94
Tradesiam Company Limited	Electronic Data Inter Change : EDI	1.50
Thai Airports Ground Services Company Limited	Cargo warehouses, apron and air mechanical services	28.50

AOT's Business Conduct

Business Achievement Goals

AOT is determined to become Asia's Leading Airport Business Operator by providing exceptional standards with service mind and modern technologies in order to create value as well as be responsible for society and communities with the slogan *"Safety and Service are our Priorities"*.

AOT has nurtured its employees to realize the importance of safety and security, which are essential for its performance standard. The Company has also promoted conscience in being a service provider, which lies at the heart of cooperative work, unity, and teamwork, together with emphasizing on continuous learning and self-development. Furthermore, AOT upholds the ethics that focuses on transparency and responsibility towards society, business partners, shareholders, and all groups of stakeholders.

Objectives and Directions of Strategic Operations

AOT has set 3 key Strategic Themes for the organization's achievement goals as follows:

- Customer First: AOT places its customers as top priority so that it can provide service quality that exceeds the expectations and responds to the needs of all groups of customers, including passengers and airlines.
- Strive for Economic Profit: AOT has increased the efficiency in operation and asset utilization, alongside seeking for opportunities and choices for new businesses so as to make the capital worthwhile and lead to added value in the future.
- Corporate Social Responsibility and Good Corporate Governance: To contribute sustainable development, AOT emphasizes on building confidence to investors and society by complying with the rules and regulations of the Stock Exchange of Thailand and maintaining the performance standards under good corporate governance principles. With the goal to fully achieve corporate governance, AOT encourages responsibilities toward society and the environment by organizing activities that create engagement from all of sectors. Successful practices will lead to acceptance and cooperation in various aspects, thus resulting in the sustainable growth of the organization.



About This Report



Guidelines

AOT's 2013 Corporate Social Responsibility Report (CSR Report) has been conducted in accordance with the organization's annual financial statements between October 1, 2012 and September 30, 2013. Its aim is to present AOT's performance regarding social, community, and environmental responsibility under the Good Corporate Governance principles, which has transparency, accountability, and reliability. Moreover, this report purposes to provide the information in the economic, social, and environmental dimensions as required by the internationally accepted reporting framework. The information in the report is complete, high - quality, clear, and up-to-date. In the future, AOT plans to improve the content of the report to correspond with sustainable development and will be compiled in the form of a Sustainability Report. The Sustainability Report will benefit and give confidence to stakeholders, the general public, airport users, shareholders, customers, business partners, airlines, entrepreneurs, employees, and the press, as well as the local communities, the communities around the airports, society, and the country as a whole.

Reporting Scope

Since 2011, AOT has been annually conducting and publishing CSR report to the general public, stakeholders, and shareholders. The report is prepared in compliance with Global Reporting Initiatives (GRI)'s Sustainability Reporting Guidelines version G3.1 and Airport Operators Sector Supplement (AOSS) version 3.1 in order to ensure appropriateness of the content and its specificity to the business. The completeness of the reporting content has been evaluated to be at the A level; however, AOT did not receive assistance in evaluation from any external agencies. The reporting content covers the business in its entirety and aims to communicate understanding in the organization's CSR directions and processes to the public and stakeholders, which will create mutual comprehension, monitoring, progress, and acknowledgement of the impact caused by AOT's activities or operations.

Inclusiveness, Materiality, and Identification.

The process used in securing significant information for this report was conducted by a working group from departments that are responsible for the selected performance indicators. The personnel monitored the

operations and gathered the data for the Corporate Social Responsibility Reporting Team at the Headquarters for processing and reporting. The raw data, image, and voice acquired are evaluated and displayed for the purposes of controlling, monitoring, and decision making. In all operations, AOT places importance on the rights of both internal and external stakeholders so as to create understanding and promote cooperation between the Company and all groups of stakeholders, including shareholders, employees, governments, society, communities, business partners, opponents, creditors, debtors, and the public.

In addition to the basic rights, the identification and selection of the stakeholders were based mainly on the justice and balance in mutual benefits, which will bring about stable and sustainable development in the future. However, to determine the content of this CSR report to include economic, environment, and social dimensions, AOT has engaged its employees in the workshop titled "Corporate Social Responsibility (CSR) Reporting". The 57 participants of the workshop are executives and delegates of each department, both from the Headquarters and from all AOT airports, who are associated with the setting of the information disclosure scope and CSR practice policy. At the workshop, performance indicators were selected which could be expected to continue from the previous year's report. The materiality principles were used as the criteria for consideration, which then led to the identification of this CSR reporting content. The consideration also focused on internal procedures that acknowledge internal feedback as well as external suggestions resulting in the selection of the final indicators that have significance and relevance to the organization in each aspect. Toward this end, the previous year's materiality test results were used as the basis. The performance indicators selected by each department would be compiled by AOT's CSR Reporting Team before the information from each responsible department was monitored in order to be synthesized and evaluated again.

From the workshop, the issues to be included in this report were concluded as the Economic, Environment and Society Aspects, as follows:

Economic Aspect: The potential issues that received importance in the training are the economic impact, market presence, and indirect economic impact. The report is to consider the economic value, airport

development, competency in providing both domestic and international airport services, and benefits or privileges for retired employees, as well as job creation and distribution of income to the local communities.

Environment Aspect: The most important issue is the conduct that will reduce the impact on the environment. The issues included as focal points are energy, consumption and management of water resources, air quality, reduction of greenhouse gases emissions, biodiversity, reduction of noise impact, and waste disposal.

Social Aspect: The important issues include employment, occupational health and safety, training to enhance employee potentials, labor/management relations, diversity and equal opportunities, as well as prevention and mitigation of significant negative impact on the communities, anti-corruption, and respect for human rights.

In addition, AOT has continuously been in contact with all groups of stakeholders, as shown below.

Internal Stakeholders

- **Board of Directors:** 19 meetings
- **Employees:** 6 exchanges of ideas between employees and the executives
- **Shareholders, Investors, and Analysts:** 1 annual ordinary shareholder meeting. 56 open-house visits. 506 e-mail conversations/phone meetings. 2 summaries for analysts. 5 roadshows (1 overseas and 4 domestic). 1 shareholder visit to Don Meuang International Airport with 200 shareholder participants.

External Stakeholders

- **Customers and Business Partners:** 12 meetings with airlines (Facilitation Committee: FAL) per airport in all airports and 39 workshops.

• **Communities:** Airports in the supervision of AOT held meetings with the communities and allowed the communities to observe or visit the airports as follows:

(1) Communities Visit and Observe the Operations

- Suvarnabhumi Airport	85 Times
- Don Mueang International Airport	8 Times
- Chiang Mai International Airport	30 Times
- Hat Yai International Airport	22 Times
- Phuket International Airport	10 Times
- Mae Fah Luang-Chiang Rai International Airport	29 Times

(2) On-site Meetings with Community

Suvarnabhumi Airport is the country's main airport, located in Samut Prakan province, in the vicinity of the capital city of Bangkok. Due to the airport's great size and large number of surrounding communities, there have been continuous on-site meetings with the communities to create understanding in the missions and updates on the solutions to problems arising from airport operations, as follows:

- 1,173 on-site visits around the airport
- 36 attendances in meeting and activities with the communities, government and private organizations, and local offices
- 61 occasions of supporting government, private, and local organizations, and community activities
- 16 community projects
- **Related Agencies:** 4 visits for observation to the

Company

Nevertheless, in the future, AOT will develop the reporting content to correspond with the sustainable development issues and integrate the CSR operations of all AOT airports in the same direction.

Clarity and Distribution Channels

This report has been conducted with consideration to the benefits that will befall the stakeholders in all sectors from receiving appropriate information. The report exists in 2 languages, Thai and English, and includes GRI content index at the back for convenience of use. The forms in which this report can be found are in print, CDs, and online, enabling stakeholders to access the information more easily. The current as well as the previous reports can be downloaded from the AOT website: www.airportthai.co.th

For more information:

Department of Corporate Social Responsibility and Corporate Governance

Airports of Thailand Public Company Limited (AOT)

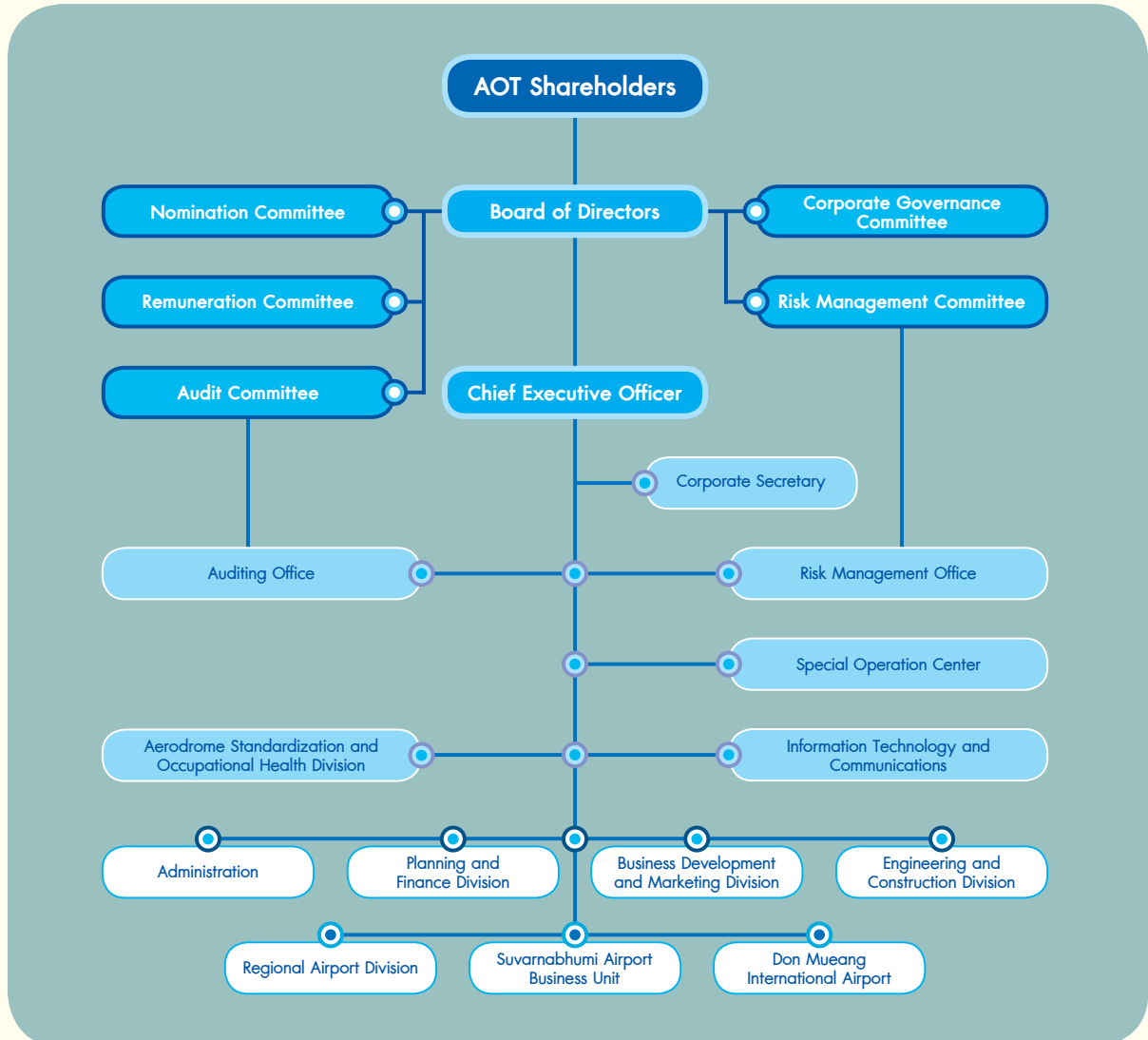
333 Cherdwutagard Road, Srikarn, Don Mueang, Bangkok 10210 Tel: +66 (0) 2535 6230

www.airportthai.co.th E-mail: aotcsr@airportthai.co.th

Caring - Good Corporate Governance



1. Company Structure



2. AOT Board of Directors

AOT Regulations stipulate that the Company requires a Board of Directors to operate the Company's business, consisting of no fewer than 5 but no more than 15 members who are elected at the shareholders' meeting. At least one-third of the Directors, but no fewer than 3 Directors, must be independent Directors, and at least half of the entire Board of Directors must reside in the country. The Directors must meet the requirements of the laws and AOT regulations. At least 1 Director must be knowledgeable in accountancy and finance. At present (as of 30 September 2013), AOT has 13 Directors in the Board.

The subcommittees include

- 2.1 Audit Committee
- 2.2 Nomination Committee
- 2.3 Remuneration Committee
- 2.4 Corporate Governance Committee
- 2.5 Risk Management Committee

3. Director and Committee members' Remunerations

The Remuneration Committee considers the rate of compensation for committees and subcommittees in the appropriate rates for the responsibilities of the committee, the financial status of the Company, and in comparison with other companies in the same industry. The Committee's decisions are authorized by the AOT Board of Directors and shareholders, respectively.

In the 2012 ordinary shareholder meeting on 25 January 2013, the attendance fees for the committee members in the year 2013 and the committee's bonus for the year 2012 were approved as follows:

3.1 Directors' Remunerations

- (1) The monthly remuneration is 30,000 baht per Director. For Directors who join the Board in between months, calculate the remuneration in proportion to the month.
- (2) Attendance fee is 20,000 baht per Director for every attended meeting, but no more than 15 meetings per year.

3.2 Subcommittee members' Remunerations

- (1) The monthly remuneration for the Audit Committee is 20,000 baht, paid even on months with no meetings. For members who become the committee in between months, calculate the remuneration in proportion to the month.
- (2) AOT committee members assigned by the AOT Board of Directors to be committee members, subcommittee members or working group members in the committees, subcommittees, or other minor committees shall receive an attendance fee of 15,000 baht for every attended meeting and no more than 30,000 baht of total compensation per member, excluding the Audit Committee compensation.

3.3 Chair and Vice Chair of every committee

shall receive an extra 25% and 12.5% respectively.

4. Good Corporate Governance

AOT's operations strictly follow the good corporate governance principles and recognize its commitment to the shareholders and stakeholders of the Company. The AOT Board of Directors emphasizes the good corporate governance practices to give confidence to shareholders, investors, and all related parties.

In 2013, AOT adhered to the Best Practice for Corporate Governance 2012 published by the Stock Exchange of Thailand, as follows:

4.1 Shareholders' Rights

AOT realizes that the shareholders are the owners of the Company and have the rights to control the Company through the elected AOT Board of Directors. These shareholders make decisions concerning significant changes and receive protection involving the basic rights such as voting, receiving share of profits with appropriate returns, authorizing other persons to attend meetings, giving opinions and inquiring in the meeting to determine significant matters of AOT. Moreover, the shareholders shall receive accurate, sufficient and timely news from AOT through a number of methods such as the Stock Exchange of Thailand, AOT's website, direct inquiry with the Corporate Secretary, and the Investor Relations Center. Airport visit is another activity provided for shareholders to induce understanding of AOT's business.

4.2 Equal Treatment toward Shareholders

AOT treats all shareholders equally and fairly, regardless of the gender, age, nationality, religion, belief, social status, or disabilities. The practices established to ensure such treatment include giving minor shareholders or those with at least 100,000 shares, whether single or multiple shareholders, opportunities to propose agendas in the shareholders' ordinary meetings and nominate the names of persons with adequate qualifications to be considered as committee for AOT's annual shareholders' ordinary meetings prior to the meeting. Also, the shareholders will be



notified of the meeting agendas in advance for their deliberation before making any decisions. Not only that, members who are unable to attend the meetings are allowed to vote by authorizing a proxy, and attending members are provided voting ballots for every agenda which use the barcode system in recording and displaying the results of the vote and allowed to vote individually in electing the committee. Lastly, AOT has established measures to prevent the use of internal information for the gains of committee, executives, financial and accounting directors recently elected by notifying every member of their role and duty to report the hold of AOT securities held by themselves, spouses, and offsprings who have not reached legal age to the Office of the Securities and Exchange Commission and the Stock Exchange of Thailand as stipulated by Article 59 of the Securities and Stock Exchange Act B.E. 2535. All of this is to ensure transparency and clarification.

4.3 Roles of Stakeholders

AOT places importance on all groups of stakeholders, both internal and external, including AOT's employees and executives, affiliates, shareholders, customers, government, investors, business partners, creditors, society, communities, and other related organizations. In doing so, AOT provides care and protection of the basic rights of these stakeholders according to laws and regulations such as the tending of operational environment and health, safety in life and property, support and welfare in various aspects and compliance with contracts, agreements or other terms. Also, AOT is open to communication and exchange of information, suggestions, opinions and complaints from all groups of stakeholders for mutual benefits.

AOT's Treatments toward Significant Stakeholders

AOT aims to promote cooperation between the Company and its stakeholders so as to create financial stability and business sustainability. In 2013, AOT has provided care to both internal and external stakeholders, as established as the code in AOT Good Corporate Governance Manual, which is given to the employees, as well as published on the AOT website, as follows:

- Shareholders**
- Aims to adequately represent the shareholders in transparent business conduct by considering the long-term growth of company value and satisfactory returns
 - Operates with integrity, honesty and justice by considering both major and minor shareholders and for the benefits of the stakeholders as a whole
 - Administers for the growth, security and satisfactory returns for the shareholders
 - Discloses true, sufficient, consistent and timely monetary and non-monetary information involving the business and turnover that reflects the organization's real financial status
 - Good Governance Library is a specific area set aside within the AOT library and information center to promulgate AOT's operations such as airport development plans, hiring and procurement documents, and AOT contracts with over 1 million baht budget
- Employees**
- Considers its employees as success factors; therefore, the Committee has policy to oversee employee compensation and welfare, as well as discloses AOT regulations regarding employees' rights in the form of circular notice and intranet broadcast. AOT encourages thorough development of abilities of staff at all levels for continuous efficient operation.
 - Arranges a complaint mechanism in case problems arise between employees or between employees and chiefs. The procedure is overseen by division operating according to established regulations and procedures. If the act is proven to be rightful, the employee will receive full protection without any consequences. AOT will not hold the complaint as cause for termination or punishment in anyway that will harm the employee or related witnesses.
 - Established an energy-saving policy which executives hold as the duty of every employee to cooperate in using resources with efficiency and to its fullest benefits under the concept of Green Airport
 - AOT treats all employees equally, and provides confidence in the quality of working life as well as appropriate and just benefits and welfare.

- Government** - Performs duties with responsibility toward the government by conducting business under the strict laws and regulations of the supervising organizations and supports government projects for the utmost benefits of society at large, as well as maintains sound relationship with government organizations, gives complete and correct information to government agencies to show transparency and build mutual confidence and trust
 - Develops 6 airports under its supervision to be the centers of aviation and tourism of ASEAN by taking advantage of the location of the country in order to promote the country's economic growth.
- Society, Community, and Environment:**
 - Holds activities for communities inside and outside the operational sites to support education, sports, culture, and career development for the better quality of life in the communities
 - Places importance on coexisting with the communities and society within the operational sites by creating sound understanding and collaborating in solving problems to continuously build confidence to communities and society
- Business Partners:**
 - Complies with contracts, agreements or other conditions to AOT's business partners based on impartial and fair returns, and organizes annual activities to promote good relationships
 - Expands the contact point to the website in order to facilitate business partners and stakeholders by establishing a specific division responsible for Customer Relation Management (CRM).
- Competitors**
 - Performs within the rules of sound competition by continuously improving services in order to give customers good impressions with the Airport of Smiles strategy.
 - Competes fully, independently and fairly, offering competitive deals based on the Airport Council International (ACI) which controls the standards of aviation services and facilities around the world.
- Creditors**
 - Treats creditors with fairness, responsibility and transparency by strictly complying with the terms of contracts and financial bonds made with the creditors, including paybacks, care of collateral and other terms, and does not use the capital gained from loans in any ways which are contradictory to the contracts made with the loaners. AOT will not use dishonest means or conceals information and facts, which may be adverse to the creditors.
- Debtors**
 - Follows the contracts, agreements or terms made with debtors with no discrimination in debts handling and negotiates with debtors in advance to collaborate in finding solutions to problems and prevent damage in unfeasible cases, using good governance
 - Continuously reports the accurate and timely active debt information to debtors
 - Follows the laws, regulations and terms related to treatment toward debtors
- Customers and the General Public:**
 - Cooperates and supports the development of community as well as promotes culture and quality of life of societies surrounding the airports for simultaneous growth.
 - Creates satisfaction and confidence to customers and the general public by ensuring safety, quality service and good impression, as well as continuously elevating the standards of the organization
 - Gives complete, accurate and up-to-date information and news about the services without deviating from the facts and maintains sound and sustainable relationship
 - Creates a mechanism to assist customers and the general public in complaining about the safety, services and facilities, and satisfaction, then proceeds with the utmost capacity to ensure that customers and the general public are swiftly responded to
 - The resolution of the AOT Board of Directors meeting no. 14/2556 on 17 September 2013, authorized in principle the establishment of the Suvarnabhumi Airport branch of Samut Prakan District Court and a preliminary witness interrogation room via Court Room Video Conference between the Samut Prakan District Court and Suvarnabhumi Airport in order to provide justice and protection to foreign victims. Such cases have high records in catching the culprits within the areas of Suvarnabhumi Airport, and the passengers do not have enough time to press charges, causing difficulties in the prosecution process. This aims to build confidence and faith in the justice system of Thailand to foreign victims, create a positive image for tourism, and reduce the crime rate in Suvarnabhumi Airport.



Outsourced Labor: - Operates large-scale airports with a huge number of departments operating in Suvarnabhumi Airport and outsourced companies operating directly with passengers. Therefore, AOT organizes a meeting titled "Khon Baan Deaw Kun" (Under the Same Roof) every year. In 2013, AOT held a seminar informing departments and employees working at Suvarnabhumi Airport about the preparation for the establishment of AEC in order to collaborate in developing knowledge and understanding of the roles and duties. Moreover, the seminar aimed to raise awareness in the workers at Suvarnabhumi Airport to see their benefits and importance as mechanisms to drive the mission of Suvarnabhumi Airport.

4.4 Disclosure and Transparency

AOT emphasizes accuracy, completeness, timeliness, credibility and equal accessibility of the information that needs to be reported to the Stock Exchange of Thailand and the shareholders. In preparing this information, AOT has established the Corporate Secretary Office to oversee the disclosure of information to the Stock Exchange of Thailand and the Investor Relations Center to inform and answer questions to investors and shareholders. Apart from the standard disclosure through the methods of the Stock Exchange of Thailand, AOT continuously improves the disclosure of significant information such as annual reports of financial and non-financial information, good governance policy, company information, press releases, both in Thai and in English, on the AOT website so that shareholders and the public can receive up-to-date and beneficial information.

AOT places importance on communication with its stakeholders to exchange information and receive opinions and suggestions for mutual benefits. In case the stakeholders do not receive just treatment from AOT operations or other aspects such as good governance, behaviors suggestive of corruption or misconduct of AOT personnel, both from the employees and other stakeholders, they can make complaints/suggestions to AOT through various procedures and examinations, which are stated in written documents via the following channels:

- (1) The AOT website: www.airportthai.co.th under the Comment topic in the Good Governance section (Contact Corporate Governance Committee)
- (2) The comment boxes stationed at AOT Headquarters and all 6 airports under supervision of AOT.

AOT has set up an Investor Relations Center to take responsibility for communicating the information that reflects the true value of the organization to shareholders, investors, and asset analysts, according to the regulations of the Stock Exchange of Thailand to build confidence and enhance good image and attitude toward the shareholders and investors. For more information on AOT such as financial statements, annual reports, and notifications for the Stock Exchange of Thailand, investors and related parties can inquire directly with AOT Investor Relations officers through 4 channels, which are by phone at +66 (0) 2535 5900, by fax at +66 (0) 2535 5909, by e-mail at aotir@airportthai.co.th, and by mail at Investor Relations Center, Airport of Thailand PCL. 333, Cherdwutagard Road, Srikarn, Don Mueang, Bangkok 10210

The Committee's Responsibilities

The AOT Board of Directors is responsible for administering the airport business to follow the laws, objectives, and regulations, as well as determining the directions and business policy to promote efficiency and productivity along with sound governance and administration and business integrity and ethics. The AOT Board of Directors upholds the Company and shareholders' benefits according to the good governance policy, the Good Corporate Governance Manual, and AOT Code of Ethics.

AOT Good Corporate Governance Policy

The AOT Good Corporate Governance Policy is used as practicing guidelines for the Committee, executives and all AOT employees in order to promote AOT as an organization with efficient business operations, sound corporate governance and administration, transparent and accountable business, and without conflict between personal and company interests. The AOT Board of Director devised a written Good Corporate Governance Policy in 2006, which has been reevaluated regularly to respond to the constantly changing circumstances.

- 2006 - Established a written Good Corporate Governance Policy
- 2009 - Approved the amendment of the Policy in the Employee dimension for more clarity
- 2011 - Added the Policy in the Social and Environmental dimensions
 - Amended the roles and responsibilities of the Committee to be more complete regarding the Committee structure and components
 - Established clear practices for the Committee, executives, and employees and stipulated that the Committee, executives and employees must report the stakes of themselves and related persons to avoid the exploitation of duty for personal gains
- 2012 - Amended the Good Corporate Governance Policy once culminating in the 6th version by arranging the material content into 5 categories according to the Principles of Good Corporate Governance for Listed Companies 2006 of Stock Exchange of Thailand, as follows:
 - (1) Shareholders' Rights
 - (2) Equal Treatment toward Shareholders
 - (3) Roles of Stakeholders
 - (4) Disclosure and Transparency
 - (5) The Committee's Responsibilities

The Good Corporate Governance Policy is disclosed on the AOT website.

The AOT Board of Directors consists of 6 Directors and 7 independent Directors, amounting to 13 Directors in total. The Directors include 1 Chairman, who is not the company's executive and is an independent Director¹. The Chairman appoints 3 Vice Chairs, 1 of whom is appointed Acting President, operating from 28 March 2013 until AOT can recruit a new President no later than 26 November 2013.

Corporate's Secretary

The AOT Board of Directors has named Miss Chanalai Chayakul as the corporate's secretary to take responsibility for giving suggestions regarding laws and regulations noteworthy for the AOT Board of Directors and executives and oversee the activities of the AOT Board of Directors, as well as coordinate the compliance with the Board and shareholders' resolutions to be in accordance with the AOT good corporate governance.

Good Corporate Governance Manual

Moreover, AOT has shown taking serious interest in good corporate governance since 2002 by distributing the AOT Good Corporate Governance Manual 1st Revised Edition (2009) to the Board of Directors, executives, and all employees for reference and guidelines. Every company personnel must sign the commitment to adhere to the Manual when operating in order to reflect confidence that AOT will develop the appropriate management system that will benefit the shareholders and stakeholders to the fullest. This Manual is published on the website in the section Good Corporate Governance so that shareholders, investors, and interested parties can have convenient access. In terms of human resource management, this Code is also used as an orientation document for new employees. Also, the issues of good corporate governance and ethics are included in the basic subjects for the annual employee training by the Human Resources Development Department according to the personnel development plan.

¹ Independent directors have complete qualities as required by the Office of the Securities and Exchange Commission (SEC) and Stock Exchange of Thailand and have additional qualities as amended by the AOT Good Corporate Governance Committee in 2011.



- 2002 - Compiled "Code of Ethics" to reflect the intention to conduct business with good corporate governance, transparency, and reliability, as well as to increase the value to the organization and all stakeholders.
- 2009 - Amended the AOT Code of Ethics B.E. 2545 into "AOT Good Corporate Governance Manual" 1st Revised Edition (2009) consisting of good governance policy, AOT good corporate governance principles, AOT ethics, good practices in various aspects that are in accordance with the Principles of Good Corporate Governance for Listed Companies B.E. 2549 of Stock Exchange of Thailand.
- 2013 - AOT is in the middle of adjusting the AOT Good Corporate Governance Manual 2009 to correspond with the transformed business and environment, but will still separate the content into 5 categories according to the Principles of Good Corporate Governance for Listed Companies 2012.

Promotion of AOT Good Corporate Governance and Ethics

The AOT Board of Directors authorized the announcement of the Regulation of Code of Ethics for Workers B.E. 2554 in accordance with the Article 279 of the Constitution of the Kingdom of Thailand B.E. 2550 in order that all departments and divisions apply the morals and ethics to the good governance practice in the organization. For acknowledgement and compliance, AOT has informed its employees through circular notice and electronic medium, both on the AOT website and Intranet. Moreover, AOT invited experts from King Prajadhipok's Institute to hold workshops for AOT's medium-level executives at the Headquarters and regional airports through the process of Citizen Dialogue in order to encourage employees to engage and express their opinions regarding AOT ethics and put AOT ethics into practice. The summary of this seminar was then reported to the Corporate Governance Committee as well as the Human Resource Management Department. The purpose of the seminar was to survey the employees' opinions toward AOT ethics for better human resource development. Also, AOT encourages employees to participate in 2 dharma sessions to benefit their living, enhance concentration and wisdom, build good conscience, and increase happiness in daily life and work.

Anti-Corruption Collective Action Coalition of Thai Private Sector

AOT joined the anti-corruption Collective Action Coalition of Thai private agencies at the Thai Institute of Directors (IOD) in collaboration with the Thai Chamber of Commerce, the Thai Bankers' Association, the International Chamber of Commerce, and Thai Listed Companies Association. This Coalition will set the ethical standards for the business sector that is determined in preventing and opposing corruption. AOT organized related employees to join the seminar with IOD to learn about self-evaluation tools. At present, AOT is in the process of drawing up the policy concerning anti-corruption and bribery for business profits before presenting to the Corporate Governance Committee and the AOT Board of Directors respectively.

Conflict of Interests

The AOT Board of Directors makes a point of preventing conflict of interests between the Directors and the Company, which is included in the AOT Good Corporate Governance. The Board of Directors, executives and employees must report their interest and the interest of those involved to avoid the exploitation of duty as directors, executives, or employees for personal gain. The practices for the AOT Board of Directors, executives, and employees are as follows:

- (1) Avoid operations connected to oneself which could lead to a conflict of interest with AOT.
- (2) In case the operation is necessary for the benefits of AOT, proceed as though with an outsider. The Director with stake in that operation must not be given authority in granting any approvals.
- (3) In case the operation is related or is considered having potential conflict of interest according to the notice of Stock Exchange of Thailand, the AOT Board of Directors will ensure that regulations, procedures, and related disclosures of listed companies be strictly followed.
- (4) In case the Directors, executives, or employees are to be committee members or consultants in a company or organization in other businesses, the position of the person must not be in conflict with the interest of AOT or the direct responsibility of said members in AOT.

Caring - Sustainability Management



Risk Management

AOT places great importance on risk management which is one of the major mechanisms for continual and effective corporate management. AOT has therefore put in place a Risk Management Framework made up of 3 main elements, as below.

1. Risk Governance

- 1.1 The Risk Management Committee establishes a policy and a framework for risk management as well as makes recommendations to AOT Board and executives on corporate risk management.
- 1.2 AOT's Risk Management Working Group includes the Senior Executive Vice President for operations, the Executive Vice President, the General Manager of Suvarnabhumi Airport, and General Manager of Don Mueang International Airport as Heads of each Working Group. The Directors of Departments under the supervision of each Working Group is a member.
- 1.3 AOT Internal Control System and Risk Management Working Group: responsible for risk management and internal control at the regional airports and the divisions of AOT.
- 1.4 Risk Management Office: responsible for operational supports within the scope of AOT's risk management.

2. Risk Management Infrastructure

- 2.1 Risk Management Policies and Manual
- 2.2 Risk Map
- 2.3 Risk Assessment Criteria
- 2.4 Risk Appetite
- 2.5 Risk Management Database and Tools
- 2.6 Risk Management Framework

3. Risk Management Process

- 3.1 Objective Setting
- 3.2 Risk Identification
- 3.3 Risk Analysis and Assessment
- 3.4 Risk Responses
- 3.5 Measure Identification and Additional Control
- 3.6 Monitoring and Reporting



The potential risk factors of AOT in the fiscal year of 2013 are as follows;

1. Impaired pavement of the runway and taxiway obstructed capacity to service aircrafts

In the fiscal year of 2012, Suvarnabhumi Airport had two 60-meter-wide runways and taxiways parallel with both runways. The commercial flight takes-off and landings amounted to 326,970 in total, which increased by 13.32% from the fiscal year of 2011, and are likely to increase in the future due to the signs of growth of air transport including numerous factors such as air liberalization within the ASEAN Economic Community (AEC). As a result, there could be an impact on the pavement of the runways and taxiways currently in use.

Nevertheless, AOT has devised an additional risk management plan to solve the problems involving runway and taxiway. The plan is divided into 3 phases: the short-term operation such as emergency repairing, the middle-term operation such as seeking asphalt mixing plant, and long-term operation such as changing pavement materials from asphalt to concrete. The plan also includes setting repair plan according to the AOT Board of Directors.

2. AOT was unable to repair more than 80% of the Type 1 Findings (airports must solve the problem immediately and completely before receiving the aerodrome certificate) compared to the fiscal year of 2011, as stipulated by the government's and ICA's standards.

The Air Navigation Act B.E. 2497 in its 11th Amendment B.E. 2551 states that airports are allowed to give public services after being granted aerodrome certificate from the Department of Civil Aviation (DCA). Airports must also meet the requirements of standardization and safety in airport operations as follows;

- 2.1 The physical characteristics of the airports and surrounding obstacles, as well as facilities, installed equipment, and services both during regular hours and emergency must meet the standards set by the government.
- 2.2 The airport must have regulations concerning operational processes, safety and security management system, internal auditing system, and aerodrome manual, as the government requires.
- 2.3 There must be a certified public airport manager.
- 2.4 The personnel must be knowledgeable and sufficient for the operations in that airport.

With these regulations in mind, AOT has processed for the aerodrome certificate. AOT has tried to ensure that the 6 airports under its supervision meet the qualifications set by the government. However, the changing trends in aviation industry development such as the development of larger aircrafts cause the aviation safety standards to change accordingly. As a result, a number of airports under the supervision of AOT fail to meet the standards, creating the defects in the DCA's annual inspection, which is the prerequisite to receiving the aerodrome certificate. Moreover, these defects require budget and time for improvement.

After consideration, AOT sees the merit of establishing the measures to control the risk from improving such defects within the set period. The measures include determining the processes to engage cooperation, acceleration, and monitoring of each related department both inside and outside the organization, in order to achieve the AOT's goal to obtain the aerodrome certificate by 2014.

3. The Suvarnabhumi Airport development project for increased competitiveness will not meet the deadline of completion in the fiscal year of 2017 as AOT was unable to recruit the contractor to design the 1st Midfield Satellite Concourse by June 2013.

AOT proposed the Suvarnabhumi Airport development project to the Cabinet in the investment capital of 62,503.214 million baht. The purpose and objectives of this project are to increase Suvarnabhumi Airport's capacity to 60 million passengers per year (48 million international passengers and 12 million domestic passengers per year).

The significant procedure of the Suvarnabhumi Airport development project in the fiscal year of 2013 was to complete the scouting process for the contractors for the 1st Midfield Satellite Concourse by June 2013. However, the procedure was subject to uncertainty.

Therefore, to ensure that the contractors for the 1st Midfield Satellite Concourse were concluded by June 2013, AOT had established control measures such as adopting proactive public relations and giving preliminary information to potential bidders to create clear understanding within the project scope. As a result, AOT was able to complete the scouting process for the contractors for the 1st Midfield Satellite Concourse, and the working process will begin on May 17, 2014.

4. Fluctuations of foreign currency exchange

There are many factors to the fluctuation of the foreign currency exchange, namely the uncertainty of world economy, the lack of stability of world politics, natural disasters, and negative factors in the country. Moreover, AOT has to shoulder the burden of the foreign loan in Yen from Japan International Cooperation Agency (JICA) which was used in phase 1 of the Suvarnabhumi Airport development project.

In order to mitigate the risk from the fluctuation of the currency exchange, AOT signed the contract to trade the loan in Yen for loan in Baht to better correspond with AOT's revenue in Baht. As a result, AOT was able to minimize the risk from the fluctuation of the loan in Yen.

As for the loan in Yen that has not been safeguarded against, AOT has authorized the AOT's Foreign Loan Risk Management Subcommittee to oversee and devise the foreign loan risk management policy that will set the appropriate directions for the management of remaining foreign loan risk.

Moreover, AOT has laid down the Business Continuity Management System (BCMS) at the Headquarters and the 6 airports under the supervision of AOT to build confidence to all groups of stakeholders. The system aims to respond to and alleviate the impact caused by disasters that may halt AOT's operations, readying the Company for both emergency and normal circumstances. Consequently, AOT can mitigate the direct and indirect potential damage and resume airport services to their normal state in an appropriate time.

The fact that the Ministry of Finance is AOT's major shareholder of 70% is both an opportunity and a risk. The advantages and disadvantages for consideration are as follows;

1. Advantages

- 1.1 AOT is an organization whose role is to support the government's policy which gives the Company continuous growth.
- 1.2 AOT is a government enterprise whose role is to develop and administer Thailand's flagship airports.
- 1.3 The main shareholder of AOT is the Ministry of Finance. Should there be need for fundraising, having the Ministry of Finance as the surety gives high credit and ensures low cost of fund.

2. Disadvantages

- 2.1 The lack of continuity and consistency of policy, such as the country's infrastructure development policy regarding transportation and tourism promotion, affects the directions of AOT's operations.
- 2.2 Changes in political issues may have an impact on AOT's policy and directions of operations.
- 2.3 AOT has to create the balance between responding to the government's policy for having the Ministry of Finance as the main shareholder and responding to the shareholders as a registered public company limited in the Stock Exchange of Thailand.



Anti - Corruption

AOT has adopted the Good Corporate Governance policy as guidelines for the AOT Board of Directors, executives, and employees. The aim is to promote AOT as a company with efficient business conduct, ethical corporate governance and administration, transparency, and accountability, as well as an organization with no conflict of interests between the Company and the individuals.

Moreover, AOT allows employees to make complaints according to the Airports of Thailand regulations regarding Employees and Workers' Complaints B.E. 2528. The complaint mechanism is part of the employee relations in the human resource management that equips employees and workers with the rights to report unfair acts or discrimination and to request revision of orders or treatment of superiors. The purpose of the mechanism is to bring about justice, ease the complainant's spirits, or revise the orders.

If any cases occur, AOT has mitigating/corrective measures to solve the problems from injustice, as follows:

1. Employees who do not receive justice from their superiors can make complaints according to AOT Regulations regarding Employees and Workers' Complaints B.E. 2528.
2. In case of unfair disciplinary punishment, employees can make appeals according to AOT Regulations regarding Assignment, Appointment, Termination, Disciplinary Action, Punishment, and Appeals of Employees B.E. 2554.
3. For complaints other than no. 1-2, employees can directly submit a complaint document or a petition to AOT (including employees, workers, and outsiders). AOT will consider the petition and to appoint the committee to investigate the complaints/appeal submitted through the means of anonymous letters or pamphlets.

Once AOT has approved of the complaint to be eligible based on the criteria, a committee will be appointed to examine the facts. If the examination finds the complaint ungrounded, the case will be considered terminated. However, if the complaint has disciplinary grounds, AOT will appoint a committee to investigate and consider disciplinary punishment for the AOT's employees and workers that have committed wrongdoings as complained.

In case that the complaint involves corruption of the employees, the Company will proceed with the examination of the facts. If there is ground, AOT will investigate and consider disciplinary punishments according to the AOT Regulations regarding Assignment, Appointment, Termination, Disciplinary Action, Punishment, and Appeals of Employees B.E. 2554. However, no investigation indicated guilt in terms of corruption and no employees have been expelled or asked to resign for corruption.

The AOT Auditing Office has devised an internal audit plan by using the organizational risks identified by the Risk Management Office as the indicators and integrating all AOT's main activities in the consideration. The internal auditors will evaluate whether each activity is of high/very high risk before including that activity in the auditing plan. The consideration is in the discretion of the risk evaluation officers and the existing control points. The evaluation showed that 21 out of 138 activities received very high score, amounting to 15% of all activities at risk. Then, the Auditing Office will assess the internal audit at the check points by using the information and control points according to the criteria of the check point. After the assessment, if the existing control points are proven adequate, there will be no additional checking; however, if any operation has insufficient control points, the Auditing Office will investigate in detail and give suggestions in the audit report to be submitted to the Audit Committee for approval before reporting to the Chairman.

In the fiscal year of 2013, AOT provided training/seminars for its employees in courses by many organizations. For the courses by the National Anti-Corruption Commission (NACC), AOT's employees participated in 3 sessions, with 1 employee per session and the total time of training at 6 hours 30 minutes. Also, 2 employees attended one session of training by the Office of Public Sector Anti-Corruption Commission (PACC) for 14 hours. The trainings aimed to educate employees about anti-corruption, related laws, and the measures used in handling corruption. Moreover, AOT organized for 8 employees from related departments such as the Auditing Office, Human Resources Department, and the Company Secretariat Office to receive training in Anti - Corruption: The Practical Guide (ACPG). (In the fiscal year of 2013, the Auditing Office did not find any corruption cases in AOT, so there were no countering acts taken.)

The Auditing Office had 25 cases to investigate in the fiscal year of 2013. From the investigation, there were 8 cases of discrimination and measures used to detect such discrimination, as detailed below:

No.	Cases of Discrimination	Measures
1	E-learning system development	Appoint the Inspection Committee to check the completion of the system before approving
2	Asphalt procurement	Increase procedures in procuring asphalt
3	Revenues from commercial activities	Press for auditors' monthly revenue guarantee from entrepreneurs
4	Public utility system maintenance at Don Mueang International Airport (wastewater management system)	Assign the Inspection Committee to ensure that the contractors follow the terms of the contract
5	AOT Limousine management	Assign the Inspection Committee to ensure that the contractors follow the terms of the contract
6	Security control (temporary I.D. issuing for security guards)	Revise criteria and practices to correspond with the job
7	Durable articles control	Make durable articles inventory as the department requires
8	Trolley service at Don Mueang International Airport	Assign the Inspection Committee to ensure that the contractors follow the terms of the contract

Internal Control

AOT emphasizes internal control system and has appointed the Internal Control and Risk Management Working Group in sub-divisions of AOT (including 4 regional airports that are under the supervision of AOT). AOT's high-level executives of each sub-division act as the leaders of the Working Group to support internal control system, supervise and report the performance in an accurate and timely manner. Internal control is the operational process that AOT sets up to ensure that the Company's goals are achieved effectively and efficiently. The internal control structure consists of 5 sections; they are environment control, risk assessment, activity assessment, information and communication control, and evaluation follow-ups. AOT has prepared the documents explaining the internal control reporting for AOT's sub-divisions (according to the Office of the Auditor General) for the Working Group and related employees to use as guidelines in evaluating and improving internal control activities as well as preparing the internal control report for AOT sub-divisions in order to achieve the objectives.

Moreover, AOT has performed Control Self Assessment (CSA) according to the Office of the Auditor General (OAG) regulations regarding Internal Control Standards B.E. 2544. The assessment is conducted in the sub-division level, the results of which are integrated before being compiled into an AOT Internal Control report for the AOT's Auditing Office. The Auditing Office will then examine the report for adequacy and appropriateness of the system in order to prevent and fix the damage that may occur to AOT's operations and property. Moreover, the Office will give guidelines and suggestions for reducing or eliminating risk factors. The AOT Internal Control report is then presented to AOT's senior agents for approval that the AOT's internal control assessment follows the standards set by the Office of the Auditor General. Then, the AOT Chairman will sign the report to guarantee the effectiveness and efficiency of the internal control system to achieve the objectives. Lastly, the report is presented to OAG, AOT Board of Directors, and AOT's CSA Committee.



Value of Human Resource

As human resource is integral to the quality of operations in various aspects, AOT is determined to continuously develop the competency of its human resource in terms of skills, knowledge, and creativity. Such developments will help them grow alongside the organization. All along, AOT has established the strategies that will enhance the competency of the executives and employees, as well as provide welfare and benefits for employees including terminated employees. Moreover, AOT aims to promote relationships between employees in order that the business can sustainably grow and be ready to compete in an international level.

Incentives, Remuneration, and Welfare Management

AOT has established the appropriate rate of remuneration for its employees in accordance with the rate of the market. This includes salary, bonus, allowance, and subsidies, such as medical care, accommodation on a business trip to another province, education, and others. This also involves the provident fund that AOT registered on March 28, 1994. AOT's contribution is made monthly on the same day each member makes his/her contribution on the basis of working years as follows:

- Employees with no more than 10 years of employment shall receive 9% of the salary
- Employees with more than 10 years of employment but no more than 20 years shall receive 10% of the salary
- Employees with more than 10 years of employment but no more than 20 years shall receive 12% of the salary
- Employees with more than 25 years of employment shall receive 15% of the salary

Staff members have a choice to make a monthly contribution of 2-15% of their salaries depending on the length of their service. They will receive a lump sum when deceased, resigned, terminated for whatever cause, retired, transferred to other funds, or terminated with no offenses as specified in the provident fund regulations. In 2013, AOT's provident fund balance was 255,239,256.36 baht which is enough for the total number of employees who are eligible for the payment from this fund according to the plan they have chosen.

Furthermore, AOT treats its employees with fairness as stated in the law regarding state enterprise employee relations in the Labor Relations Act B.E. 2543, which deals with labor and labor relations in the state enterprise sector. The Act protects the benefits which are no less than the minimal benefits stipulated by the Labor Protection laws. This Act supports labors to form a labor union with the purpose to consider and offer help to members as per complaints, seek and protect the benefits regarding the labor's employment conditions, and negotiate for amendments in the employment terms. The union can submit complaints or requests concerning employment conditions through the labor relations mechanisms as stated by the laws. AOT offers equal protection of benefits from employment to all employees, whether they are members of the Airports of Thailand (PCL.) State Enterprise Union or AOT Union or not. As of 30 September 2013, the AOT Union has 2,933 members, amounting to 55.31% of all employees and workers.

In addition, AOT abides by Thailand's State Enterprise Labor Relations Act B.E. 2549 as the policy to aid and eliminate all forms of forced labor. The Act prescribes minimum standards, including regular working hours, for the state enterprise's laborers, especially female labor force who are protected from being forced into certain types of jobs and hours. Moreover, AOT applies this measure to its freelance workers by the abiding working contracts. These policies not only prevent forced and child labor but also enable negotiations from and unification of AOT employees.



Care for Employees

AOT's medical plans include giving care to AOT's employees and workers every year, with the focus on campaign and prevention through building health-loving habits. The plans include annual health check-ups (blood test and chest x-ray) and medical lectures to safeguard against common diseases, as well as promote good health and good personality of the employees. Also, AOT provides nutritional information and health-boosting activities such as first-aid and resuscitation training, tips on exercises, and tips on weight loss. In addition, AOT's "lose fat to good health" project was warmly welcome in 2012, so the Company decided to continue the project for the second year.

Personnel

The number of AOT personnel by type, level, operational area, and gender is as follows;

Personnel information by type and operational area (As of September 30, 2013)

AOT has 5,303 personnel² in total, divided into 3,418 males and 1,885 females. Of this, 4,488 are full-time employees and workers, and 815 temporary workers (5-year contract). The employee information can be detailed as follows;

Number of Personnel by Level of Personnel

Level	Male	Female	Total
Employees at the Executive Level (Level 9 and above)	72	41	113
Employees at the Operational Level (Level 8 and below)	2,760	1,615	4,375
5-Year Contract Temporary Workers	586	229	815

² Excluding the Chairman who is considered a contract executive, i.e. the highest executive according to the contract whose term is 4 years or until he/she reaches the age of 60 years old, whichever one comes first.



Number of Employees by Type of Employment Contract

Year	Gender	Executive Contract	Employees and Permanent Workers	Temporary Workers	Total
2011	Male	1	2,686	391	3,078
	Female	-	1,561	76	1,637
	Total	1	4,247	467	4,715
2012	Male	1	2,683	498	3,182
	Female	-	1,565	105	1,670
	Total	1	4,248	603	4,852
2013	Male	-	2,832	586	3,418
	Female	-	1,656	229	1,885
	Total	-	4,488	815	5,303

Number of Employees by Operational Sites (Employees and Permanent Workers)

Year	Gender	Headquarters	Suvarnabhumi Airport	Don Mueang International Airport	Chiang Mai International Airport	Hat Yai International Airport	Phuket International Airport	Mae Fah Luang - Chiang Rai International Airport	Total
2011	Male	562	1,637	101	97	95	128	66	2,686
	Female	572	720	67	70	44	47	41	1,561
	Total	1,134	2,357	168	167	139	175	107	4,247
2012	Male	593	1,589	100	102	99	136	64	2,683
	Female	582	721	66	68	43	44	41	1,565
	Total	1,175	2,310	166	170	142	180	105	4,248
2013	Male	527	1,563	301	113	101	150	77	2,832
	Female	602	715	133	71	43	51	41	1,656
	Total	1,129	2,278	434	184	144	201	118	4,488

Number of Employees by Operational Sites (5-Year Contract Temporary Workers)

Year	Gender	Headquarters	Suvarnabhumi Airport	Don Mueang International Airport	Chiang Mai International Airport	Hat Yai International Airport	Phuket International Airport	Mae Fah Luang - Chiang Rai International Airport	Total
2011	Male	-	210	82	11	11	67	10	391
	Female	-	6	30	-	-	40	-	76
	Total	-	216	112	11	11	107	10	467
2012	Male	-	248	115	18	26	70	21	498
	Female	-	13	32	4	7	39	10	105
	Total	-	261	147	22	33	109	31	603
2013	Male	-	238	168	30	42	81	27	586
	Female	-	11	68	29	21	74	26	229
	Total	-	249	236	59	63	155	53	815

Number and Ratio of New and Terminated Employees by Age Groups, Gender, and Regions

(As of September 30, 2013)

Employee Information	Year 2013		
	Employees and Permanent Workers	Temporary Workers	Total
Number of New Employees	248	304	552
Number of Terminated Employees	64	123	187
New Employee : Terminated Employee	1 : 0.26	2.47 : 1	2.95 : 1
Number of New Employees by Age Groups			
- Under 30 years old	172	279	451
- From 30 - 50 years old	76	25	101
- Over 50 years old	-	-	-
- Total	248	304	552
Number of Employees by Gender			
- Male	163	162	325
- Female	85	142	227
- Total	248	304	552
Number of New Employees by Operational Sites			
- Headquarters	26	-	26
- Suvarnabhumi Airport	51	4	55
- Don Mueang International Airport	122	150	272
- Chiang Mai International Airport	13	32	45
- Hat Yai International Airport	6	39	45
- Phuket International Airport	20	57	77
- Mae Fah Luang - Chiang Rai International Airport	10	22	32
- Total	248	304	552
Number of Terminated Employees by Age Groups			
- Under 30 years old	4	83	87
- From 30 -50 years old	19	40	59
- Over 50 years old	41	-	41
- Total	64	123	187
Number of Terminated Employees by Gender			
- Male	46	98	144
- Female	18	25	43
- Total	64	123	187
Number of Terminated Employees by Operational Sites			
- Headquarters	18	-	18
- Suvarnabhumi Airport	33	23	56
- Don Mueang International Airport	8	88	96
- Chiang Mai International Airport	2	4	6
- Hat Yai International Airport	2	8	10
- Phuket International Airport	1	-	1
- Mae Fah Luang - Chiang Rai International Airport	-	-	-
- Total	64	123	187



Committee and Employee Diversity Criteria by Level and Type of Employees, Gender and Age Groups

Diversity Criteria	Number of Committee(s)	Executive Level (Level 9 and Above)	Executive Level (Level 7-8)	Operational Level (Level 6 and Below)
Male	11 (including the President)	72	366	2,394
Female	2	41	323	1,292
Under 30 years old	-	-	-	621
From 30 -50 years old	4	1	350	2,619
Over 50 years old	9	30	339	446

Basic Salary Ratio by Types of Employee and Operational Sites

Types of Employee		Basic Salary Ratio between Male and Female	
		Total Amount (million baht)	Ratio
Headquarters	Executive Level (Level 9 and Above)	7 : 5.1	1.37 : 1
	Executive Level (Level 7-8)	12.08 : 15.93	1 : 1.32
	Operational Level (Level 6 and Below)	9.8 : 11.91	1 : 1.22
Suvarnabhumi Airport	Executive Level (Level 9 and Above)	1.52 : 1.17	1.3 : 1
	Executive Level (Level 7-8)	11.78 : 6.16	1.91 : 1
	Operational Level (Level 6 and Below)	39.85 : 20.55	1.94 : 1
Don Mueang International Airport	Executive Level (Level 9 and Above)	0.57 : 0	-
	Executive Level (Level 7-8)	2.09 : 0.98	2.12 : 1
	Operational Level (Level 6 and Below)	7.65 : 3.36	2.28 : 1
Chiang Mai International Airport	Executive Level (Level 9 and Above)	0.41 : 0	-
	Executive Level (Level 7-8)	1.25 : 0.57	2.19 : 1
	Operational Level (Level 6 and Below)	2.8 : 2.42	1.16 : 1
Hat Yai International Airport	Executive Level (Level 9 and Above)	0.12 : 0	-
	Executive Level (Level 7-8)	1.16 : 1	1.16 : 1
	Operational Level (Level 6 and Below)	2.79 : 0.99	2.82 : 1
Phuket International Airport	Executive Level (Level 9 and Above)	0.38 : 0	-
	Executive Level (Level 7-8)	1.26 : 0.85	1.49 : 1
	Operational Level (Level 6 and Below)	4.17 : 1.34	3.11 : 1
Mae Fah Luang - Chiang Rai International Airport	Executive Level (Level 9 and Above)	0.14 : 0	-
	Executive Level (Level 7-8)	0.98 : 0.53	1.86 : 1
	Operational Level (Level 6 and Below)	1.72 : 0.77	2.23 : 1

Return to Work and Existence Rate of Personnel after Maternity Leave by Gender

Fiscal Year 2 013 (Data as of September 30, 2013)

Cases of Leave	Male	Female
Number of employees who are eligible for maternity leave	2,832	1,656
Number of employees who claim for maternity leave		6
Number of employees who return to work after maternity leave		6
Number of employees who return to work and continue on work for more than 1 year after maternity leave		6
Return to work and existence rate after maternity leave		100%

In 2013, a change was made to the employees' welfare in order to increase the quality of family life in that male employees are now allowed to take a leave of 15 working days to support their wife after childbirth.

If significant operational changes need to take place, such as changes in job positions or job descriptions of employees and workers in the Company, AOT will notify the employees by issuing the announcements. However, the time limit as to the amount of time the announcement must be made in advance is not stated whether it is one or two weeks. As for the termination, AOT's practices are as follows:

1. For employment with definite period of employment, once the contract is complete, the employment can be terminated without prior notice (according to Article 580 of the Civil and Commercial Code).
2. For employment without definite period of employment (excluding retirement), should termination is needed, there must be advance notice of at least 30 days or 1 cycle of payment (according to Article 582 of the Civil and Commercial Code).

Moreover, for better results of and readiness for internal and external changes, AOT has hired local labors from the areas connected to the airports under the supervision of AOT as a way to create jobs and distribute income to the surrounding communities.

Employee Competency Development

AOT is determined to equip AOT's personnel with knowledge and abilities to perform assigned tasks and operate the airports in the standards set by domestic air transport organizations such as Department of Civil Aviation as well as international standards such as International Civil Aviation Organization (ICAO) and Federal Aviation Administration (FAA). Competent employees will play a crucial role in driving the organization toward desired visions, give satisfaction to the users, and bring about sustainable success to the Company. In addition, these employees will create a positive image of Thailand to the AEC member countries and other countries as well.

The AOT personnel development in the fiscal year of 2013 followed the Annual Personnel Development Plan and AOT Human Resource Development Plan. The plans also include academic cooperation with organizations both in the country and overseas as follows:

The Annual Personnel Development Plan

AOT organized trainings/seminars/lectures within the Company as well as continuously endorsed personnel to attend trainings/seminars/lectures with institutes, schools, and government agencies both inside and outside the country every year. The aim is to ensure that all levels of personnel at AOT have the competency to perform and administer tasks in various areas. Moreover, the development serves to increase efficiency for future assignments as a preparation for the AEC. The significant courses/programs are listed below.

AOT courses: Airport Manager, Airport Operations, Junior Airport Management, Intermediate Airport Management, and Senior Airport Management

Airport Administration Courses: Strategy planning and airport system courses such as Annex 9 and Annex 15, Aviation Law and Regulation

Airport Operating Courses: Private Pilot License (PPL), Instrument Rating Ground (IRG) and Airport Security Management

Management and General Knowledge Courses: Domestic Audit, Foreign Languages (English, Japanese, Korean, Chinese), TQA Criteria, Effective Coaching of Managing Higher Performance Team, Business and Economical Analyst

Leadership Development Courses: The 7 Habits of Highly Effective People, Strategic Thinking: Decoding the Future, Influencer: Leading Change, Engaging's today Professional, The Proactive Leader: Leading to Success, Systematic & Creative Thinking

Corporate Governance (CG) Courses: Brainstorming for Measures and Mechanism for Anti-Corruption in the Public Sectors, and Enterprise Corporate Governance Promotion.

Preparation for AEC Courses: Lectures on impacts, tips, and air transport cooperation, etc.



Courses for AOT Board of Directors and High - Level Executives: Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP): Air Transport System (ATS) Gateway Course, AOT Hosting in 2013, Director Accreditation Program (DAP),

The AMPM is a joint effort between Airports Council International (ACI) and International Civil Aviation Organization (ICAO), with the target group as airport high-level executives. The purpose of this program is to increase the competency of the airport executives from various countries and make them realize the standards of airport operation and good practices of airports around the world. AOT was honored to host the program in the fiscal year of 2013.

International Courses: Airport Operation, Aerodrome Inspection, Aviation Security at Republic of Korea, and Bomb Disposal Robots and Gear Use and Maintenance at the USA, the Use of Low-Electricity Software (SCADA) in Germany, ICAO Cargo Security Basic Instructors in Hong Kong, The 9th China Air Cargo Summit in People's Republic of China, ACI Asia - Pacific Regional Operational Safety Committee 2013 in Japan, and National Civil Aviation Security (AVSEC) Quality control Workshop in New Zealand.

The AOT Human Resource Management and Development Master Plan

Human resource is considered the most valuable human capital; thus, human resource development is of high importance. The Human Resource Development Department has prepared an Action Plan to develop AOT's personnel toward appropriate competency and assist the organization in achieving the visions, strategies, and objectives established in the AOT Enterprise Plan as follows:

AOT Competency Development Plan

AOT has set up Competency Development Program to be applied as a tool for personnel development. In the first stage, AOT will apply the evaluation results to the human resource management and planning in order to develop personnel along the Company's Core Competency. The aim is to assess the competency gap of the employees and long-term workers.

Knowledge Management (KM)

AOT has set up Knowledge Management (KM) Program to develop and classify knowledge bases of the AOT. AOT has integrated information technology into managing the knowledge bases by developing and classifying the knowledge bases and organizing Community of Practitioners (CoP) ever since the fiscal year of 2009. 2 CoPs have been established since 2009 and 1 more CoP was organized in the fiscal year of 2013.

Academic Cooperation with Domestic and International Organization

In order to exchange knowledge bases and experience in airport administration and aviation, including creating a good relationship between organizations, AOT has proceeded as follows:

Memorandum of Understanding on aviation personnel development between the AOT and Civil Aviation Training Center (CATC) In 2012, AOT has begun preparing and enhancing capability to push forward the country as the regional air transportation hub. In the fiscal year of 2013, AOT sought cooperation from CATC to increase knowledge to AOT personnel in many courses such as Introduction of Air Cargo, Aviation Law and Regulations, and Airside Operations and Management.

AOT hosted the 7th ACI Asia-Pacific Human Resources Best Practice Seminar 2013 from 22-25 April 2013 at Hilton Arcadia Resort & Spa in Phuket. There were 104 attendants at this seminar from the member countries of the Airports Council International (ACI). The AOT's Vice Chairman in Administration was invited to give a lecture on HR Business Partnering and appointed a member of the ACI Asia-Pacific HR Committee with at least 2 years of service.

AOT hosted the Global ACI - ICAO Airport Management Professional Accreditation Programme (AMPAP): Transport System (ATS) Gateway Course was hosted by AOT from 9-13 September 2013 in Chiang Mai. The program is a joint effort between ACI and ICAO with the focus on airport administration for high-level executives from airports around the world.

AOT supported the organization of Thailand HR Forum 2013: Re-visioning HR and Workshop: The Leadership & Talent Sustainability Across Borders By Dave Ulrich, Professor of Business University of Michigan USA, on 19-20 June 2013, for the Personnel Management Association of Thailand. In addition, the AOT executives are willing to take on the role of instructors for external agencies

In the fiscal year of 2013, The AOT’s human resource development had 697 projects/trainings and 4,662 participants, which can be divided by knowledge base as follows:

- Airport Management Training
 - Programs/trainings 191 programs
- General Management Training
 - Programs/trainings 130 programs
- Functional & Operations Training
 - Programs/trainings 284 programs
- Soft Skills Training
 - Programs/trainings 92 programs

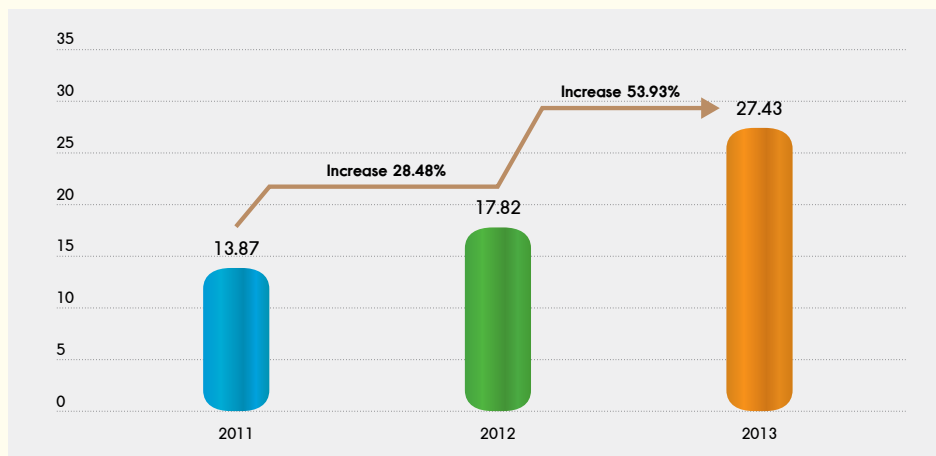
AOT recognizes that human resource development is a main factor to the Company’s success. In 2013, AOT prepared itself for the AEC by promoting knowledge in various areas such as English, aviation courses, aviation standards courses, etc.

Number of training hours by level and gender of employees

(information as of September 30, 2013)

Employee Training Information	2011	2012	2013
Average number of training hours (hours/person/year)	13.87	17.82	27.43
Average number of training hours by gender (hours/person/year)			
• Male	15.45	19.10	31.32
• Female	11.16	15.29	20.47
Average number of training hours by level (hours/person/year)			
• Executive employees (Level 9 upward)	8	10	15
• Operating employees (No higher than level 8)	14	18	28
Average number of training hours by age (hours/person/year)			
• No more than 29 years	-	16.27	23.13
• 30 - 44 years	-	19.46	31.22
• 45 - 60 years	-	14.47	25.09

The average number of training hours (all AOT employees) (hours/person/year)



Caring - Corporate Social Responsibility



With the awareness that sustainable business must be socially responsible, Airports of Thailand Public Company Limited values having social responsibility alongside the Company's main businesses. Thus, to ensure that AOT's operations in corporate social responsibility is effective and practical, AOT emphasizes and integrates the Corporate Social Responsibility Guidelines prepared by Listed Company Corporate Social Responsibility Support Team, Securities and Exchange Commission (SEC), which also correspond with the CSR policies set by State Enterprise Policy Office (SEPO). The practices can be divided into 10 aspects as follows:

1. Good Supervision in Business Operations

AOT provides dutiful and responsible management which is transparent, equal, fair, efficient and accountable, which will stimulate trust and confidence in shareholders, investors, stakeholders and all related persons. This will also lead to growth and stability in the Company's sustainable economy.

2. Fair Business Practices

AOT places importance on the internal control system and Control Self Assessment (CSA) for each division in order to prevent damage, as well as find solutions and suggestions to reduce the impact and eliminate possible risk factors. Furthermore, AOT takes into account consistent monitoring and evaluation, and prepares a clear written Good Corporate Governance Manual for all employees to follow.

3. Anti-Corruption

AOT emphasizes anti-corruption by determining that all employees adhere to the Good Corporate Governance policies. Employees are allowed regulatory complaint, which is part of the employee relations procedures, with investigation measures and consideration of disciplinary punishments if the complaint of corruption is found guilty. AOT arranges internal control system and CSA to increase business operation efficiency, good corporate governance, and sound administration, as well as ethics in business, transparency and accountability. Moreover, the systems can help prevent conflicts between personal interest and corporate benefits.

4. Respecting Human Rights

AOT recognizes that respect for human rights is the foundation of human resources development, which plays an important role in increasing value and productivity for the organization. Therefore, AOT provides continuous development and training to increase its employees' standards and efficiency, as well as ensure that they are eligible for skill improvement in areas related to their missions.

5. Fair Labor Practices

AOT gives its employees opportunities to display their potentials and capabilities, receive training and continuously increase competency. The Company organizes observations both within and outside the country and improves working environment and conditions so that the employees can have better quality of life. Moreover, AOT treats its employees fairly in terms of recruitment, promotion, change of departments, and job allocation, as well as tends to the employees' welfare, benefits, safety, occupational health and work environment to ensure the employees' happiness.

6. Responsibility towards Consumers

AOT emphasizes safety standards as well as comfort and convenience for airport users. Therefore, AOT provides security measures in the airports for pre-boarding passengers and cargo. Moreover, AOT has improved the standards of airport facilities and offers warm and friendly services that will surely impress the consumers in accordance with the slogan "Safety and Service are our Priorities." AOT also gives strict training to related personnel to ensure readiness and experience of immediate performance.

7. Social and Community Development

AOT continuously organizes social activities by engaging in strengthening communities and societies around the airports, as well as the country's social conditions in general. The activities hosted by AOT cover education, sports, art, culture, religion and environment, such as reduction of pollutants, namely dust, smoke, greenhouse gases, noise impact, garbage, and wastewater, etc. Furthermore, AOT's employees are nurtured about social responsibility through activities such as CSR Day, forest growing activities, visits to Police Border Patrol Schools, etc.

8. Environmental Conservation

The increase in world population, economic growth and overconsumption of natural resources all contribute to environmental pollution and global warming, which affect both humans and the ecosystem. Regarding environmental conservation as everyone's duty, AOT aims to improve the quality of life and handles environmental problems, such as restoring and improving the environment of the communities surrounding the airports and using clean and alternative energies, so as to secure a place as a Green Airport. Moreover, AOT emphasizes complete operation under the purpose of prevention, reparation and reduction, and Environmental Impact Assessment (EIA), as well as monitoring of environmental quality.

9. Innovations and Innovation Publicity from Corporate Social Responsibility

Suvarnabhumi Airport has installed permanent Airport Noise Monitoring System (ANMS) to inspect noise impact of airports on the communities surrounding the airport, monitor noise impact from airplanes in the airport areas, and inspect flight routes, altitude, type and airlines of airplanes which have received complaints of being noisy or emitting pollution. Moreover, AOT has adopted BNR (Biological Nutrient Remove) wastewater treatment in the form of modified activated sludge, which is only available in few places in Thailand (approximately 10) and the world, to ensure that the treated water is usable and clean for the environment. Furthermore, AOT has developed a plan for constructing an international passenger terminal and has renovated the old passenger terminal into a domestic passenger terminal at Phuket Airport (fiscal year of 2009-2013) by using the LEED (Leadership in Energy and Environmental Design) criteria. The LEED is the principles of designing energy-saving and environmental friendly buildings set by U.S. Green Building Council (USGBC). The designs in the Phuket International Airport development plan are based on LEED-NC (New Construction), the evaluating criteria for medium-and-large-sized buildings and public buildings, and strive for the Platinum level of approval, which is the highest level of LEED. This is to expand the capacity to support the amount of air traffic and become the aviation center of the region, including increase the efficiency of service in Phuket International Airport.

10. Social and Environmental Reporting

AOT has compiled the Corporate Social Responsibility report according to the GRI reporting guidelines to disclose information and reflect the organization's CSR practices in economic, social and environmental aspects. This report will also serve as guidelines for improving CSR practices in the future.

AOT's Corporate Social Responsibility Principles and Directions

Air traffic business is bound to create impact of aviation on the environment and the surrounding communities. The impact of aviation on environment can be divided into 2 levels as follows;

Global Level

The impact at the global level results from air transports which are linked across countries and regions of the world; therefore, the impact is not limited within the geographical boundaries or the jurisdiction of each country, but affects the global outlook. The major impact from aviation is the emission of air pollution, most of which is greenhouse gas, which contributes to the global climate change. At present, it is estimated that the emission of greenhouse gases into the earth's atmosphere from air transports amounts to approximately 2%³ of all emissions from all activities and is likely to continue increasing.

³ Information from IPCC (Intergovernmental Panel on Climate Change) in 2007



Local Level

The impact in the local level results from airport operation and activities related to aviation industry; therefore, the impact varies in the nature of pollutants, impact, and receptors. The major impact of aviation in the local level includes

- Aircraft Noise
- Wastewater Management
- Waste Management
- Drainage System
- Transportation & Infrastructure
- Land Use

In order to develop and increase the value of the organization, society and environment, as well as reduce such impact, AOT has stated the strategies for showing responsibility toward society, environment and good corporate governance in the AOT Corporate Plan (fiscal year 2010-2014) and implemented the first AOT social responsibility model scheme (fiscal year 2011-2014). This model scheme serves to set the directions for clear and concrete Corporate Social Responsibility (CSR) practices. Moreover, AOT has assigned a committee to oversee the environment of the airport environment to swiftly deal with externalities on the communities around the airports, encourage the establishment of an environment fund in conjunction with related agencies and all affected sectors, and give importance to devising the airport Carbon Management Plan, as well as promote the use of clean energy to become Green Airport.

Under the concept of building social responsibility, AOT emphasizes the theme "Preserve the Air" to reduce air pollution and impact on the community and environment, which is a material issue of the business. The criteria used in AOT's CSR practices cover the important dimensions as follows:

Spatial Dimension

is the measure in determining the directions of operation based on areas, which can be divided into

- Operations within countries and societies
- Operations within communities and surrounding areas
- Operations within the organizations

Impact Dimension

is the measure in determining the directions of operation based on the impact, which can be divided into

- Direct operational impact
- Indirect operational impact

For the theme "Preserve the Air", AOT aims to improve air quality, conserve the environment, especially the airports' surrounding areas, and encourage creative ideas and innovations to save the environment by setting the operational scope in 3 aspects as follows:

Good People, Good Air: This activity operates in the levels of countries, societies, communities and surrounding areas and focuses on the development of people and community in all dimensions including education, art, culture, religion and sports.

Clean Air: This activity operates in the levels of countries, societies, communities and surrounding areas and focuses on reducing the environmental impacts in terms of pollution such as dust, smoke, greenhouse gases, noise pollution, waste disposal, and wastewater, including the use of clean and alternative energies. The activity also campaigns and promotes new innovations.

Deep Breaths: This activity operates in the level of organizations and considers the key practices of CSR in other important aspects such as good corporate governance, transparency, equality, fairness, and efficiency. It also focuses on fair business and responsibility toward consumers, respect for the labor's rights and impartial treatment toward employees to provide them with good quality of life and opportunities to show their potentials, receive training and practice their skills, and fostering of charitable spirits in the employees to help society.

Economy

Airport industry is a foundation of the important infrastructure that contributes to the development of the country in terms of communications, commerce, and tourism, which involve both public and commercial benefits. Developing airport competency will then benefit the country's economic growth.

With the concentration of passengers and flights continuously increasing at present, AOT has proceeded with the Suvaranabhumi Airport development project (fiscal years of 2011-2017) in order to increase Suvarnabhumi Airport's capacity for serving passengers from 45 million to 60 million passengers per year. The cost of construction is estimated to be 62,503.214 million baht in total (including 10% advance payment and workload change, 7% vat, and interests during construction). The construction period is approximately 58 months. The project covers 4 units: 1) 1st Midfield Satellite Concourse, south tunnel extension, and automated people mover (APM) unit, 2) west passenger terminal extension, airline office building, and east parking space unit, 3) public utilities unit, and 4) PMC project consultant hiring unit. AOT has hired EPM Consortium groups as the consultant for project management. The consulting company started working on 1 June 2012. At present, consultants have been hired to design 3 units. The progress of this project is as follows:

- MAA 103 GROUP is a consulting company for the designing of the 1st Midfield Satellite Concourse (comprising the 1st Midfield Satellite Concourse, contact gate for 1st Midfield Satellite Concourse, south tunnel extension, APM). The group is composed of MAA Consultant Co., Ltd., Design 103 International Co., Ltd., HOK, Inc., NACO, NETHERLANDS AIRPROT CONSULTANTS B.V., BNP ASSOCIATES, Inc., and Wise Project Consulting Co., Ltd. The project is under the contract no. 8C19 - 561001, starting 16 May 2013, with the period of 10 months, with the estimated date of completion is 15 March 2014. The contract value is 675,000,000 baht (excluding vat).
- SACD2 is a consulting company for the designing of the west passenger terminal extension, airline office building, and east parking space. The group is composed of Southeast Asia Technology Co., Ltd., Aurecon Consulting (Thailand) Co., Ltd., Architects and Associates Co., Ltd., Act Consultants Col, Ltd., CAGE Inc., and Februar Image Co., Ltd. The project is under the contract no. 8C19-561003, starting 17 May 2013, with the period of 10 months, with the estimated date of completion is 16 April 2014. The contract value is 138,990,000 baht (excluding vat).
- PSS Consortium is a consulting company for the designing of the public utilities. The group is composed of Progress Technology Consultants Co., Ltd., Span Co., Ltd., and Southeast Asia Technology Co., Ltd. The project is under the contract no. 8C19 - 561002, starting 16 May 2013, with the period of 10 months, with the estimated date of completion is 15 March 2014. The contract value is 59,785,046.73 baht (excluding vat).

In addition, to provide convenience and speed in various processes at Suvarnabhumi Airport, AOT has moved the International Passenger Checkpoint to the mezzanine above the east and west Outbound Immigration Counters. This will allow wider space for service and shorten the time for checking passengers from 2,800 passengers per hour to 7,200 passengers per hour, or 3 times as many. A new technology, namely a body scan, has been introduced, which will cause the checking to be more prudent and up to date. Moreover, AOT, in collaboration with the Immigration Division II, has improved the efficiency of passport checking to bring more convenience and speed by introducing 16 automatic passport checking machines to Thai passengers. The machines helped reduce the passport checking time from 45 seconds per person to 20 seconds per person on average.

At the same time, AOT has signed a contract with Sino-Thai Engineering and Construction (PCL.) for the construction of the Phuket International Airport Development Project (fiscal years of 2010 - 2014). The construction value is 5,146,700,000 baht in total (including 7% vat). The contract is dated 20 September 2012, with the due date within 930 days. The construction began on 16 October 2012. It is estimated that Phuket International Airport will be able to handle the air traffic until the year 2018, i.e. the airport can serve 12.5 million passengers (5 million international passengers per year and 7.5 million domestic passengers per year). After handing over the Phuket International Airport areas to the contractors to begin construction, it was found that certain service areas were included in the construction areas. In addition, the amount of air traffic is continuously increasing, which results in



more congestion of both airside and landside airport users, especially during the peak hours. This issue has an inevitable direct effect on the levels of service.

Therefore, to mitigate the impact on service quality at Phuket International Airport, AOT has considered 2 urgent practices as follows:

1. Development and construction of temporary check-in building: The building will be used for off terminal check-in. The improvement and construction will occur in 2 areas which are land development and construction of temporary check-in building with facilities, space for commercial activities, parking space, etc.

2. Development and construction of additional aircraft parking stands: Originally, the Phuket International Airport development project (fiscal years of 2010 - 2014) is in progress for increasing the aircraft parking stands to 21 stands, divided into 11 contact gates and 10 remote parking. Later, AOT has authorized Phuket International Airport to develop and construct 4 additional remote parking (fiscal year 2014), which are divided into construction of 2 remote parking and renovation of ground equipment parking into 2 remote parking. As a result, once the Phuket International Airport development project (fiscal years of 2010 - 2014) is completed, there will be 25 aircraft parking stands in total, divided into 11 contact gates and 14 remote parking. Not only will this enable Phuket International Airport to serve the needs for parking until 2022, but it will also reduce the congestion of airside users during the peak hours while construction is in progress, as well as avoid damage that may occur from airside accidents.

Moreover, the control and management of construction in airport development projects usually encounter uncertainties from the weather and other factors, which are likely to affect the determined construction deadline. Thus, AOT's contracting committee is supervising closely with the hope that construction can be expedited to finish within the period stated in the contracts.

The development projects that are underway including Phuket International Airport development project (fiscal years of 2010 - 2014), Suvarnabhumi Airport development project (fiscal years of 2011 - 2017) or Suvarnabhumi Airport development project phase 2, Don Mueang International Airport development project, and development projects for regional airports will heighten the capacity for continuously increasing air traffic and passengers. Consequently, the people will benefit from having adequate infrastructure for their needs and receiving good, safe, convenient, and speedy services. Apart from that, there will be a large number of employments stemming from aviation activities, generating income for the communities around the airports and in the country, as well as distributing advancement to other regions.

These airport development projects are large - scale projects with long operation time and impact on the surrounding communities and their environment. Therefore, AOT is obliged to conduct an Environmental Impact Assessment (EIA) on every project, especially in terms of noise impact, dust, sanitation, and other troublesome issues before conducting the plan to remedy the concerns or respond to the needs of the communities.

These airport development projects are large - scale projects which have long operation time and impact on the surrounding communities and their environment. Therefore, AOT is obliged to conduct an Environmental Impact Assessment (EIA) on every project, especially in terms of noise impact, dusty, sanitation, and other troublesome issues before conducting the plan to remedy the concerns or respond to the needs of the communities.

Service Elevation and Membership in International Associations

Since the third quarter of 2007, AOT has joined the Airport Service Quality Program or ASQ, a program of Airport Council International (ACI), which is located in Geneva, Switzerland. In July 2013, as many as 255 leading airports all over the world participated in the program. The airports will survey the satisfaction of passengers by using the same standards of questionnaire across the globe to gather information on 34 topics regarding airport services such as transport system, boarding pass checking, immigration checking, stores, restaurants, cleanliness and atmosphere within the terminal, etc. Then, the airports will collect the questionnaires and return them to the program for processing and preparing the result report. Member airports are then ranked in comparison with the other participating airports in the program. Each year, the program awards five best participating airports in the world and in each category by passenger capacity and region. Joining the program yields AOT a clear insight into the satisfaction level of passengers at

Suvarnabhumi Airport and Chiang Mai International Airport in each service aspect, which will be employed as guidelines for service improvement according to the international standards of service provision. Moreover, it shows AOT the methods and practices of improving service quality of other leading airports. AOT aims for Suvarnabhumi Airport to become the world's leading airport in excellence of service and to rank in the top 5 airports with over 40 million passengers per year and for Chiang Mai International Airport to rank in the top 10 of airports with 2-5 million passengers per year. (In 2012, Chiang Mai International Airport placed 4th).

Constant and continuous improvement results in increasing passenger satisfaction for Suvarnabhumi Airport. In 2012, Suvarnabhumi was placed 6th in the category of best airports serving over 40 million passengers/year, including 17 other airports. The leading airports in this category are Shanghai Airport, Beijing International Airport, Hong Kong International Airport, Shanghai Pudong International Airport, and Guangzhou Airport. Also, in 2012, Chiang Mai International Airport was ranked 4th out of 37 leading airports with 2-5 million passengers per year. The leading airports in this category are Hohhot Baita International Airport, Guayaquil Airport, Ottawa Airport, etc. Therefore, becoming a member of this ranking system reflects AOT's determination to elevate the service quality of every airport under the supervision of AOT toward global standards.

At present, AOT has established joint agreements with 6 leading airports including Munich Airport, Incheon Airport, Narita Airport, Beijing International Airport, Austin-Bergstrom International Airport, and Luang Prabang International Airport in Lao People's Democratic Republic.

The establishment of Sister Airport Agreements has the purposes of elevating the service quality of AOT airports toward competitive position against other international airports and increasing other opportunities for AOT, for example, improve the airport quality and administration level, learn and disclose new technologies, receive On-the-Job Training (OJT), exchange opinions and experiences, generate new ideas to improve services, and welcome business collaboration.

In 2013, AOT held the seminar titled "Challenges of Creating Environmental Airport Sustainability" to create understanding and introduce perspectives on environmental management of international airports. Delegates from Narita Airport and Munich Airport, which are members in the Sister Airport Agreements with AOT, were invited to speak to the delegates of 6 ASEAN airports. This seminar gave the attendants an opportunity to gain knowledge and perspectives on environmental management in airports that will further be beneficial in related operations.

Air Transport Operations

AOT's administration, services and security are based on a number of standards including ISO9001, ISO14001, ISO18001, International Civil Aviation Organization (ICAO), Annex 14 and Annex 17, Air Navigation Act B.E. 2497, Airport Authority of Thailand Act B.E. 2522 and its amendments, AOT's Power and Benefits Decree B.E. 2545, Cancellation of Laws Regarding Airport Authority of Thailand Decree B.E. 2545, Standard Qualifications of State Enterprise Committee and Employees Act B.E. 2518 and its amendments, Public Company Limited Act B.E. 2535 and its amendments, Assets and Stock Market Act, the Committee of Civil Aviation Regulations, and the Prime Minister's Office Regulations Regarding National Security B.E. 2552. All this is to ensure that passengers in every airport receive international standard service and security.

In the fiscal year of 2013, AOT provided services to 115 scheduled airlines, which can be divided into 102 passenger and 13 air freight airlines. The air traffic in terms of takes-off and landings from 6 airports amounted to 480,335 flights, with the total of 71,521,304 passengers and 1,435,184 tons of freight and postal shipments. The details by type according to each airport are as follows; (Information between October 2012 and September 2013)



Air Traffic Statistics in the Fiscal Year of 2013

Number of Aircraft Movements of the Fiscal Year 2013 (October 2012 - September 2013)

Airports	Type of Flight														
	International					Domestic					Total				
	Number of Aircraft Movement(s)	Number of Passenger(s)			Amount of Inbound and Outbound Freight and Postal Shipment (Tons)	Number of Aircraft Movement(s)	Number of Passenger(s)			Amount of Inbound and Outbound Freight and Postal Shipment (Tons)	Number of Aircraft Movement(s)	Number of Passenger(s)			Amount of Inbound and Outbound Freight and Postal Shipment (Tons)
Disembarked		Embarked	Transit	Disembarked			Embarked	Transit	Disembarked			Embarked	Transit		
Suvarnabhumi	228,468	20,483,400	20,387,603	1,224,309	1,184,312	59,536	4,456,812	4,336,664	11,909	47,690	288,004	24,940,212	24,724,267	1,236,218	1,232,002
Don Mueang	39,745	2,523,296	2,526,884	9,198	8,474	96,243	5,260,613	5,240,844	1,918	8,864	135,988	7,783,909	7,767,728	11,116	17,338
Chiang Mai	7,368	363,480	345,381	17,267	185	33,927	2,177,400	2,268,902	312	18,266	41,295	2,540,880	2,614,283	17,579	18,451
Hat Yai	1,762	114,767	111,447	607	-	15,294	1,115,176	1,122,800	573	14,773	17,056	1,229,943	1,234,247	1,180	14,773
Phuket	38,814	3,070,287	3,061,430	13,195	16,557	31,384	2,411,639	2,421,431	1,555	17,475	70,198	5,481,926	5,482,861	14,750	34,032
Mae Fah Luang - Chiang Rai	362	6,523	5,435	68	-	6,520	528,807	512,864	166	4,565	6,882	535,330	518,299	234	4,565
Total	316,519	26,561,753	26,438,180	1,264,644	1,209,528	242,904	15,950,447	15,903,505	16,433	111,633	559,423	42,512,200	42,341,685	1,281,077	1,321,161

Amount of Freight and Postal Shipment of the Fiscal Year 2013 (October 2012 - September 2013)

Unit : Ton

Airports	Inbound			Outbound			Total		
	Cargo Flight	Passenger Flight	Total	Cargo Flight	Passenger Flight	Total	Cargo Flight	Passenger Flight	Total
Suvarnabhumi	120,558	436,679	557,237	144,876	529,889	674,765	265,434	966,568	1,232,002
Don Mueang	64	5,669	5,733	2	11,603	11,605	66	17,272	17,338
Chiang Mai	-	6,560	6,560	-	11,891	11,891	-	18,451	18,451
Hat Yai	-	10,965	10,965	-	3,808	3,808	-	14,773	14,773
Phuket	-	16,167	16,167	-	17,865	17,865	-	34,032	34,032
Mae Fah Luang - Chiang Rai	-	1,176	1,176	-	3,389	3,389	-	4,565	4,565
Total	120,622	477,216	597,838	144,878	578,445	723,323	265,500	1,055,661	1,321,161

Number of Aircraft Movements by Type of Movement and Time Period of the Fiscal Year 2013

Suvarnabhumi Airport

Flight Type	International						Domestic					
	Daytime 06.00-17.59		Nighttime 18.00-05.59		Total		Daytime 06.00-17.59		Nighttime 18.00-05.59		Total	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Commercial Passenger Flight	60,422	58,350	48,778	50,427	109,200	108,777	19,059	22,604	10,252	7,152	29,311	29,756
Commercial Cargo Flight	2,719	2,902	2,334	2,151	5,053	5,053	-	-	-	-	-	-
General Aviation Flight	88	103	116	78	204	181	167	182	68	52	235	234
Total	63,229	61,355	51,228	52,656	114,457	114,011	19,226	22,786	10,320	7,204	29,546	29,990

State and Military Aviation Flight 3,817

Number of Aircraft Movements by Type of Movement and Time Period of the Fiscal Year 2013 Don Mueang International Airport

Flight Type	International						Domestic					
	Daytime 06.00-17.59		Nighttime 18.00-05.59		Total		Daytime 06.00-17.59		Nighttime 18.00-05.59		Total	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Commercial Passenger Flight	9,409	13,566	8,679	4,541	18,088	18,107	31,850	39,640	15,885	8,050	47,735	47,690
Commercial Cargo Flight	1	1	1	1	2	2	-	-	-	-	-	-
General Aviation Flight	1,002	1,432	779	333	1,781	1,765	328	395	78	17	406	412
Total	10,412	14,999	9,459	4,875	19,871	19,874	32,178	40,035	15,963	8,067	48,141	48,102

State and Military Aviation Flight 24,453

Number of Aircraft Movements by Type of Movement and Time Period of the Fiscal Year 2013 Chiang Mai International Airport

Flight Type	International						Domestic					
	Daytime 06.00-17.59		Nighttime 18.00-05.59		Total		Daytime 06.00-17.59		Nighttime 18.00-05.59		Total	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Commercial Passenger Flight	1,905	1,917	1,666	1,676	3,571	3,593	12,640	12,858	4,210	4,019	16,850	16,877
Commercial Cargo Flight	-	-	-	-	-	-	-	-	-	-	-	-
General Aviation Flight	78	43	51	32	129	75	68	73	32	27	100	100
Total	1,983	1,960	1,717	1,708	3,700	3,668	12,708	12,931	4,242	4,046	16,950	16,977

State and Military Aviation Flight 4,759

Number of Aircraft Movements by Type of Movement and Time Period of the Fiscal Year 2013 Hat Yai International Airport

Flight Type	International						Domestic					
	Daytime 06.00-17.59		Nighttime 18.00-05.59		Total		Daytime 06.00-17.59		Nighttime 18.00-05.59		Total	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Commercial Passenger Flight	832	831	5	6	837	837	5,399	5,442	2,207	2,164	7,606	7,606
Commercial Cargo Flight	-	-	-	-	-	-	-	-	-	-	-	-
General Aviation Flight	40	39	5	4	45	43	34	40	6	2	40	42
Total	872	870	10	10	882	880	5,433	5,482	2,213	2,166	7,646	7,648

State and Military Aviation Flight 3,461

Number of Aircraft Movements by Type of Movement and Time Period of the Fiscal Year 2013 Phuket International Airport

Flight Type	International						Domestic					
	Daytime 06.00-17.59		Nighttime 18.00-05.59		Total		Daytime 06.00-17.59		Nighttime 18.00-05.59		Total	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Commercial Passenger Flight	9,665	8,957	9,449	10,075	19,114	19,032	9,779	10,941	5,797	4,717	15,576	15,658
Commercial Cargo Flight	-	-	-	-	-	-	-	-	-	-	-	-
General Aviation Flight	244	253	89	82	333	335	63	51	12	24	75	75
Total	9,909	9,210	9,538	10,157	19,447	19,367	9,842	10,992	5,809	4,741	15,651	15,733

State and Military Aviation Flight 1,503



Number of Aircraft Movements by Type of Movement and Time Period of the Fiscal Year 2013 Mae Fah Luang - Chiang Rai International Airport

Flight Type	International						Domestic					
	Daytime 06.00-17.59		Nighttime 18.00-05.59		Total		Daytime 06.00-17.59		Nighttime 18.00-05.59		Total	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Commercial Passenger Flight	135	128	19	26	154	154	2,239	2,095	983	1,130	3,222	3,225
Commercial Cargo Flight	-	-	-	-	-	-	-	-	-	-	-	-
General Aviation Flight	25	24	2	3	27	27	33	33	4	3	37	36
Total	160	152	21	29	181	181	2,272	2,128	987	1,133	3,259	3,261

State and Military Aviation Flight 659

- Note:
- State and military aviation flights cannot be separated into time periods as the data is not recorded in AOT's flight information system. AOT receives data from the Aeronautical Radio of Thailand Company Limited (AEROTHAI).
 - Commercial passenger flights means scheduled charter flights and domestic non-scheduled flights that transport passenger and cargo.
 - Commercial cargo flights means flights that transport only cargo.
 - General aviation flights means business and executive flights, technical flights and domestic non-scheduled flights that are operators, not airlines.

Table 4. Number of Passengers by Airport Use of the Fiscal Year 2013

Airports	Number of Passenger(s)	Disembarked	Embarked	Embarked and Disembarked (1)	Transit (2)	Total
Suvarnabhumi		24,940,212	24,724,267	49,664,479	1,236,218	50,900,697
Don Mueang		7,783,909	7,767,728	15,551,637	11,116	15,562,753
Chiang Mai		2,540,880	2,614,283	5,155,163	17,579	5,172,742
Hat Yai		1,229,943	1,234,247	2,464,190	1,180	2,465,370
Phuket		5,481,926	5,482,861	10,964,787	14,750	10,979,537
Mae Fah Luang - Chiang Rai		535,330	518,299	1,053,629	234	1,053,863
Total		42,512,200	42,341,685	84,853,885	1,281,077	86,134,962

- Note:
- Number of embarked and disembarked passengers comprised origin-and-destination passenger and transfer passenger
 - Number of Total passengers calculated from (1) embarked and disembarked passengers which are origin-and-destination passenger and transfer passenger, and (2) transit passenger
 - Ratio of transfer passenger at Suvarnabhumi Airport is approximately 20% of embarked and disembarked passengers

AOT's Direct Economic Value

AOT's revenues come from 2 important branches of operations: Aeronautical Revenues and Non-Aeronautical Revenues. AOT also conducts corporate social responsibility operations alongside its main operations. In 2013, AOT's direct economic value can be concluded as follows:

Economic Details	Amount (Baht)
Direct economic value generated	
• Revenues	38,209,131,291
Direct economic value distributed	
• Operating costs	11,179,598,426
• Employee wages and benefits	5,303,163,730
• Payments to providers of capital	4,531,971,751
• Payments to government	4,442,145,188
• Community Investment	34,290,629
Economic value retained	12,717,961,567

Caring – Conserving the Environment

As the international airport business operator of the country, AOT is aware of the necessity of maintaining the environment quality in the standards of International Civil Aviation Organization (ICAO). Therefore, AOT aims to create a balance between airport operation and environmental management so that its 6 airports are ready to be transformed into environmental-friendly airports or Green Airports by devising the Green Airport Master Plan, covering the operational period from 2013 - 2017. The purpose of this Master Plan is to reduce energy consumption by 18% by the year 2020, using the year 2011 as a base - year, which is equivalent to a 2% decrease in CO₂ in comparison with the number of passengers per year. In order to manage, monitor, and evaluate the amount of CO₂ emission reduction on its way to developing Carbon Neutral Airport, the operational process are divided into 4 phases:

- Mapping by conducting carbon footprint
- Reduction by promoting carbon reduction
- Optimization through engagement from external organizations in carbon labeling and reducing CO₂ emission
- Neutrality by compensating for directly emitted CO₂



In 2011, AOT initiated the carbon footprint project according to the guidelines set by Airport Carbon Accreditation⁴ by Airport Council International (ACI). The project began at Suvarnabhumi Airport in May 2012 and has implemented the Carbon Management Plan in 2 stages. The 1st stage is Mapping, which measures the carbon dioxide emissions from activities in the airports. The 2nd stage is Reduction, which involves preparation of management plan for carbon dioxide emissions and reduction to reach the goal. In 2013, Suvarnabhumi Airport was the first airport in Thailand and the 7th in the Asia-Pacific region to be certified as having complete qualifications by ACI. Moreover, Suvarnabhumi Airport has been audited by independent agencies according to ISO 14064. Also, AOT aims to achieve the 2nd stage Reduction accreditation in the future.

The Carbon Footprint calculation methods are derived from the Greenhouse Gas Protocol (GHG Protocol) which divides the types of carbon dioxide emission sources into Scope 1 and 2 as stated by the ACI Airport Accreditation Program. In the 1st stage Mapping and 2nd stage Reduction, only Scopes 1 and 2 are used, with adjustment to better suit the situations of the airports. The sources include carbon dioxide from activities that the airport can control, activities that the airport can determine directions, and activities that the airport merely has an influence on. From the carbon dioxide emissions calculation of Suvarnabhumi Airport in 2012, it is found that 87,752 tons of carbon were emitted from activities under the airport's control, which decreased by 4.2% in relation to the number of passengers per year from the emissions in 2011, as shown below.

⁴ Airport Carbon Accreditation is a project established in 2009 by ACI with the purpose of evaluation and accreditation of an airport's engagement in managing and reducing CO₂ emissions. Participation in the project is voluntary for the airport. At present, 79 airports in Europe have been accredited, and the number of passengers account for 58.6% of the entire traffic amount in Europe, or approximately 750 million passengers each year. Right now, 9 airports in Asia have been accredited including Suvarnabhumi Airport.



	Comparison	2011	2012	Change (%) Between 2011 and 2012
Scope 1 (kgCO ₂ -e)	Total	1,969,575	1,943,911	-1.3%
	Per Aircraft Movement	6.8	5.9	-12.9%
	Per Passenger	0.041	0.037	-9.9%
Scope 2 (kgCO ₂ -e)	Total	81,612,740	85,808,719	+5.1%
	Per Aircraft Movement	282.8	262.4	-7.2%
	Per Passenger	1.71	1.64	-4.0%
Total Emission (kgCO ₂ -e)	Total	83,582,315	87,752,630	+5.0%
	Per Aircraft Movement	289.7	268.4	-7.4%
	Per Passenger	1.75	1.68	-4.2%

Note: The information is not yet fully complete as data collection did not match with the reporting period.

The calculation found that the main source of carbon dioxide emission at Suvarnabhumi Airport is the airport's electricity consumption (Scope 2), while the second biggest source is fuels; of which over 90% are used for vehicles and mobile sources of each division, and over 80% are diesel fuels.

Amount of greenhouse gases consumption and emissions in 2012 at Suvarnabhumi Airport

Type of Energy	Amount of Consumption	Units	Amount of Greenhouse Gases Emissions (tCO ₂ -e)
• Diesel fuels	572,801	Liters	1,570.58
• Benzene fuels	107,524	Liters	235.60
• Carbon dioxide	1,870	kg	1.88
• Natural gases	51,799	kg	135.87
• Electricity	147,640,605	kW.h	87,752.63

This project is considered as a proactive operation that has helped promote energy conservation and reduce the airport's energy use as well as increase awareness in environmental concerns through the higher efficiency and the introduction of technology to the operations. The environmental strategies have also been implemented and the practices are monitored to achieve the objectives. Not only that, AOT has increased engagement in carbon dioxide emission reduction in the community and regional levels, as well as set the standards for environmental management for the aviation industry both in Thailand and in an international level.

The Green Airport Master Plan emphasizes the use of clean and low emission energy or renewable energy. The projects under this Master Plan include the Solar Farm, biogas, increased efficiency of electricity and vehicular engines. Moreover, the Master Plan places importance on Green Airport operation such as employing only electrical vehicles in the sorting area at the basement of the passenger terminal and ensuring that airport limousines and airport shuttle buses use engine with natural gases. Moreover, the Master Plan aims to reduce GHG emission such as installing the Fixed Ground Electrical Power Supply to supply electricity to aircrafts while transferring passengers in order to minimize the airport's Auxiliary Power Unit in the airport bays where greenhouse gas emission is intense. Not only that, AOT installed solar electrical power system to supply electricity to sound level meters and all communications system in the noise monitoring stations. Lastly, AOT designed the airport's large buildings, especially Suvarnabhumi Airport's passenger terminal, to save energy according to the Green Building concept. The buildings can save large amount of electricity by making the most use of natural light and using cool water from electricity generation to supply air conditioning.

Operations to Prevent and Alleviate Negative Impact on the Communities and Environment

AOT has laid down significant measures to prevent and alleviate negative impact that may occur on the communities as follows;

1. Support the renovations of buildings to prevent noise pollution for places that are sensitive to noise impact such as schools, religious institutions, and hospitals
2. Support the renovations of buildings to prevent noise pollution for people's residences around the airports
3. Community relations measures such as funding for flood prevention and scholarships, promoting art and traditions of the local communities and assisting in organizing community events around Suvarnabhumi Airport
4. Publicize the Company's CSR operations to the people, government agencies and local administrative organizations
5. Monitor and evaluate the environment quality at Suvarnabhumi Airport by holding meetings between Suvarnabhumi Airport Environmental Practices Examination Sub - Committee and the people's representatives, as well as related public and private organizations.

Furthermore, AOT organized other significant activities that helped reduce negative impact on the environment. For example, AOT aims for zero discharge of wastewater at Suvarnabhumi Airport and uses treated wastewater in watering plants in the airport area, as well as changed the vehicles' engines to natural gas engines to reduce pollution. In terms of energy saving, AOT designed the roof and walls of the buildings to be translucent, uses cold water from electricity generation in the cooling system for passenger termination instead of traditional air-conditioning, and plants trees to increase green areas and improve landscape. For transportation, AOT arranges shuttle buses using natural gases for employees and passengers and Airport Rail Link from the terminal to city center in order to decrease personal car use, increase convenience in transportation for passengers and employees, as well as reduce greenhouse gas emission.

Management of Risk from Climate Change

Nowadays, the climate has dramatically changed. AOT has insured to respond to the impact from climate change in various forms by taking out a fire insurance for buildings and structures including systems and equipment inside the buildings and structures at Don Mueang International Airport and regional airports, namely Chiang Mai International Airport, Hat Yai International Airport, Phuket International Airport, and Mae Fah Luang - Chiang Rai International Airport. The coverage of this insurance policy expands to special dangers such as aircraft dangers, explosions, storms, wildfire, floods, and earthquakes that may occur at the airport.

Moreover, AOT has taken out an 'All Risks' insurance for buildings that structures including systems and equipment inside the buildings and structures at Suvarnabhumi Airport, which covers natural disasters such as storms, floods, and earthquakes.

Biodiversity Management

Phuket International Airport is 1 in 6 airports under the supervision of AOT that pays attention to biodiversity management as Phuket is declared an area of environmental protection according to the Notification of Ministry of Natural Resources and Environment B.E. 2553 on area specification and environmental preservation area of Phuket and protection measures. Phuket International Airport is located in the 8th area according to the Notification, which stipulates that the buildings in this area must be no higher than 23 meters and, of the area authorized for construction, there must be at least 30% free space without any coverings. In the Phuket International Airport, the structures are not higher than 23 meters and there is at least 30% of free space; therefore, the Notification is not violated. Moreover, Phuket International Airport has no policy for any construction to violate the area of the National Park.



On top of that, Phuket International Airport has a drainage system for rainwater in the airport areas, as well as for water that has been treated by the wastewater quality standards, before discharging into the sea. In addition, the Airport evaluates the quality of seawater in the coastal areas connected to the Airport from 2 specific points twice a year, i.e. in the monsoon season and out of the monsoon season. Moreover, the coastal ecology is continuously followed-up in order to monitor the impact that may occur on seawater quality and coastal ecological system. The assessment showed that the quality of seawater in the coastal areas is not degraded and the coastal ecological system is not affected by the airport activities.

Phuket International Airport is located along the northwestern coast of Phuket, in Tambon Mai Khao, Amphur Talang, Phuket. The total area of the airport is 2.31 km² or approximately 1,447 rais and is connected to various locations as follows:

- North connected to Baan Mai Khao, Tambon Mai Khao, Amphur Talang and Yai Rat Swamp
- South connected to Sirinat National Park, Royal Forest Department, and Baan Bor Sai Tambon Mai Khao, Amphur Talang
- East connected to Baan Mhak Prok Tambon Mai Khao, Amphur Talang, and approximately 200 meter away from 402 Highway
- West connected to Andaman coast in the Sirinat National Park, Royal Forest Department

Sirinatan National Park is a marine natural park in the northwest of the island of Phuket, with areas covering Amphur Talang, Phuket. The Park consists of natural sea pine forest, clean white - sand beach, and beautiful coral reefs. The Park also habitats for sea turtles (Ma Feung turtle, Ya turtle, Tanu turtle), sea cicadas, and various types of rare seashells for spawning. Sirinat National Park is only 1 km away from Phuket International Airport and has the area of approximately 56,250 rais or 90 km². The natural flora and fauna in the Park can be divided into beach forests, mangrove forests, tropical rain forests, and swampland, or Phru, which are scattered in Amphur Talang, namely Phru Jae Sun, Phru Jik, Phru Lhaem Yood, Phru Yao, Phru Jood, Phru Mai Khao, and Phru Tungtean, etc. Since this area is filled with diverse natural resources and environment and unique characteristics, it is worthy of conservation and development into tourist attractions.



Coastal Waters Quality Analysis at Phuket International Airport

Parameters	Units	Sampling Sites				Standard values No more than ^{1/}
		Coastal station at the end of drain on runway 09		Coastal station at the end of drain on western side		
		Mar 2013	July 2013	Mar 2013	July 2013	
1. pH	-	8.13	8.09	8.15	8.13	7.0 - 8.5
2. Salinity	PPT	31.0	31.2	31.4	32.7	$\Delta \leq 10\%$
3. Transparency	Meter	4.5	1.5	4.5	1.0	$\Delta \leq 10\%$
4. Turbidity	NTU	0.48	9.66	0.82	4.34	-
5. SS	mg/L	<5	7	<5	6	-
6. TDS		37,700	38,000	36,950	38,600	-
7. Oil & Grease	mg/L	N/A	N/A	N/A	N/A	-
8. DO	mg/L	4.8	4.4	4.4	4.1	≥ 6
9. Total Organic Carbon	mg/L	1.05	1.21	1.08	1.18	-
10. NH ₃ - N	Mg-N/L	50	30	50	40	≤ 20
11. PO ₄ - P	Mg-P/L	<10	20	0.01	10	≤ 15
12. Total Coliform Bacteria	MPN/100 ml	7.8	220	4.0	6.8	$\leq 1,000$
11. Fecal Coliform Bacteria	CFU/100 ml	<1.0	<1.0	3.0	<1.0	≤ 70

Note: ^{1/} standard value of seawater quality type 2 for coral reef conservation according to the Notification of the Office of National Environment Board no. 27 (B.E. 2549) on seawater quality

Operations Concerning Preventive and Corrective Measures for Impact on the Environment

AOT complies with the Notification of the Ministry of Natural Resources and Environment on type and size of projects or businesses obligated to strictly report an environmental impact analysis along with criteria, regulations, and practices for the analysis, as well as guidelines for conducting such report. The Company needs to study the impact on the environment and monitor the quality of the environment in order to include in the Report (100% in all aspects).

To ensure the quality of airport environments, operations are annually reported according to the preventive and reactive environmental measures. Each project discloses information on the environmental impacts on communities surrounding the airport and the management of communities' complaints, which AOT will collaborate with the communities on the solution. AOT has appointed the Corporate Communications Office to handle society and community matters and the Environment Division to handle impact of airport operations on the environment. For communities around Suvarnabhumi Airport, the department responsible for taking care of this group of stakeholders is the Community Relations unit, Special Operations Department. This unit organizes on-site visits and discussion with the communities in order to communicate knowledge and understanding of the airport's missions. Furthermore, the communities can make complaints and be notified of progress regarding operation to solve the problems caused by Suvarnabhumi Airport's operations. In addition, a working group has been appointed to perform duties in corporate social responsibility matters of the 6 airports. This working group comprises personnel from outside the organization to ensure that the Company's CSR operations and main business conduct go in the same directions. In 2013, the communities made 21 complaints through the Environment Department.



Wastewater Management and Water Recycle

Suvarnabhumi Airport used water in the amount of 5,445,840 cubic meters per year (data between October 2012 and September 2013) and treats wastewater by the BNR (Biological Nutrient Remove) system in the form of Modified Activated Sludge, which is only available in few places in Thailand (approximately 10 locations around the world). The efficiency of this system eliminates the wastewater's pollutants in the form of BOD, Nitrogen, and Phosphorus, which are substances that cause the spread of water weeds, thus polluting the water origin.

Consequently, treated wastewater from Suvarnabhumi's central wastewater treatment system can be discharged into public water sources with no harm to the environment, no problems of weeds growth and also with potential to increase the quality of the destination of water sources



Efficiency in Wastewater Treatment

1. 98% of BOD can be treated. (The impurity of water upon entering the system is 250 - 300 milligrams per liter but the impurity of water after treatment is 2 - 4 milligrams per liter. Other effluent treatment system can reduce BOD to 10 - 20 milligrams per liter and the standard industrial effluent which Suvarnabhumi Airport has to meet is not over 20 milligrams per liter.)

2. 85% of Nitrogen can be treated. (The impurity of water upon entering the system is 60 - 70 milligrams per liter but the impurity of water after treatment is 7 - 9 milligrams per liter. Other effluent treatment system can reduce Nitrogen to 10 - 12 milligrams per liter.)

3. 80% of Phosphorus can be treated. (The impurity of water upon entering the system is 7 - 10 milligrams per liter but the impurity of water after treatment is 1.5 - 2 milligrams per liter. Other effluent treatment system can reduce Phosphorus to 4 - 6 milligrams per liter.)

The amount of wastewater injecting into the central treatment system is 2,461,093 cubic meters per year (information between October 2012 and September 2013). Of this, 597,847 cubic meters per year, or 10.97%, has been treated and recycled, resulting in economic and environmental value added according to the Zero Discharge principle where no pollution is discharged into the environment/community (the discharge into environment/community equals zero). The treated wastewater is used for further purposes.

Treated Wastewater Quality Analysis (Suvarnabhumi Airport)

Parameter	Unit	Standard	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013	Jul 2013	Aug 2013	Sep 2013
1. Temperature	°C	-	25	28	29	29	30	28	30	29	25	28	29	30
2. pH	-	6.0 - 9.0	7.12	7.38	7.43	7.05	7.44	7.14	7.46	7.54	7.40	7.47	7.38	6.99
3. DO	mg/L	-	5.10	3.82	5.93	4.50	6.05	3.94	5.48	4.92	6.10	5.00	5.48	3.02
4. Alkalinity	mg/L	-	141	167	281	194	212	150	156	228	122	118	201	119
5. BOD	mg/L	10	7	8	7	6	4	2	5	7	5	7	5	6
6. COD	mg/L	-	29	31	42	29	44	35	38	43	50	41	54	28
7. SS	mg/L	30	7.0	4.2	3.4	< 2.5	< 2.5	< 2.5	6.9	7.6	< 2.5	3.0	< 2.5	3.0
8. Oil & Grease	mg/L	-	< 0.5	< 0.5	< 0.5	0.6	< 0.5	1.9	< 0.5	< 0.5	< 0.5	2.4	1.3	< 0.5
9. Ammonia	mg/L	-	2.13	4.48	5.94	4.70	5.94	< 0.05	0.22	6.27	1.01	3.92	3.98	3.14
10. TKN	mg/L	-	3.02	5.32	6.67	6.38	6.50	1.12	6.05	6.61	1.62	5.60	4.37	4.03
11. Total Nitrogen	mg/L	10	6.45	9.16	9.86	9.95	9.50	6.94	9.78	8.95	4.92	6.83	7.22	7.69
12. Total Phosphorus	mg/L	2	0.72	1.94	1.32	1.15	1.38	1.77	1.80	1.89	1.60	1.77	1.52	1.99
13. Phosphate	mg/L	-	2.16	5.82	3.96	3.45	4.35	5.31	5.40	5.67	4.80	5.31	4.56	5.97
14. Sulphate	mg/L	-	5.7	6.5	5.8	6.4	10.0	9.8	10.1	54.5	50.0	47	9	49
15. Chloride	mg/L	-	78	98	117	142	96	91	106	124	160	113	99	95
16. Copper	mg/L	-	NA	NA	NA	< 0.01	NA	NA	NA	< 0.01	NA	NA	NA	< 0.01
17. Cadmium	mg/L	-	NA	NA	NA	< 0.01	NA	NA	NA	< 0.01	NA	NA	NA	< 0.01
18. Chromium	mg/L	-	NA	NA	NA	< 0.01	NA	NA	NA	< 0.01	NA	NA	NA	< 0.01
19. Lead	mg/L	-	NA	NA	NA	< 0.05	NA	NA	NA	< 0.05	NA	NA	NA	< 0.05
20. Manganese	mg/L	-	NA	NA	NA	0.06	NA	NA	NA	< 0.01	NA	NA	NA	0.02
21. Nickel	mg/L	-	NA	NA	NA	< 0.05	NA	NA	NA	< 0.05	NA	NA	NA	< 0.05
22. Mercury	mg/L	-	NA	NA	NA	< 0.0005	NA	NA	NA	< 0.0005	NA	NA	NA	< 0.0005
23. Zinc	mg/L	-	NA	NA	NA	0.02	NA	NA	NA	0.04	NA	NA	NA	0.03
24. Arsenic	mg/L	-	NA	NA	NA	0.0014	NA	NA	NA	0.0011	NA	NA	NA	0.0011
25. Total Standard Plate Count	Colonies/mL	-	26 x 10 ⁴	53 x 10 ⁴	11 x 10 ⁵	73 x 10 ³	13 x 10 ⁴	23 x 10 ⁴	80 x 10 ²	29 x 10 ⁴	15 x 10 ⁴	15 x 10 ³	56 x 10 ⁴	85 x 10 ⁴
26. Fecal Coliform Bacteria	MPN/100 mL	-	16 x 10 ⁴	24 x 10 ⁴	54 x 10 ⁴	17 x 10 ³	35 x 10 ³	49 x 10 ³	26 x 10 ²	13 x 10 ⁴	79 x 10 ³	35 x 10 ³	92 x 10 ³	24 x 10 ³
27. Total Coliform Bacteria	MPN/100 mL	-	24 x 10 ⁴	35 x 10 ⁴	92 x 10 ⁴	22 x 10 ³	92 x 10 ³	70 x 10 ³	79 x 10 ²	24 x 10 ⁴	13 x 10 ⁴	54 x 10 ³	16 x 10 ⁴	35 x 10 ⁴
28. Salmonella Spp.	-	-	Negative	Negative	Negative	Positive	Negative	Negative	Positive	Positive	Negative	Negative	Positive	Negative
29. Parasite	-	-	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite	No human intestinal parasite
30. TDS	mg/L	-	365	369	424	424	264	354	504	562	608	402	382	410



Moreover, AOT also evaluated the quality of surface water in the Suvarnabhumi Airport area at 4 stations from 2 canals, namely Nhong Ngoo Hao canal and Lad Krabang canal. The reason is that rainwater can become contaminated by leakage of aircraft fuels and other pollutants during operation and maintenance of ground vehicles, as well as by storage and fuel management activities. The contaminated rainwater can have significant impact on the environment by polluting water sources. The surface water quality analysis in 2013 is shown below.



Surface Water Quality Analysis (Suvarnabhumi Airport)

Water Quality Indices	Standard. Limit ^{1/}	Unit	Sampling Sites			
			Nhong Ngoo Hao Canal		Lad Krabang Canal	
			Approximately 200 meters above drainage station	Approximately 10 meters below water release point	Approximately 200 meters above drainage station	Approximately 10 meters below water release point
Temperature	-	°C	31.4	31	30.7	31.2
1. pH	5.5 - 9.0	-	8.23	8.36	8.44	9.18
2. Conductivity	-	µs/cm	655	650	0	0
3. TDS	-	mg/l	441	427	450	459
4. SS	-	mg/l	22	25	12	10
5. DO	≤2	mg/l	6.9	6.5	3.93	3.93
6. BOD	≤4	mg/l	13	15	4.44	4.44
7. Oil & Grease	-	mg/l	1.0	2	3	2
8. Pb	≤0.05	mg/l	<0.01	<0.01	<0.01	<0.01
9. Cr	-	mg/l	<0.02	<0.02	<0.02	<0.02
10. Cd	≤0.005	mg/l	<0.002	<0.002	<0.002	<0.002
11. Hg	≤0.002	mg/l	<0.0005	<0.0005	<0.0005	<0.0005
12. Cu	≤0.1	mg/l	<0.01	<0.01	<0.01	<0.01
13. Mn	≤1.0	mg/l	0.3	0.3	0.2	0.2
14. Total Coliform Bacteria	-	MPN/100ml	4,900	490	7,900	35,000
15. Fecal Coliform Bacteria	-	MPN/100ml	790	240	2,400	7,900

Note: ^{1/} Water quality standards for surface water sources type 4 according to the Notification of the Office of National Environment Board no. 8 (B.E. 2537) dated 20 January 1994

- The surface water quality type 4 standards include water sources that receive wastewater from specific activities and can benefit consumption and use without common pasteurization and special water quality improvement and benefit industrial use.

Other airports conducted the analyses of surface water quality in 2013 as shown below.

Surface Water Quality Analysis (Don Mueang International Airport)

Parameter	Units	Sampling Sites								Standard Value No More than ^{1/}
		Drainage Canal, in the North of the Airport		Sewerage Area on Northern Khlong Prem Prachakon		Sewerage Area on Northern Khlong Prem Prachakon		Khlung Thanon (Khlung Song)		
		Jan 2013	June 2013	Jan 2013	June 2013	Jan 2013	June 2013	Jan 2013	June 2013	
1. pH	-	9.2	6.8	7.4	6.9	7.2	6.7	7.3	6.9	5.0 - 9.0
2. Depth	Meter	0.5	0.5	1.5	1.5	1.0	1.5	1.0	3.0	-
3. DO	mg/L	1.9	2.9	3.7	3.1	3.5	2.7	3.6	3.2	≤4.0
4. SS	mg/L	79.3	10.6	12.4	24.3	11.8	21.2	26.9	16.0	-
5. BOD ₅	mg/L	49.8	4.7	4.4	4.5	3.6	6.6	67.4	5.5	≥2.0
6. Oil & Grease	mg/L	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	4.0	<1.0	-
7. NH ₃ - N	mg/L	0.3	3.96	0.07	0.26	0.02	0.23	<0.02	0.13	≥5.0
8. Pb	mg/L	<0.010	<0.010	<0.010	<0.010	<0.010	<0.010	<0.010	<0.010	-
9. Cd	MPN/100 ml	<0.003	<0.003	<0.003	<0.003	<0.003	<0.003	<0.003	<0.003	-
10. Hg	MPN/100 ml	0.0005	0.0004	0.0006	0.0003	0.0004	0.0003	0.0005	0.0004	-

Note: ^{1/} The standard value of surface water quality type 3 according to the Notification of the Office of National Environment Board no. 8 (B.E. 2537), in reliance on the Enhancement and Conservation of the National Environmental Quality Act B.E. 2535 (NEQA 1992) on surface water quality in Surface Water sources, in the Government Gazette Vol. 111, Special Edition 16 ngor, dated 24 February 1994.

Surface Water Quality Analysis (Chiang Mai International Airport)

Parameter	Unit	Sampling Sites						Standard value No more than ^{1/}
		Drainage by the fences of CNX		Grand Ville Village		Sources receiving wastewater from CNX		
		Apr 2013	July 2013	Apr 2013	July 2013	Apr 2013	July 2013	
1. pH	-	8.02	8.18	7.76	8.28	7.56	7.98	5.0 - 9.0
2. Turbidity	NTU	4.9	80	6.4	1.2	8.8	391	-
3. SS	mg/L	14	58	9.7	2.8	31	313	-
3. DO	mg/L	6.8	6.5	3.5	4.1	1.3	2.1	≤4.0
4. BOD ₅	mg/L	7.6	9.5	13	3.9	8.8	5.1	≥2.0
5. Oil & Grease	mg/L	0.2	-	0.62	0.53	1.4	1.1	-
6. NH ₃ - N	mg/L	<0.02	<0.02	<0.02	<0.02	<0.02	0.53	≥5.0
7. Total Phosphorus	mg/L	1.2	0.81	3.4	0.18	4.3	0.2	-
8. Total Coliform Bacteria	MPN/100 ml	3,400	240,000	920,000	35,000	1,600,000	1,600,000	≥20,000
9. Fecal Coliform Bacteria	MPN/100 ml	2,700	240,000	920,000	35,000	350,000	1,600,000	≥4,000

Note: ^{1/} The standard value of surface water quality type 3 according to the Notification of the Office of National Environment Board no. 8 (B.E. 2537), in reliance on the Enhancement and Conservation of the National Environmental Quality Act B.E. 2535 (NEQA 1992) on surface water quality in surface water sources, in the Government Gazette Vol. 111, Special Edition 16 ngor, dated 24 February 1994.



Surface Water Quality Analysis (Phuket International Airport)

Parameters	Unit	Sample Collection Date		Standard. value No more than ^{1/}
		Mar 21, 2013	July 24, 2013	
1. pH	-	7.18	7.03	5 - 9
2. Turbidity	NTU	26.92	17.25	-
3. SS	mg/L	22	<5	-
4. Oil & Grease	mg/L	2	<0.5	<0.5
5. DO	mg/L	4.8	4.4	≥4.0
6. BOD ₅	mg/L	1.0	1.0	≤2.0
7. Fe	mg/L	2.0	2.41	-
8. NH ₃ - N	mg/L	0.56	0.11	≤5.0
9. PO ₄ - P	mg/L	<0.01	0.24	-
10. Total Coliform Bacteria	MPN/100 ml	94	790	≤20,000
11. Fecal Coliform Bacteria	MPN/100 ml	94	790	≤4,000

Note: ^{1/} The standard value of surface water quality type 3 according to the Notification of the Office of National Environment Board no. 8 (B.E. 2537), in reliance on the Enhancement and Conservation of the National Environmental Quality Act B.E. 2535 (NEQA 1992) on surface water quality in surface water sources

Surface Water Quality Analysis (Mae Fah Luang - Chiang Rai International Airport)

Parameters	Unit	Sampling Sites								Standard. value No more than ^{1/}
		Huay Hua Khrae 50 meters from entering airport area		Huay Hua Khrae 50 meters after exiting airport area		Drainage inside the airport		Raw water pool inside the airport (raw water source for water supply treatment)		
		Jan 2013	July 2013	Jan 2013	July 2013	Jan 2013	July 2013	Jan 2013	July 2013	
1. Temperature	°c	20.3	29.0	21.9	27.5	21.8	27.5	24.1	29.0	-
2. pH	-	6.28	7.60	6.50	7.10	6.44	6.90	7.44	7.10	5.0 - 9.0
3. DO	mg/L	6.2	4.9	5.5	4.0	6.1	6.3	7.8	7.3	≤4.0
4. BOD ₅	mg/L	2.0	2.2	1.3	1.6	1.6	1.7	1.2	1.4	≥2.0
5. NH ₃ - N	mg/L	<0.02	<0.02	<0.02	<0.02	<0.02	0.53	<0.02	0.51	≥5.0
6. Total Coliform Bacteria	MPN/100 ml	700	11,000	790	1,700	49	2,300	22	3,300	≥20,000
7. Fecal Coliform Bacteria	MPN/100 ml	33	170	70	230	33	70	17	1,100	≥4,000

Note: ^{1/} The standard value of surface water quality type 3 according to the Notification of the Office of National Environment Board no. 8 (B.E. 2537), in reliance on the Enhancement and Conservation of the National Environmental Quality Act B.E. 2535 (NEQA 1992) on surface water quality in surface water sources in the Government Gazette Vol. 111, Special Edition 16 ngor, dated 24 February 1994

Information on water use, amount of treated water and analysis of treated water at other airports can be detailed by area as follows;

Airports	Water Sources	Volume of Use (m ³ /year)	Volume of Treated Water (m ³ /year)
Headquarters	Municipal water supply	144,151	132,618 (91.9%)
Don Mueang	Municipal water supply	1,221,895	489,197 (40%)
Chiang Mai	Raw water from artesian well	162,000	133,200 (82.22%)
Hat Yai	Artesian water Municipal water supply	295,808 71,805	72,500 (19.72%)
Phuket	Raw water from artesian well Municipal water supply	474,638 419,603	398,620 (44.57%)
Mae Fah Luang - Chiang Rai	Raw water from artesian well	27,662	17,395 (62.88%)

Treated Wastewater Quality Analysis (Don Mueang International Airport)

พารามิเตอร์	หน่วย	Sample Collection Date												Standard Value No more than ^{1/}
		Nov 27, 2012	Dec 10, 2012	Jan 21, 2013	Feb 8, 2013	Feb 22, 2013	Mar 22, 2013	Apr 19, 2013	May 10, 2013	May 23, 2013	June 14, 2013	July 12, 2013	Aug 2, 2013	
1. Depth	meter	0.4	0.7	0.5	1.0	0.6	1.0	1.0	0.8	0.3	0.7	0.8	0.8	-
2. pH	-	7.2	7.6	9.0	8.3	8.5	8.2	9.0	7.7	8.4	7.5	7.9	7.9	5 - 9
3. DO	mg/L	1.2	7.2	4.9	10.5	3.7	8.8	4.1	5.3	4.2	7.0	4.3	8.0	-
4. SS	mg/L	51.2	30.7	179	13.7	116	28.7	43.2	48.2	73.2	14.5	57.0	27.9	≤30
5. TSD	mg/L	328	382	454	479	408	376	454	432	381	396	460	406	≤500
6. Settlable Solid	mg/L 8	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	≤0.5
7. BOD ₅	mg/L	14.9	18.6	57.2	14.4	20.5	24.9	32.5	58.4	92.7	15.2	36.1	20.1	≤20
8. Oil & Grease	mg/L	0.0025	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0	≤20
9. NO ₃ - N	mg/L	3.24	19	0.68	20.2	6.97	1.68	10.6	4.77	0.21	3.38	6.6	10.6	-
10. TKN	mg/L	11	12	5	15	7	18	14	25	25	18	13	20.2	≤35
11. NH ₃ - N	mg/L	7	9	<2.0	12	<2.0	14	10	21	18	15	11	17	-
12. Organic - N	mg/L	4	3	5	3	7	4	4	4	7	3	2	3	≤10
13. Sulfide	mg/L	0.16	0.14	0.35	0.15	<0.13	<0.13	<0.13	<0.13	<0.13	<0.13	<0.13	<0.15	≤1.0
14. Pb	mg/L	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	<0.031	-
15. Cd	mg/L	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	<0.006	-
16. Hg	mg/L	0.0025	0.0009	0.0010	0.0040	<0.0005	0.002	<0.0005	<0.0005	0.0020	0.0043	0.0005	<0.0005	-

Note: ^{1/} Standard value according to the Notification of the Ministry of Natural Resources and Environment B.E. 2548 on standards of wastewater drainage from specific types and sizes of buildings (Type kor (A))

- Oil & Grease <0.5 mg/L, Sulfide <0.2 mg/L, Pb <0.04 mg/L, Cd <0.004 mg/L, and Hg <0.001 mg/L



Treated Wastewater Quality Analysis (Chiang Mai International Airport)

Parameters	Units	Sample Collection Date												Standard value No more than
		Oct 17, 2012	Nov 19, 2012	Dec 24, 2012	Jan 15, 2013	Feb 27, 2013	Mar 20, 2013	Apr 18, 2013	May 20, 2013	June 18, 2013	July 17, 2013	Aug 19, 2013	Sep 16, 2013	
1. Temperature	°C	27	27	24	26	25	25	25	26	29	29	28	28	-
2. pH	-	7.08	7.56	6.82	7.07	7.66	7.42	7.92	7.75	7.34	7.5	7.49	7.48	5 - 9
3. Turbidity	NTU	20	6.59	1.4	3	2.8	4.6	7.3	44	11	7.9	11	6.6	-
4. SS	mg/L	15	14	17	16	15	16	21	46	33	26	29	19	30
5. TSD	mg/L	384	351	662	674	892	898	905	393	1264	1151	522	538	500
6. Settleable Solid	mg/L	<0.5	<0.5	<0.5	<0.5	<0.5	<0.5	<0.5	0.7	<0.5	<0.5	<0.5	<0.5	0.5
7. DO	mg/L	0.94	1	1.3	1.9	1.3	0.99	0.82	N.D.	2	1	1	1	-
8. BOD ₅	mg/L	27	3.9	2.8	2.2	3.4	4	5.5	9.2	4.9	4.1	3.8	3.4	20
9. Oil & Grease	mg/L	1.5	6.7	0.81	0.34	0.39	N/A	0.62	0.28	0.84	0.41	N.D.	0.14	20
10. Sulfide	mg/L	N/A	N/A	N/A	0.46	1.6	0.21	2	0.91	N.D.	N.D.	1.9	0.16	1
11. TP	mg/L P	4	4.4	6.7	7.8	9.1	9.6	16	18	17	17	6.5	3.8	-
12. TKN	mg/L N	26	35	6.2	4.4	7.2	13	30	37	23	15	24	10	35
13. NH ₃ - N	mg/L N	24	15	5.6	<0.05	5.2	8.4	22	30	0.2	13	20	8.1	-
14. Total Coliform Bacteria	MPN/100 ml	28,000	35,000	17,000	3,500	11,000	35,000	160,000	54,000	92,000	17,000	92,000	28,000	-
15. Fecal Coliform Bacteria	MPN/100 ml	28,000	35,000	17,000	3,500	11,000	35,000	7,000	35,000	24,000	4,900	13,000	22,000	30

Note: • The information is based on the standards of water quality according to the Notification of the Ministry of Science, Technology and Environment (B.E. 2537)
• ND (Non - Detectable) means the intensity detected is extremely low: Oil & Grease <0.5 mg/L, Sulfide <0.2 mg/L

Treated Wastewater Quality Analysis (Hat Yai International Airport)

Water Quality Indices	Unit	Sample Collection Date												Standard value No more than
		Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013	July 2013	Aug 2013	Sep 2013	
1. pH	-	8.29	7.24	7.32	7.11	7.19	7.20	7.78	7.94	7.75	8.08	7.41	7.76	-
2. TSS	mg/L	28	8	9	5	16	16	4	6	3	14	14	11	5 - 9
3. BOD	mg/L	35	6.5	14.1	6.27	16.35	18.4	5	6.91	7.05	14	23.5	9.25	-

Note: • Standard value of wastewater according to the Notification of the Ministry of Science, Technology and Environment Type Khor (B) General Edition (B.E. 2537)
• Inspected by the Central Equipment Unit, Faculty of Science, Songkla Nakarindra University, Hat Yai Campus

Treated Wastewater Quality Analysis (Phuket International Airport)

Parameter	Unit	Sample Collection Date												Standard value No more than ^{1/}
		May 23, 2012	Dec 10, 2012	Jan 24, 2013	Feb 8, 2013	Feb 19, 2013	Mar 21, 2013	May 30, 2013	May 20, 2013	June 21, 2013	July 24, 2013	Aug 22, 2013	Sep 6, 2013	
1. pH	-	7.53	7.49	7.64	7.87	7.68	7.79	7.32	7.22	6.98	7.79	7.64	7.46	5 - 9
2. BOD ₅	mg/L	98	60	60	183	85	81.4	233	15	100	7.7	10	3	≤20
3. SS	mg/L	70	103	122	110	114	110	33	19	26	5	16	14	≤30
4. Settlable Solid	mg/L	1.2	0.7	0.2	0.1	1.0	1.8	0.1	ND	2.0	<0.1	ND	1.3	≤0.5
5. TSD	mg/L	320	400	505	460	390	442	415	157	313	328	326	329	≤500
6. Sulfide	mg/L	0.8	0.9	2.3	0.9	1.6	<0.2	1.3	0.9	0.9	<0.2	0.9	0.7	≤1.0
7. TKN	mg/L	32	46	63	45	51	117.5	1	27	9	34.7	1	13	≤35
8. Oil & Grease	mg/L	17	9	12	18	26	10.1	10	11	8	<0.5	14	2	≤20
9. COD	mg/L	103.2	184.0	256.0	184.0	98.0	252	122.4	156.8	182	<40	32	44	-
10. Fecal Coliform Bacteria	MPN/100 ml	20	20	25	210	5.6	790,000	>1,600	5.6	10	1,300	280	48	-
11. Total Coliform Bacteria	MPN/100 ml	47	47	120	170	350	5,400,000	>1,600	25	47	1,300	350	>1,600	-
12. E.coli	MPN/100 ml	20	20	58	210	5.6	790,000	1,600	5.6	10	240	280	48	-

Note: ^{1/} Standard value of wastewater drainage from buildings type kor (A) according to the Notification of the Ministry of Natural Resources and Environment on standards of wastewater drainage from specific types and sizes of buildings, declared in the Government Gazette Vol. 122, section 125 ngor, dated December 29, 2005.

- ND = Not detectable

Treated Wastewater Quality Analysis (Mae Fah Luang - Chiang Rai International Airport)

Parameters	Unit	Sample Collection Date		Standard value No more than
		Jan 11, 2013	July 17, 2013	
1. pH	-	7.22	7.40	5 - 9
2. BOD ₅	mg/L	92	20	≤20
3. SS	mg/L	67	103	≤30
4. Settlable Solid	mg/L	8.0	3.1	≤0.5
5. TSD	mg/L	279	435	≤500
6. Sulfide	mg/L	0.03	0.03	≤1
7. TKN	mg/L	67.07	21.91	≤35
8. Oil & Grease	mg/L	2	2	≤20
9. Total Coliform Bacteria	MPN/100 ml	920,000	350,000	-
10. E.coli	MPN/100 ml	>23	>16,000	-

Note: • The information is based on the Notification of the Ministry of Natural Resources and Environment on standards of wastewater drainage from specific types and sizes of buildings, declared in the Government Gazette Vol. 122, section 125 ngor, 2005.



The Measurement of Air Quality around the Airport

The measurement of air quality in the atmosphere around Suvarnabhumi Airport is done according to the 10th Notification of National Environmental Board (B.E. 2538) and the 24th (B.E. 2547) or other methods approved by Pollution Control Department. The parameters used in the measurement include dust with smaller particles than 10 microns (PM-10), Nitrogen oxide (NO₂) per hour, Carbon Monoxide (CO) per hour, Total Hydrocarbon (THC), Non-methane Hydrocarbon (NMHC). The measurement is done by SGS (Thailand) Co., Ltd., twice a year (the rainy season and winter), and the data gathering of each measurement lasts 3 consecutive days. In the fiscal year of 2013, the measurement took place on 10 - 13 January 2013 and 4 - 7 July 2013. The results are then compared to the standard of air quality in the atmosphere of Thailand and to the previous measurements to study the trend in the changes of environmental impact. The comparison of air quality measurements in the atmosphere around Suvarnabhumi Airport between the years 2007 and 2013 is as follows:

A Comparison between Inspection Results of Air Quality in the Suvarnabhumi Airport Atmosphere and the Surrounding Areas from 2007 - 2013

Measuring Station	Date of Measurement	Concentration										Aerosol Optical Depth			
		Average PM-10 per 24 hrs (mg/M ³)		Average CO per 1 hr (ppm.)		Average NO ₂ per 1 hr (ppm.)		Average THC per 3 hrs (ppm.)		Average NMHC per 3 hrs (ppm)		Green Optical Aerosol		Red Optical Aerosol	
		min.	max	min.	max	min.	max	min.	max	min.	max	min.	max	min.	max
1. King Mongkutt's Institute of Technology Ladkrabang	July 22 - 25, 2007	0.046	0.053	0.023	0.098	0.003	0.034	2.560	3.190	0.250	0.370	-	-	-	-
	Jan 10 - 13, 2008	0.049	0.061	0.327	1.281	0.008	0.058	2.680	3.280	0.400	0.590	-	-	-	-
	July 17 - 20, 2008	0.014	0.027	0.018	1.728	0.004	0.022	2.360	2.420	0.280	0.350	-	-	-	-
	Jan 22 - 24, 2009	0.063	0.092	0.327	1.281	0.008	0.058	1.660	1.740	0.510	0.620	-	-	-	-
	Dec 23 - 26, 2010	0.049	0.055	0.121	2.007	0.006	0.054	2.550	2.750	0.480	0.540	0.328	0.791	0.576	1.187
	May 10 - 13, 2011	0.036	0.049	0.057	0.817	0.005	0.032	2.490	2.610	0.510	0.600	0.798	1.098	1.179	1.343
	Dec 27 - 29, 2011	0.070	0.092	0.260	0.640	0.006	0.051	1.670	1.960	0.330	0.540	0.509	0.658	0.865	0.951
	May 22 - 24, 2012	0.022	0.028	0.051	0.0537	0.003	0.03	1.88	2.08	0	0	0.661	1.328	0.975	1.641
Jan 10 - 13, 2013	0.052	0.058	0.431	1.732	0.008	0.059	0.87	1.73	0.23	0.95	-	-	-	-	
2. Wat King Kaew	July 22 - 25, 2007	0.013	0.049	0.025	0.198	0.008	0.052	2.940	5.010	0.290	0.730	-	-	-	-
	Jan 10 - 13, 2008	0.049	0.070	0.018	1.934	0.001	0.044	3.180	4.520	0.480	1.140	-	-	-	-
	July 17 - 20, 2008	0.015	0.035	0.011	12.244	0.004	0.021	2.290	2.680	0.280	0.540	-	-	-	-
	Jan 22 - 24, 2009	0.056	0.082	0.011	9.516	0.002	0.069	1.530	1.630	0.460	0.530	-	-	-	-
	Dec 23 - 26, 2010	0.049	0.059	0.052	2.115	0.002	0.025	2.510	3.070	0.440	0.860	0.329	0.842	0.596	1.405
	May 10 - 13, 2011	0.043	0.073	0.450	1.287	0.001	0.040	2.380	2.810	1.000	1.390	0.902	1.588	1.397	1.738
	Dec 27 - 29, 2011	0.061	0.082	0.224	1.309	0.008	0.028	1.990	2.070	0.510	0.630	0.576	0.689	0.954	1.054
	May 22 - 24, 2012	0.024	0.036	0.095	0.701	0.001	0.019	1.93	2.14	0	0.41	0.749	1.641	1.043	1.976
Jan 10 - 13, 2013	0.054	0.066	0.252	1.452	0.004	0.069	0.93	2.29	0.15	1.49	-	-	-	-	
3. Wat Hua Koo Wararam	July 22 - 25, 2007	0.035	0.055	0.029	0.110	0.004	0.037	2.950	4.120	0.420	1.210	-	-	-	-
	Jan 10 - 13, 2008	0.057	0.074	0.046	2.236	0.001	0.027	2.830	3.980	0.380	0.960	-	-	-	-
	July 17 - 20, 2008	0.024	0.043	0.007	11.858	0.003	0.015	2.290	2.320	0.220	0.300	-	-	-	-
	Jan 22 - 24, 2009	0.027	0.044	0.012	6.987	0.004	0.056	1.670	1.720	0.470	0.500	-	-	-	-
	Dec 23 - 26, 2010	0.065	0.079	0.068	1.242	0.001	0.046	2.510	2.830	0.420	0.650	0.323	0.542	0.596	0.939
	May 10 - 13, 2011	0.038	0.057	0.080	2.502	0.005	0.030	2.320	2.440	0.530	0.540	0.757	1.466	1.108	1.625
	Dec 27 - 29, 2011	0.07	0.112	0.300	2.693	0.002	0.051	1.820	1.950	0.370	0.500	0.530	0.626	0.880	0.971
	May 22 - 24, 2012	0.013	0.019	0.057	0.831	0.002	0.023	1.78	2.12	0	0.08	1.014	1.627	1.302	1.873
Jan 10 - 13, 2013	0.043	0.049	0.155	1.132	0.004	0.040	0.83	1.90	0.17	1.18	-	-	-	-	
4. Rachatewa District Community Moo 10	July 22 - 25, 2007	0.024	0.036	0.024	0.098	0.004	0.032	2.540	4.010	0.280	1.010	-	-	-	-
	Jan 10 - 13, 2008	0.082	0.106	0.110	1.951	0.004	0.034	2.940	3.760	0.400	0.520	-	-	-	-
	July 17 - 20, 2008	0.018	0.021	0.088	0.259	0.004	0.016	2.320	2.480	0.340	0.440	-	-	-	-
	Jan 22 - 24, 2009	0.058	0.071	0.110	1.951	0.004	0.034	1.630	1.720	0.440	0.660	-	-	-	-
	Dec 23 - 26, 2010	0.091	0.106	0.123	3.330	0.001	0.056	2.470	3.110	0.400	0.910	0.363	0.592	0.589	0.992
	May 10 - 13, 2011	0.042	0.066	0.084	2.262	0.000	0.011	2.330	2.490	0.610	0.660	0.865	1.787	1.274	1.981
	Dec 27 - 29, 2011	0.080	0.106	0.063	0.967	0.002	0.086	1.760	2.070	0.350	0.400	0.550	0.617	0.891	0.981
	May 22 - 24, 2012	0.047	0.064	0.006	1.254	0.001	0.024	1.85	2.08	0	0.45	1.094	1.643	0.923	2
Jan 10 - 13, 2013	0.077	0.094	0.262	1.150	0.004	0.048	0.82	1.41	0.08	0.52	-	-	-	-	
Standard		0.12 ^{1/}		30 ^{2/}		0.17 ^{2/}		-		-		0.5		0.4	

Note: • ppm - parts per million

^{1/} General Criteria for Atmospheric Air Quality according to the Notification of the Office of National Environment Board No. 24 (B.E. 2547)

^{2/} General Criteria for Atmospheric Air Quality according to the Notification of the Office of National Environment Board No. 10 (B.E. 2538)

Moreover, AOT has measured air quality in the atmosphere around Don Mueang International Airport and regional airports. The results are as follows;

A Comparison between Inspection Results of Air Quality in the Don Mueang International Airport Atmosphere and the Surrounding Areas in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Concentration			
		Average TSP per 24 hrs (Mg./m ³)	Average NO ₂ per 1 hr (ppm.)	Average CO per 1 hr (ppm)	Average THC per 24 hrs (ppm)
1. Airside	Feb 10 - 13, 2013	0.061 - 0.122	0.0064 - 0.0353	1.28 - 2.55	3.06 - 3.10
	June 13 - 16, 2013	0.037 - 0.044	0.0082 - 0.0459	0.44 - 1.38	2.35 - 2.79
2. Bhumibol Adulyadej Hospital	Feb 10 - 13, 2013	0.153 - 0.177	0.0084 - 0.0264	1.18 - 2.77	2.98 - 3.96
	June 13 - 16, 2013	0.056 - 0.080	0.0143 - 0.0300	0.44 - 2.59	2.49 - 2.65
3. Wat Don Mueang School	Feb 10 - 13, 2013	0.135 - 0.205	0.0096 - 0.0384	1.23 - 2.83	2.98 - 4.01
	June 13 - 16, 2013	0.051 - 0.077	0.0025 - 0.0392	0.39 - 3.45	2.13 - 2.86
4. Phranakhon Rajabhat University	Feb 10 - 13, 2013	0.123 - 0.150	0.0068 - 0.0175	1.07 - 2.95	2.95 - 4.00
	June 13 - 16, 2013	0.049 - 0.069	0.0048 - 0.1930	1.03 - 2.93	2.20 - 2.72
Standard Value		0.33 ^{1/}	0.17 ^{2/}	30 ^{3/}	-

Note: • ppm - parts per million

^{1/} General Criteria for Atmospheric Air Quality according to the Notification of the Office of National Environment Board No. 24 (B.E. 2547)

^{2/} General Criteria for Atmospheric Air Quality according to the Notification of the Office of National Environment Board No. 33 (B.E. 2552)

^{3/} General Criteria for Atmospheric Air Quality according to the Notification of the Office of National Environment Board No. 10 (B.E. 2538)

- refers to no standard value has been set for total hydrocarbon in the atmosphere

A Comparison between Inspection Results of Air Quality in the Chiang Mai International Airport Atmosphere and the Surrounding Areas in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Concentration				
		Average TSP per 24 hrs (mg/m ³)	Average PM-10 per 24 hrs (mg/m ³)	Average CO per 1 hr (ppb)	Average NO ₂ per 1 hr (ppm)	Average THC per 3 hrs (ppm)
1. End of northern runway (University of Chiang Mai)	Apr 9 - 12, 2013	0.167 - 0.226	0.063 - 0.111	0.73 - 0.91	0.0104 - 0.0130	2.96 - 3.08
	July 9 - 12, 2013	0.036 - 0.038	0.020	1.17 - 1.26	0.0102 - 0.0115	3.11 - 3.55
2. Parking lot in front of passenger terminal	Apr 9 - 12, 2013	0.118 - 0.161	0.071 - 0.087	0.20 - 1.25	0.0196 - 0.0229	2.73 - 2.93
	July 9 - 12, 2013	0.033 - 0.040	0.017 - 0.023	0.99 - 1.10	0.0127 - 0.0146	3.14 - 3.40
3. Southern runway in front of fire station	Apr 9 - 12, 2013	0.118 - 0.185	0.081 - 0.093	2.09 - 2.21	0.0196 - 0.0229	3.16 - 3.46
	July 9 - 12, 2013	0.027 - 0.028	0.023	0.86 - 1.04	0.0105 - 0.0114	3.38 - 3.95
4. Baan Tok Kook Community (Baan Chang Thong)	Apr 9 - 12, 2013	0.080 - 0.119	0.062 - 0.099	0.22 - 0.78	0.0209 - 0.0322	3.00 - 3.27
	July 9 - 12, 2013	0.021 - 0.030	0.018 - 0.023	0.60 - 0.82	0.0100 - 0.0110	2.81 - 3.17
5. Mae Hia Sub-District Community (Mae Hia District Office)	Apr 9 - 12, 2013	0.102 - 0.210	0.093 - 0.135	0.56 - 0.66	0.0133 - 0.0179	2.66 - 2.83
	July 9 - 12, 2013	0.020 - 0.025	0.018 - 0.019	0.51 - 0.61	0.0148 - 0.0165	3.18 - 3.60
6. Baan Umong Community, Tambon Suthep, Amphur Mueang	Apr 9 - 12, 2013	0.061 - 0.192	0.044 - 0.088	1.27 - 1.30	0.0155 - 0.0183	3.12 - 3.39
	July 9 - 12, 2013	0.035 - 0.036	0.015 - 0.022	0.83 - 0.94	0.0150 - 0.0159	2.99 - 3.52
Standard Value ^{1/}		0.33	0.121	30	0.17	-

Note: • ppm. - parts per million / ppb. - parts per billion

^{1/} General Criteria for Atmospheric Air Quality according to the Notification of the Office of National Environment Board No. 10 (B.E. 2538) and No. 24 (B.E. 2547)



A Comparison between Inspection Results of Air Quality in the Phuket International Airport Atmosphere and the Surrounding Areas in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Concentration				
		Average TSP per 24 hrs (mg./m ³)	Average PM-10 per 24 hrs (mg./m ³)	Average CO per 8 hrs (ppm)	Average NO ₂ per 1 hr (ppm)	Average THC per 24 hrs (ppm)
1. Airside at the fire and rescue station	Mar 27 - 30, 2013	0.049 - 0.065	0.035 - 0.047	0.20 - 0.40	0.0061 - 0.0085	3.05 - 4.18
	July 24 - 27, 2013	0.031 - 0.037	0.017 - 0.023	0.90 - 1.60	0.0014 - 0.0230	3.23 - 3.71
2. Parking lot in front of passenger terminal	Mar 27 - 30, 2013	0.068 - 0.077	0.044 - 0.051	0.3	0.0072 - 0.0119	3.76 - 4.07
	July 24 - 27, 2013	0.048 - 0.055	0.027 - 0.028	0.2 - 0.7	0.0040 - 0.0201	3.32 - 3.85
3. Baan Mai Khao	Mar 27 - 30, 2013	0.042 - 0.046	0.035 - 0.041	-	-	-
	July 24 - 27, 2013	0.028 - 0.031	0.014 - 0.025	-	-	-
4. Nurulhibadiyah Baan Mhak Prok Mosque	Mar 27 - 30, 2013	0.085 - 0.097	0.057 - 0.079	-	-	-
	July 24 - 27, 2013	0.047 - 0.055	0.024 - 0.044	-	-	-
5. Passenger terminal construction site	Mar 27 - 30, 2013	0.174 - 0.230	0.081 - 0.104	-	-	-
	July 24 - 27, 2013	0.078 - 0.103	0.034 - 0.056	-	-	-
Standard Value ^{1/}		0.33 ^{1/}	0.12	9	0.17	-

Note: • ppm. - parts per million

^{1/} The Notification of the Office of National Environment Board no. 10 (B.E. 2538), no. 24 (B.E. 2547), and no. 33 (B.E. 2552) in reliance on the Enhancement and Conservation of the National Environmental Quality Act B.E. 2535 (NEQA 1992) on General Criteria for Atmospheric Air Quality

* Refers to Average 1 hr.

A Comparison between Inspection Results of Air Quality in the Mae Fah Luang - Chiang Rai International Airport Atmosphere and the Surrounding Areas in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Concentration		
		Average PM-10 per 24 hrs (mg./m ³)	Average CO per 1 hr (ppm)	Average NO ₂ per 1 hr (ppm)
1. Aircraft bays	Jan 10 - 11, 2013	0.070	0.360 - 1.350	0.005 - 0.035
	Jan 11 - 12, 2013	0.048	0.600 - 1.070	0.004 - 0.029
	Jan 12 - 13, 2013	0.036	0.380 - 0.880	0.005 - 0.027
2. Baan Fung Mhin School	Jan 10 - 11, 2013	0.060	0.229 - 1.289	0.003 - 0.031
	Jan 11 - 12, 2013	0.066	0.243 - 0.576	0.003 - 0.021
	Jan 12 - 13, 2013	0.050	0.203 - 1.289	0.003 - 0.024
3. Baan Pa Kook Community	Jan 10 - 11, 2013	0.041	0.488 - 1.057	0.008 - 0.034
	Jan 11 - 12, 2013	0.049	0.446 - 0.883	0.008 - 0.045
	Jan 12 - 13, 2013	0.031	0.419 - 0.750	0.004 - 0.051
Standard Value		0.12 ^{1/}	30 ^{2/}	0.17 ^{3/}

Note: • ppm. - parts per million

^{1/} standard value according to the Notification of the Office of National Environment Board no. 24 (B.E. 2547)

^{2/} standard value according to the Notification of the Office of National Environment Board no. 10 (B.E. 2538)

^{3/} standard value according to the Notification of the Office of National Environment Board no. 33 (B.E. 2552)

Sewage and Waste Management

Waste management in Suvarnabhumi Airport has been certified by ISO 14001 and is managed in the Zero Discharge method, which has absolutely no external disposal or assembling with waste in surrounding communities to prevent waste problem in the communities. Waste from within Suvarnabhumi Airport will be stored and sorted within the waste transfer station at Suvarnabhumi only. The excess from the sorting will be disposed of daily at the disposal agencies that are certified by ISO 14001. The information on waste disposal by type is as follows;

Type of Waste	Management Approach	Weight of Waste (kg.) per Year					
		2008	2009	2010	2011	2012	2013
General Waste	1. Sorting 2. Disposing, burning, burial and Refuse Derived Fuel: RDF	17,148,443	12,196,730	12,657,690	15,807,200	17,689,000	19,913,720
Hazardous Waste	1. Stabilizing 2. Fuels for incinerator/ safe landfill	79,020	39,335	55,580	36,750	46,940	39,210
Infectious Waste	1. Infectious waste incinerator	1,344	1,760	1,820	750	610	610

* Information between October 2012 and September 2013

A Comparison of Waste between 2012 and 2013 and Disposal at each Airport

Airport	2012	2013	Disposal Method
Don Mueang International Airport	721,880 kilograms per year	2,096,850 kilograms per year (2,092,760 kg of general waste and 4,090 kg of hazardous waste)	Collect waste once a day and transport to Ta Rang waste sorting and disposal center, Sai Mhai District, Bangkok
Chiang Mai International Airport	222,090 kilograms per year (222,045 kg of general waste, 20 kg of hazardous waste, 25 kg of infected waste)	265,038.5 kilograms per year (265,000 kg of general waste, 30 kg of hazardous waste, 8.5 kg of infected waste)	Suthep Municipal Office, Chiang Mai, transports and disposes of general waste and hazardous waste. Fleet 41 Hospital disposes of infected waste.
Hat Yai International Airport	730,000 kilograms per year	730,000 kilograms per year	Store in a specific storage with protective system from animals and bugs to prevent spread of bacteria and pathogens. Waste trucks from the Municipal Office will collect the waste once a day to dispose of by the Municipal methods.
Phuket International Airport	17,630 kilograms per year	948,765 kilograms per year	Outsource the private sector to collect waste 4 times a day from Phuket International Airport to the incinerator of the Phuket Municipal Office
Mae Fah Luang - Chiang Rai International Airport	50,339 kilograms per year	54,339 kilograms per year	Hire the Municipal Office on a monthly basis to collect waste once a day



Energy Management

AOT is a state - owned enterprise, under responsibility of the Ministry of Transport. AOT's buildings are all 'control building' that needed to follow the Energy Conservation Promotion Act B.E. 2535, and the Energy Conservation Promotion Act (Revised - Edition No.2) B.E.2550 revised by the Ministry of Energy. There is also an implementation of a Ministerial Regulation as a guideline to be in line with the Acts. AOT has 6 large control buildings that need to comply with the Acts; these are control building at Don Mueang International Airport (including headquarters, as the electric recipient system is the same system as the Metropolitan Electricity Generating Authority), Chiang Mai International Airport, Mae Fah Luang - Chiang Rai International Airport, Phuket International Airport, and Suvarnabhumi Airport

On top of that, AOT conforms to the latest law regarding the energy conservation promotion that stipulates the building-owner to appoint a responsible person for energy to be in charge at each control building within the scope of the Ministerial Regulation. There are 8 controlling stages for energy management: set up a working group on energy management, evaluate the preliminary of energy management, determine energy conservation policy, assess potential on energy conservation, define goal and energy conservation plan, operate in accordance with energy conservation plan, monitor and analyze the operations based on the goal and energy conservation plan, follow up and evaluate the energy management, and revise, analyze and fine-tune a mistake of the energy management.

Responsibility toward Environmental Policy

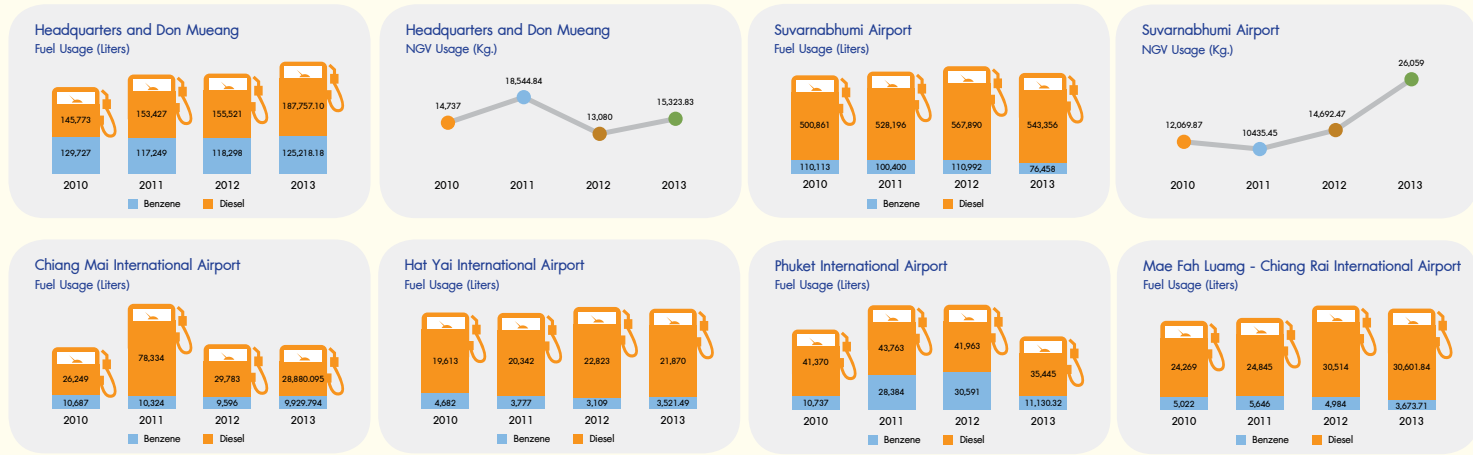
Suvarnabhumi Airport has appointed a working group for energy management of control buildings at Suvarnabhumi Airport to ensure that operations follow the Energy Conservation Promotion Act (2nd Edition) B.E. 2550. The duties and responsibilities of the working group are as follows;

1. Manage energy in compliance with the Energy Conservation Promotion Act and Suvarnabhumi Airport's energy conservation policy
2. Coordinate with all related units to seek cooperation in complying with the energy conservation policy and energy management methods, as well as organize appropriate training or activities in energy conservation for employees in each division
3. Supervise the energy management at Suvarnabhumi Airport to proceed with efficiency
4. Report the results of energy conservation and energy management according to the energy conservation policy and energy management methods
5. Regularly revise the energy conservation policy and energy management and compile suggestions on the policy and energy management methods

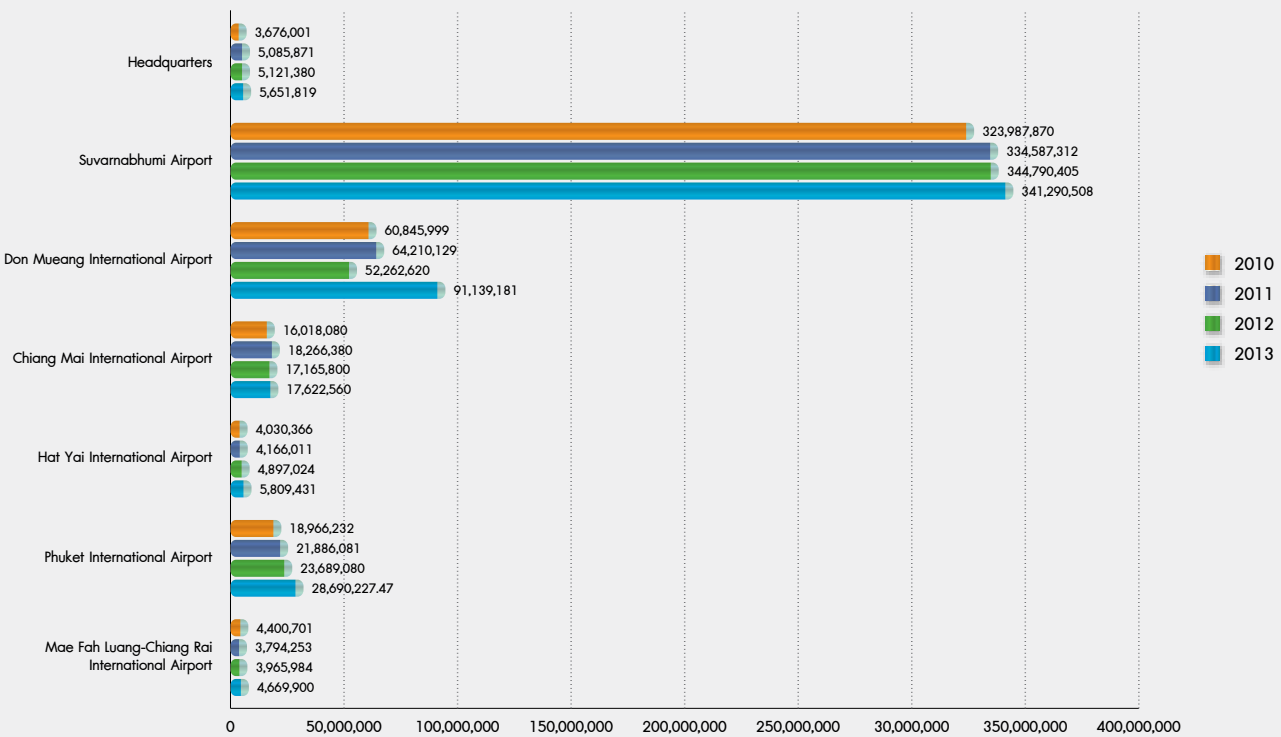
In the period under the working group, Suvarnabhumi Airport has continuously attempted to reduce CO₂ emissions, resulting in the decrease in energy cost such as

- Using NGV instead of diesel and benzene fuels
- When using tools that require oil, choose the appropriate tools and use them effectively
- Cutting down on the use of lights on the roof of the passenger terminal by 50%
- Reducing the use of lights in unoccupied zones such as Concourse A, B, C, D, E and F
- Turning off the air-conditioning after working hours from 16.00 - 06.30 and during the weekends at the office building at Suvarnabhumi Airport

In 2013, the amount of fuel consumption for vehicles and labor-saving tools of AOT amounted to 40,073.073⁵ gigajoules, which is considered a decrease when compared to that of 2012 by 2.633% (1,078.927 gigajoules and 1,837 gigajoules from 2011). The total use of electricity was 1,781,545.06⁶ gigajoules (494,873,626.47 kilowatts per hour), amounting to an increase of electricity use by 9.51% from 2012 (154,732.80 gigajoules). The information can be divided by the types of energy use and areas as follows:



Amount of Electricity Use (Kilowatt per hour)



⁵ Calculated from 1 US gallon = 3.78541178 litres, Gasoline 1 US gallon = 0.125 GJ, Diesel 1 US gallon = 0.138 GJ, NGV 1 kg = 35.947 BTU and Natural Gas 1 MMBTU = 1.055 GJ

⁶ Calculated from Electricity 1 kilowatt-hour = 0.0036 GJ



Noise Impact Management

AOT has the measures to inspect the environmental quality for the Environmental Impact Assessment (EIA) by installing the 24-hour automatic aircraft noise monitoring system to measure L90, Leq 24hrs, Lmax and Ldn in Suvarnabhumi Airport and the areas surrounding Suvarnabhumi Airport. The continuous automatic noise measurements are installed in 13 stations which are:

- Station 1 Wat Bueng Bua
- Station 2 Suthathorn Village
- Station 3 King Mongkut's Institute of Technology Ladkrabang
- Station 4 Building next to Ladkrabang Telephone Exchange
- Station 5 Panasonthi 3 Village
- Station 6 Happy Place Village
- Station 7 Kehanakorn 2 Village
- Station 8 Soi King Kaew 56/3
- Station 9 Wat Bang Plee Yai Nai (Savitree Apartment)
- Station 10 Green Lake Village
- Station 11 Baan Bang Chalong Moo 6
- Station 12 Next to Krirk College
- Station 13 Wat Bang Chalong Nai School

The noise measurements in the areas of Suvarnabhumi Airport are installed in 6 stations which are

- Station 14 Perimeter - South End Runway 01L/19R (A)
- Station 15 Perimeter - North End Runway 01L/19R (B)
- Station 16 Annex16 - North of Airport Site (C)
- Station 17 Perimeter - North End Runway 01R/19L (D)
- Station 18 Perimeter - South End Runway 01R/19L (E)
- Station 19 Annex16 - South of Airport Site (F)

Also, there are 2 additional stations of continuous automatic noise measurements which are movable in case of complaints which are Station 20 - 21 Portable 1 - 2.



The measurement of noise impact around Suvarnabhumi Airport both inside and outside the perimeter in the year 2013 was done in 13 stations. The other stations that did not measure noise impact are located airside which has no impact on the communities, according to ICAO rules. The results of noise impact from the stations with measurement are as follows:

Results of Noise Impact Measurement from 13 Stations around Suvarnabhumi Airport in the Fiscal Year of 2013

Sampling Station	Target of 2012 ^{1/}	Noise Level [dB(A)]											
		Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	June 13	July 13	Aug 13	Sep 13
1. North of eastern runway approximately 5 km at the end of airport area	≤70 dBA	55.2-63.8	56.4-66.2	55.4-61.5	55.4-60.4	55.3-60.8	56.7-62.4	55.8-62.2	57.9-62.9	-	-	-	-
2. East of Zone NE outside NEF 30	≤70 dBA	55.4-61.5	56.5-64.0	53.6-61.0	53.2-60.2	53.6-58.9	54.1-74.8	53.5-63.8	56.6-66.4	46.7-57.6	53.6-71.3	53.7-66.3	53.6-63.7
3. King Mongkutt Institute of Technology Ladkrabang in Zone NEF 35 - 40	≤70 dBA	55.9-64.7	56.1-65.4	56.0-63.6	56.3-61.2	56.1-61.9	56.6-63.9	56.1-64.5	61.6-64.6	61.9-65.2	57.0-66.9	57.5-67.7	55.0-67.4
4. Building next to Suvarnabhumi Airport office building, Ladkrabang, in Zone NEF 30, east of Zone NE	≤70 dBA	62.7-65.4	63.2-68.5	62.5-67.3	62.8-64.4	62.8-64.6	63.2-65.8	62.8-65.7	62.8-65.1	63.4-65.5	63.1-64.3	63.3-65.2	62.7-66.6
5. Panasonthi 3 Village (outside Zone NEF 30, north of Zone NW)	≤70 dBA	53.2-62.5	53.9-62.7	53.6-61.7	55.7-63.0	55.5-63.0	53.9-60.9	53.4-57.9	53.0-61.5	53.1-62.0	-	-	-
6. Happy Place Village (outside Zone NEF 30, east of Zone NW)	≤70 dBA	56.5-60.2	56.1-59.4	53.4-61.7	56.3-60.5	56.1-60.5	56.6-61.6	53.5-60.0	54.7-61.1	55.3-63.4	54.4-60.8	54.1-63.1	54.8-63.4
7. Kehanakorn 2 Village (in Zone NEF 30, east of Zone NW)	≤70 dBA	57.2-66.8	57.5-66.7	58.0-66.8	59.0-66.8	56.7-66.9	56.5-66.6	54.2-67.7	54.7-61.3	55.3-62.9	54.3-58.9	54.9-61.6	-
8. Ladkrabang Canal-side Communities in Soi King Kaew 56/3 (east of Zone NW in Zone NEF 30)	≤70 dBA	56.0-66.7	55.7-64.2	57.5-63.3	59.1-63.6	59.1-63.4	58.8-63.3	56.4-63.1	58.2-62.5	56.3-60.4	55.3-63.1	55.6-63.3	58.1-68.3
9. Savitree Apartment in Wat Bang Plee Yai Nai Community (outside Zone NEF 30, west of Zone SW)	≤70 dBA	56.7-68.7	56.8-62.6	55.8-63.6	56.3-63.4	57.3-73.5	56.6-74.8	58.0-67.2	59.6-67.1	57.6-62.3	59.0-70.3	58.8-65.9	57.6-63.2
10. Green Lake Village (in Zone NEF 30, west of Zone SW)	≤70 dBA	58.5-64.5	62.1-65.5	55.8-65.6	55.6-64.7	61.0-65.0	57.9-65.0	58.4-64.6	61.0-67.6	58.5-66.2	-	-	-
11. Moo 6 Tambon Bang Chalong (in Zone NEF 30 of Zone SE)	≤70 dBA	55.9-77.8	54.1-76.4	55.8-63.6	52.5-64.8	56.7-71.2	57.3-64.6	56.8-75.0	56.0-74.2	58.1-67.4	49.3-67.8	64.9-72.6	34.3-63.1
12. Areas near Kirik College (in Zone NEF 30 of Zone SE)	≤70 dBA	51.3-62.7	50.1-63.0	56.5-62.9	49.0-66.8	60.3-65.3	60.0-66.4	-	-	-	56.1-65.1	58.1-65.9	-
13. Wat Bang Chalong Nai School (in Zone NEF 30 of Zone SE)	≤70 dBA	62.5-78.1	64.0-73.2	62.3-68.2	64.1-70.7	64.2-74.7	63.1-68.1	60.0-67.7	60.0-64.7	59.9-68.9	61.4-71.3	61.1-68.1	60.0-71.8

Note: ^{1/} Standard general noise volume according to the Notification of the Office of National Environmental Board no. 15 (B.E. 2540)

- The noise measurement system encountered technical problems, causing failure in collecting data.



AOT determined that the results of measurements be reported to the sub-committee for inspection and monitoring Suvarnabhumi Airport's environmental measures compliance every month and to Office of Natural Resources and Environmental Policy and Planning every 6 months in order to check the noise impact from aircrafts on the communities surrounding the airports, monitor the noise impact from airplanes on the airport areas, and inspect the flight routes, altitudes, types and airlines of airplanes that receive complaints of being noisy or emitting pollution.

In addition, AOT has conducted measurement of noise impact at Don Mueang International Airport and regional airports. The results of the noise impact measurement around the airports are as follows:

Results of Noise Impact Measurement from 11 Stations around Don Mueang International Airport in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Noise Level [dB(A)]		
		Maximum (Lmax)	Average of 24 hours (Leq(24))	Average of day-night (Ldn)
1. Northern runway	Feb 10 - 13, 2013	98.3 - 100.6	70.9 - 74.3	71.9 - 76.9
	June 13 - 16, 2013	93.7 - 101.8	68.5 - 71.2	70.6 - 73.9
2. Southern runway	Feb 10 - 13, 2013	97.4 - 100.1	66.6 - 66.8	69.5 - 69.9
	June 13 - 16, 2013	95.4 - 100.7	65.7 - 66.1	68.0 - 69.7
3. Krai Lat Suksa School	Feb 10 - 13, 2013	86.8 - 92.8	56.5 - 59.6	61.8 - 63.4
	June 13 - 16, 2013	86.2 - 87.1	54.0 - 58.2	59.1 - 63.1
4. Bhumibol Adulyadej Hospital	Feb 10 - 13, 2013	81.0 - 94.8	67.6 - 72.4	70.4 - 79.1
	June 13 - 16, 2013	84.5 - 94.0	59.5 - 61.6	64.7 - 66.5
5. Wat Don Mueang School	Feb 10 - 13, 2013	91.3 - 96.5	63.4 - 69.4	69.0 - 71.9
	June 13 - 16, 2013	91.3 - 96.4	62.9 - 66.8	67.1 - 69.9
6. Pathai Udom Suksa School	Feb 10 - 13, 2013	93.8 - 96.5	63.9 - 66.1	68.4 - 72.2
	June 13 - 16, 2013	90.7 - 97.7	62.6 - 65.9	67.5 - 70.2
7. Ake Pathum School	Feb 10 - 13, 2013	82.4 - 90.9	58.5 - 58.9	64.7 - 65.1
	June 13 - 16, 2013	80.7 - 88.7	59.1 - 61.0	65.1 - 66.9
8. Suan Ake Village	Feb 10 - 13, 2013	83.1 - 84.5	56.7 - 57.5	61.3 - 62.0
	June 13 - 16, 2013	85.6 - 88.0	57.8 - 58.7	62.1 - 63.8
9. Wat Samean Naree School	Feb 10 - 13, 2013	83.0 - 90.4	60.9 - 64.2	66.7 - 68.6
	June 13 - 16, 2013	92.6 - 95.0	59.7 - 64.6	65.4 - 67.6
10. Kasetsart University	Feb 10 - 13, 2013	83.0 - 90.4	60.9 - 64.2	66.7 - 68.6
	June 13 - 16, 2013	82.7 - 89.2	56.6 - 58.0	61.0 - 61.9
11. Phranakhon Rajabhat University	Feb 10 - 13, 2013	88.0 - 89.7	57.0 - 59.4	60.3 - 61.9
	June 13 - 16, 2013	88.0 - 92.0	59.1 - 60.6	63.1 - 64.5
Standard Value ^{1/}		115	70	-

Note: ^{1/} Standard general noise volume according to the Notification of the Office of National Environmental Board no. 15 (B.E. 2540)
- No standard value set for a day-night average noise volume

Results of Noise Impact Measurement from 6 Stations around Chiang Mai International Airport in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Noise Level [dB(A)]		
		Maximum (Lmax)	24-hour Average (Leq(24))	Day-night Average (Ldn)
1. End of northern runway (CNX)	Apr 9 - 12, 2013	90.1 - 99.0	58.7 - 62.7	63.8 - 65.0
	July 9 - 12, 2013	85.3 - 104.7	58.2 - 63.9	64.9 - 66.0
2. Parking lot in front of passenger terminal	Apr 9 - 12, 2013	89.4 - 93.9	59.3 - 61.4	62.5 - 69.0
	July 9 - 12, 2013	85.9 - 95.4	58.1 - 58.5	61.8 - 62.8
3. Southern runway in front of the fire station	Apr 9 - 12, 2013	76.4 - 81.7	58.2 - 58.9	63.2 - 63.6
	July 9 - 12, 2013	88.6 - 97.5	60.1 - 60.7	63.8 - 64.9
4. Baan Ton Kook Community (Baan Chang Thong)	Apr 9 - 12, 2013	88.6 - 94.1	55.4 - 55.7	60.1 - 60.7
	July 9 - 12, 2013	100.6 - 112.4	66.9 - 70.1	70.7 - 72.2
5. Mae Hia District Community (Nimman Noradee Village)	Apr 9 - 12, 2013	87.1 - 89.6	62.3 - 63.8	68.4 - 68.7
	July 9 - 12, 2013	93.2 - 95.3	61.9 - 62.5	65.6 - 65.8
6. Baan Umong Community Tambon Suthep, Amphur Mueang	Apr 9 - 12, 2013	86.9 - 96.4	56.6 - 60.0	61.2 - 63.8
	July 9 - 12, 2013	84.9 - 89.3	55.8 - 56.5	55.8 - 56.5
Standard Value		115 ^{1/}	70 ^{1/}	<65, 65 - 75, >75 ^{2/}

Note: ^{1/} Standard general noise volume according to the Notification of the Office of National Environmental Board no. 15 (B.E. 2540)

^{2/} Standard noise volume Ldn according to the US Department of Housing and Urban Development: acceptable level is <65 dBA, allowable level is 65-75 dBA, and unacceptable level is >75 dBA

Results of Noise Impact Measurement from 5 Stations around Phuket International Airport in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Noise Level [dB(A)]			
		Maximum (Lmax)	24-hr Average (Leq(24))	Day-night Average (Ldn)	Percentage at 90 ^{2/} (L ₉₀)
1. Airside at the fire and rescue station	Mar 27 - 30, 2013	95.20 - 99.70	72.94 - 73.47	77.74 - 78.48	60.03 - 60.53
	July 24 - 27, 2013	88.30 - 90.20	64.70 - 66.90	68.80 - 71.80	47.60 - 49.70
2. Parking lot in front of passenger terminal	Mar 27 - 30, 2013	82.80 - 90.70	53.98 - 61.38	58.57 - 59.22	50.36 - 51.60
	July 24 - 27, 2013	83.80 - 93.00	61.00 - 62.00	65.70 - 67.50	56.70 - 57.50
3. Baan Mai Khao	Mar 27 - 30, 2013	77.30 - 84.30	53.42 - 54.73	58.57 - 59.22	50.36 - 51.60
	July 24 - 27, 2013	83.50 - 94.20	55.10 - 57.70	60.80 - 64.50	51.60 - 54.90
4. Nurulhibadiyah Baan Mhak Prok Mosque	Mar 27 - 30, 2013	87.00 - 88.00	64.78 - 65.02	69.65 - 70.01	57.11 - 57.81
	July 24 - 27, 2013	88.90 - 97.10	65.10 - 65.40	69.50 - 70.90	56.40 - 57.80
5. Baan Lhaem Sai School	Mar 27 - 30, 2013	90.20 - 90.80	63.60 - 64.39	68.20 - 70.05	43.93 - 48.20
	July 24 - 27, 2013	91.80 - 95.10	63.00 - 64.80	67.30 - 69.60	43.60 - 44.50
6. Passenger terminal construction site	Mar 27 - 30, 2013	80.30 - 93.50	59.98 - 61.60	64.09 - 64.87	56.59 - 57.09
	July 24 - 27, 2013	88.20 - 92.90	60.20 - 61.10	64.90 - 65.70	56.90 - 57.80
Standard Value ^{1/}		115	70	-	-

Note: ^{1/} Standard general noise volume according to the Notification of the Office of National Environmental Board no. 15 (B.E. 2540) on general noise volume standards

- No standard value set for a day-night average noise volume

^{2/} L₉₀ 24-hour average (minimum + maximum)



Results of Noise Impact Measurement from 5 Stations around Mae Fah Luang - Chiang Rai International Airport in the Fiscal Year of 2013

Measuring Station	Date of Measurement	Noise Level [dB(A)]		
		Maximum (Lmax)	24-hour Average (Leq(24))	Day-night Average (Ldn)
1. Aircraft bays	Jan 11, 2013	87.1	60.3	60.8
	Jan 12, 2013	88.9	62.9	64.4
	Jan 13, 2013	88.1	65.7	65.7
2. Baan Pa Kook Community	Jan 11, 2013	74.5	51.2	54.7
	Jan 12, 2013	76.7	47.4	52.6
	Jan 13, 2013	73.8	44.5	50.3
3. Chiang Rai Government Complex (Department of Public Works Chiang Rai)	Jan 11, 2013	92.3	58.3	59.3
	Jan 12, 2013	92.7	58.2	59.9
	Jan 13, 2013	91.6	58.3	58.8
Standard Value		115 ^{1/}	70 ^{1/}	

Note: ^{1/} The Notification of the Office of National Environmental Board no. 15 (B.E. 2540)

- No standard value set for a day-night average noise volume

Legal Measures to Control Noise Impact

The value of significant fines and number of times of non - monetary punishments for violation of environmental laws and regulations can be divided into 2 parts:

Part 1 The administrative or legal punitive measures for not complying with environmental rules and regulations include

1) The Enhancement and Conservation of National Environment Quality Act B.E. 2535 stipulates that for effectiveness in environmental conservation and enhancement, the cabinet through the approval of the Office of National Environmental Board is authorized to make declarations in the Government Gazette. It requires that projects or entities of specific types and sizes of government agency, state enterprise, or private sector that have an impact on the environment prepare an Environmental Impact Assessment (EIA) report. As a state enterprise, AOT has conducted the EIA on Suvarnabhumi Airport and already received approval from the Office of National Environmental Board.

2) The cabinet's resolution dated 29 May 2007, and 31 August 2010 stated that AOT complies the following practices:

- (1) Negotiate to buy the land and structures in the NEF > 40 zone; if the owner of the land and structures refuses to sell, AOT must support and improve or install tools to reduce noise impact.
- (2) Support the renovation of buildings and structures in the NEF 30 - 40 zone if the noise impact (L90) is measured over 10 decibel (A)
- (3) Declare the worst-case noise scenarios, e.g. when the Runway 1 and 2 are used to its fullest capacity of 76 flights per hour, 80% of all flight landings at the end of northwestern runway, and 20% of all flight landings at the end of northeastern runway
- (4) Use real estate price evaluation criteria without depreciation and with market price increase as follows;
 - (4.1) Houses not in a developed housing project receive market price increase in the range of 10 - 20%
 - (4.2) Houses in a developed housing project receive market price increase in the range of 20 - 30%

Part 2 The significant fines and non - monetary punishments involving various aspects are as follows;

1) Remuneration for noise impact caused by Suvarnabhumi Airport's activities amounted to 799.333 million baht in total

2) Cost of land and structures purchased amounted to 2,801.887 million baht

Prevention and Reduction of Noise Impact Measures

AOT designates the measures to prevent and reduce environmental impact based on the Environmental Impact Assessment (EIA) as follows:

- Support the prevention of noise in places in need of special silent such educational institutions, religious premises, infirmaries and governmental agencies, etc.
- Increase the use of runways that cause the least impact
- Limit the use of noisy aircrafts by charging fees or others
- Require airlines which use the airports to adopt the take - off and landing methods which cause the least noise
- Require pilots to strictly follow the flying and landing regulations set by ICAO
- Publicize the information on the airport operations and acknowledge complaints and suggestion from related agencies

The cabinet's motion dated 29 May 2007, and 31 August 2010 stated that the use of runway 1 and 2 at the full capacity of 76 flights per hour, divided into landings at the northern end of the western runway amounting to 80% of all flights and landings at the northern end of the eastern runway amounting to 20% of all flights (Summer Noise Line) and in the winter, is landing at the southern end of the runway and taking off at the northern end of the runway. In the annual ordinary shareholders' meeting 2010, there was a motion authorizing the solutions for the people who are affected by noise impact from the operation at Suvarnabhumi Airport, which involve paying compensations to the residents in the affected area, as can be concluded below. (As of 30 September 2013)

Results of Compensation in the Areas Affected by Noise Impact	2011	2012	2013
Total Number of Buildings with NEF > 40	648	641	638
Total Number of Buildings with NEF 30 - 40	15,040	15,676	15,676
NEF > 40 and Requesting Sell-Off			
• Sold	104	162	172
• In the purchasing process according to inventory regulations	54	22	12
• In other processes	54	20	18
• Buildings Removed/No Documents of Ownership	4	-	-
NEF > 40 and Requesting Money			
• Money received	356	412	418
• In the process of document investigation before payment	36	15	11
• In other processes	40	10	7
NEF 30 - 40			
• Money received	4,672	12,741	13,588
• In the process of document investigation before payment	6,689	375	132
• In the process of checking estimation/year of construction	883	121	67
• In the process of price estimation	2,272	1,412	1,098
• Price declined	111	102	92
• Owner unreachable	413	925	699

The compensation above shows that the number and percentage of buildings with changes in the residents affected by noise impact is 1,109 buildings or 6.80% of all buildings affected by noise impact. AOT has negotiated to buy off the land with buildings or structures in the areas with NEF > 40, which were constructed before 2012; 180 buildings have already been transferred, valued 799.333 baht. For the owners of buildings who do not wish to sell the premises, AOT has contributed funding to renovate the buildings and structures based on the renovation criteria to reduce noise impact developed by NIDA to 418 buildings, amounting to 111,866 million baht. For buildings or structures in the areas with NEF 30 - 40, which were constructed before 2012, AOT has contributed funding for renovation based on the same criteria by NIDA to 13,328 buildings, amounting to 2,690.023 million baht. Lastly, AOT has supported funding to places that are sensitive to noise impact, such as schools, hospitals, and religious premises, in the number of 21 places, amounting to 292.536 million baht. However, AOT continues to improve and develop its operations, as well as seek for ways to solve the problems and minimize the noise impact around Suvarnabhumi Airport.

Care for Community

Apart from strictly complying with the measures to prevent and reduce noise impact, AOT also emphasizes the importance of quality of life for the communities around the airport. For example, AOT organized auditory health check - ups for those affected by the noise from Suvarnabhumi Airport's operations. Schools and communities from 2 sub - districts, namely Tambon Rachatewa and Tambon Bang Chalong, in Amphur Bang Plee, Samutprakarn, participated in the program, with 2,000 participants.



Society (Safety and Service are Our Priorities)

Safety in Practice

Air transport is considered the fastest means compared to other types of transportation, which is why both Thai and foreign tourists and business people increasingly use airports every year. AOT realizes the importance of safety and security in the 6 airports under the supervision of AOT and maintains the same standards in all airports in order to respond to present threats that are highly evolved and unpredictable. Therefore, AOT's security practices cover 3 main areas, namely security measures establishment, security quality control, and security personnel development, with the significant concepts as follows:

1. Security Measures Establishment

AOT has established the security measures in correspondence with the standards of the International Civil Aviation Organization (ICAO) as well as the rules and regulations of the Department of Civil Aviation (DCA). These measures are operated in the same standards at every airport. The measures cover defensive security measures, information security measures, and emergency security measures. In addition, there is continuous collaboration with local and international news agencies to obtain potentially threatening news for risk assessment in security so that security measures can be amended to correspond with the threats in an immediate manner. For example, due to the turmoil in the 3 southern provinces, continuous security monitoring is in place at Hat Yai International Airport by restricting entrances and exits, checking vehicles that enter airport territory, and checking passengers' belongings before entering the terminal.

2. Security Quality Control

AOT has devised an AOT Aviation Security Standard and Quality Control Plan and an office to control and supervise the security operations to comply with the international standards. In following the Plan, AOT conducts surveys, inspection, audit, and tests, as well as analyzes the defects found in order to provide continuous and integrative improvements. Apart from the quality control performed by AOT, the Company also undergoes security evaluation in the Universal Security Audit Programme (USAP) organized by ICAO as well as evaluation by DCA.

3. Security Personnel Development

AOT recognizes the importance of security personnel development as they must possess knowledge, ability, and skills required for the tasks. Therefore, AOT has compiled standard guidelines to be used in security training. The training programs, including initial training, recurrent training, and on-the-job training, have been approved by the Department of Civil Aviation. These standard trainings correspond with ICAO's security training standards. Apart from AOT's training, the Company also organizes campaigns and activities to promote engagement in security operations and to convince AOT's employees and divisions or entrepreneurs working in the airports to have security awareness at the airport and form security partnership with AOT.

Safety Management System - SMS

Civil aviation safety is the main objective of airport operations, and AOT realizes that airports must be free from danger, accidents and incidents. As a result, AOT has declared the Safety Policy to be used as guidelines for safety operations and nurturing of attitudes and corporate culture for every member of the organization, from executives to operating workers. Toward this end, AOT has adopted Safety Management System (SMS) for airports as seen in the following methods. The first one is safety promotion which includes organizing activities, communicating about safety, training personnel inside and outside the organization, and holding emergency exercises for personnel as stated in the airport emergency plan and incident action plan. Moreover, AOT has conducted safety risk management by identifying and analyzing dangers or risk factors that affect safety and determined the measures to eliminate or mitigate the dangers or risk factors down to an acceptable level. Not only that, AOT gives safety assurance by

providing evaluation and internal audit regarding standards and safety of related organizations inside and outside AOT. The safety assurance is divided into 8 aspects as follows;

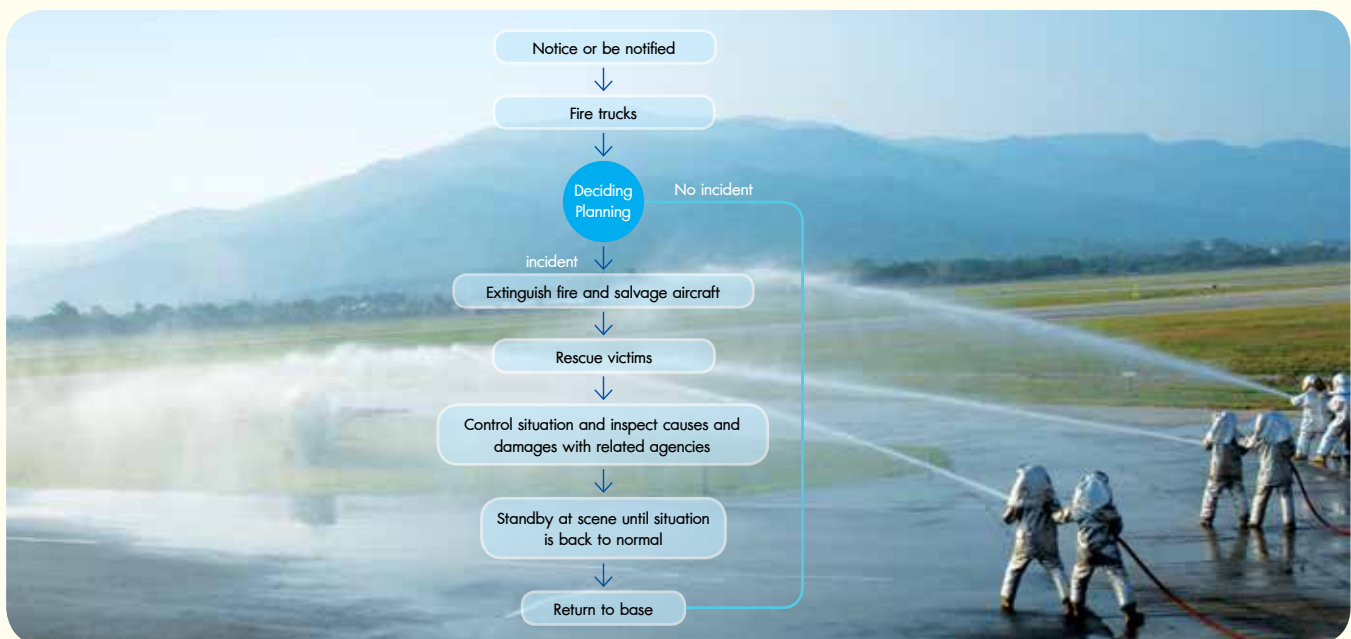
1. Airport and environment physical standards
2. Air travel facilities and airport electricity
3. Airside operation standards
4. Aircraft fire extinguishment and rescue
5. Air travel news services
6. Civil aviation security
7. Airport safety management
8. Air transport facilitation

The purpose is to give confidence to customers such as airlines, entrepreneurs, stakeholders, and communities that AOT's standards and safety follow the government's requirements and ICAO's regulations. AOT also organizes internal audit for all airports under the supervision of AOT in the fiscal year of 2013, including Mae Fah Luang-Chiang Rai International Airport, Chiang Mai International Airport, Phuket International Airport, Hat Yai International Airport, Don Mueang International Airport, and Suvarnabhumi Airport.

Fire Extinguishment and Rescue

According to ICAO's regulations, all international airports must have a fire extinguishment and rescue unit at the airport to perform fire extinguishment for aircrafts and rescue passengers who are stuck inside the aircraft, which will give confidence to airport users. In case of an accident with the aircraft, the aircraft fire trucks must arrive at the scene of accident in no more than 3 minutes.

Steps in Case of Emergency Aircraft Accident in Airport



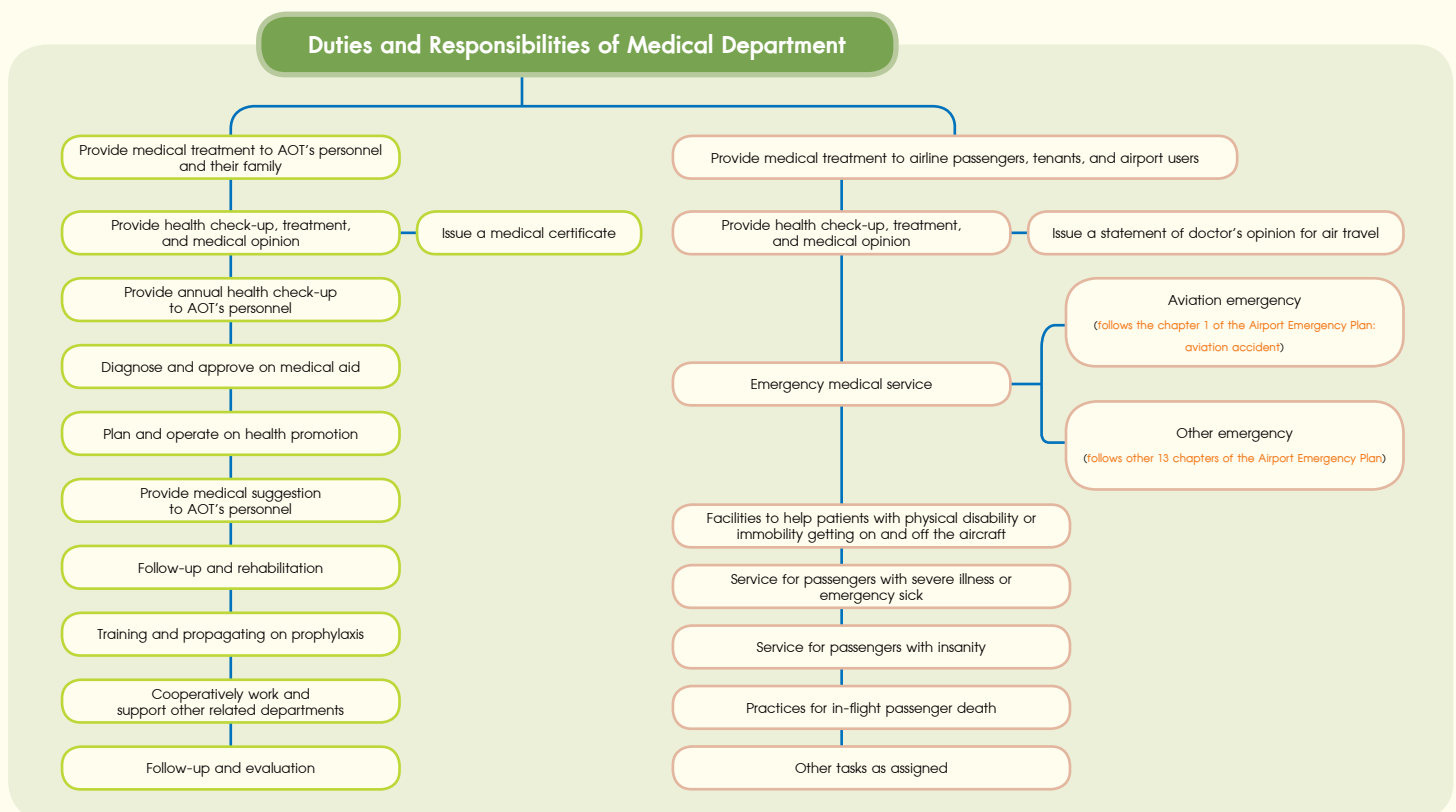
Number of emergency incidents with aircraft in the fiscal years of 2012 and 2013

Fire Station	Fiscal Year	
	2012	2013
Aircraft Fire Station 1 (East Side)	21	20
Aircraft Fire Station 2 (East Side)	13	13
Total	34	33



Health Measures

AOT realizes the importance of health for AOT's employees and workers, including their families and the passengers on the aircrafts, as well as entrepreneurs and airport users. For general treatment, AOT's Medical Department provides medical staff stationed at the clinic or medical unit in the passenger terminal. In emergency, a medical team from the clinic or medical unit will be dispatched immediately after the notification is made.



Measures to monitor or control epidemics: World's Health Organization stipulates that member countries abide by the WHO regulations, which include a country's main competency to "detect, evaluate, notify, and report incidents that fall under the International Health Regulations". Also, the country must "be immediate and effective in fixing or countering the threats to public health and Public Health Emergencies of International Concern (PHEIC).

Nowadays, known communicable diseases are plenty and are transmitted among humans. Therefore, Suvarnabhumi Airport, which is the country's gateway that receives numerous flights and passengers from around the world, is at high risk of spreading infectious diseases introduced by the passengers. To create confidence in safety and sanitation to users, the medical staff, as head of the medical field, is responsible for preparing medical service to support airport emergencies, including severe contagions or epidemics. Should such diseases spread in the airport, the medical unit must follow the emergency plan regarding medical emergency - communicable pathogens and quarantine stated in the Aerodrome Emergency Plan and International Health Regulations 2005 (B.E. 2548) by cooperating with related agencies and performing practices together. In 2013, the medical unit cooperated with the Disease Control Office, Ministry of Public Health, to monitor passengers with the new species of Coronavirus 2012 traveling to Thailand through airports between May and July 2013. The Disease Control Office would give monthly reports to the medical unit regarding the entry of infected passengers. If there were infected passengers, the Disease Control Office would detain and move the passengers to Bamrasnaradura Infectious Disease Institute for treatment. In 2013, no infected passengers were found using the airports.

Measures Preventing Dangers from Wildlife Strikes

The risk of wildlife strikes is common to most airports around the world and AOT has a range of mitigation measures to prevent risks and factors that may lead to wildlife strikes. The purpose is to enable air staff, passengers, airlines, users, entrepreneurs, and stakeholders to feel confident that their safety is being taken care of by AOT.

AOT has evaluated the danger arising from birds and animals that pose threats to aviation through research and inspection of the environment in the airports by employees and ornithologists. The study results will be analyzed and evaluated of level of risk based on the number and types of birds that can have an impact on the aircrafts. Moreover, the results will be used to determine the significance and set the priority in mitigating by improving both defensive and corrective measures to be more effective and able to fix both short-term and long-term problems.

The defensive measures include environmental management measures to control birds and other animals that are potentially threatening to aviation by controlling the food sources of birds (insects and small fish) and benthic animals (rats, frogs, snakes, and earthworm) through determining the height of grass, weeds, and airside water levels. The corrective measures include monitoring and chasing away birds through methods as suggested by ICAO such as using noise and warning images, setting nets in food sources and habitats of birds, or catching with nylon nets to release in appropriate areas.

Moreover, AOT gives bird warnings to air staff and inspects areas in the airports where bird strikes are reported to collect the bodies and perform checkups on the aircrafts. Then, AOT will file the Bird Strike Reporting Form to DCA and accumulate the data and statistics such as the phase of flight of the strike, the range and distance around the airport, the height of the aircraft when hit, damage to aircraft, and impact on flights. From the previous statistics, it is shown that the rate of bird strikes at the airports under the supervision of AOT is in a downward trend. In the fiscal year of 2013, the rate of bird strikes per 10,000 flights is as follows; Don Mueang International Airport 1.3 strikes, Chiang Mai International Airport 0.7 strikes, Mae Fah Luang-Chiang Rai International Airport 5.8 strikes, Phuket International Airport 0.2 strike, Hat Yai International Airport 2.3 strikes

The exception is Suvarnabhumi Airport where bird strike rate went up to 10.03 strikes. Although with this increase, AOT is not negligent, but continues to study and research further to seek other appropriate measures to control the number of birds that are potentially dangerous to aircrafts. Also, AOT performs risk assessment to minimize the risks to an acceptable level.

Safety and Occupational Health Operations

AOT has established the Safety and Occupational Health and Working Environment Policy, which is revised and amended along with the Annual Safety Action Plan toward the end of the fiscal year or the beginning of the new fiscal year. The Safety and Occupational Health and Working Environment Committee (authorized according to the Ministry of Labor regulations) will consider and approve of the policy at least once a month in order to correspond with the present circumstances and laws that have been changed. The airports are to adhere to the policy and achieve the objectives previously set. Moreover, AOT has designated occupational safety divisions in every airport in AOT's responsibility to ensure that operations go smoothly, continuously and consistently. The safety management is based on safety laws and other related laws, with campaigns for safety and occupational health, safety assessment and report by the committee and safety personnel at different levels from each airport, evaluation of working environment, training, and establishment of personal safety devices guidelines. Additionally, the Company performs CSR practices regarding safety, determines measures preventing accidents from the environment and unsafe work conditions, and prepares plans to prevent and extinguish fires as well as plans to support possible natural disasters.

AOT holds trainings and courses that are associated with the preparation of safety management system and courses in danger identification and risk assessment and management for safety units at all airports. The purpose of these trainings is to determine the risk management plan and safety operations that are systematic and inclusive of the entire organization.



Safety and Working Environment Evaluation

Unsafe working environment and actions make up one important cause of accidents and diseases from work. Therefore, to seek and identify the dangers, inspect working environment, and make reparation toward safety can minimize the risks and chances of accidents and diseases from work. AOT audits airports' safety operations twice a year according to the Annual Action Plan to visit and give suggestions on operations that comply with the laws and related standards.

Safety Training

AOT gives trainings in working safety courses both required by laws and additional to increase beneficial knowledge including

- Security Guards in Different Levels of Operation courses
- Basic Fire Extinguishment courses
- Safety Planning and Detection Techniques courses
- Accident Investigation courses
- Accident Cause and Prevention courses
- Danger Identification, Evaluation, and Risk Management courses
- Basic First-Aid courses
- Strategies and Safety Operations courses
- Safety Laws in the Previous Year and their Practices courses
- Safety at Work Laws courses for Executives
- the annual fire drills

Safety Campaigns

AOT holds activities to campaign for safety at work by organizing exhibitions to give knowledge on safety, including safety on the job and safety outside the job. One campaign that was organized is "Safety Day" exhibition which promotes safe driving during important holidays. The activities featured are demonstration of safety equipment, health check-up, and a special lecture on safe driving, with the purpose to raise awareness of safety. The event was held at the AOT Headquarters to communicate safety to employees from all levels. AOT also prepares and distributes safety news to all divisions and airports every month. In addition, safety activities have been held at airports as well such as safe driving campaign to welcome 2013 in the Don Mueang International Airport area and surrounding routes. The event received cooperation from Don Mueang Police Station, Thailand Tourist Police, airlines, and entrepreneurs. Another safe driving event involving wearing helmets while riding motorcycles was held in the area and around Mae Fah Luang-Chiang Rai International Airport with employees and entrepreneurs as participants.

Seminars and Observations of Work Safety

In the fiscal year of 2013, AOT organized 4 trips of seminars and observations of work safety, 3 for safety personnel from all levels and 1 trip for the Safety Committee. The purpose is to revise the operations in the previous year and create understanding in the operations to be in the same direction, as well as build a network of safety operations in AOT. The observations were of leading companies with exceptional performance in work safety.

Corporate Social Responsibility Practices (CSR in Safety)

AOT has been continuously conducting CSR practices in safety alongside the communities around the Headquarters including the helmet campaign and special lectures on natural disasters to students from schools in the Headquarters vicinity such as Don Meuang Airforce School, Wat Don Mueang School (Airforce Utid), Don Mueang Jatura Jinda School, and See Kan School (Wattana Uppathum). The activities aim to nurture awareness in youths of the importance and necessity of safety, which will benefit society at large in the future. Moreover, the "AOT Charitable Brothers" project continued for its 4th consecutive year. The project gives knowledge on basic fire extinguishment and safety that can be used in daily life to 6 schools surrounding the airports such as See Kan School (Wattana Uppathum), Don Mueang, Bangkok, Wat Mueang Mhai School, Talang, Phuket, and Wat Koke Muang School, Klong Hoi Khong, Songkla.



Personal Safety Devices Guidelines

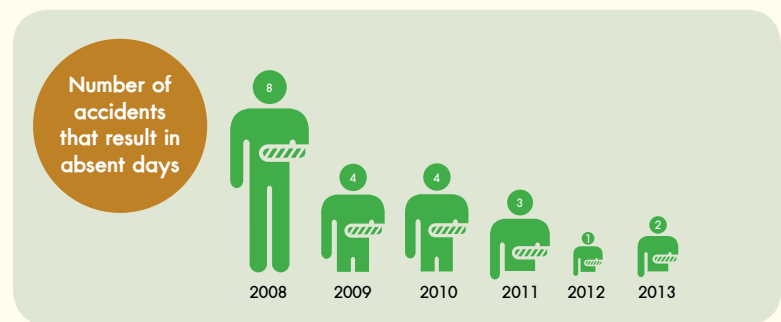
Some operating employees have to work in dangerous conditions or are at high risk of accidents. Therefore, it is necessary for workers to wear personal safety devices that are high-quality, correct, and appropriate for the type of work. AOT has prepared a manual for personal safety devices standards (as required by the laws) for AOT departments to use as guidelines in seeking and checking the qualifications before procuring the devices. The Accident Prevention and Occupational Health Department must confirm that the qualifications of each device are in accordance with the set standards before use.

Natural Disaster Plan

AOT has devised 2 safety plans in response to natural disasters. The first one is safety plan in response to natural disasters at AOT Headquarters in the title "Demonstration, Protest, and Riot Prevention and Restraint Plan." The second one stems from the great flood in late 2011, prompting the assignment of a flood prevention and mitigation team for flood in the AOT Headquarters, and results in the "Flood at AOT Headquarters Prevention and Mitigation Plan." Approvals from the AOT divisions that are involved in the consideration of the plan have been received, as well as the President's authorization for practice.

Employees' Accidents Statistics (Only Those Resulting in Absenteeism)

Every month, an airport standards and occupational health division of each airport collects the information on the employees' accidents or illnesses from work, which results in treatment at the hospital. The information is then reported to the Accidents and Occupational Health Prevention Department. In 2013 (January - September), 2 employees were in accidents from work; one is an employee at Don Mueang International Airport and the other is an employee at Mae Fah Luang-Chiang Rai International Airport (information as of 30 September 2013).



AOT Employees in Accidents or Ill from Operation in 2013

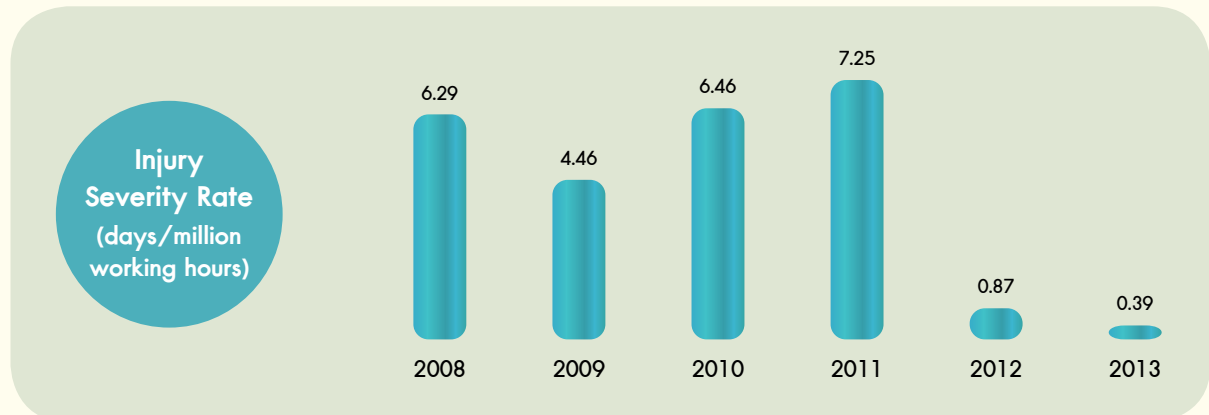
Employees in Accidents or Ill from Operation	2013
Total number of Employees in Accidents or Ill from Operation	7
Total number of Employees in Accidents or Ill from Operation by Gender	
• Male	7
• Female	-
Number of Employees in Accidents or Ill from Operation by Case	
• Injured and treated	2
• Deceased	-
Medical Expenses/Other Compensations by Case (Baht)	
• Injured and treated	500,000
• Deceased	-

Note: Information as of 30 September 2013



Injury Frequency Rate (IFR) and Injury Severity Rate (ISR) (Only Those Resulting in Absenteeism)

IFR and ISR of injuries are the figures reflecting the number of employees who were injured to the point of being absent from work (persons/million working hours) and the number of days lost from accidents (days/million working hours) respectively. In 2013 (as of 30 September 2013), the IFR accounted for 0.26 person/million working hours and ISR 0.39 days/million working hours.



Note: Information as of 30 September 2013

Awards in Safety, Occupational Health, and Working Environment

AOT entered a competition of Best Establishment with National Operations in Occupational Health and Environment organized by the Department of Labour Protection and Welfare, Ministry of Labor. In 2013, there were 3 divisions by AOT that received the national awards, namely Head Office, Phuket International Airport, and Mae Fah Luang-Chiang Rai International Airport. The Headquarters received the award for the 7th consecutive year (2007-2013), Phuket International Airport for the 10th consecutive year (2004-2013), and Mae Fah Luang-Chiang Rai International Airport for the 3rd consecutive year (2010-2013). AOT encourages that all airports under its supervision enter this competition, with the purpose that they can receive national awards, especially Suvarnabhumi Airport which is the country's main airport. The ultimate goal is to promote safety operations that are systematic and in compliance with the laws.

AOT is determined to develop the safety standards in a systematic manner that corresponds with the objectives and vision that have been established. The operations are based on corporate social responsibility in order that AOT can achieve corporate sustainability like the AOT's value, "Safety and Service are our Priorities."

Service in the Heart

Amenities and Services for People with Disabilities

AOT aims to provide facilities that meet the international airport standards by focusing on accessibility and convenience. Moreover, as the Ministry of Transport has a policy for its enterprises to develop facilities for people with disabilities under the concept "Convenience and Safety...Modern Transport with Care for the Disabled." To support this pilot scheme, Don Mueang International Airport showed its participation by improving the facilities for the disabled at the airport.

In 2013, AOT, an aegis of the Ministry of Transport as the Company's overseer and stakeholder, carried out the state policy by improving the standard of the amenities for the disabled and expanded the services to all airports under AOT's supervision, bringing smiles and happiness to everyone.

- The changes and adjustments implemented are include improving the slopes and the parking area for the disabled near the departure-arrival platform, the information counters in departure and arrival, and toilets, improving and installing "For the Disabled" signs, decreasing the height of the information counters and public payphones, installing the TTRS to connect the disabled to sign language interpreters near the information counters of the domestic and international departure halls, coordinating with airlines in adjusting the height of the automatic ticket dispensers, and improving the Passport Control counters in the domestic departure hall.





Signs

AOT has installed several essential warning and instructional signs and noticeboards with information on various services and amenities throughout its airports, adhering to the rules of ICAO FACILITATION (FAL) PROGRAMME. These signs are categorized as follows:

- Passenger Facilities such as hotels, restaurants, transportation, medical facilities, post offices, banks and money exchange, and tourist offices.
- Airport Facilities such as Customs, Immigration, Plant Guarantee, Health Control, Car Parking for Long and Short Term, Parking Service Facilities for Aircrafts, Check-in Counters and Baggage Claim

In addition, other signs and noticeboards have been installed in the airports including No Smoking Area signs, "Check your belongings before leaving the toilet" signs, Toilet signs for Men, Women and the Disabled, and Parking Area for the Disabled. Furthermore, various facilities for the visually impaired have been added to the interior of the airport such as Warning Blocks to aid airport users.



Smiles for Society

Not only does AOT focus on delivering the highest standard of safety and service, adhering to the motto "Safety and Service are our Priorities," but it also places great importance on the development of the community, society and environment through its various projects and activities under the concept "Clean Air" which consists of the 3 following strategies:

Strategy 1: Good People, Good Air

This is a nationwide activity focused on the development of the people and their community encompassing fields such as education, arts, culture, religion and sports.

Notable Achievements

▲ AOT has donated funds for educational projects to all 6 Border Patrol Police Schools: Narathiwat, Mukdahan, Chiang Rai, Chantaburi and Tak. (Baan Pae and Baan Mhong Kua)

In 2013, AOT has continued its previous intentions with AOT's directors travelling to visit and inspect the school buildings, teachers' apartment, student dormitories and the Small Children Building, all built with the funds and donations from AOT.

▲ Launched the "Airport of Learning" Project which is a collaboration between AOT and the air transport agencies under the aegis of the Ministry of Transport notably the Department of Civil Aviation, THAI Airways, Aeronautical Radio of Thailand Ltd. and Civil Aviation Training Center aimed at broadening the knowledge on and understanding of air transport to students. In addition, students were introduced to the various agencies and jobs in the air transport industry. 9 schools which offer high school education in the vicinity of Suvarnabhumi Airport participated in the project. The project was carried out from 21 June - 26 July 2013 with more than 5,000 high school students participating.



▲ "Suvarnabhumi Youth Camp 2013" was held at Learning Resort College of Innovation Thammasat University Pattaya, Chonburi province, for students of 2 levels of education, namely 150 students from 10 secondary schools around Suvarnabhumi Airport and 136 students from 17 primary schools of the same area, to promote knowledge about sufficiency economy and the environment.

▲ "Painting Sports Courts for Schools around Suvarnabhumi Airport" Project is an activity with the aim of improving and painting the sports area of 8 schools in the proximity of the airport.

▲ Volunteer Guide is a project offering students with knowledge of foreign languages from various schools in the vicinity of the airport the opportunity to act as a guide, aiding and giving out information to local and foreign passengers.

▲ The Drive Safely Campaign 2013 was organized during the New Year holiday between 27 December, 2012 - 2 January, 2013, considered as "the 7 Dangerous Days". The project whose goal was to reduce vehicular accidents in and around the airport vicinity received full support from all parties involved including Don Mueang Police Station, Tourist Police Division, Airlines and business owners in Don Mueang International Airport. Speed limit enforcement equipment and breathalyzers were used during the campaign.

▲ AOT promoted Thai tradition by giving students of Don Mueang Taharnargard Utid the chance to display their Thai musical abilities in the departure hall of Don Mueang International Airport. Their performance includes a demonstration of jasmine garland making and Klong Yao.

Furthermore, regional airports of AOT have continually organized projects and activities that benefit the community, society and environment following the strategies of Good People, Good Air. The projects and activities for 2013 are as follows:





Phuket International Airport

▲ Continuously supported, promoted and participated in the preservation of Buddhism and other religions through various activities such as Kathin Ceremony and facilitating Thai Muslim passengers and their relatives in Phuket and the surrounding provinces as they perform the Hajj. In addition, the airport also aids those fasting during Ramadan by donating date palm, rice and drinking water to mosques in and around the airport area.

▲ Organized a monthly meeting between a selected team of employees and the community around the airport area to give out information about the operations of the airport and to listen to opinions and comments from the locals

▲ Organized the "Good People, Good Air" Project (Phuekt International Airport for the Environment) a campaign for the cleanliness and improvement of the view of the area between Runway 09 up to Sirinath National Park and the sidewalk in the vicinity of the Nai Yang Beach three way junction up to the fire and rescue station Phuket International Airport.

Hat Yai International Airport

▲ Offered the opportunity for the youths to visit and learn about the operations of the airport through various activities such as AOT seniors for basic fire extinguishment practices for primary students in the vicinity of the airport. These activities help the youth garner experience and give them the chance to be a part of the airport family.

Mae Fah Luang - Chiang Rai International Airport

▲ Organized a sporting event for villages in the vicinity of Mae Fah Luang - Chiang Rai International Airport

Strategy 2: Clean Air

We aim to conserve the environment so as to provide the community and society with clean surroundings and air. Furthermore, we are conscious of the effects of global warming and the value of our limited national resources.

Notable Achievements

▲ Planting trees for better air in the land: In collaboration with the Pollution Control Department, AOT launched the "Forest Growing for Stronger Communities without Burning" under the project "Strengthening Community in Finding Solutions to Smoke Pollution" Year 2 in 6 communities of Wiang Pa Pao District, Chiang Rai - namely Pa Chan village, Doi Ku Bia community, Pasang Pattana village, and Pa Ngae. In 2013, 2 more communities were added - Mae Hang Nuea village and Rong Nod village. Employees of Chiang Rai International Airport, government officials, teachers and students in Wiang Pa Pao District planted 5,000 seedlings, a continuation of the project started in 2012. AOT has now planted over 10,000 seedlings for an aggregate area of 200 rai.

▲ AOT organized "Challenges of Creating Environmental Airport Sustainability", a seminar on airport environmental management and CSR (Corporate Social Responsibility) of airports in the ASEAN region under the campaign "ASEAN Airports CSR Workshop 2013" with the objective of informing the aviation industry and related agencies of AOT's environmental management plans and CSR. AOT invited guest speakers from international airports from other countries, namely Narita International Airport and Munich Airport. In addition, AOT also held "The 1st Meeting of ASEAN International Airports Association's Environmental Working Group" with the aim of exchanging and sharing knowledge and experiences. Furthermore, the meeting provided the opportunity for ASEAN airports to collaborate in setting up guidelines for environmental management and social care. This meeting strengthened executive collaboration between the ASEAN countries in environmental management and raised consciousness of corporate social responsibility among the ASEAN airports, ASEAN International Airport Association and involved parties to decrease the effects caused by the air transport industry and to

attain sustainability in the future. The seminar was held on 15 - 16 August 2013 at Novotel Suvarnabhumi with Mr. Pongsak Semson, Vice - Chairman and Acting President AOT, as chair of the opening ceremony and 250 people participated in the seminar including officials from state enterprises and agencies, business owners and airlines.





Chiang Mai International Airport

▲ Set up the 2nd “Preserving the Forest for Her Majesty the Queen” at the forest area of Wat Jom Jaeng, Nam Bo Luang, Patong District, Chiang Mai. Executives and employees from Chiang Mai International Airport, officials from Bhubing Palace, Bureau of the Royal Household and more than 2,600 students participated in planting teak, hardwood trees and other auspicious tree seedlings amounting to 30,000 seedlings in addition to the construction of a check dam.

Strategy 3: “Deep breaths”

Internally forming social responsibility with the aim of instilling public-mindedness in helping society and the organization to its employees.

Notable Achievements

▲ 94 AOT employees participated in planting 5,000 mangrove trees under the project “AOT grows mangrove forests” at Thung Prong Bay, in the area of patrol battalion of the Marine, the Royal Thai Marine Corps, Sattahip District, Chonburi province.

▲ AOT promoted public-mindedness in employees in helping and building good relationships with society. In “CSR Day,” 45 executives and employees of AOT visited, gave away goods and provided lunch for Home for Disabled Babies (Bann Fuengfah), Pak Kret District, Nonthaburi province, and held WE-TRAIN for women at the Emergency home in Don Mueang.



▲ 40 Public minded executives and employees of AOT donated goods and prepared lunch for the aged at the Ban Bangkae Foundation for the Aged.

▲ “Chiang Mai International Airport to Aid with the Cold” is a project with the goal of donating and distributing blankets and winter clothes to victims of harsh wintry conditions and giving away donations and rations to victims of natural disasters. The activity was held at Chiang Mai International Airport with the Governor of Chiang Mai as the chair of the ceremony and was attended by employees of the airport, government and private sector officials.

Supporting the Locals

AOT has operated its air transport business in various parts of the country, encompassing almost every region. The word “local” is thus defined as the immediate area of the respective airport located in that region including provinces that borders the province where the airport is located. Although AOT has not yet developed direct policies regarding the division of funds for supporting local products, in practice, airports under the supervision of AOT have constantly supported the local community in their immediate area, as it recognizes that the organization and society must help each other for a sustainable future. Therefore, AOT has continuously supported local products of the community in various activities and promoted the community’s livelihood, thus helping generate income for the community with the added benefit of convenience in finding and transporting the products. In 2013, Suvarnabhumi Airport supplied Buddhist offerings, which is handicraft made by the Bangpli community, to 13 temples for the project “Religious patronage” valued at over 100,000 baht or 1.5% of Suvarnabhumi Airport’s budget for corporate social responsibility. In addition, Don Mueang International Airport bought flowers worth 70,000 baht or 41% of Don Mueang International Airport’s CSR budget from Chumchon Klong 15, Nakhorn Nayok, to decorate the interior and exterior of the terminal.





Channels to Access Information

AOT has always adhered to publishing correct and trustworthy information to the people. Before releasing information, AOT coordinates with each respective party to verify the trustworthiness of the information received and the information would then be sent over to senior executives for further verification. Press releases are distributed through various mediums such as television, newspaper and online media e.g. Line: AOT, Facebook and AOT's website

As a listed company in the stock market, AOT must follow the Public Limited Companies Act, Securities and Exchange Act and the rules and regulations of the Stock Exchange of Thailand. AOT places importance on the accuracy, trustworthiness and punctuality of the information relayed onto shareholders through Stock Exchange of Thailand's electronic media system (SET Community Portal-SCP). Furthermore, the information prepared by the Office of Corporate Secretary should be readily available to all shareholders through SET Community Portal. The Investor Relations Center is responsible for monitoring the information and answering queries from investors and analysts. AOT also relays important information on each accounting period through SET Community Portal in both English and Thai. In addition, AOT also announces other relevant information such as annual reports, good governance policies, corporate information and press releases through AOT's homepage, which is constantly updated for the benefit of shareholders and other interested parties, enabling them to conveniently receive up-to-date and reliable news.



Responsibilities towards Tenants and Airlines

AOT's business administration includes both aeronautical and non-aeronautical aspects. AOT has carried out various policies encompassing those previously mentioned aspects and can be categorized into two groups as follows:

- **Aeronautical Operations:** involves air traffic such as Landing and Parking charges, Passenger Service charges, Facilities charges etc. AOT followed policies developed by the International Civil Aviation Organization: ICAO Section II. ICAO's policies on airport charge 2. IV which dictates the collection of fees and charges. ICAO is against biases towards customers to create equality and justice within the airline business competition. This will bring about confidence from airlines, which are AOT's valued customers, as well as reflect the standards and fairness of the airports to all airlines.
- **Non-Aeronautical Operations:** involves charges and fees not involving air traffic such as lease of office space, services, shares from benefits, etc. AOT has designated a committee to oversee AOT's revenues and develop guidelines for business administration. In addition, AOT will consider and approve the rights to perform commercial business with profits and other related entities by following the Rights to Perform Commercial Businesses regulations B.E. 2555 set up by AOT involving. In 2013, a revision of the regulations has been made by AOT to further improve its suitability.

Caring - For Significant Changes

Promotion and Motivation Campaign for Airlines

AOT has functioned as a mechanism that drives the country's economy towards sustainable growth through the implementation of the cabinet resolution, dated 19 June 2012. The resolution determines that Suvarnabhumi Airport is to function as the hub airport for full-service flights and connecting flights in order to promote this airport as the center of aviation in the region. Also, the resolution stipulates that Don Mueang International Airport service Low Cost Carriers (LCCs) and/or domestic flights and point-to-point international flights based on the voluntary intention of the airline. The purpose is to obtain the highest benefits of both airlines and reduce the concentration of passengers in Suvarnabhumi Airport which is undergoing the second phase of the development project expected to be completed in 2017. This will then remedy the tight crowd at Suvarnabhumi Airport, make use of Don Mueang International Airport to its fullest capacity, and position Don Mueang International Airport as a substitute airport in case of emergency. Moreover, it will increase income, reduce accumulated loss, and solve the problem of asset devaluation at Don Mueang International Airport. To promote and motivate LCCs and airlines without point-to-point connections to move their service from Suvarnabhumi Airport to Don Mueang International Airport, AOT offers discounts to airlines that voluntarily changed airport in 2 phases:

Phase 1 lasted from 1 August 2012, to 30 September 2012 with the purpose of urging the move of airlines from Suvarnabhumi Airport to Don Mueang International Airport due to the number of passengers that exceeded the capacity and the renovation of the runways at Suvarnabhumi Airport. The fees and expenses at Don Mueang International Airport that would be exempted include 95% of aircraft take-off and landing fees, 95% of aircraft storage fees, aircraft loading bridge usage fees, check-in counter usage fees, land and area rentals, building usage fees, and flight announcement fees.

Phase 2 would last from 1 October 2012 to 30 September 2014 with the discount for aircraft take-off and landing fees, office rentals, area rentals, and check-in counter usage fees, separated into 3 stages as follows:

Stage 1 AOT offers 30% discount from 1 October 2012 to 30 September 2013.

Stage 2 AOT offers 20% discount from 1 October 2013 to 30 September 2014.

Stage 3 AOT offers 10% discount from 1 October 2014 to 30 September 2015.

Don Mueang International Airport Welcomes New Airlines

In order to build confidence to passengers, airlines, and entrepreneurs, AOT has renovated the areas and all related physical facilities, including passenger terminals, aircraft terminals, and cargo terminals. Also, appropriate commercial activities are provided inside and outside the passenger terminals to ensure that passengers receive comfort from all dimensions of services. Previously (in 2011), Don Mueang International Airport serviced scheduled flights from Nokair and Orient Thai and other non-scheduled flights. However, at present, there are new airlines that moved to Don Mueang International Airport, which are Thai AirAsia, AirAsia Berhad, and Indonesia AirAsia. As for the transportation between Suvarnabhumi Airport and Don Mueang International Airport, AOT has provided free shuttle buses for passengers with boarding passes during 05.00 - 22.00. The shuttle buses stop at the Inbound Terminal. Furthermore, AOT has collaborated with Bangkok Mass Transit Authority (BMTA) to provide air-conditioned buses and public vans line 555 on the first floor. Other types of transports available are limousines, rental cars, and public taxis.

Caring for People with Disabilities

In 2013, the Ministry of Transportation has placed importance on caring and facilitating people with disabilities and has devised the slogan "Convenience and Safety...Modern Transport with Care for the Disabled" with pioneering projects to provide facilities and services for people with disabilities. Six organizations under the supervision of the Ministry of Transportation participated in the pioneering projects to provide facilities for people with disabilities, namely State Railway of Thailand, Bangkok Mass Transit Authority (BMTA), Marine Department, Mass Rapid Transit Authority of Thailand, The Transport Company Limited, and AOT. For this project, AOT improved facilities and services for people with disabilities



at Don Mueang International Airport as recommended by the evaluation of the Secretary of the Minister of Transportation and The Redemptorist Foundation for People with Disabilities. For example, the slanting pathways for the disabled in front of the passenger terminal were improved, the space and clear signs indicating parking for the disabled were increased, special slots for people with disabilities were added to the information counters, sign language machines were installed, and disabled restrooms were improved by adding foldable handrails and emergency buttons, as well as changing the doors to light-weight sliding doors. Moreover, AOT received cooperation from government agencies and airlines in improving these facilities by renovating the customs counters and check-in counters.

“Carbon Footprint” The Pride of AOT

Suvarnabhumi Airport has officially received Level 1 Airport Carbon Accreditation Certificate from the ACI, an assurance that Suvarnabhumi Airport has Level 1 Mapping Airport Carbon Accreditation qualifications. Suvarnabhumi Airport’s carbon dioxide emissions were calculated and inspected by an independent organization according to ISO 14064. Furthermore, Suvarnabhumi Airport has laid down policies regarding the amount of carbon dioxide emissions. Suvarnabhumi Airport is the first airport in Thailand and seventh in the Asia-Pacific region that has received this certificate from the ACI. The Airport Carbon Accreditation, a project set up by the ACI to promote decrease and manage the amount of greenhouse gas emission within the airport area, is spearheaded by ACI EUROPE in their annual meeting in June 2009 and expanded into the Asia-Pacific region in 2011. The project is an example of collaboration and responsibilities regarding the management and decrease in carbon dioxide emission within the airport. To receive Level One Airport Carbon Accreditation, the carbon dioxide emission measured must come from activities under the direct control of the airport such as fuel usage of vehicles and equipment, labor-saving devices, and electricity. Information on the emission was collected starting from 1 January until 31 December 2011. The total amount of carbon dioxide emission was 83,582 tons CO₂-e. Continually placing importance on the

environment, Suvarnabhumi Airport participated in ACI’s Airport Carbon Accreditation project, one of the policies and measures in Suvarnabhumi Airport’s promotion of sustainable growth. It is AOT’s target to achieve Level 2 Reduction certificate in the future, for which carbon management plan preparations by AOT are currently underway. Furthermore, AOT has established objectives in reducing the carbon dioxide emission and reflecting the reduction as planned.

Annual Progress

The efficient management and administration in 2013 enabled AOT to retain satisfactory profits with increased number of passengers from 2012. With the budget of tens of billions of baht, AOT has plans to expand the potentials of the main airport of Thailand toward being the hub of the region, starting with the Suvarnabhumi Airport development project (fiscal years of 2011-2017) or the Suvarnabhumi Airport development project phase 2 to increase the capacity for passengers from 45 million/year to 60 million/year. Furthermore, the development projects to increase the capacity for passengers are also underway for Don Mueang International Airport as well as regional airports.

Adjusting for Changes

AOT’s future operations will continue to focus on administration and development of the business toward sustainable growth. Hence, AOT has devised the policies to develop its airports for increased competency in administration, emergence as the hub of aviation in South East Asia, and to expedite the reformation of management in all dimensions in order to respond to the competition and the rapid changes in the air transport industry. More importantly, AOT aims to prepare the organization and its efficient human resources for the establishment of ASEAN Economic Community (AEC) in late 2015. As AOT has to face multiple challenges from the ever increasing competition, airport administration subcommittees have been established for various aspects to oversee operations and urgently consider reformation of the management and operations in each aspect. The emphasis of these subcommittees also lies with connection and integration in all dimensions.

1. Airport Administration Subcommittee in Corporate Structure, Human Resource Management, and Human Resource Development

2. Airport Administration Subcommittee in Finance, Budget, and Asset and Supply Management

3. Airport Administration Subcommittee in Information Technology and Communication Administration

4. Airport Administration Subcommittee in Economic, Marketing, and Investment Development

5. Airport Administration Subcommittee in International Affairs

6. Airport Administration Subcommittee in Airport Management

7. Airport Administration Subcommittee in Operation and Evaluation

In the fiscal year of 2013, AOT has restructured the organization to increase the efficiency in administration and extend the competency of the organization and its personnel. As a result, AOT can obtain competency and competitiveness on an international level. The Company has processed and taken into account all internal and external factors that affect the necessity of restructuration, with the purpose of enhancing competitiveness and readiness for the ASEAN Economic Community (AEC). Moreover, AOT aims to elevate the administrative efficiency to be

more flexible, agile, and in sync with future business atmosphere, as well as enhance the skillfulness of AOT personnel. Toward this end, AOT has established departments that focus on equipping the personnel with international-standard knowledge in aviation, as well as preparing executives and employees with specific professional expertise so that AOT airports can become world's leading airports. An additional objective of these departments is to ensure that operation is conducted efficiently in compliance with the agreement between AOT and the Thai government so that AOT can become a high-performance organization.

AOT has been applying the performance indicators as determined by the GRI Reporting Framework to the organization's important operations since the fiscal year of 2011. In this year, AOT has added 21 indicators in the economic, environment, and social dimensions, successfully enabling the company to elevate disclosure level of CSR practices from B to A. The added indicators include 1 economic indicator, 10 environment indicators, 5 human rights indicators, 1 labor practice and decent work indicator, and 2 social indicators, and 2 product responsibility indicators. AOT has been trying to adjust the reporting structure to reflect the impact caused by the organization's operations in order to respond to corporate social responsibility issues as much as possible and to be consistent with the direction of a true green airport.

Awards of Pride



AOT Received the “SET Awards 2013”

Mr. Kittirat Na Ranong, Deputy Prime Minister and Minister of Finance conferred the Top Corporate Governance Report Awards to AOT's Vice Chairman and Acting President, Dr. Pongsak Semson, in the Set Awards 2013 held on 20 November 2013⁷ by the Stock Exchange of Thailand and Money and Banking Online.



AOT Received “SET Awards 2012”

Airports of Thailand PLC. received the “SET Awards 2012” from Stock Exchange of Thailand. AOT was one of the 10 listed companies with SET to be awarded the Top Corporate Governance Report Awards 2012.







AOT received the Excellent Board of the Year Awards 2010/2011

Airports of Thailand PLC. received the “Board of the Year Awards 2010/2011” in the Excellent level from Thai Institute of Directors (IOD), in collaboration with Stock Exchange of Thailand, The Thai Chamber of Commerce, The Federation of Thai Industries, the Thai Bankers' Association, Thai Listed Companies Association, and Federation of Thai Capital Market Organizations.

⁷ The fiscal year of 2013 ends on 30 September 2013. However, AOT received the Top Corporate Governance Report Awards in November 2013, which is still in the same calendar year, so AOT considers that this award should be publicized in the 2013 Corporate Social Responsibility Report and the 2013 Annual Report.

Awards for Suvarnabhumi Airport

2013		World's 5 th Best in Travel Poll 2011 from www.smarttravelasia.com
		Asia's 5 th Best Airport from www.agoda.com an online hotel booking website company
		A service quality certificate from ACI in the ACI ASQ Assured Certification 2013
		World Airport Awards 2013 from Skytrax as the 10 th airport with over 50 million passengers/year and 38 th best airport in the world



AOT Headquarters Received the Award for Best National Establishment in Occupational Health and Environment

Airports of Thailand PLC. received the award for Best Establishment with National Operations in Occupational Health and Environment 2013 for the 7th consecutive year. The award was received by Mrs. Paranee Watthanothai, Assistant Chair in Airport Standards and Occupational Health, representing the organization at Bangkok International Trade and Exhibition Centre (BITEC) on 3 July 2013.



Mae Fah Luang - Chiang Rai International Airport Received the Award for Best National Establishment in Security

Mr. Damrong Klongakara, Director of Mae Fah Luang - Chiang Rai International Airport, attended the 27th National Security Week and represented Mae Fah Luang - Chiang Rai International Airport in receiving the award for establishments with below 5 years of national awards, along with 268 establishments in total, at Bangkok International Trade and Exhibition Centre (BITEC), Bangkok, on 5 July 2013.



Phuket International Airport Received the Award for Best National Establishment in Occupational Health and Environment

Mr. Pratueang Sornkhum, Director of Phuket International Airport, along with airport employees, received the award for Best Establishment with National Operations in Occupational Health and Environment for the 10th consecutive year on 3 July 2013, at Bangkok International Trade and Exhibition Centre (BITEC), Bangkok.



Mae Fah Luang - Chiang Rai International Airport Received the First Class Prestige in the Zero Accident at Work Campaign 2013

Mr. Wisoot Kumyod, Director of Services at Mae Fah Luang - Chiang Rai International Airport, represented the airport in receiving the First Class Prestige in the Ministry of Labor's Zero Accident at Work Campaign 2013 on 23 August 2013, at Chiang Rai City Hall.

GRI Content Index



This corporate social responsibility report is declared at the A level of disclosure in accordance with GRI G3.1 and Airport Operator Sector Supplement (AOSS) Guidelines.

Profile Disclosure		Page	Level of Reporting	Additional Information
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization.	4 - 5	Full	
1.2	Description of key impacts, risk, and opportunities.	4 - 5, 22 - 24, 36 - 37	Full	
2. Organization Profile				
2.1	Name of the organization.	Cover Page	Full	
2.2	Primary brands, products, and/or services.	7 - 10	Full	
2.3	Operational structure of the organization, including main divisions, operation companies, subsidiaries, and joint ventures.	6, 11	Full	
2.4	Location of organization's headquarters.	7	Full	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	7	Full	Thailand
2.6	Nature of ownership and legal form.	7	Full	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	7 - 10	Full	
2.8	Scale of the reporting organization.	7 - 10	Partial	Additional information relating to the airport's revenue is presented in AOT Annual Report 2013
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	82 - 84	Full	
2.10	Awards received in the reporting period.	85 - 86	Full	
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	13	Full	Fiscal Year
3.2	Date of most recent previous report (if any).	13	Full	Fiscal Year 2012
3.3	Reporting cycle (annual, biennial, etc.)	13	Full	Annual
3.4	Contact point for questions regarding the report or its contents.	14	Full	
3.5	Process for defining report content.	13 - 14	Full	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	13	Full	
3.7	State any specific limitations on the scope or boundary of the report	13	Full	Only focus on internal stakeholders
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	13	Full	

Profile Disclosure		Page	Level of Reporting	Additional Information
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	44 - 45, 48 - 59, 62	Full	Calculation of greenhouse gas emission, and Quality standard of water, marine water, air emission, noise and conversion of energy
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	-	Full	No re-statement from the previous report
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	84	Full	Improvement of disclosure level from B to A level
3.12	Table identifying the location of the Standard Disclosures in the report.	87 - 96	Full	
3.13	Policy and current practice with regard to seeking external assurance for the report.	-	Full	No external assurance
4. Governance, Commitments, and Engagement				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	15 - 16, 19, 31	Full	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	-	Full	The Chair of the highest governance body is different from an executive officer
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	19	Full	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	19	Full	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	16	Full	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	21	Full	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	15	Full	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	20 - 21, 44 - 45, 82 - 83	Full	Development of Good Corporate Governance Manual, Green Airport Master Plan (2013-2018), Airport Development Project (HUB) (2011-2018)
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	16 - 17, 19 - 21, 26	Full	



Profile Disclosure		Page	Level of Reporting	Additional Information
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	26	Full	Control Self Assessment: CSA
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	36, 40, 63, 67, 68		EIA, ISO14001, ISO18001, ISO9001
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	35 - 36, 40	Full	SET CSR Guidelines, LEED, ASQ, ICAO, Annex 14 and Annex 17
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	40	Full	Airport Council International: ACI
4.14	List of stakeholder groups engaged by the organization.	17 - 19	Full	
4.15	Basis for identification and selection of stakeholders with whom to engage.		Full	Based on fair and practices by considering balance on mutual benefit
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	13 - 14	Full	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	13 - 14, 37	Full	Noise, wastewater, waste management, water discharge, logistics, infrastructure, and land use

Disclosures on Management Approach		Page	Level of Reporting	Additional Information
Disclosures on Management Approach on Economic				
Aspects	Economic performance	27, 35 - 37, 38 - 40, 44, 46, 83 - 84	Full	AOT CSR Mater Plan (Fiscal Year 2011-2014)
	Market presence	32, 40, 80	Full	
	Indirect Economic Impacts	38	Full	
Disclosures on Management Approach on Environment				
Aspects	Materials	-	Not Report	Not Material
	Energy	36, 45, 61	Full	Green Airport Master Plan which emphasizes on clean and low emission energy or renewable energy
	Water	48 - 49	Full	
	Biodiversity	46 - 47	Full	
	Emissions, effluents and waste	48 - 49, 57 - 58	Full	
	Products and services	35 - 37, 45 - 49, 57 - 58	Full	
	Compliance		Full	No significant fine during the year 2013

Disclosures on Management Approach		Page	Level of Reporting	Additional Information
	Transport		Not Report	Aiming to collect data by 2014 (Suvarnabhumi Airport only) and will be ready to report by 2015, which complies with the scope 3 of carbon emission data collection
	Inter-modality		Not Report	Not Available
	Overall	35 - 37, 44, 46, 48	Full	
	Noise	63 - 65, 67 - 68	Full	
Disclosures on Management Approach on Labor Practice and Decent Works				
Aspects	Employment	17, 19, 27, 32 - 33	Full	
	Labor/management relations	17, 19, 27, 32 - 33	Full	
	Occupational health and safety	72 - 74	Full	
	Training and education	33	Full	
	Diversity and equal opportunity	17, 31, 35	Full	
	Equal remuneration for women and men	17,31, 35	Full	
Disclosures on Management Approach on Human Rights				
Aspects	Investment and procurement practices	35	Partial	
	Non-discrimination	35	Full	
	Freedom of association and collective bargaining	27, 35	Full	
	Child labor	27, 35	Full	
	Prevention of forced and compulsory labor	27, 35	Full	
	Security practices		Not Report	Not Available
	Indigenous rights		Not Report	Not Material
	Assessment		Not Report	Not Available
	Remediation	26	Partial	Depending on cases
Disclosures on Management Approach on Society				
Aspects	Local communities	12, 18, 35 - 37, 78 - 80,	Full	The "Safety and Service are Our Priorities" value, "Good people, good air" strategy
	Corruption	19, 21, 25, 35	Full	
	Public policy	7, 38 - 39, 82	Full	
	Anti-competitive behavior		Not Report	Not Material
	Compliance	67 - 68	Full	



Disclosures on Management Approach		Page	Level of Reporting	Additional Information
Disclosures on Management Approach on Product Responsibilities				
Aspects	Customer health and safety	71, 76 - 77	Partial	
	Product and service labelling	76 - 77	Not Report	
	Marketing communications	81	Full	
	Customer privacy		Not Report	Not Material
	Compliance	67-68	Full	
	Business continuity and emergency preparedness	22 - 24, 69 - 70	Full	
	Service quality	12, 35, 76 - 77	Full	The "Safety and Service are Our Priorities" value
	Provision of services or facilities for persons with special needs	76-77, 82 - 83	Full	Facilities for disabilities

Disclosures on Performance Indicator		Page	Level of Reporting	Additional Information
Economic				
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	43	Full	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	44, 46	Partial	
EC3	Coverage of the organization's defined benefit plan obligations.	27	Full	
EC4	Significant financial assistance received from government.	7, 38	Full	Shareholding and investing in mega-projects
Market presence				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	80	Full	Report only Suvarnabhumi and Don Mueang
AO1	Total number of passengers annually, broken down by passengers on international and domestic flights and broken down by origin-and-destination and transfer, including transit passengers.	41	Full	Number of Transfer Passenger cannot be classified
AO2	Annual total number of aircraft movements by day and by night, broken down by commercial passenger, commercial cargo, general aviation and state aviation flights.	41 - 43	Full	
AO3	Total amount of cargo tonnage.	40, 41	Full	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	32	Partial	

Disclosures on Performance Indicator		Page	Level of Reporting	Additional Information
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	38	Full	Explanation of expected impact on communities and local economies as well as a community needs assessment are reported in an Environmental Impact Assessment Report (EIA Report) which can be found at the Library of the Ministry of Natural Resource and Environment
Environmental				
Materials				
EN1	Materials used by weight or volume.		Not Report	Not Material
EN2	Percentage of materials used that are recycled input materials.		Not Report	Not Material
Energy				
EN3	Direct energy consumption by primary energy source.	62	Full	
EN4	Indirect energy consumption by primary source.	62	Full	
EN5	Energy saved due to conservation and efficiency improvements.	62	Full	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	45	Partial	The use of clean and low emission energy or renewable energy, e.g., Solar Farm project, Biogas project, etc.
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	45	Partial	Electricity efficiency improvement, Green Airport Operations
Water				
EN8	Total water withdrawal by source.	54	Full	
AO4	Quality of storm water by applicable regulatory standards.	51 - 53	Full	
EN9	Water sources significantly affected by withdrawal of water.	49, 54	Full	
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	46 - 47	Full	Phuket International Airports
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	46 - 47	Full	Marine biodiversity related impact
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	44 - 45	Full	
EN17	Other relevant indirect greenhouse gas emissions by weight.		Not Report	Indirect greenhouse gas emission cannot be collected in this year. AOT targets to collect the data by 2015 and will be ready to report by 2016



Disclosures on Performance Indicator		Page	Level of Reporting	Additional Information
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	44 - 45	Full	
EN19	Emissions of ozone-depleting substances by weight.		Not Report	Not Material
EN20	NOx, SOx, and other significant air emissions by type and weight.		Not Report	Not Applicable - Cannot be calculated as polluters are airlines, not the airport
EN21	Total water discharge by quality and destination.	54 - 56	Partial	
EN22	Total weight of waste by type and disposal method.	60	Partial	
EN23	Total number and volume of significant spills.		Not Report	Not Available - Spills are responsible by airlines, the Airport Operator is only responsible for facilitation and emergency rescue)
AO5	Ambient air quality levels according to pollutant concentrations in microgram per cubic meter (µg/m3) or parts per million (ppm) by regulatory regime.	63 - 67	Full	Data from Hat Yai International Airport are not available
AO6	Aircraft and pavement de-icing/anti-icing fluid used and treated by m3 and/or metric tonnes.		Not Report	All of the six airports are located in the tropical area
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	35 - 37, 45 - 49, 57 - 58	Full	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		Not Report	The nature of AOT's business is a service provider
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		Full	No significant fine
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.			Aiming to collect data by 2014 (Suvarnabhumi Airport only) and will be ready to report by 2015, which complies with the scope 3 of carbon emission data collection
Overall				
AO7	Number and percentage change of people residing in areas affected by noise.	68	Partial	Cannot be collected in number of person(s). Only number of buildings is available.
Social: Labor Practices and Decent Work				
Employment				
LA1	Total workforce by employment type, employment contract, and region broken down by gender.	28 - 29	Full	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	30	Full	
LA15	Return to work and retention rates after parental leave, by gender.	31	Full	

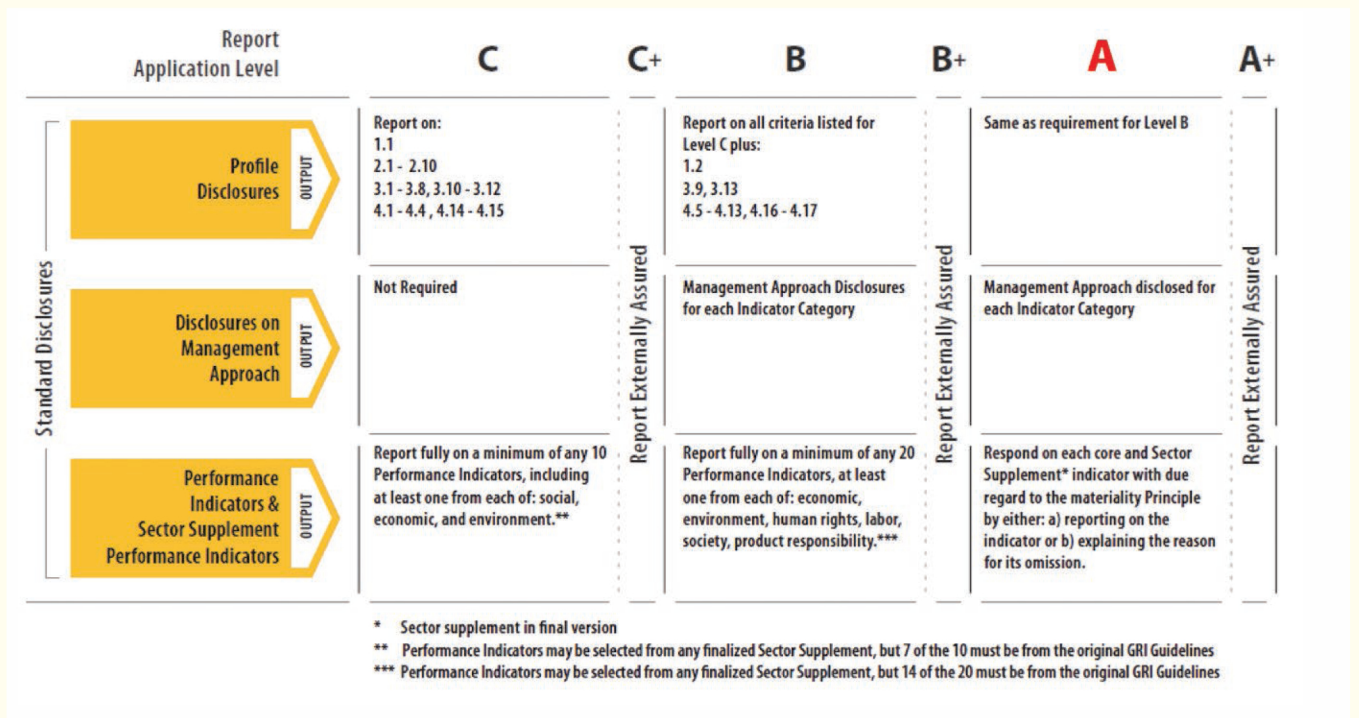
Disclosures on Performance Indicator		Page	Level of Reporting	Additional Information
Labor/management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	27	Full	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	32	Full	
Occupational health and safety				
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender.	74 - 75	Partial	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	74, 78, 79	Full	Report only Don Mueang, Hat Yai, and Phuket International Airports
Training and education				
LA10	Average hours of training per year per employee by gender and by employee category.	34	Full	
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	31	Full	
Equal remuneration for women and men				
LA14	Ratio of basic salary of men to women by employee category.	31	Full	
Social: Human Rights				
Investment and procurement practices				
HR1	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening.		Not Report	Not Available
HR2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening and actions taken.		Not Report	Not Available
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.		Not Report	Not Available
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	26	Partial	
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	27	Full	
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	27	Full	No child labor



Disclosures on Performance Indicator		Page	Level of Reporting	Additional Information
Prevention of forced and compulsory labor				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	27	Full	No forced and compulsory labor
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.		Not Report	Not Available
Remediation				
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	26	Partial	Depending on cases
Social: Society				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	35 - 36, 39, 48	Partial	Part of some information are disclosed in EIA Report (100% of operations need to complies with these criteria)
SO9	Operations with significant potential or actual negative impacts on local communities.	37	Full	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	35 - 37, 46, 48, 57, 60	Full	
AO8	Number of persons physically or economically displaced, either voluntarily or involuntarily, by the airport operator or on its behalf by a governmental or other entity, and compensation provided.	68	Partial	Cannot be collected in number of person(s). Only number of buildings is available.
Corruption				
SO2	Percentage and total number of business units analyzed for risks related to corruption.	25	Full	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	25	Partial	
SO4	Actions taken in response to incidents of corruption.	25	Full	
Public policy				
SO5	Public policy positions and participation in public policy development and lobbying.	7, 38 - 39, 82	Full	
Compliance				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	67 - 68	Full	
Social: Product Responsibility				
Customer health and safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	71, 76 - 77	Partial	
AO9	Total annual number of wildlife strikes per 10,000 aircraft movements.	72	Full	

Disclosures on Performance Indicator		Page	Level of Reporting	Additional Information
Product and service labeling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	76 - 77	Full	Some criteria are not material.
Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	81	Full	Revision of each measure is different from each other. There's no revision of any practices on marketing communication this year and there's no banned product in the market
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		Full	No incident of any non-compliance
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	67 - 68	Full	

หมายเหตุ Core Indicators Additional Indicators





Statement GRI Application Level Check

GRI hereby states that **Airports of Thailand Public Company Limited** has presented its report "Corporate Social Responsibility Report 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 12 February 2014

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a large, faint watermark of the GRI logo.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 2 February 2014. GRI explicitly excludes the statement being applied to any later changes to such material.



Green Green

Airport
Destination



Airports of Thailand Public Company Limited

333 Cherdwutagard Road, Srikan, Don Mueang, Bangkok 10210

Tel. : 0 2535 1111 Fax : 0 2535 4061

E-mail : aotpr@airportthai.co.th

Website : <http://www.airportthai.co.th>