



**PTG ENERGY PUBLIC COMPANY LIMITED**

Sustainability Report 2023

THE POWER  
OF ACCELERATING  
THE DIGITAL GROWTH FOR  
SUSTAINABILITY



# “To Increase Opportunities with Our Communities”



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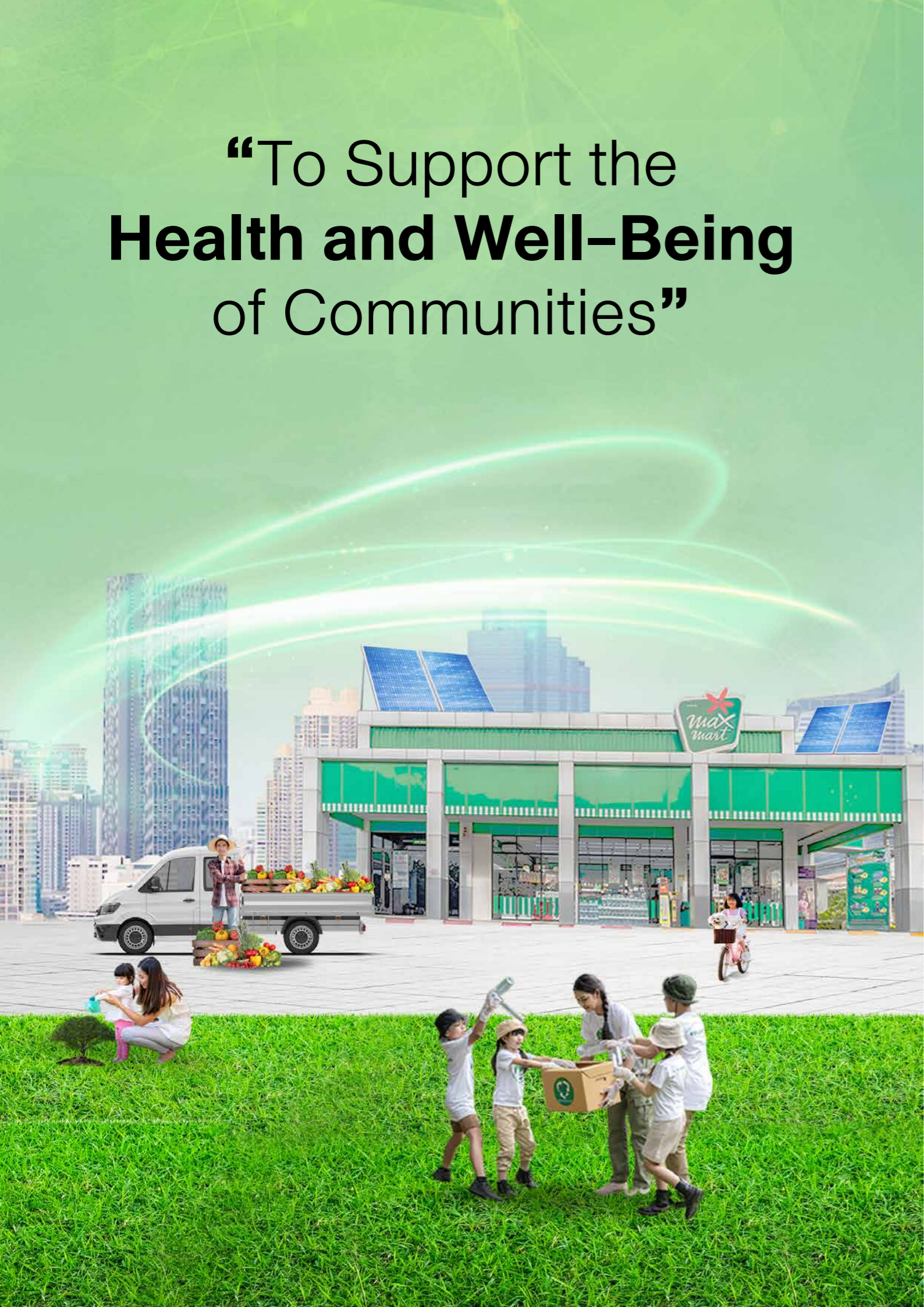


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# “To Support the Health and Well-Being of Communities”



## About This Report

PTG Energy Public Company Limited (PTG) has produced its fifth annual sustainability report. The objective is to transparently disclose the organization’s sustainability management processes and performance in environmental, social, and governance aspects. This report aims to provide stakeholders and interested parties with comprehensive insights into operations conducted from January 1, 2023, to December 31, 2023.

### Reporting Guidelines

The 2023 Sustainability Report adheres to the reporting framework set forth by the Global Reporting Initiative Standards (GRI Standard 2021) at the Core Option level, alongside GRI 11: Oil and Gas Sector 2021. It presents the organization’s performance against sustainable development goals outlined by the United Nations, demonstrating a commitment to maintaining balance in economic development, society, and the environment. This aligns with the needs and expectations of all stakeholders.

### Scope of Contents

The 2023 Sustainability Report presents materiality issues following the guidelines of the GRI Standards, which have been identified through stakeholder engagement channels established by the Company. This report encompasses companies within the PTG Energy Group and companies in which PTG holds at least 75% ownership or has controlling power. The significant operational data remains consistent with the previous year’s report.

For greenhouse gas emissions data within scopes 1-3, coverage is limited to PTG Energy Public Company Limited, Thai Petroleum Corporate Company Limited, and PTG Logistics Company Limited. In 2023, additional data collection was conducted at the Company’s product distribution facilities.

### Report Endorsement

The data disclosed in the 2023 Sustainability Report has been reviewed and verified by senior management from all subsidiaries and relevant departments to ensure accuracy, completeness, and comprehensiveness. Key content areas and responses to stakeholders’ concerns have been thoroughly addressed. The Company did not engage third-party certification for this report. However, certain environmental data has been certified by private entities registered with relevant government agencies to ensure the reliability, accuracy, and transparency of operational information.

### Contact

For further information, inquiries, or suggestions, please feel free to contact the Corporate Governance and Sustainability Development Department.

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This sustainability report serves as a supplement to the 2023 One Report (Form 56-1) of PTG Energy Public Company Limited, available for access and download on the Company’s website: [www.ptgenenergy.co.th](http://www.ptgenenergy.co.th)



### Reader Survey :

Readers are welcome to scan the QR code to provide feedback and share their thoughts on the 2023 sustainability report. Your input will help us refine and enhance our reporting for the next year.

## Companies under the scope of this report

No.	Company	% Equity	Energy	GHG Emission	GHG Reduction	Water	Waste Water	Air Emission	Waste	OHS	Human Rights
<b>Fuel Business and Retail Business</b>											
1	PTG Energy Pcl.	100.00	✓	✓	✗	✓	✓	✓	✓	✓	✓
2	Petroleum Thai Corporation Co., Ltd.	99.99	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Pyramid Oil Co., Ltd.	99.98	●	●	●	●	●	●	●	●	●
4	Alpine Oil Co., Ltd.	99.97	●	●	●	●	●	●	●	●	●
5	Empire Oil Co., Ltd.	99.98	●	●	●	●	●	●	●	●	●
6	Everest Oil Co., Ltd.	99.98	●	●	●	●	●	●	●	●	●
8	BPTG Co., Ltd.	59.99									
<b>LPG Business</b>											
9	Atlas Energy Pcl.	99.99	✗	✗	✗	✗	✗	✗	✗	✓	✓
10	Olympus Oil Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✓	✓
<b>Renewable Energy Business</b>											
11	PTG Green Energy Co., Ltd.	99.99	✗	✗	✓	✗	✗	✗	✗	✗	✗
12	Max Venture Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✗	✗
13	Palangngan Pattana 5 Co., Ltd.	50.99									
14	PPP Green Complex Pcl.	40.00									✓
<b>Food and Beverage Business</b>											
15	Punthai Coffee Co., Ltd.	99.99	✗	✗	✗	●	●	●	✗	✓	✓
16	GFA Corporation (Thailand) Co., Ltd.	99.99	✗	✗	✗	●	●	●	✗	✓	✓
17	Jitramas Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✗	✗
18	Greenovate Co., Ltd.	24.00									
<b>Logistics and Warehouse Business</b>											
19	PTG Logistics Co., Ltd.	99.99	✓	✓	✗	✓	✓	✗	✓	✓	✓
20	AMA Marine Pcl.	24.00									
21	Threesixty Supply Chain Company Limited	14.29									
<b>System and Equipment Management Business</b>											
22	Empire Service Solution Co., Ltd.	60.00									
23	Innoligent Automation Co., Ltd.	59.99									

No.	Company	% Equity	Energy	GHG Emission	GHG Reduction	Water	Waste Water	Air Emission	Waste	OHS	Human Rights
<b>Auto Care Services Business</b>											
24	Siam Autobacs Co., Ltd.	76.52	✓							✓	✓
<b>Electronic Money (e-Money) Business</b>											
25	Max Card Co., Ltd.	99.99	✓							✓	✓
26	Max Solution Service Co., Ltd.	99.96	✓							✓	✓
27	MAX Me Corp Co., Ltd.	99.97	✓							✓	
28	Maxbit Digital Asset Co., Ltd.	35.00									

## Symbols

The Company that disclosed sustainability performance data in the 2023 Sustainability Report is PTG Energy Public Company Limited, a company in which PTG Energy Public Company Limited (PTG) holds a stake of more than fifty percent or has management control. PTG is primarily engaged in business operations in Thailand, with significant environmental, safety, and human rights performance."

- ✓ Information is disclosed in the report.
- ✗ Data collection has not commenced.
- The information is not pertinent to business operations and does not impact PTG's overall image.

## Status Color Code:

- Blue Subsidiary - holding more than 50% of shares.
- Orange Subsidiaries - holding more than 20% but not exceeding 50% of shares.
- Purple Joint Venture.



## Message from the Chief Executive Officer and President



**Mr. Pitak Ratchakitprakarn**  
Chief Executive Officer and President  
PTG Group

The Thai economy continues to show signs of improvement compared to the previous year, as the COVID-19 situation has gradually improved. This has resulted in a notable resurgence in the tourism sector and a sustained decrease in inflation rates. However, despite the easing of the COVID-19 situation, global economic circumstances, including geopolitical tensions, continue to impact the overall economy, leading to unavoidable challenges such as spikes in energy prices and economic volatility.

Furthermore, the world is still grappling with the long-term repercussions of the global crisis, including the impact of climate change on weather patterns and the occurrence of severe natural disasters such as storms, wildfires, floods, and droughts. Additionally, there are challenges related to dwindling and deteriorating natural resources, significant loss of biodiversity, escalating risks to food security, and the emergence of new

diseases. Consequently, the world is increasingly prioritizing the target of achieving net-zero greenhouse gas emissions and transitioning to a low-carbon economy through various initiatives. However, the ongoing crisis has significantly impacted economic, social, and environmental conditions, exacerbating issues of inequality within society. Particularly vulnerable groups are at heightened risk of human rights violations, which may escalate in severity if left unaddressed or inadequately managed. It is imperative to effectively address and resolve these issues in a timely and comprehensive manner.

Businesses face multifaceted challenges that bring both risks and opportunities. Therefore, they must continuously adapt and evolve to ensure their survival and sustainable growth. PTG then places significant importance on restructuring the organization in three key areas:

### 1. Business Transformation

To expedite the establishment of the New S-Curve within non-oil sectors, PTG is strategically focusing on diversifying its portfolio to mitigate the risks associated with oil price fluctuations. The overarching objective is to diminish the oil segment's contribution to just 40% in the foreseeable future, while simultaneously broadening PTG's business scope beyond traditional gas station domains to encompass ventures that foster community well-being and happiness within the PTG ecosystem.

PTG is currently diversifying its investments into new sectors, notably in alternative energy ventures such as biodiesel production. Through these initiatives, the Company aims to support farmers cultivating crops essential for clean energy production, including oil palm, sugarcane, and cassava. Additionally, PTG aligns its efforts with government policies, particularly in the development of community waste-to-power plants. Presently, PTG has secured power purchase contracts and is embarking on construction activities in this domain. Over the next two years, these endeavors are poised to establish sustainable revenue streams for the company, alongside its RDF (Refuse-Derived Fuel) project, a collaboration with a partner boasting over 15 years of experience in waste fuel management. PTG envisions this venture as a catalyst for job creation, income generation, and sustainable pollution mitigation within communities.

### 2. Digital & Innovation Transformation

Designing agile workspaces fosters task flexibility and seamless project execution, empowering organizations to swiftly adapt to evolving scenarios. This involves the digitization of all workspaces, facilitating greater technology adoption across the organization, thereby boosting productivity and efficiency. Furthermore, transitioning into a data-driven organization enables businesses within the Group to seamlessly integrate data into their operations, analyze it for deeper insights into customer needs, and cultivate stronger customer relationships.

### 3. People Transformation

Establishing the Business Innovation division as a venture builder within the organization, tasked specifically with fostering innovation. Beyond the adoption of design thinking processes, it also offers employees the chance to own ventures akin to startups within the Company. This is made possible through the implementation of the incubation stage gate process, where employees can pitch novel ideas catering to customer needs. The Company acts as the investor, enabling employees from various departments to propose fresh ideas and even switch departments to create growth opportunities within their career trajectories.

Moreover, PTG conducts its business operations by striving for a balance across economic (corporate governance), environmental, and social dimensions, guided by the vision of enabling everyone to lead a fulfilling life in all aspects. This vision is realized through the following initiatives:

### Corporate Governance

Operating the business based on the principles of robust corporate governance, PTG prioritizes integrity, ethical conduct, and transparency, placing a strong emphasis on combating corruption and collusion. The Company consistently refines its policies, practices, and governance systems to enhance efficiency and raise its corporate governance standards in line with the Corporate Governance Code of 2017 (CG Code 2017) issued by the Securities and Exchange Commission (SEC). Furthermore, the Company extends its efforts to encompass the entire supply chain, encouraging its partners to adhere to ethical business practices through initiatives such as the Supplier Code of Conduct. This year marks the third iteration of the PTG Knowledge Sharing program, focusing on "ESG for Sustainability through the Supply Chain."

### Social

PTG recognizes the paramount importance of conducting business with a strong sense of social responsibility. To this end, the Company has initiated ongoing social assistance and development projects, exemplified by the "PT Volunteer Camp" initiative. This project encompasses a broad spectrum of activities, spanning environmental conservation, education, public health, and community welfare support. Furthermore, PTG is committed to enhancing the quality of education nationwide by extending aid and support to various schools across the country. Additionally, the Company is actively involved in a project aimed at fostering sustainable Arabica coffee cultivation in highland regions. This initiative seeks to empower local farmers, expand coffee cultivation areas, mitigate environmental challenges, create employment opportunities, and establish sustainable income streams within the community. Through the signing of a Memorandum of Understanding (MOU) with the Highland Research and Development Institute (Public Organization) and the Pang Hin Fon Subdistrict Administrative Organization, Mae Jam District, Chiang Mai, PTG is dedicated to realizing its ambitious target of cultivating 1,000 rai by 2027. As of 2023, farmers have already planted over 200 rai of coffee, demonstrating significant progress towards achieving this goal.

In light of the multifaceted societal transformations occurring in Thailand and the global energy transition, the contemporary oil station business confronts formidable challenges. It is imperative to elevate the objectives of "oil station services" in today's landscape, potentially expanding beyond traditional oil-related activities. Hence, PTG has forged academic partnerships with leading educational institutions in the country. This strategic collaboration entails the signing of agreements to jointly develop education, research, and activities with Kasetsart University. Its collective aim is to drive curriculum enhancements aimed at producing agricultural professionals adept in technology application, resource utilization, research, and innovation. Furthermore, PTG collaborates on research funding and scholarship programs to bolster research and education efforts, thereby contributing to an enhanced quality of life for Thai society.

## Environment

PTG acknowledges the paramount importance of conducting business with a strong environmental conscience. As such, a specialized environmental task force has been established to meticulously evaluate policies and action plans for environmental stewardship in harmony with the Company's ethos. Its environmental management is conducted systematically, leveraging the internationally recognized Environmental Management System standard (ISO 14001:2015) as the cornerstone for developing robust environmental protocols. Presently, PTG proudly holds certification for ISO 14001:2015-compliant environmental management systems at both the Mae Klong Oil Depot and Khon Kaen Oil Depot, underscoring its commitment to minimizing adverse impacts on stakeholders while striving to realize PTG's vision of fostering thriving and contented communities in Thailand. Driven by a profound awareness of climate change challenges, PTG places a strong emphasis on enhancing employee consciousness and integrating core business values with societal and environmental well-being.

PTG cultivates internal awareness through various initiatives, including the Green Office program, which promotes eco-friendly office management practices and activities designed to minimize the Company's environmental footprint. Moreover, through the Inno-green Station project, PTG is actively developing innovative station formats to ensure adherence to environmental management standards, prioritizing safety and user experience in alignment with the operational framework outlined by the Thailand Environment Institute Foundation (TEI).

In 2023, PTG's performance earned it several prestigious accolades:

- The "Model Organization for Human Rights" award, achieving an Excellent Level in the Large Business category for 2023, bestowed by the Department of Rights and Liberties Protection under the Ministry of Justice.
- The National Innovation Award for Product and Service Design in 2023, recognizing the outstanding design of the Max Enterprise Connect service, presented by the National Innovation Agency (Public Organization) under the Ministry of Higher Education, Science, Research, and Innovation.

- The "Top 50 Dream Companies for Millennials to Work for the Most" award for the year, based on the Work Venture survey conducted by esteemed brand consultancy and employer branding experts in Thailand.
- The "Thailand Top Company Award 2023" in the "Most Potential" category, honoring organizations poised for significant growth in the future. This accolade was conferred by BUSINESS+ magazine in collaboration with the Thai Chamber of Commerce and ARIP Public Company Limited.
- The "Outstanding Product and Service of the Year 2023" award in the Consumer Products category at the BUSINESS+ PRODUCT OF THE YEAR AWARDS 2023, organized by Business+ magazine in collaboration with the School of Management at Mahidol University and ARIP Public Company Limited.
- Environmental recognitions, including the Silver-level Green Office certification from the Department of Climate Change and Environment, and participation acknowledgment in greenhouse gas reduction initiatives (LESS) from the Greenhouse Gas Management Organization (Public Organization).

On behalf of the Chief Executive Officer and President of the PTG Group, I extend my heartfelt appreciation to our shareholders, customers, business partners, and all stakeholders who have steadfastly supported our endeavors. PTG remains dedicated to fostering business growth while adhering to robust corporate governance practices, mitigating environmental impact, and advancing sustainability across our supply chain. Our goal is to enrich communities and society, creating mutual value for all stakeholders and ensuring sustainable growth together.

“To promote and **Contribute to Fostering Growth and Opportunities for Communities Worldwide** in a Disruptive World”



# Key Sustainability Achievements in 2023

## Good Governance

significant complaints regarding corruption through the whistleblowing channel. **0**

**No instances** of non-compliance with laws resulting in significant impact found.

## Delivering Value Throughout the Supply Chain

Revenue generated from product and business innovation: **7** million baht.



Customer satisfaction: **82.24%** for business customers and **93.10%** for consumers.

Cost savings from efficiency improvement projects: **61.30** million baht.



Conducted ESG Knowledge Sharing activities with **10** business partners.

## Creating Value for Society and the Environment



Community satisfaction from social projects: **96.60%**



Promotion of local agricultural products and income generation for farmers through purchasing agricultural produce: **18.92** million baht.

Total employee volunteer hours for social activities: **32** hours per person (totaling **7,936** hours).



Value of employment provided for persons with disabilities: **22.29** million baht, and for the elderly: **12.54** million baht.

Value of donations and support in cash and kind: **56.59** million baht.



Planted a total of **3,800** trees under the "PT Volunteer Camp" project.

## Driving Organizational Excellence

### Safety



Lost Time Injury Frequency Rate (LTIFR) per 1 million working hours  
Employees: **0.69** Contractors: **0.54**



Occupation Illness Frequency Rate (OIFR) per 1 million working hours  
Employees: **0**

### Human Rights



**No** complaints filed regarding human rights violations.



**100%** of business activities along the value chain were assessed for human rights risks.



Received the Human Rights Exemplary Organization Award for the second consecutive year.



**18.75%** of business activities were assessed to have high human rights risks.

### Human Resources



Total employee training hours: **204,593**



Employee engagement score: **79%**



Significant oil and chemical spill incidents (over 100 barrels per occurrence): **1** incident.



Proper disposal of hazardous waste and non-hazardous waste: **100%**



Utilization of solar energy through Solar Roof installations at operational sites: **1.3** million kilowatt-hours, resulting in a reduction of **536** tons of carbon dioxide equivalent emissions per year.



Quantity of greenhouse gas emissions reduced through the Low Emission Support Scheme: **19,373** kilograms of carbon dioxide equivalent (kgCO2e).



Installation of **49** EV Charger stations.



Certification received for environmental management system compliance (ISO14001:2015) within the scope of product receipt, storage, and distribution of fuel products within Mae Klong Oil Depot and Khon Kaen Oil Depot.





## About PTG

On March 21, 1988, Paktai Chueplerng Public Company Limited was established with the noble aim of managing fuel depots and supplying fuel to communities, fishermen, and industrial plants in the southern provinces of Thailand. By 1992, the Company embarked on its journey into the gas station business under the stewardship of Petroleumthai Coporation Co., Ltd. In 1995, the Company was listed on the Stock Exchange of Thailand as Paktai Chueplerng Public Company Limited, later rebranded as PTG Energy Public Company Limited in 2011. Since then, it has expanded its operations in both oil and non-oil sectors, covering every corner of Thailand.



## Vision

Enriching the quality of life, **well-being** and contentedness of the people we serve.



## Mission

Create growth opportunities with partners and communities everywhere in the energy business and expand into a full range of services to fulfill happiness and quality of life for everyone.



## Corporate Value

# B

### Breakthrough the Limit:

firmly believe that anything is achievable. We dare to challenge every limitation that comes our way because we are bold thinkers, risk-takers, and innovators. This includes actively seeking out and seizing every opportunity to progress towards a consistently better working environment. We embrace a culture of flexibility, adaptability, and a willingness to swiftly learn from failures.

# E

### Embrace Empathy:

We strive to understand and empathize with the needs of our customers and colleagues at all times. We are committed to seeing the world through their perspectives, asking questions, observing, and listening attentively to comprehend their thoughts, feelings, and desires. This enables us to respond promptly and exceed expectations. We actively seek feedback to continuously improve and go beyond what is expected.

# S

### Succeed Together:

We are united in our pursuit of shared goals and collective success. Through collaborative efforts and a spirit of cooperation, we harness our combined expertise to maximize outcomes. We support cross-functional teamwork, foster effective communication, and work together harmoniously to achieve optimal results.

# T

### Cultivate Trust:

We conduct ourselves with integrity, making decisions that consider long-term implications. We cultivate a culture of trust within the organization by empowering our employees, respecting all levels of the workforce, and promoting transparency in our actions. We are mindful of the impact on stakeholders, earning the trust of all through our actions and decisions, now and into the future.

## Basic Company Information

**Company Name:** PTG Energy Public Company Limited

**Stock Ticker:** PTG

**Business Type:** Energy and Utilities

**Date of Establishment:** March 21, 1988

**Company Registration Number:** 0107538000703

**Registered Capital:** THB 1,670,000,000

**Head Office Location:** 33<sup>rd</sup> Floor, CW Tower A, 90 Ratchadaphisek Road, Huai Khwang Subdistrict, Huai Khwang District, Bangkok 10310

**Website:** www.ptgenergy.co.th

**CEO:** Mr. Pitak Ratchakitprakarn

**Number of Employees:** 21,225 (as of December 31, 2023)

### Organizational Membership

- The Federation of Accounting Professions
- Thai Listed Companies Association
- Thai Institute of Directors
- Petroleum Institute of Thailand (PTIT)
- Thai Chamber of Commerce and Board of Trade of Thailand
- Thailand's Private Sector Collective Action against Corruption (CAC)
- Oil Industry Environmental Safety Group Association (IESG)
- Investment Advisor Association (IAA)
- Thai Bond Market Association (ThaiBMA)

### Overview of PTG's Business:

1. Oil and Fuel Retailing Business
2. LPG Gas Business
3. Renewable Energy Business
4. Oil and Fuel Transportation Business
5. System Management and Administration Business
6. Food and Beverage Business
7. Automobile Service Centers and Repair Business
8. Electronic Financial Service Business (e-Money)



# Locations of Business Units

PTG engages in both oil and non-oil retail businesses, providing services across Thailand. With a network of 9 oil depots (excluding the one in Pak Phanang District, Nakhon Si Thammarat Province, which ceased operations due to lower fuel distribution volume), the Company stores and reserves fuel transported from Thai Oil refineries and the Transportation Office. These depots facilitate the distribution of fuel to gas stations operating under the PT brand. Currently, PTG operates a total of 2,201 gas stations, comprising 1,841 Company Owned Company Operated (COCO) stations and 360 Dealer Owned Dealer Operated (DODO) stations.

## Northern Region

463 service stations including  
- 378 COCO stations  
- 85 DODO stations

**Lampang Oil Depot Capacity:**  
3.87 million liters

102 Moo 10, Pong Saen Thong Subdistrict,  
Mueang Lampang District, Lampang Province  
52100

## Bangkok and Vicinity

183 service stations  
- 178 COCO stations  
- 5 DODO stations

### Head Office

90 CW TOWER A, 33<sup>rd</sup> Floor,  
Ratchadaphisek Road, Huai Khwang  
Subdistrict, Huai Khwang District,  
Bangkok 10310

## Northeastern Region

686 service stations including  
- 558 COCO stations  
- 128 DODO stations

**Surin Oil Depot Capacity: 6.2 million liters**  
165 Moo 6, Sumrong Subdistrict, Mueang  
Surin District, Surin Province, 32000

**Pak Thong Chai Oil Depot Capacity: 12.52 million liters**

333 Moo 12, Ngiew Subdistrict,  
Pak Thong Chai District,  
Nakhon Ratchasima Province 30150

## Eastern Region

223 service stations including  
- 184 COCO stations  
- 39 DODO stations

### Sriracha Fleet

192/105 Moo 5, Nong Kham Subdistrict,  
Sriracha District, Chon Buri Province 20230

## Southern Region

255 service stations including  
- 212 COCO Stations  
- 43 DODO Stations

### Chumphon Oil Depot

**Capacity: 26.54 million liters**  
167 Moo 1, Tha Yang Subdistrict,  
Mueang Chumphon District,  
Chumphon Province 86120

### Pak Phanang Oil Depot

**Capacity: 19.80 million liters**  
96/5 Moo 4 West Pak Phanang Subdistrict,  
Pak Phanang District, Nakhon Si  
Thammarat Province 80140

## Central Region

139 service stations including  
- 122 COCO stations  
- 17 DODO stations

**Mae Klong Oil Depot and Fuel Oil Testing Lab**  
**Capacity: 113.69 million liters**

88 Moo 1, Vithan-Vithi Road, Bang Chakrang Subdistrict,  
Mueang District, Samut Songkhram Province 75000

**Nakhon Sawan Oil Depot Capacity: 6.65 million liters**

74 Moo 8 Muanghak Subdistrict, Phayuha Khiri District,  
Nakhon Sawan Province 60130

**Phitsanulok Oil Depot Capacity: 7.69 million liters**

76/4 Moo 2 Phitsanulok-Buengphra Road,  
Buengphra Subdistrict, Mueang Phitsanulok District,  
Phitsanulok Province 65000

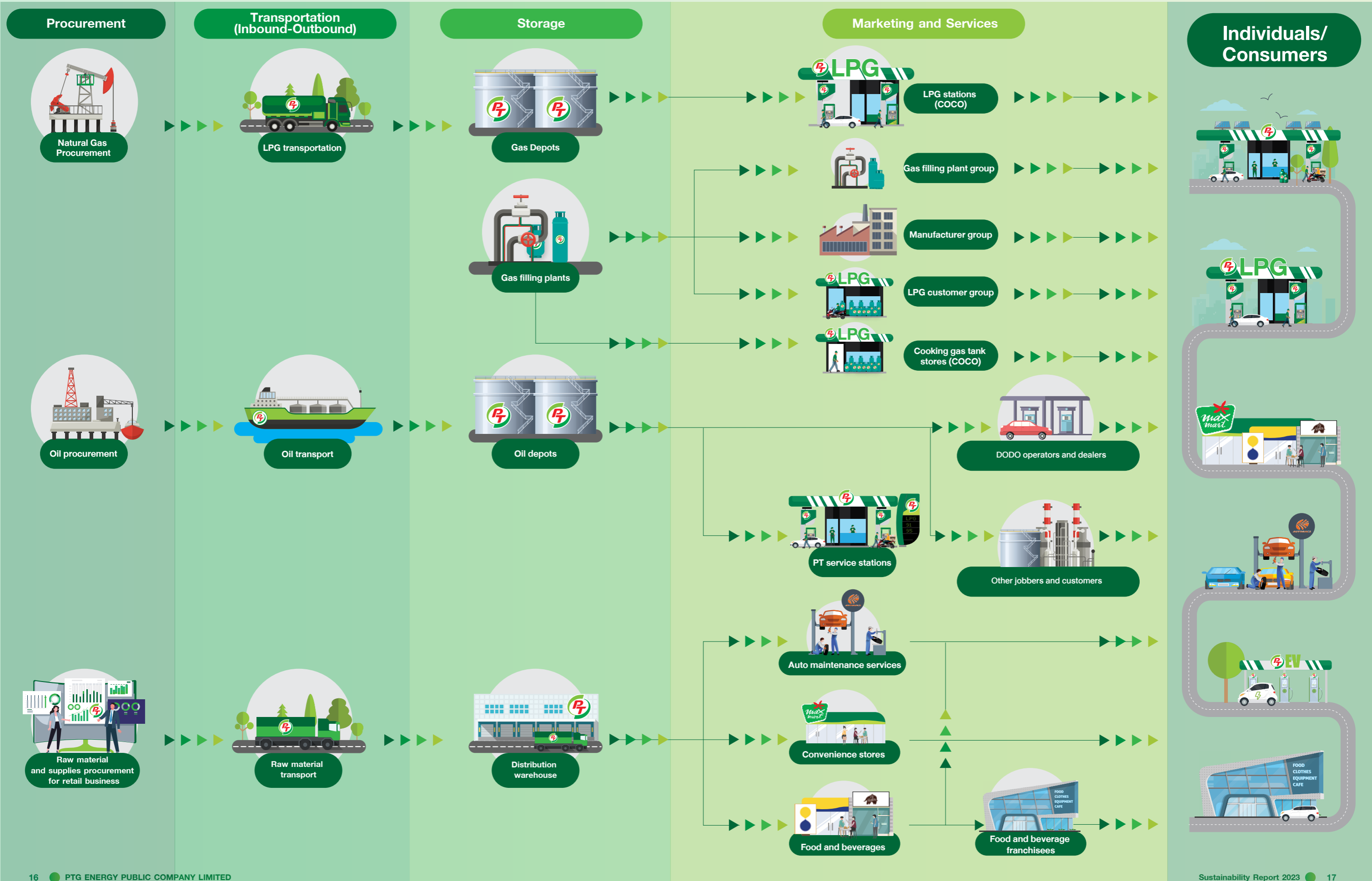
**Nong Kae Oil Depot Capacity: 5.30 million liters**

6 Moo 9, Pahonyothin Road, Nong Khai Nam Subdistrict,  
Nong Khae District, Saraburi Province 18140

## Western Region

252 service stations including  
- 209 COCO stations  
- 43 DODO stations

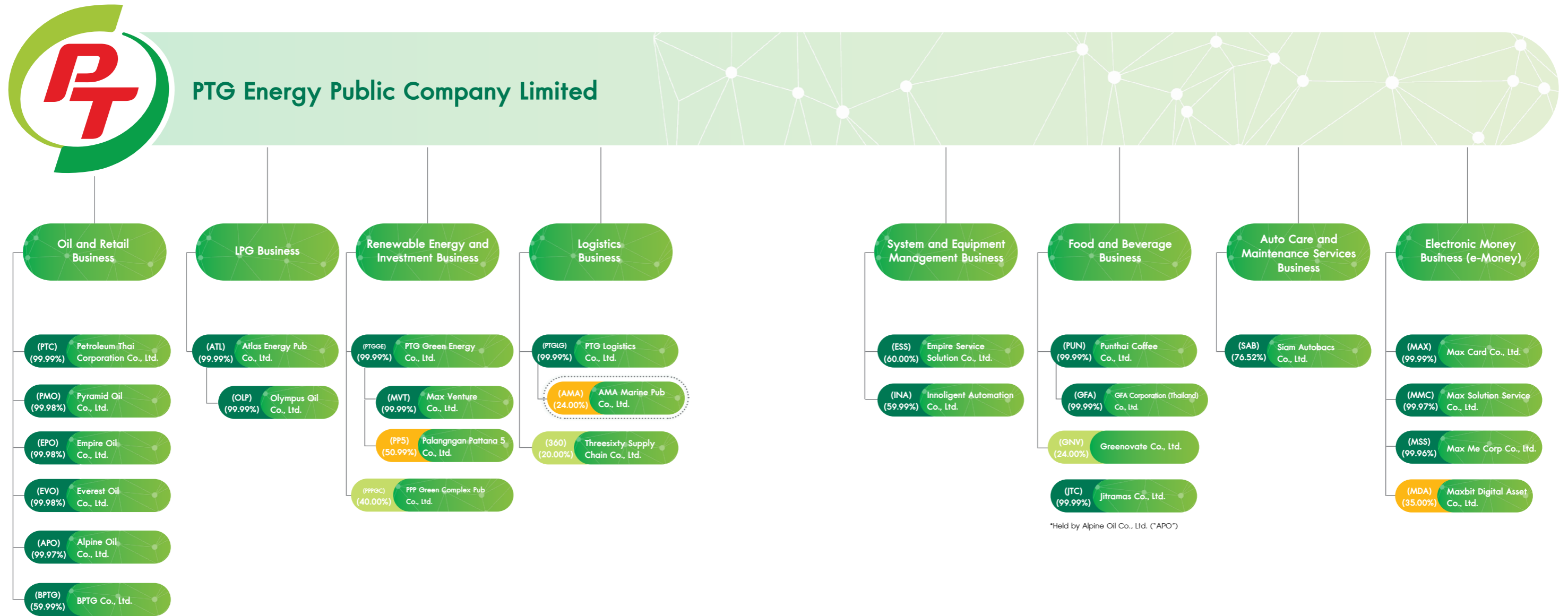
# PTG Value Chain



# Shareholding Structure of PTG Energy Public Company Limited

## 1.3.1 Shareholding Structure of PTG Energy Public Company Limited

As of December 31, 2023



- = Subsidiary Company
- = Associate Company
- = Joint Venture Company
- = Listed Company in the Stock Exchange of Thailand

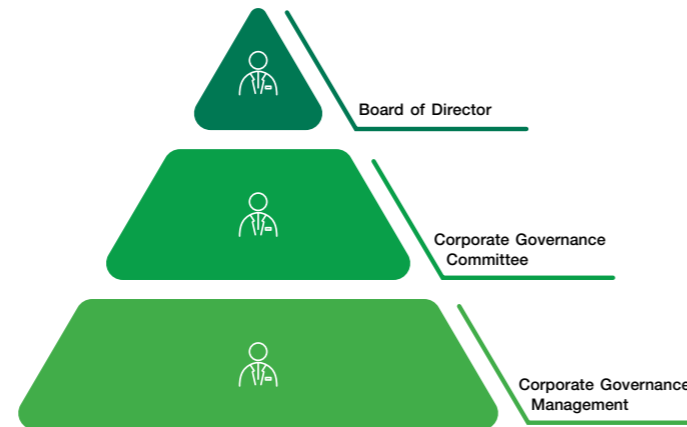
# Business Co-value Creation



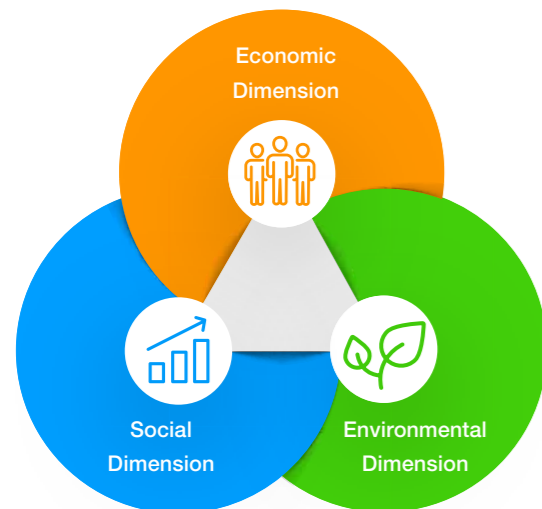
## Sustainability Driving Structure

The Board of Directors emphasizes the imperative for PTG to align its business operations with considerations of economic, social, and environmental impact. To facilitate this, a Corporate Governance Committee has been established, along with a Corporate Governance Working Group and a dedicated team for corporate sustainability development. These entities serve as instrumental mechanisms in propelling the organization towards sustainability objectives that adhere to established standards and address the diverse expectations of stakeholders.

- **Corporate Governance Committee:** Comprising an independent body tasked with evaluating, advising, and establishing directives to monitor corporate governance and organizational sustainability performance. It ensures adherence to set standards and reports findings to the Board of Directors.
- **Corporate Governance Working Group:** Composed of the Chief Executive Officer and President, and senior executives from various departments, including Corporate Communications, Purchasing, Safety and Environment, Corporate Governance, System Management and Quality Assurance, Information Technology, Legal, and the Office of Transformation and Innovation. This group supports effective corporate governance practices and drives sustainability initiatives. It formulates strategies and sustainability plans aligned with the organization's business strategy and objectives.



## Sustainability Management Policy



- Social Dimension:** Foster robust corporate governance by operating ethically and responsibly towards stakeholders. This includes a commitment to product and service innovation and prioritizing the enhancement of supply chain efficiency.
- Economic Dimension:** Strive to conduct business with social responsibility by generating added value for the betterment of society and communities. Emphasize the development of employees' potential and quality of work life.
- Environmental Dimension:** Place emphasis on the efficient management of natural resources and the sustainable preservation of ecological biodiversity. Promote environmental awareness among employees to foster a culture of caring for the environment.













The Company is deeply committed to conducting business responsibly, taking into account the interests of all stakeholders. As such, it has seamlessly integrated its dedication to sustainable business practices into its operational strategy. This commitment underscores the Company's endeavor to strike a harmonious balance between economic growth, social well-being, and environmental stewardship. In line with this commitment, the Company has established and implemented a sustainability management policy aligned with the United Nations Sustainable Development Goals (SDGs). This policy serves as a guiding framework for enhancing sustainable operational efficiency across the entire supply chain. Moreover, the Company actively fosters awareness among its employees, encouraging their active involvement in advancing the organization's sustainability agenda. Recognizing the dynamic nature of business environments, the Company conducts an annual review of its sustainability policy. This proactive approach ensures that the policy remains relevant and responsive to evolving business trends and emerging challenges.

## Corporate Sustainability Strategies



Furthermore, the Company has effectively translated its sustainability management policy into actionable practices across all levels of the organization. Both short-term and long-term objectives have been established, aligning with the overarching direction of corporate sustainability initiatives. These initiatives are strategically designed to tackle environmental, social, and governance challenges while meeting the diverse expectations of all stakeholder groups. Below are the specifics of these efforts:



Corporate Sustainability Strategic Direction	Indicators	Short-term	Long-term	Performance of 2023	SGDs Related		
 <b>Good Corporate Governance</b>	Cultivate a culture characterized by responsible, transparent, and accountable business practices	Complaints about significant misconduct reported through whistleblowing channels.	0 case	0 case	0 case	 16.5, 16.6, 16.10	
	Work conducts that significantly violate laws and regulations <sup>1/</sup>		Not exceeding 3 cases	0 case	0 case		
	Significant cyberattacks affecting business operations <sup>2/</sup>		0%	0%	No instances of cyberattacks that have adversely affected business operations.		
 <b>Inspire &amp; Enable</b>	Incorporate sustainability principles into the supply chain, focusing on environmental, social, and governance aspects	Tier 1 suppliers with high-risk profiles have undergone environmental, social, and governance assessments	29%	100%	29%	 8.1, 8.2, 8.7  9.2, 9.4  17.17	
	Encourage innovation and implement adaptable processes to address emerging changes and challenges	Revenue from innovative projects that are expanding business operations (Scale up)	7 million baht	Grew by at least 50%	5.15 million baht		
	Develop novel, user-friendly, and beneficial experiences for stakeholders to propel sustainable long-term business development	Levels of customer satisfaction when utilizing gas station services <sup>3/</sup>	80%	80%	93.10%		
	Strive to establish a safe work environment devoid of occupational hazards	Total Recordable Injuries Rate (TRIR) per one million work hours <sup>4/</sup>	0.63	0.315	0.86		 3.5, 3.6  4.4  5.1, 5.2, 5.3, 5.4, 5.5  8.2, 8.5, 8.7, 8.8  10.2, 10.3
		Lost Time Injury Frequency Rate (LTIFR) per one million work hours <sup>5/</sup>					
		Employee	0.552	0.276	0.69		
	Uphold the principles of human rights	Contractor	0	0	0.54		
		The scope includes the Company and its subsidiaries that have undergone training on human rights and labor rights. <sup>6/</sup>	33.33%	100%	33.33%		
	Cultivate employee competencies and dedication to foster business expansion	Statistics of complaints or lawsuits alleging human rights violations against the Company.	0 case	0 case	0 case		
		Survey findings on PTG employee engagement	70-75%	70-75%	79%		
Number of employees who underwent skill development training.		65%	73%	100%			
 <b>Engage &amp; Co-create</b>	Foster community engagement and acceptance of business endeavors	Average impact of personnel training (training hours per person per year).	7 hours per person per year	24 hours per person per year	7.96 hours per person per year		
		Satisfaction levels within the communities surrounding the Company's operations as a result of its social responsibility endeavors.	Over or equal to 90%	Over or equal to 90%	90%	96.60%	
		Communities engaged through the 'PT Volunteer Camp' initiative.	200 communities	500 communities	199 communities		
	Elevate environmental stewardship within operational practices	Return on investment derived from projects focused on fostering mutual value with the community.	A minimum of one new project has been launched, with the potential to deliver fair returns to the community by 2023.	Achieving or exceeding financial targets by 2027.	Executing a sustainable development initiative to foster Arabica coffee cultivation in high-altitude regions, alongside conducting on-site surveys and data gathering to evaluate the social investment returns.		
		Deployment of solar roof for harnessing renewable energy within the operational premises. <sup>7/</sup>	1.4 million kilowatt-hours or 2.00 MWp	30 million kilowatt-hours or 28.67 MWp	1.3 million kilowatt-hours or 1.95 MWp		
		Reduction in greenhouse gas emissions attributed to the implementation of solar roof renewable energy solutions in the operational vicinity.	569.8 tons of carbon dioxide equivalent per year.	26,000 tons of carbon dioxide equivalent per year.	536.43 tons of carbon dioxide equivalent per year.		
		Establishment of EV Charger stations <sup>8/</sup>	65 locations	180 locations	49 locations		
Incidents of major oil spills significantly affecting land or water resources. <sup>9/</sup>	0 time	0 time	1 case (with appropriate and proper corrective actions taken).				
	Noteworthy instances of environmental law breaches and consequential penalties. <sup>10/</sup>	0 time	0 time	0 time			

Notes: <sup>1/</sup> Instances where the Company or its executives have been fined or penalized by regulatory agencies or courts due to misconduct in business operations, resulting in fines of at least THB 50,000 or imprisonment.

<sup>2/</sup> The percentage of cyberattacks significantly impacting both financial and non-financial aspects, beyond the Company's control.

<sup>3/</sup> Customer satisfaction levels related to the purchase or use of products and services under the PT brand.

<sup>4/</sup> Total Recordable Injury Rate (TRIR) within the PTG Group.

<sup>5/</sup> Lost Time Injury Frequency Rate (LTIFR) within the Company and its subsidiaries.

<sup>6/</sup> Employees trained on human rights and labor rights across PTG and its six subsidiaries, including PTG Energy PCL, Petroleum Corporation Co., Ltd., Atlas Energy PCL, Olympus Oil Co., Ltd., PunThai Coffee Co., Ltd., GFA Corporation (Thailand) Co., Ltd., Siam Autobacs Co., Ltd., with each company and subsidiary mandating that at least 80% of new operational-level employees undergo this training.

<sup>7/</sup> Utilization of solar roof renewable energy within the operational areas of PTG Energy PCL, PTG Logistics Co., Ltd., Petroleum Corporation Co., Ltd., Olympus Oil Co., Ltd., BPTG Co., Ltd., Siam Autobacs Co., Ltd., Jitramas Co., Ltd., PunThai Coffee Co., Ltd.

<sup>8/</sup> Number of EV Charger station installations at PT gas stations managed by Petroleum Corporation Co., Ltd. and Olympus Oil Co., Ltd.








<sup>9/</sup> Volume of oil spills exceeding 100 barrels per incident and significantly impacting soil or water sources within the operational territories of oil service stations and oil depots.

<sup>10/</sup> Complaints concerning violations of environmental laws, as officially reported by state agencies, resulting in cash fines that have yet to be resolved within the operational territories of oil service stations and oil depots.

## Stakeholder Engagement

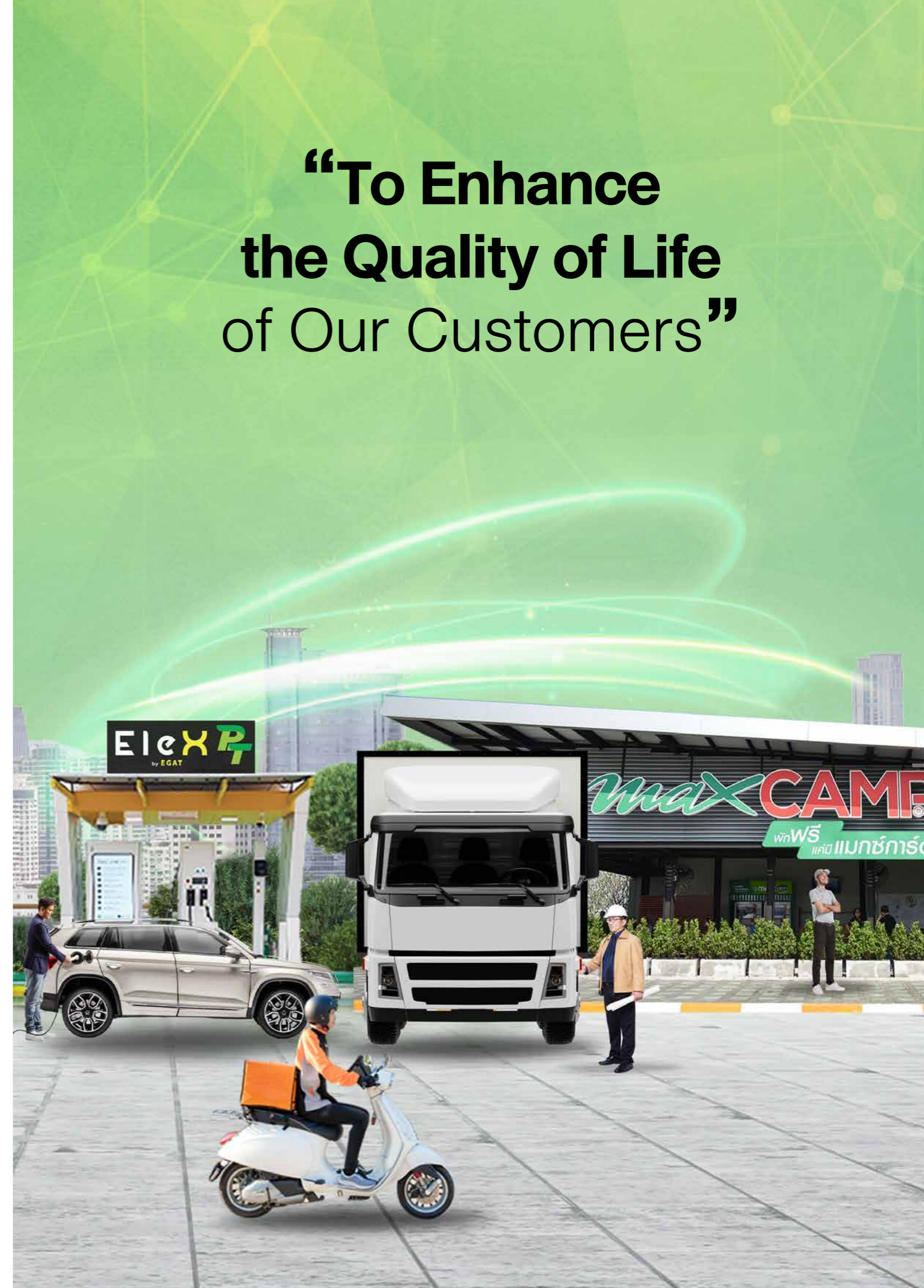
Recognizing the pivotal role in cultivating relationships with stakeholders, which contributes to enduring business value, the Company has analyzed stakeholder groups to define proper engagement strategies, with steps as follows:

1. PTG meticulously identifies stakeholders crucial to its operations, considering their roles across the entire business value chain.
2. A comprehensive evaluation is conducted to ascertain both positive and negative impacts of stakeholders on the business, as well as the effects of business operations on stakeholders. This evaluation informs tailored engagement strategies for each stakeholder group.
3. Stakeholders are ranked based on their level of impact on the business, encompassing financial implications, regulatory compliance, brand perception, safety, and environmental concerns.
4. The outcomes of the stakeholder analysis are presented to the Corporate Governance Working Group and the Corporate Governance Committee for review, ensuring alignment with corporate objectives and garnering necessary approvals.

Stakeholders	Business Value Chain			
	Procurement	Transportation	Storage	Marketing and Services
 1. Customers				✓
 2. Employees	✓	✓	✓	✓
 3. Partners	✓	✓		
 4. Communities		✓	✓	✓
 5. Shareholders				✓
 6. Government agencies	✓	✓	✓	✓
 7. Financial Institute				✓

## Guidelines for engaging stakeholders

PTG conducted a comprehensive stakeholder survey aimed at gathering insights on corporate sustainability management. This initiative was undertaken to gather data for analysis, facilitating the enhancement and formulation of business strategies that align with the expectations of all stakeholder groups. In response to the findings, the Company meticulously examined various concerns and delegated pertinent departments to enhance operational capabilities and engage stakeholders through diverse channels and initiatives as follows:



Stakeholders	 <b>Customer</b>	 <b>Employee</b>	 <b>Supplier</b>	 <b>Community</b>	 <b>Shareholder</b>	 <b>Government Agency</b>	 <b>Financial Institution</b>
Channels for Engagement	<ol style="list-style-type: none"> <li>1. Customer satisfaction survey and customers meeting</li> <li>2. Receive complaints through Call Center (1614) and social media such as Facebook, and PT Max Me Reward mobile application.</li> </ol>	<ol style="list-style-type: none"> <li>1. Employee engagement survey</li> <li>2. Meetings of the Human Resources Committee, Welfare Committee, and Safety Committee</li> <li>3. Assessment of salaries, wages, and reviews of the salary structure</li> <li>4. Employee satisfaction surveys</li> <li>5. CEO Talk Activity</li> <li>6. Chit Chat Activity</li> <li>7. Complaint lodgement</li> </ol>	<ol style="list-style-type: none"> <li>1. Meeting with suppliers/contractors and visits to suppliers' establishments.</li> <li>2. ESG audit at suppliers' establishments</li> <li>3. Complaint lodgement via Call Center (1614)</li> </ol>	<ol style="list-style-type: none"> <li>1. Surrounding community surveys to identify their needs.</li> <li>2. Community relations activities and CSR projects.</li> <li>3. Emergency drills with the surrounding communities.</li> <li>4. Complaint lodgment via Call Center (1614)</li> </ol>	<ol style="list-style-type: none"> <li>1. Annual General Meeting of Shareholders</li> <li>2. Analyst Meetings and Company Visits for Analysts</li> <li>3. Quarterly performance results announcement</li> <li>4. Domestic and international roadshow</li> </ol>	<ol style="list-style-type: none"> <li>1. Meetings with government agencies</li> </ol>	<ol style="list-style-type: none"> <li>1. Meetings with representatives from financial institutions.</li> <li>2. Complete company surveys conducted by financial institutions.</li> </ol>
Expectations of Stakeholders	<ol style="list-style-type: none"> <li>1. Receive products and services of the right quality and quantity with on time delivery.</li> <li>2. Receive high quality services that meet the required standards and are safe to life and property.</li> </ol>	<ol style="list-style-type: none"> <li>1. Income, remuneration, and benefits</li> <li>2. Work safety</li> <li>3. Employee development and advancement</li> <li>4. Business growth and its operational performance</li> <li>5. Technological upgrades to maximize work performance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Transparent, equitable, and compliant procurement.</li> <li>2. Ensure fair compensation and timely payment.</li> </ol>	<ol style="list-style-type: none"> <li>1. Eco-friendly operations in respect of safety and neighborhood safety.</li> <li>2. Improvement of life quality, income generation and knowledge sharing.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensuring parity in stock price returns, dividend distributions, and shareholder treatment.</li> <li>2. Fostering sustainable business performance and long-term growth.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adherence to regulatory frameworks, laws, and established policies.</li> <li>2. Commitment to ethical practices and maintaining transparency in all business dealings.</li> <li>3. Actively engaging in communication and collaboration with governmental entities.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensuring compliance with the contractual terms and conditions, as well as adhering to the regulations established by pertinent regulatory bodies.</li> <li>2. Maintaining high standards of ethics and transparency throughout all business operations.</li> </ol>
Key Achievements	<ol style="list-style-type: none"> <li>1. Expand the network of gasoline and LPG service stations, reaching a total of 62 branches.</li> <li>2. Deploy EV charger stations across 49 locations and establish Max Camp parking facilities at 86 locations.</li> <li>3. Engage in customer visits to franchises and dealerships to collect feedback for continuous development and improvement, aiming to enhance overall satisfaction.</li> <li>4. Upgrade the POS (Point of Sale) system tailored for franchisees, enabling efficient management and comprehensive auditing of sales and service data.</li> <li>5. Introduce financial services through the PT Max Me application.</li> <li>6. Extend the reach of Max Mart branches as off-site gasoline station retail and wholesale outlets.</li> <li>7. Launch the "PT Service Master" campaign to elevate service standards at gasoline stations, striving to deliver a 7-star customer experience.</li> <li>8. Implement RFM (Recency, Frequency, and Monetary) programs to monitor valuable customers who have reduced their usage and provide them with enticing promotions to encourage their return.</li> <li>9. Prioritize sales and service enhancements at 260 locations of PT gasoline stations along the major routes with the PTC Service Champion program.</li> <li>10. Develop a comprehensive system to monitor the status of oil transport vehicles for Jobber customers using QR codes and Line chat bots.</li> <li>11. Conduct surprise checks on oil delivery processes in randomly selected high-risk areas during overnight hours to bolster customer confidence in receiving accurate and high-quality oil products.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implement the Conical learning system organization-wide, fostering skill development through a balanced mix of online and onsite training formats.</li> <li>2. Generate Infographic materials and video clips tailored to meet the dynamic needs of businesses and systems across the PTG Group promptly.</li> <li>3. Assess training requirements and formulate individualized personnel development plans for each department.</li> <li>4. Assess training requirements and formulate individualized personnel development plans for each department.</li> <li>5. Design a revamped salary structure to accommodate emerging special skill groups.</li> <li>6. Forge partnerships with diverse educational institutions to collaborate on career-building initiatives and future-oriented projects.</li> <li>7. Create a comprehensive monitoring and tracking scheme to address skill gaps, enhancing learning efficacy in the 70:20:10 framework.</li> <li>8. Devise Rewards &amp; Recognition schemes for successor groups to instill motivation and drive in their roles.</li> <li>9. Initiate a performance conversation program catered to executives to enhance managerial effectiveness.</li> <li>10. Conduct yearly evaluations of employee engagement to gauge organizational morale and satisfaction levels.</li> <li>11. Host engagement workshops within departments to facilitate seamless adjustments in alignment with established plans.</li> <li>12. Foster an employer branding persona to position the organization as the employer of choice.</li> <li>13. Implement the Transformational Leadership Program 2023 to cultivate personnel in accordance with the Development Roadmap.</li> </ol>	<ol style="list-style-type: none"> <li>1. Strengthen communication channels between business partners and end-users through online platforms to facilitate updates on products and suppliers, including the organization of Premium Town Hall events.</li> <li>2. Conduct visits to suppliers to evaluate potential and identify opportunities for enhancing existing partnerships.</li> <li>3. Conduct supplier visits and online ESG Audits for key suppliers to foster stronger collaboration for sustainable business operations and support the development of corrective action plans.</li> <li>4. Enhance the Bidding process to improve efficiency and ensure alignment with organizational strategic objectives.</li> <li>5. Organize Knowledge Sharing sessions to offer suppliers sustainable operational insights.</li> <li>6. Disseminate business ethics standards to key suppliers' companies, ensuring that they are well-informed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implement initiatives within the Company's social responsibility framework, such as the "PTG Volunteer Camp" conducted on four occasions. Additionally, oversee the release of over 7 million sea crabs back into their natural habitat, accompanied by a beach cleanup drive at Chalatat Beach, Muang District, Songkhla Province. These efforts aim to rejuvenate and harmonize the marine ecosystem in Thai waters.</li> <li>2. Engage in community consultations prior to the commencement of service station construction projects.</li> <li>3. Partner with the Department of Internal Trade, Ministry of Commerce, to distribute eggs and fan-seed mangoes as gestures of appreciation to members of the "PT Max Card and PT Max Plus" programs. This collaboration seeks to bolster support for farmers and contribute to their financial stability.</li> <li>4. Foster the sustainable cultivation of Arabica coffee in highland areas to bolster local farmers, expand coffee cultivation territories, address environmental concerns, and foster sustainable livelihoods and economic opportunities within the community.</li> </ol>	<ol style="list-style-type: none"> <li>1. Host analyst meetings to deliver quarterly performance reports and engage in investor gatherings like SET Opportunity Day &amp; SET Digital Roadshow.</li> <li>2. Join Roadshow events organized by prominent securities firms to connect with institutional investors and arrange Investor Visits for subsidiary investor engagements with company management.</li> <li>3. Compile Management Discussion and Analysis (MD&amp;A), Quarterly Earnings Presentations, and summarize Quarterly Key Takeaways.</li> <li>4. Conduct annual Business Review meetings to present the Company's future outlook.</li> <li>5. Develop Factsheets and disseminate them through the company's website and Line official account for investor relations, providing shareholders and investors with insights into the Company's business and financial performance.</li> <li>6. Host Hybrid Annual Shareholder Meetings to provide convenience to shareholders.</li> <li>7. Address ESG assessment surveys upon request from investors or shareholders.</li> <li>8. Upgrade the investor relations website to ensure it is modern, comprehensive, and regularly updated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure compliance with laws, regulations, and relevant directives governing business operations in a transparent and accountable manner.</li> <li>2. Maintain environmental quality standards in accordance with legal requirements.</li> <li>3. Participate in and support various collaborative activities with government entities at all levels.</li> <li>4. Engage in discussions with relevant government officials to ensure adherence to local laws.</li> <li>5. Conduct thorough reviews of departmental operations within the company to ensure accuracy and transparency, in line with legal requirements, through legal compliance audit initiatives.</li> <li>6. Timely submit accurate information to internal government agencies as stipulated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Comply diligently with the rigorous standards established by financial institutions under government regulatory oversight.</li> <li>2. Provide precise and timely responses to queries raised by credit analysts whenever uncertainties emerge.</li> <li>3. Maintain strict adherence to the terms and conditions outlined in loan agreements and debentures.</li> </ol>



## Assessment of Key Sustainability Concerns

The Company assesses critical sustainability concerns in accordance with the Global Reporting Initiative (GRI) guidelines to inform suitable management strategies for each issue. The following steps outline the Company's process for identifying key sustainability concerns:

### 1 Identifying Key Sustainability Concerns

Identifying the pivotal sustainability concerns pertinent to the business entails a comprehensive assessment that encompasses the expectations of all stakeholders, prevailing global business trends, and pivotal industry-specific challenges within the same sector.

### 2 Prioritization of Key Sustainability Issues

Prioritizing the importance of sustainability issues is categorized into four levels of significance: Highest, High, Moderate, and Low.

### 3 Reviewing Sustainability Issues

Summarizing the findings of key sustainability issues and presenting them to the Board of Directors for evaluation and approval of the sustainability assessment results.



## 2023 Materiality Issues



## Outcomes of Key Sustainability Issues Evaluation

During 2023, the Company undertook a comprehensive assessment of key sustainability issues, encompassing analyses of business trends, environmental hurdles, social dynamics, governance matters, and pivotal industry-specific challenges. The evaluation revealed that stakeholders identified three paramount concerns, which are in the economic and governance dimensions, including robust corporate governance practices, effective risk management and crisis preparedness, and strategic digital transformation.



## PTG's Double Materiality Assessment 2023

Aligned with the international standards of the GRI Universal Standards 2021 sustainability reporting framework, the Company has conducted an assessment of its economic, environmental, and social (including human rights) impacts, taking into account the repercussions of its operations. These impacts can manifest in both adverse and beneficial outcomes.

Materiality	Potential Business Impacts/Business Impacts	Negative/Positive Impacts	Causes of Impacts	Financial Impacts	Stakeholders	Human Rights Impacts
<b>Governance</b> GRI 102: Governance GRI 205: Anti-corruption	- Driven by institutional and investor expectations, the Company recognizes the criticality of effectively managing corporate governance factors. This involves conducting surveys on corporate governance among listed companies. The evaluation outcomes significantly impact the Company's reputation and potential revenue, as trust from stakeholders is imperative for sustained success. Failure to address governance issues properly can lead to loss of trust.	+	<ul style="list-style-type: none"> <li>Operations</li> <li>Supply Chain</li> </ul>	-	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners</li> <li>Employees</li> <li>Government agencies</li> </ul>	6, 8, 9, 19, 24, 25, 27, 33
<b>Risk Management and Crises</b> GRI 102: Governance	- Ongoing changes in economic, social, environmental, legal, technological, and health-related landscapes necessitate continual adjustments to business plans. These adaptations are vital to preempt potential disruptions to business operations.	-	<ul style="list-style-type: none"> <li>Products/Services</li> <li>Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>Fund from Operation (FFO) to Debt (%)</li> <li>Debt to EBITDA</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Communities</li> <li>Partners</li> <li>Customers</li> <li>Employees</li> </ul>	-
<b>Cyber Security</b>	- Transitioning the business to an online trading platform via applications, e-wallet payment systems, and PT Max Card membership services introduces vulnerabilities to cyber threats and data breaches. Such risks can adversely affect customers and inflict damage on the Company's operations.	-	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> <li>Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>Effect to reliability and business operations</li> <li>Effect to the loss of expenses from lawsuits.</li> </ul>	<ul style="list-style-type: none"> <li>Customers</li> <li>Employees</li> </ul>	11
<b>Continuous Business Expansion and Improved Operating Results</b> GRI 201: Economic Performance	- The Company is navigating the effects of heightened fluctuations in global energy prices, prompting governmental measures to freeze oil prices. Consequently, a strategic shift is imperative to ensure sustained growth amidst these market dynamics.	-	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> </ul>	<ul style="list-style-type: none"> <li>Earning before taxes</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners</li> <li>Customers</li> <li>Employees</li> </ul>	-
<b>Customer Relationship Management and Responsiveness</b> GRI 416: Customer Health and Safety GRI 418: Customer Privacy	<ul style="list-style-type: none"> <li>- Evolving consumer behaviors influenced by economic, social, and environmental factors necessitate strategic adjustments to the Company's operational plans. This ensures the ability to cater to diverse customer needs comprehensively.</li> <li>- Compliance with the personal data protection law mandates substantial adjustments to the Company's information technology infrastructure. Stringent measures are being implemented to mitigate the risk of customer personal information leakage.</li> </ul>	+	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> </ul>	<ul style="list-style-type: none"> <li>Revenue</li> <li>Earning before taxes</li> </ul>	<ul style="list-style-type: none"> <li>Partners</li> <li>Customers</li> </ul>	19
<b>Business and Social Innovations</b>	- Embracing opportunities to invest in innovative services and products is pivotal for long-term revenue growth. This proactive approach enables the Company to address evolving customer needs in the new normal while mitigating risks associated with disruptive technologies.	+	<ul style="list-style-type: none"> <li>Products/Services</li> <li>Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>Revenue</li> </ul>	<ul style="list-style-type: none"> <li>Customers</li> <li>Partners</li> <li>Communities</li> <li>Shareholders</li> <li>Employees</li> </ul>	-
<b>Supply Chain Management</b> GRI 308: Supplier Environmental Assessment GRI 414: Supplier Social Assessment	<ul style="list-style-type: none"> <li>- Embracing the sustainable supply chain concept, the company is reevaluating operational strategies, meticulously selecting and assessing suppliers to manage environmental, social, and economic impacts effectively. This holistic approach ensures comprehensive corporate governance across the product and service life cycles, enhancing supply chain efficiency.</li> <li>- Strategic supply chain management not only amplifies opportunities and reduces risks but also bolsters business competitiveness. Moreover, it fosters transformative changes, fortifies business partnerships, and nurtures sustainable alliances.</li> </ul>	-	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> <li>Supply Chain</li> </ul>	<ul style="list-style-type: none"> <li>Effect to Earning Loss of PTG</li> <li>Effect to Business Continues</li> <li>Effect to operation cost</li> </ul>	<ul style="list-style-type: none"> <li>Customers</li> <li>Partners</li> <li>Shareholders</li> <li>Employees</li> </ul>	-
<b>Safety and Work Environment</b> GRI 403: Occupational Health and Safety	- Potential work-related accidents involving employees and contractors pose a significant risk, potentially halting operations, tarnishing the Company's reputation, and necessitating budget allocations for compensation.	-	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> <li>Supply Chain</li> </ul>	-	<ul style="list-style-type: none"> <li>Partners</li> <li>Employees</li> </ul>	1, 25, 27, 28
<b>Human Resources Management</b> GRI 401: Employment GRI 404: Training and Education	- Risks associated with manpower preparation and employee capacity to support new business endeavors and digital transformation underscore the importance of effective management. Inadequate management may jeopardize the organization's competitiveness.	-	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> </ul>	-	<ul style="list-style-type: none"> <li>Employees</li> </ul>	23, 25, 29

Materiality	Potential Business Impacts/Business Impacts	Negative/Positive Impacts	Causes of Impacts	Financial Impacts	Stakeholders	Human Rights Impacts
<b>Human Rights</b> GRI 405: Diversity and Equal Opportunity GRI 409: Forced or Compulsory Labor 2016	- Establishing guidelines for human rights risk management is crucial to prevent incidents of human rights violations across all stakeholder groups. Failure to address these issues adequately could severely impact the Company's reputation and necessitate budget allocations for compensation.	+	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> <li>Supply Chain</li> </ul>	-	<ul style="list-style-type: none"> <li>Employees</li> <li>Partners</li> <li>Communities</li> </ul>	-
<b>Responsibility towards Society and Communities</b> GRI 203: Indirect Economic Performance GRI 413: Local Communities	<ul style="list-style-type: none"> <li>- Community grievances arising from the company's business operations pose another risk. To mitigate this, the Company actively engages in ongoing social activities within the community.</li> <li>- Opportunities arise for forging partnerships with the community to advance commercial objectives under the vision of "Well-being and Contentedness."</li> </ul>	+	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> </ul>	-	<ul style="list-style-type: none"> <li>Communities</li> <li>Customers</li> <li>Partners</li> </ul>	1, 23, 25, 28, 34
<b>Environment</b>						
<b>Climate Change Management</b> GRI 305: Emission	- Increasing physical risks and global initiatives promoting the transition to a low-carbon society, both nationally and internationally, are reshaping the energy landscape. This shift entails reduced dependence on fossil fuels and an uptick in electric vehicle and electric train usage. Failure to adapt to these changes may impact the Company's operational outcomes.	-	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> <li>Supply Chain</li> </ul>	-	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Communities</li> <li>Partners</li> <li>Employees</li> </ul>	1, 23
<b>Environmental Management: Waste, Hazardous Waste, and Pollution.</b> GRI 306: Waste GRI 307: Environmental Compliance	<ul style="list-style-type: none"> <li>- Heightened awareness of circular economy principles, spurred by public and private sector campaigns, underscores the imperative of optimizing natural resource utilization to mitigate degradation and forestall future scarcities. These considerations necessitate cost adjustments and strategic planning for sustained business growth.</li> <li>- The evolving landscape presents an opportunity for collaborative partnerships with business allies to realign operational</li> </ul>	+	<ul style="list-style-type: none"> <li>Operations</li> <li>Products/Services</li> <li>Supply Chain</li> </ul>	-	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Partners</li> <li>Government agencies</li> </ul>	31
<b>Energy Saving</b> GRI 302: Energy						
<b>Water Management</b> GRI 303: Water and Effluent						

\*Reference: IFC Guide to Human Rights Impact Assessment and Management (HRIAM)

- 1) Right to Life
- 6) Equal Rights under the Law to Equal Protection under the Law and Non-Discrimination
- 8) Right to Effective Remedy
- 9) Right to Fair Trial
- 11) Right to Privacy
- 19) Right to Freedom of Opinion, Access to Information, and Freedom of Expression, including the Right to Speak or Express in what they think and Share their opinion with others, as well as receive accurate information
- 23) Right to Access Social Welfare, such as Social Insurance
- 24) Right to Work
- 25) Right to Fair and Satisfactory Working Conditions
- 27) Right to Adequate Standard of Living, such as Food, Shelter, Health Care, and Necessary Public Services for a Decent Standard of Living
- 28) Right to Health
- 29) Right to Education
- 31) Freedom of Lifestyle Determination and Natural Resource Utilization
- 33) Right to Freedom from Arbitrary Detention for Failure to Fulfill Contractual Obligations
- 34) Rights of Migrants to Due Process in Case of Expulsion from the Territory



## Good Corporate Governance

Focus on building a culture of responsible, transparent, and auditable business operations to strengthen confidence for all groups of stakeholders.

### Key Indicators



No instances of non-compliance with significant legal implications found.



Devoid of significant complaints related to corruption.



Free from cyber attacks that significantly impact business operations.

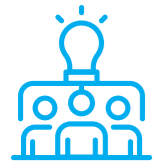


**80%** awareness score in risk management evaluation.



**100%** success rate in conducting continuous business management plan tests.





# Good Governance



## 2030 Goals

- Results of the assessment of corporate governance for listed companies (CGR) at an excellent level.
- Non-compliance with significant regulations: 0

## Performance, compared to the goals

2023 Performance

**There is no non-compliance with regulations, resulting in substantial impacts, found.**

## Commitments

The Company upholds responsibility, transparency, accountability, and fairness in its business practices, guided by the principles of good corporate governance. It strictly adheres to an Anti-Corruption Policy and governance policies to ensure strict compliance with all applicable laws, Company's rules, and regulations. These measures bolster corporate governance across the Group, fostering effectiveness and resilience in driving sustainable business operations and managing potential risks effectively.

## Stakeholder Impact

Robust and effective corporate governance serves as a cornerstone for addressing stakeholder needs across the entire supply chain. By fostering understanding and encouraging stakeholder participation, the Company integrates stakeholder considerations into its business strategy with agility and timeliness, enhancing resilience. This approach enables the organization to achieve its short-term and long-term objectives, yielding positive operational outcomes and instilling stakeholder confidence.

## Business Impact

Adhering to the tenets of good corporate governance and ethical business conduct enhances the Company's competitive edge amidst evolving business, social, and environmental landscapes. By fostering innovation and responsible business practices, the Company navigates changes effectively while mitigating risks associated with non-compliance. This approach not only ensures regulatory compliance but also creates sustainable value for the business.

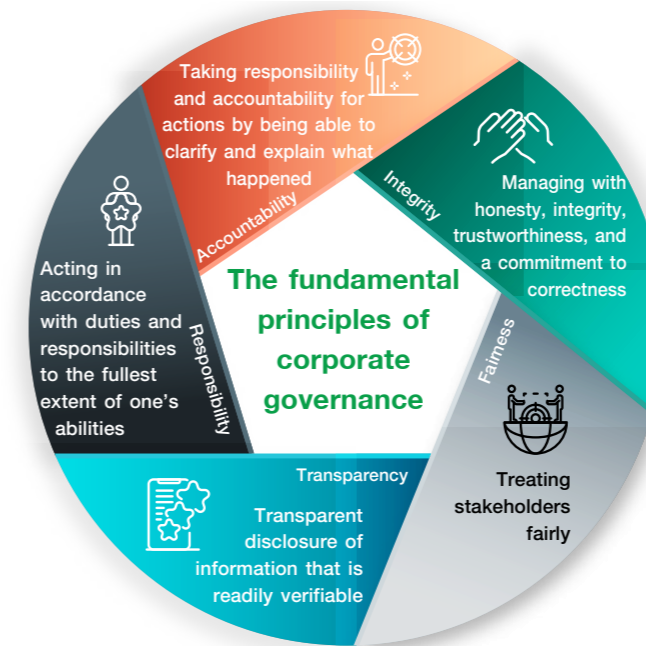
Note: In 2023, the Company did not receive a good corporate governance assessment from the Thai Institute of Directors Association for two consecutive years due to unmet criteria.



## Challenges and Operational Responses

### Challenges

Establishing an effective corporate governance system entails implementing robust processes that monitor operations and integrate risk management, legal compliance, and good governance principles. This integrated approach not only helps the organization achieve its objectives but also mitigates risks related to human rights and legal violations, fostering trust among stakeholders. Currently, integrating sustainability into corporate governance is a pivotal issue, garnering significant attention from stakeholders and presenting a challenge for organizations in getting prepared and aiming to lead in sustainability.



## Operational Responses

To drive sustainable value creation for both the Company and society, while maintaining an effective corporate governance structure, the Company adheres to five fundamental principles of good corporate governance:

1. Integrity
2. Fairness
3. Transparency
4. Responsibility
5. Accountability

## Composition of the Board of Directors

The Board of Directors comprises 10 members, including 8 non-executive directors and 2 executive directors, one of whom serves as an independent director as per the Company's criteria for independence and the announcement of the Supervisory Committee of the Capital Market of the SEC (information as of December 31, 2023). All directors meet the qualifications outlined by relevant laws and regulations, and do not possess prohibited characteristics, with a diverse range of knowledge, expertise, skills, and extensive experience aligned with the Company's strategic objectives. Furthermore, the Company has instituted a policy wherein each director may hold positions in no more than 5 listed companies. This ensures that the directors can dedicate sufficient time to fulfill their duties effectively, maximizing benefits for the organization and adhering to the principles of good corporate governance.



The Company has established subcommittees that are independent in performing their duties and is regulated by the Board of Directors, consisting of:

1. **The Board of Directors** consists of 3 members, with 1 member being a non-executive director.
2. **The Audit Committee** consists of 3 members who are independent directors.
3. **The Nomination and Remuneration Committee** consists of 3 members, two of them are independent directors (67%).
4. **The Governance Committee** consists of 3 members, two of them are independent directors (67%).
5. **The Risk Committee** consists of 3 members, including two non-executive directors and one executive director.

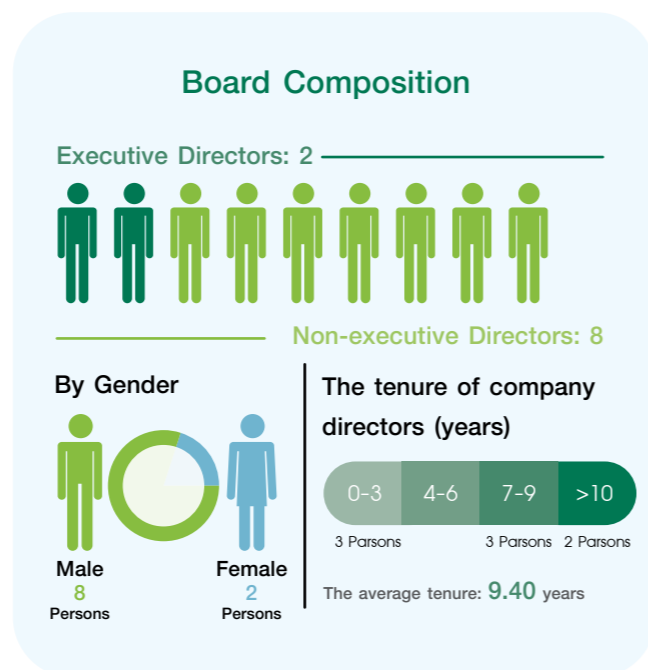
### Recruitment of Directors and Executives

PTG prioritizes diversity in its board composition, encompassing various aspects such as the proportion of independent directors, gender (diversity), race, nationality, religion, and age, along with skills, knowledge, abilities, and industry-specific expertise pertinent to the Materials Industry. This approach is facilitated through the utilization of a Board Skills Matrix, which guides the selection process. Moreover, the Company leverages director databases like the Director's Pool and the Thai Institute of Directors Association (IOD) to ensure diversity and suitability in the Board's composition.

Furthermore, PTG is committed to fostering gender diversity by aiming for a representation of at least 30 percent female directors in the total board makeup, while also acknowledging genders beyond the binary spectrum. However, such considerations are contingent upon aligning with the skills and experience necessary to fulfill the Board's responsibilities in tandem with the Company's strategic objectives.

### Criteria, methods, and qualifications for Company Directors, Sub-committees, Chief Executive Officer and President, and Top Executives are as follows:

1. The Nomination and Remuneration Committee evaluates the qualifications for individuals assuming roles as company directors, sub-committee members, CEO and President, Managing Director, or equivalent positions. It emphasizes promoting board diversity, ensuring inclusivity without discrimination based on gender, age, race, nationality, religion, ethnicity, or any other differences. The focus is on fostering a diverse board composition that encompasses varied expertise, experiences, and perspectives beneficial to the Company. Additionally, it assesses the commitment and dedication of directors to fulfill their duties effectively.
2. The Nomination and Remuneration Committee establishes procedures for recruiting and nominating candidates tailored to the organization's needs and in compliance with relevant regulations and laws governing the positions of directors, subcommittee members, Chief Executive Officer and President, Managing Director, and those equivalents. It recommends suitable candidates to the Board of Directors or presents them at the annual general meeting of shareholders for consideration and approval.
3. The Nomination and Remuneration Committee ensures that independent directors meet the comprehensive criteria outlined by regulatory bodies such as the Capital Market Supervisory Board and the Stock Exchange of Thailand, and relevant announcements.



4. The Board of Directors facilitates nomination of qualified individuals for director positions by shareholders in accordance with legal requirements. Shareholders are given the opportunity to propose nominees who meet the specified qualifications and do not possess prohibited characteristics, as outlined below.

1. Possess the appropriate qualifications and do not exhibit prohibited characteristics as stipulated under the Public Company Limited Act, Securities and Exchange Law, and any other pertinent laws, regulations, and principles of sound corporate governance upheld by the Company.

2. Demonstrate leadership qualities, possess a broad vision, exhibit strong morals and ethics, and maintain a positive attitude towards the organization.

3. Capable of dedicating full time, maintaining a healthy body and sound mind, and consistently attending company board meetings. Demonstrate thorough preparation beforehand and actively contributes to meetings with constructive input. Exhibits honesty, courage to express opinions openly, and possesses a reputable work history and strong ethical values acknowledged by society.

4. Possess expertise, skills, and experience in business management, including directors with specialized professional capabilities. Have foundational education and a comprehensive understanding of the Company's operations aligned with the Board Skill Matrix. This includes proficiency in areas such as business administration, strategic planning, accounting, finance, investment, economics, technology, international trade, transportation, legal matters, corporate governance, risk management, and engineering.

5. Not subject to any disqualifications from holding the position of company director or serving on sub-committees as stipulated by relevant government authorities. Additionally, must not possess attributes that suggest unsuitability or undermine trust in managing a business with public shareholders.

6. Consider other qualifications that are suitable and align with the composition and structure of the Board of Directors according to the Company's business strategy. This should be done through a transparent process to instill confidence among shareholders.

5. The Nomination and Remuneration Committee devises a succession plan for senior executives, including the Chief Executive Officer and President, Managing Director, or any equivalent positions.
6. The Board of Directors and/or the annual general meeting of shareholders (excluding directors with conflicts of interest) review and approve the succession plan, as applicable.

**In 2023, the Nomination and Remuneration Committee meticulously chose a competent individual to assume the role of Chairman of the Board of Directors. This decision was made after thorough consideration of the Board's composition as outlined in the Board Skill Matrix. Ms. Yaowaluk Aramhaveethong was chosen based on her exceptional skills, extensive experience, and profound understanding of business operations. Her expertise aligns seamlessly with the strategic goals and future direction of the Group.**

## Board Skill Matrix

Director's Name/Specialized Field	General Expertise and Experience										Business Specialization and Experience						Other Expertise and Experiences												
	Business Management	Corporate Governance	Domestic/International Trade	Economics/Capital Markets	Engineering	Finance/Accounting	Information Technology	Law	Marketing	People Management/Leadership	Political Sciences	Risk Management	Science, Digital Transformation	Artificial Intelligence/Robotics	Supply Chain Management	Energy Business	Retail Business	E-Commerce Business	Real Estate Business	Bio-energy production	Agricultural Biomass/Waste Renewable Power	Renewable Power	Health, Safety and Sustainability	Strategic Planning	Internal Audit	Internal Control	Innovative Research and Development	Merger and Acquisition	Financial Technology/Banking
1. Mr. Teeranun Srihong	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
2. Mr. Pitak Ratchakitprakarn	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
3. Mr. Pongsak Vachirasakpanich	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
4. Dr. Vuthichai Duangratana	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
5. Mr. Supote Pitayapongpat	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
6. Ms Yaowaluk Aramthaveethong	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
7. Mrs. Jarusrak Nitayanurak	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
8. Mr. Krairawee Sirikul	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
9. Dr. Chalermruth Narkvichien	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
10. Mr. Rangsun Puangprang	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Total	10	10	8	9	1	9	7	6	8	9	6	9	7	4	5	7	7	6	3	2	3	5	7	9	8	9	6	8	7

## Evaluation of the performance of the Board of Directors

PTG mandates the annual evaluation of the Board of Directors' performance through both individual and group assessments, structured into two formats: 1) Assessment of the Board of Directors and 2) Evaluation of the subcommittees. Furthermore, a comprehensive report on the evaluation outcomes and recommendations is prepared for the Company's utilization, aimed at enhancing, monitoring, and advancing the Board of Directors' responsibilities. The assessment of the Board of Directors' performance focuses on six key areas, including:

### The primary components for assessing the Board of Directors' performance encompass the following:

1. Board structure and qualifications
2. Roles, duties, and responsibilities of the Board of Directors
3. Board meetings
4. Performance Dynamics
5. Relationship with Management
6. Director development

### Results of the Board of Directors' Performance Evaluation:



Overall Group Assessment:  
**96.77%**



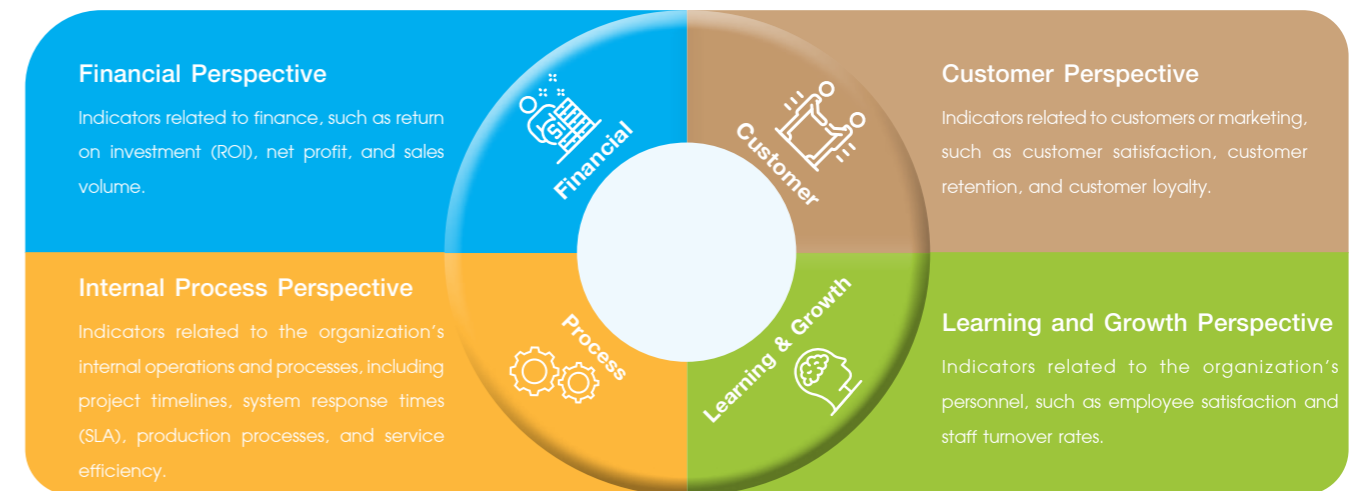
Individual Self-Assessment:  
**98.06%**

The details of the performance evaluation of the board of directors are presented in Form 56-1 One report for the year 2023, pages 176-177, under the heading of The Performance Evaluation of the Board.

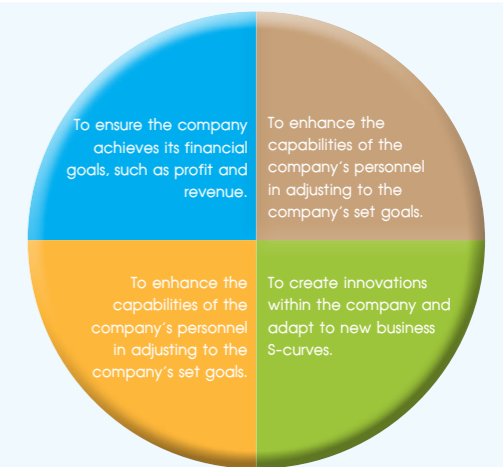
To ensure effective governance of the business by the Board of Directors, it is mandated that each director attend a minimum of 75 percent of the total number of board meetings convened throughout the year.

Indicator	Board of Directors	Audit Committee	Management Committee	Risk Management Committee	Governance Committee	Recruitment and Remuneration Committee
Number of meetings attended (count)	11	13	12	4	7	6
Attendance rate (%)	100	100	100	100	100	100
Performance evaluation results (%)	96.77	98.90	100	97.20	95.60	97.00

PTG mandates the evaluation of personnel performance across all positions, including senior executives and the Chief Executive Officer, utilizing the strategic planning tool known as the Balanced Scorecard (BSC). This method is employed to gauge the effectiveness of operations in alignment with the strategic objectives, vision, and mission of the Company. The assessment will be conducted based on four key perspectives, namely:



Furthermore, it stipulates that the Company's sustainability performance forms a component of the criteria for assessing the performance of the Company's leader (CEO or equivalent) or senior executives. This encompasses an evaluation of sustainability performance, including participation in sustainability assessments conducted by the Stock Exchange. The Company has delineated key success indicators aligned with four overarching objectives: 1. Advancing the company's vision and mission, 2. Achieving financial success, 3. Enhancing the capabilities of the Company's personnel to drive business goals, and 4. Fostering innovation and steering towards new S-curve business ventures.



Corporate Indicators	CEO	Executives	Employees
Financial Performance	✓	✓	✓
Productivity Initiative	✓	✓	✓
Sustainability Development	✓	✓	✓

## Roles and Responsibilities of the Board of Directors

The Company establishes subcommittees to operate autonomously under the purview of the Board of Directors, tasked with significant responsibilities, including:



Audit Committee	Governance Committee	Recruitment and Remuneration Committee
<ul style="list-style-type: none"> <li>Reviewing financial reports, ensuring an appropriate internal control system is in place and effective.</li> <li>Ensuring accurate and comprehensive disclosure of information regarding connected transactions or transactions that may lead to conflicts of interest.</li> <li>Providing an annual report summarizing related work performance along with advice and recommendations to the Board of Directors.</li> </ul>	<ul style="list-style-type: none"> <li>Providing advice on establishing a framework for good corporate governance, anti-corruption, sustainability management, and social responsibility tailored to the Group's structure.</li> <li>Regularly reviewing related policies to ensure they remain current and continuous, at least once a year.</li> <li>Collaborating with management to ensure compliance with good corporate governance policies.</li> <li>Presenting a summary of related work performance and offering advice and recommendations to the Board of Directors at least four times a year.</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring that the composition of the Board of Directors and sub-committees aligns with the Company's needs and objectives.</li> <li>Developing a succession plan for key executive positions.</li> <li>Evaluating criteria and processes for selecting qualified individuals to serve on the Board of Directors.</li> <li>Presenting recommendations to the Board of Directors' meeting for consideration before proposing director appointments to the shareholders' meeting.</li> </ul>
Risk Management Committee	Management Committee	
<ul style="list-style-type: none"> <li>Oversee and facilitate the execution of organizational risk management and stakeholder management aligned with business strategies, objectives, and evolving circumstances.</li> <li>Evaluate risk management reports regularly.</li> <li>Monitor critical risks pertinent to the organization.</li> <li>Ensure the implementation of suitable risk management measures within the organization.</li> </ul>	<ul style="list-style-type: none"> <li>Define policies, strategies, and key management frameworks for the designated Company's business operations, aligning with prevailing economic and competitive landscapes, for submission to the Board of Directors for review and endorsement.</li> <li>Develop a framework for resource allocation, enhancement, budgeting, and financial policies, encompassing oversight of overall policy coherence with company objectives and primary business goals.</li> </ul>	

## Development of Directors' Potential

According to company policy, PTG encourages all directors to engage in professional development and attend training to enhance their capabilities. This may include participation in training programs offered by the Institute of Thai Directors (IOD) or courses covering topics relevant to the Company's business operations. In 2023, three directors participated in training sessions organized by the Institute of Thai Directors and the Stock Exchange, as well as various other institutions, as follows:

- Engaging Board in ESG: The path Effective Sustainability หลักสูตร การตรวจพบการผิดปกติทางบัญชีในธุรกิจเติบโตอย่างรวดเร็ว บทบาทของคณะกรรมการตรวจสอบ
- Leadership Amidst Volatility and Distrust
- Independent Director Forum: Whose role and responsibility is it to prevent corruption within the organization?
- Sustainability trends in Business Across Industries
- ESG initiatives for sustainable growth ESG
- Hot Issue for Directors Climate Governance
- Digital CEO, Batch 6



## Implementation of Regulatory Compliance Supervision

The Company has collaborated with KPMG Company Limited to conduct regulatory compliance initiatives across both the oil and non-oil business sectors. This includes conducting thorough inspections and overseeing operations in accordance with regulations (Compliance Walkthrough). Additionally, we have developed assessment forms to evaluate compliance with laws and regulations (Compliance Checklist).

## Establishing a corporate culture that prioritizes adherence to laws and regulations

### Improving Communication through Infographics

- Legal Advertising Guidelines
- Mandatory Information for Controlled Product Labels
- Did You Know the Requirements for Electronic Commerce Registration?
- 23 Serious Communicable Diseases Requiring Reporting to Government Agencies



### Training on Rules and Regulations in On-site & Online Formats

- Kick-off Meeting on Digital Platform & Digital ID Compliance by PTG and Maxcard Company Limited Compliance Unit
- Training Sessions on Digital Platform and Digital ID Regulations Conducted by Dr. Chalermrat Nakwichia

### Preparing Regulatory Communications for New Employees

- Supervising Compliance with Group Regulations
- Personal Data Protection Act (PDPA): Key Points for Organizations
- Guidelines for Requesting Personal Data Protection Act (PDPA) Information in the Workflow System

## Business Code of Conduct and Anti-corruption

The Board of Directors has established a comprehensive Ethics and Business Conduct Handbook for all levels of directors, executives, and employees across the Group. This handbook serves as a guiding framework for ethical practices, encompassing interactions with employees, shareholders, customers, business partners, competitors, stakeholders, and society as a whole. It emphasizes the importance of conducting business operations efficiently, ethically, transparently, and accountably. Furthermore, the handbook outlines guidelines for monitoring adherence to the Company's code of conduct and ethics, with a commitment to transparency and accountability. Compliance monitoring is overseen by the Corporate Governance Committee, which regularly reviews and evaluates compliance with the Company's ethics and business conduct standards. Any breaches of ethics or business conduct are promptly addressed and managed effectively.

The Company has diligently adhered to anti-fraud and anti-corruption measures, receiving certification from the Thai Private Sector Collective Action Coalition Against Corruption (CAC) project. This commitment was initiated by signing the Declaration of Intent of the Collective Action Coalition of the Thai private sector to combat corruption on October 28, 2014. Furthermore, the Company's dedication to combating corruption was renewed with certification as a member of the Thai Private Sector Collective Action Coalition Against Corruption, effective from December 31, 2021, until December 31, 2024, granted by the Institute of Thai Directors (IOD).





## Whistleblowing Mechanisms

PTG provides communication channels for stakeholders to lodge complaints through the Company's website and intranet. Stakeholders are encouraged to submit complaints regarding violations of laws, rules and regulations, or breaches of the Company's business ethics. The complaint management process is as follows:

Procedures	Description
1. Lodge complaints	External stakeholders and employees
2. Receive complaints	Whistleblowing Channels Company Website: www.ptgenergy.co.th Email: whistleblower@pt.co.th Letter: Secretary to the Board of Directors PTG Energy Public Company Limited No. 90, CW Tower A, 33 <sup>rd</sup> Floor
3. Operations under the Whistleblowing Policy	<ul style="list-style-type: none"> <li>The secretary of the board of directors informs the relevant departments to consider and investigate the facts or follow up on resolving complaints.</li> <li>Measures are in place to protect the identity of those reporting clues or complaints without disclosing their information.</li> <li>The department or complaint investigator then reports the inspection results to the secretary of the Board of Directors.</li> </ul>
4. Reporting outcomes	<ul style="list-style-type: none"> <li>Corruption complaints are summarized for the Audit Committee on a quarterly basis.</li> <li>Business ethics complaints are summarized for the Corporate Governance Committee on a quarterly basis.</li> </ul>

## Communications Regarding Business Code of Conduct and Anti-corruption 2023

The Company actively communicates and promotes corporate governance and business ethics to ensure that employees have the necessary knowledge and understanding of rules, regulations, and ethical standards, and are able to perform their duties correctly and ethically. This information is disseminated through various communication channels, including the Company's website, intranet, email, etc.



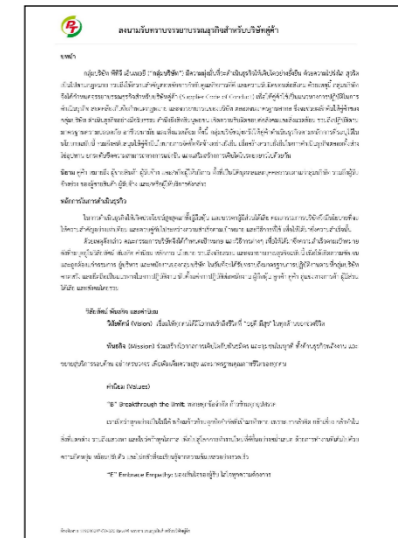
The Company conducts a training course "Building a Culture of Ethics, Integrity & Mitigating Risk Together." This course covers various topics including business ethics, conflict of interest prevention, insider trading prevention, and anti-corruption measures. The training is provided to employees across the Group at least once a year. Additionally, workshops are organized to identify risks in corporate governance and business ethics. In 2023, such a workshop was held at the head office with 40 participants.

Every batch of new employees receives comprehensive training on business ethics during the orientation day. In 2023, 100% of the Board of Directors and senior executives were briefed on the business ethics handbook and the updated anti-corruption policy, ensuring complete awareness and adherence to these important guidelines.



An assessment of corporate governance awareness (CG Awareness) is mandated to gauge the effectiveness of employees' and executives' understanding of corporate governance significance, thereby enhancing job performance based on sound corporate governance principles. The evaluation yielded a commendable 86 percent.

The Company has formulated a Supplier Code of Conduct, outlining ethical guidelines for suppliers, and disseminated it to ensure their awareness and compliance. Furthermore, the Company supports its suppliers in obtaining certification as members of Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) by sending invitation letters to suppliers for their acknowledgement and adoption.





# Risk Management and Crises

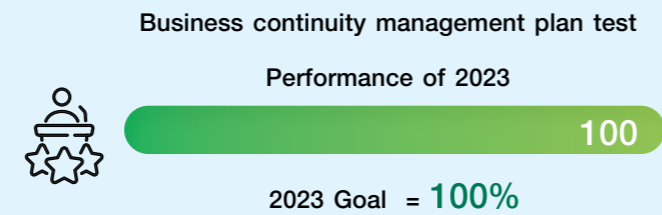
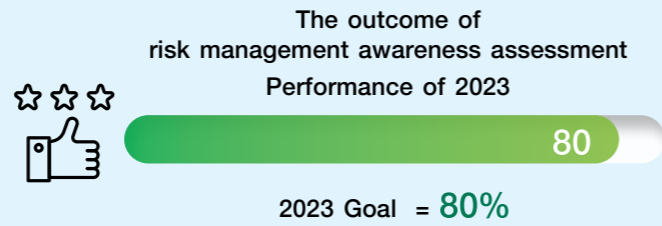


## 2027 Goals

- The outcome of risk management awareness assessment is higher than **80%**

- The success rate in implementing the business continuity management plan testing is **100%**

## Performance against targets (Unit: Percent)



## Commitment

The Company places great importance on organizational risk management to ensure that operations achieve the defined objectives, enhance opportunities, and strengthen adaptability in uncertain situations amidst changes arising from various internal and external factors, including emerging risks that may impact current business operations. Adopting international standards, the Company implements risk management frameworks throughout the organization. Oversight and support are provided to ensure that organizational risk management aligns with business strategies and objectives, fostering a culture where risk management is ingrained as part of the organizational culture. The aim is to make risk management an integral part contributing to value creation for the organization and all stakeholders.

## Stakeholder Impact

In the risk management process, the Company considers the needs and expectations of stakeholders as a crucial factor in identifying risks. This ensures that risk management is effective and directly addresses the needs and expectations of stakeholders. Moreover, effective risk management by the Company enables business operations to proceed efficiently and instills confidence in stakeholders that the Company can sustain business continuity amidst potential changes.

## Business Impact

Effective risk management is a crucial component of business operations. It helps reduce overall operational uncertainties, allowing organizations to manage and mitigate risk factors that may impact them. By doing so, businesses can achieve continuity, success, and objectives both in the short and long term. Moreover, it enables organizations to create sustainable value and foster continuous growth.

## Challenges and Responsive Actions

**Challenges**

In the course of business operations, the Company encounters diverse challenges that may hinder it from achieving its set objectives. Efficient risk management is crucial in tandem with navigating the changing landscape brought about by various factors that could potentially impact the Company's operations. Given that the Company's primary revenue source is derived from the oil business, it faces significant challenges, such as the volatility of oil prices due to external factors like international conflicts, disputes among oil-producing nations, and the global and Thai economic downturns. These factors contribute to substantial fluctuations in oil prices. Additionally, there is a growing consumer interest in environmental concerns, with a trend towards low-carbon society, clean energy, and renewables. These factors significantly impact the Company's core oil business. Furthermore, in the non-oil business segment, which is crucial for revenue diversification and future growth, there are formidable challenges in terms of intense competition in each respective industry. Consequently, the Company has established strategies to enhance its competitiveness in the non-oil sector, continuously developing products and services, adapting strategies to meet customer needs, and consistently promoting sales activities across all business segments.

## Responsive Actions




### Internal Control Mechanisms and Risk Monitoring

PTG has established a risk management process to guide everyone in the organization and ensure their active participation in implementing standardized risk management practices. It is ingrained in the roles of the Board, management, and employees at all levels to be cognizant of the risks inherent in their duties. The Company integrates risk management principles and processes into its operations, constantly identifying, evaluating, and addressing risks stemming from various internal and external factors that may impact the organization continuously. This involves assessing risks within the context of stakeholder expectations, legal requirements, and relevant regulations, and formulating comprehensive risk management plans covering the entire organization. The objective is to mitigate various risks to levels acceptable to the organization, fostering confidence among stakeholders that the Company can sustain operations amidst changes. Additionally, there is monitoring and reporting of organizational-level risk management outcomes and department-level risk levels. Reports are submitted to the organizational risk management team and the risk management committee to oversee and support alignment of organizational risk management operations with business strategies, ensuring successful achievement of objectives and goals, as well as promoting and supporting risk management as an integral part of the organizational culture. Status reports on risk, analysis, assessment, and risk management are continuously provided to the Company's Board of Directors and Audit Committee.

In addition, PTG has also instituted sustainable risk management, addressing risks related to Environmental, Social, and Governance (ESG) issues. This entails integrating ESG considerations into the organization's Enterprise Risk Management (ERM) framework.



## Organizational Risks

ESG Dimensions	Risk	Type of Risk
 <b>Economic</b>	<ul style="list-style-type: none"> <li>Risk from competition in the industry</li> <li>Risk from fluctuations in oil prices</li> <li>Risk in expanding investments in existing and new businesses</li> <li>Cybersecurity risk</li> <li>Risk in business continuity management</li> </ul>	<ul style="list-style-type: none"> <li>Strategy Risk</li> <li>Financial Risk</li> <li>Financial Risk</li> <li>Operational Risk</li> <li>Operational Risk</li> </ul>
 <b>Social</b>	<ul style="list-style-type: none"> <li>Risk of human resources management</li> <li>Risk from changes in public policies, laws, rules, and regulations</li> <li>Risk from business operations that could impact communities and society</li> </ul>	<ul style="list-style-type: none"> <li>Operational Risk</li> <li>Compliance Risk</li> <li>Operational Risk</li> </ul>
 <b>Environment</b>	<ul style="list-style-type: none"> <li>Risk that may cause environmental impacts</li> <li>Risk from climate change</li> </ul>	<ul style="list-style-type: none"> <li>Environmental Risk</li> <li>Environmental Risk</li> </ul>

## Emerging Risk

In organizational management, risk management often focuses on addressing risks that have occurred previously, while the risks that have not yet materialized are often unpredictable. However, over time, these potential risks may evolve into actual risks, increasing in likelihood. Some risks may even become fundamental issues affecting various sectors of the business landscape, rather than specific risks to a single company. Thus, effective risk management requires proactive identification and mitigation of both known and emerging risks, regardless of whether they are unique to a particular company or pervasive across the industry. By adopting a holistic approach to risk management, organizations can better anticipate and respond to evolving threats, ensuring resilience and sustainability in an ever-changing business environment.

In light of such circumstances, the Company places increased importance on considering emerging risks to better anticipate and address the growing challenges in the business landscape. Failure to do so could result in loss of competitiveness, financial instability, operational disruptions, and erosion of trust and credibility. To effectively manage emerging risks, the Company regularly monitors changes in political, economic, social, environmental, legal, technological, and other relevant factors. This enables the organization to analyze and identify new risks that may impact its operations in the medium to long term. By actively seeking opportunities and mitigating potential risks, the Company aims to safeguard its business operations against future uncertainties that may affect its business operations.



Risk Factors	Risk Management
<b>1. Risk of carbon tax laws enforced by the Thai Government</b>	
Duration: Medium-term risk of over 3-5 years	
Type of Risk: Compliance Risk	
<p>The Ministry of Energy is actively promoting Thailand's transition towards clean energy and the reduction of net carbon dioxide emissions to zero. According to the National Energy Plan, this reduction is outlined in three phases:</p> <ol style="list-style-type: none"> <li>By 2030, there will be a 40% reduction in greenhouse gas emissions.</li> <li>By 2050, the goal of achieving carbon neutrality will be attained.</li> <li>By 2065, the aim of reaching net zero greenhouse gas emissions will be realized.</li> </ol> <p>Currently, numerous countries have initiated the implementation of carbon taxes, including the United Kingdom, Japan, and Singapore. Given that the energy sector is one of the largest contributors to carbon emissions, it may be among the first sectors subject to carbon taxation. The government will set limits on the amount of carbon dioxide emissions allowed, which contribute to greenhouse gas emissions, within restricted quantities. If the Company releases a significant amount of carbon dioxide emissions into the atmosphere without proper management measures, it may impact the organization's reputation and stakeholders' expectations. Furthermore, if the Company exceeds the government's set limits for carbon dioxide emissions, it will be subject to a Carbon Tax as mandated by the government. This may affect the Company's finances and expenses for additional management and mitigation efforts</p>	<p>Therefore, in order to manage the risks that may arise, the Company has implemented the following measures:</p> <ul style="list-style-type: none"> <li>PTG is committed to jointly reducing carbon dioxide emissions that contribute to greenhouse gases to alleviate the effects of climate change. This commitment is supported by strategies for managing climate change in line with the national energy plan, which aims to transition Thailand towards clean energy and achieve net zero carbon emissions by 2065-2070.</li> <li>Assessing the risks associated with climate change in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) framework and aligning risk management with the organization's risk management practices.</li> <li>Compiling reports analyzing the risks and opportunities of climate change based on the principles of the TCFD to provide information on risks and potential impacts on the Company's business operations. Additionally, mitigation measures have been established to address future scenarios.</li> </ul> <p>PTG is prepared to set targets for reducing greenhouse gas emissions and seeks opportunities to invest in new businesses that mitigate the impacts of carbon emissions. Furthermore, PTG has participated in the Thailand Voluntary Emission Reduction Program (T-VER) under projects such as solar rooftop installations at gas stations. Additionally, various projects have been undertaken to mitigate the impacts of greenhouse gas emissions, including electric vehicle charging stations in collaboration with the Electricity Generating Authority of Thailand (EGAT), palm oil complex, the use of biodiesel for transportation, waste segregation for recycling, and policies to increase the share of renewable energy businesses by supporting farmers in cultivating crops for clean energy production, such as oil palm, sugarcane, and cassava. This initiative aligns with government policies. The Company has invested in various forms of renewable energy businesses, including biodiesel, biogas, waste-to-energy power plants, and waste management. They effectively manage community waste by sorting and exchanging it for RDF waste, which is then sent to cement factories for use.</p>

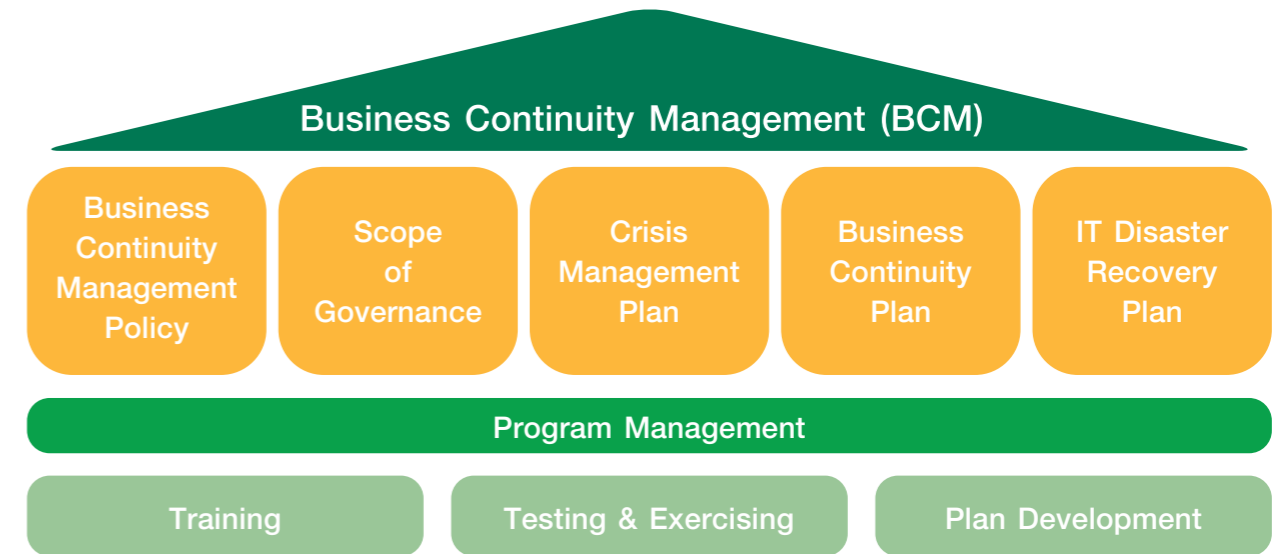


Risk Factors	Risk Management
<b>2. Risk of digital disruption</b>	
Duration: Short-term risk of over 1-3 years	
Risk Type: Technological Risk	
<p>In the present day, the influence of digital disruption is becoming increasingly significant as businesses across all sectors adopt new technologies to enhance operational efficiency and competitiveness. This trend may have repercussions on marketing strategies, consumer behavior, product and service enhancement, and even the nature of business operations. Such transformations pose both challenges and opportunities for businesses. Rapid innovations and advancements in digital technology may necessitate the Company to adapt its business strategies and prepare to embrace technological advancements and innovation developments promptly. Failure to keep up with the pace of innovation and digital technology in the modern era could result in the Company being unable to respond to changes in consumer behavior, potentially leading to missed opportunities and diminished competitive capabilities. Ultimately, this could impact the revenue and growth prospects of the Company.</p>	<p>PTG has undertaken reviews and monitored compliance with strategies, as well as analyzed data on innovation changes and tracked emerging technologies that can continuously drive business development to adapt to evolving circumstances.</p> <p>In expanding investments into non-oil ventures through collaboration with the Electricity Generating Authority of Thailand (EGAT), PTG has installed electric vehicle charging stations, branded EleX by EGAT, within its petrol stations. By 2023, 65 stations were operational nationwide, covering all regions of Thailand. Moreover, the Company plans to boost the number of these charging stations to 180 by 2027 to cater to the potentially increasing demand for electric vehicles.</p> <p>PTG is gearing up for the transition to a digital-centric era, focusing on speed, convenience, modernity, and reduced physical interactions, in line with the organization's non-oil business strategy and enhanced integration with Digital Platforms. The Company has developed electronic financial service systems and alternative payment service providers, offering e-Wallet services through the Max Me application, which forms part of its Ecosystem &amp; Communities. Furthermore, PTG has integrated the Max Card to facilitate online-to-offline (O2O) transactions, aligning with changing consumer behaviors towards digital transactions. Aspiring to lead in electronic financial service systems within the energy sector and adapt to the digital era, PTG has initiated the Max Enterprise Connect project, providing Platform Solutions for fuel and fleet management for entrepreneurs. This initiative aims to provide businesses of all sizes access to quality management technology, reduce reliance on foreign software, and eliminate fees. Additionally, PTG has invested in establishing Maxbit Digital Asset Co., Ltd, a Digital Asset Broker company, to enter the digital asset trading market, which aligns with the Company's key objective of non-oil business expansion. Through connectivity with the Ecosystem databases of PTG Energy Group, including Max card members and the Max Me application as an E-Money platform, PTG aims to bridge into the world of digital assets, including DeFi and Metaverse.</p>



## Business Continuity Management

In today's unpredictable world, various threats have the potential to cause emergencies at any time, thereby disrupting the Company's operations. These threats may arise from natural disasters, accidents, political instability, acts of violence, pandemics, equipment malfunctions, and other unforeseeable dangers. Such events can have severe consequences and may halt business operations, making continuity planning essential. PTG has implemented a Business Continuity Management (BCM) system, which serves as a risk management tool for handling emergencies and threats that could impact the Company's operations. This framework prepares the organization to effectively respond to various crises by outlining the following components:



PTG has a policy for continuous business management, overseeing it from relevant committees such as the Crisis Management Committee. They have Crisis Management Plans and Business Continuity Plans (BCP) for various scenarios, regularly reviewing strategies and operational plans to ensure they are current and able to cope with situations that may disrupt operations. These plans are tested annually, ensuring they can handle situations that may cause business interruption and allowing operations to continue. Additionally, there are IT Disaster Recovery Plans, continuously tested to ensure uninterrupted IT operations during threats, with plans reviewed to align with current situations. In 2023, BCP was tested for Cyber Security scenarios and operational practices were tested in case of disruption in the systems of Thai coffee shops. Moreover, training sessions on continuous business management are conducted, inviting expert speakers to educate management and operational staff.



## Fostering risk management culture in the organization

PTG is committed to supporting and promoting a risk management culture by continuously providing knowledge and understanding of risk management processes and guidelines to the Company's board members, executives, and employees. It creates informational materials and disseminate risk management insights and various risk factors to all levels of staff, allowing them to learn and stay informed. PTG ensures that company executives are informed about risk situations by providing regular risk-related updates. Additionally, it conducts training sessions on risk management for board members, executives, risk management teams, and staff to foster a comprehensive understanding of risk management throughout the organization. Furthermore, it offers risk management courses in an E-learning format, allowing interested individuals to access them anytime through the Company's learning management system.



In addition, the risk management team, comprised of representatives from various departments, plays a vital role in coordinating with risk management units. They disseminate risk management policies and procedures throughout the organization to ensure their implementation at the operational level of each department. The team monitors and ensures that departments follow the risk management processes, including identification, analysis, assessment, and mitigation of risks. Moreover, they track and report on the outcomes of risk management activities to raise awareness of the risks involved in daily operations. They promote the integration of risk management into daily practices, aiming to instill a sense of responsibility and participation in risk management activities among all levels of personnel. This approach aims to cultivate a culture where everyone in the organization recognizes the importance of and contributes to risk management efforts. Ultimately, it fosters a culture of value creation for the organization and stakeholders alike.

## Provide a training session: Building a culture of ethics, integrity, and mitigating risk together

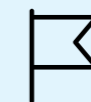


## Digital transformation and cyber security



### 2027 Goal

- No cyber attacks that significantly affect business operations.



### Performance against targets (Unit: Percent)

Performance of 2023



**No**  
cyber attacks found.

## Commitments

Security is paramount in the digital era, given that company data and information systems are frequent targets for malicious actors. Safeguarding systems and data is imperative. The Company is dedicated to upholding the security of its information technology and cyber systems, employing encryption technology, educating employees on security matters, and establishing and upholding robust, secure systems. Adapting to the digital landscape and prioritizing cybersecurity are pivotal drivers of the company's growth and success in an era where technology profoundly influences global business and society.

## Stakeholder Impact

Data security is the cornerstone of any robust information technology security system. It encompasses a wide range of critical data, including information for general customers and members, financial transactions, sales, warehouse management, partner companies' information, and personal employee data. If this information were to be released to the public, it could cause significant damage to the organization. For example, if individuals were to exploit this information for personal gain, it would impact stakeholders such as shareholders, researchers, investors, company directors, executive teams, and various business partners.

## Business Impact

The pace and extent of technological integration in global business operations vary, contingent upon each organization's readiness and multifaceted factors such as economic, social, and governmental policies. While technology can be leveraged for innovation and competitive advantage, it also exposes businesses to risks such as fraud, phishing attacks, and reputation damage. Ransomware attacks, for instance, not only result in financial losses but also deplete resources across tangible and intangible dimensions. For instance, the erosion of a company's credibility, painstakingly built over time, and the loss of customer trust are consequential ramifications of such incidents.

Note: The percentage of cyber-attacks that significantly impact business operations encompasses both financial repercussions, such as profit losses, and non-financial ramifications. These attacks strike at a higher level, surpassing the Company's preventive measures.



## Challenges and responsive actions

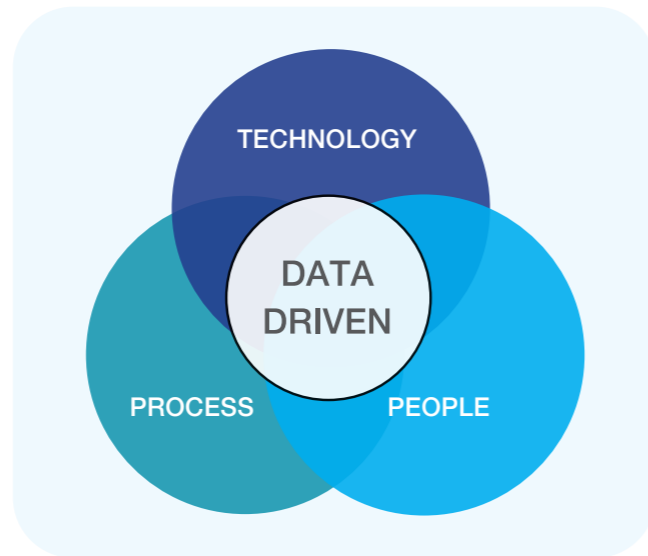
### Challenges

In the current landscape, business operations heavily rely on digital technology, with production systems and networks intricately connected to the internet. Moreover, employees are adapting to this digital shift, leveraging advanced tools such as Generative AI—a form of artificial intelligence capable of generating new content autonomously, spanning images, videos, audio, text, and more. However, while Generative AI presents immense potential, it also poses significant risks. Instances of theft of vital information or disruptions in production systems can severely impact business continuity, reliability, as well as tarnish the Company’s image and reputation.

### Responsive Actions

#### Responses to digital transformation

In response to the rapidly evolving landscape, PTG has prioritized business resilience by embarking on a journey of digital transformation. This initiative aims to recalibrate business models, technology infrastructure, and workforce capabilities to thrive in the digital era. With a focus on enhancing efficiency, productivity, and agility, PTG is proactively mitigating risks in its operations. Central to this effort is the implementation of digital technology projects aimed at optimizing operational efficiency (Digital Use Cases). Furthermore, through technology transformation, PTG is bolstering its information systems to seamlessly integrate new technologies. Simultaneously, people transformation initiatives are underway to upskill or adapt the workforce to effectively leverage emerging technologies. For example:



- MAXME Digital: Unifying spending lifestyles for Max Card members in one app.



- Max Enterprise Connect: Streamlining fuel costs, fleet, and personnel management for entrepreneurs.



- 360 Truck: An online freight platform for trucking.



- HCM (Human Capital Management): A platform for HR management.



- kissflow: Efficient workflow management platform.



## Guidelines and processes for information security and cyber security management

Currently, PTG has enacted an information technology policy aligning with corporate governance regulations, Thai laws, and international standards, notably ISO27001:2013. This framework undergoes continuous scrutiny and validation from both internal audit teams and external auditing firms, ensuring adherence to international benchmarks. Moreover, comprehensive policies and guidelines have been established to safeguard information system integrity, forming an integral component of the organizational IT policy. Personnel across the organization are duly informed of their roles, responsibilities,

and risk management protocols, emphasizing the criticality of information security. Rigorous operations, monitoring, and control mechanisms are consistently implemented to uphold compliance with these policies, including routine intrusion testing (Penetration Test), among other measures.

Furthermore, to proactively address and mitigate potential Cyber Attack threats, PTG has devised a comprehensive plan that categorizes information technology vulnerabilities into four distinct levels based on their severity: Critical, High, Medium, and Low. Corresponding protocols and procedures have been established, outlining responsibilities and communication channels for swift and effective response. This ensures alignment with the severity of the incident, facilitating prompt action and resolution in the event of an actual occurrence.

### Cyber security measures and responses to cyber threats

Moreover, in addition to the aforementioned measures, company employees are encouraged to promptly report any anomalies or damages resulting from cyber security-related attacks during operations through the “IT Service Center” service system. Dedicated information technology officers are available to receive and address such matters promptly. Specialized processes and operating procedures, such as the Incident Report and Escalation Process, have been established to ensure swift response and resolution. This includes effective communication and reporting to relevant stakeholders, from operational staff to senior executives, with diligent follow-up until issues are fully resolved.



### Emergency drills and business continuity management

PTG mandates the testing of its Business Continuity Plan (BCP) at least once annually. In 2023, the Company conducted a comprehensive test involving relevant departments, including Information Technology, Operations, Sales, and Accounting and Finance, as well as affiliated companies. During the test scenario, the main system server at the headquarters was subjected to a cyber attack from external sources, rendering the main system inoperable. In response to this situation, the relevant departments followed the predefined plan to ensure the continuity of business operations. Meanwhile, the Information Technology Department swiftly executed the IT Disaster Recovery Plan to mitigate the impact of the cyber attack and restore functionality.





After conducting the test, it was determined that the Information Technology Department promptly addressed the cyber-attack on the server, successfully restoring the lost data. Subsequently, a thorough verification of the system's information was conducted to ensure accuracy and completeness. As a result, all departments have resumed normal operations.

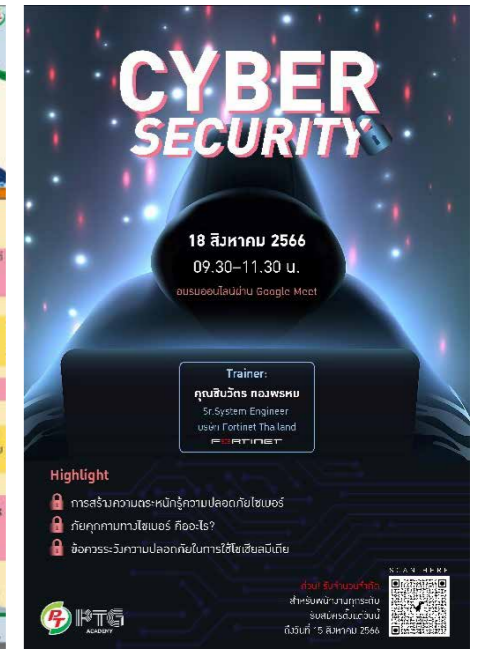
### Employees' performance evaluations

The Company has identified information technology security operations as a key organizational risk indicator (Key Risk Indicator: KRI). This includes events that may lead to critical system failures and temporary unavailability. These indicators serve as a measure of the Information Technology Department's performance in safeguarding IT systems and data integrity. Progress on mitigating such risks is regularly reported to the Risk Management Committee on a quarterly basis, ensuring proactive monitoring and management of IT security risks.



### Fostering organizational culture and awareness of cyber threats

PTG prioritizes effective policy communication to ensure that all stakeholders, from executives to employees, understand their roles, duties, and responsibilities in maintaining the security of information technology systems. This includes newcomers to the organization and those transitioning within the workplace. The Information Technology Department proactively prepares comprehensive guidelines to educate and raise awareness among all employees. These efforts aim to equip everyone with the knowledge and best practices necessary to identify and respond to cyber-related risks, such as cybersecurity threats, phishing attempts, and data breaches. For example:

Type of Communications	Description
 Phishing Test	The Company conducted an electronic mail fraud test, targeting employees at the head office, branches, and affiliates. This annual test aims to assess employees' ability to identify and respond to email-based threats.
 Cyber Security Training for New Employees	New employees in various positions within PTG and its subsidiaries underwent a comprehensive training course covering basic knowledge about the Company, company regulations, and cybersecurity topics. This training included modules on Physical Access Control, Information and Data Security, and Logical Security. A total of 509 employees participated in these sessions, which were conducted 24 times in a meeting room format.
 Internal IT Security Awareness Training	PTG organized an online training course to raise awareness of information technology security among its personnel. A total of 93 employees participated in this online training, which aimed to equip them with the knowledge and skills to safely maintain and utilize the organization's information resources, while also protecting against various cyber threats and errors.
 Infographics	The Company disseminated news and information to raise awareness among employees within PTG Energy Public Company Limited and its subsidiaries through its communication channels. Additionally, it evaluated employees' knowledge and understanding of cybersecurity through Phishing Simulation testing.



### Performance

Performance	Year	
	2022	2023
 Number of complaints regarding data security	0	0
 Number of employees and customers affected by information breach incidents	0	0





# Innovation for Business and Society



## 2027 Goal

- The revenue growth rate from business innovation is **50%**

## Performance against targets



### Commitment

Due to PTG's increasing focus on non-oil businesses, initiatives have been launched to explore new business opportunities externally. This involves seeking innovation partnerships and developing new businesses for the group of companies. The aim is to create opportunities for revenue growth, operational efficiency enhancement, and cost reduction, while also opening avenues for personnel from various educational institutions to develop their potential by presenting business plans and advancing the Company's business. This includes promoting innovative thinking among employees within the organization, encouraging them to consider changing work processes to enhance operational efficiency. Moreover, the utilization of technology in current tasks is encouraged. The development of work processes and innovation serves as a crucial mechanism to enhance competitiveness, ensuring sustainable growth and stability amid rapid changes in the industry due to disruptive technology trends.



### Stakeholder Impact

Developing innovations is a crucial factor in enhancing work efficiency, strengthening PTG's products and services, and meeting customer satisfaction through new service experiences. Collaboration with external partners is also aimed at generating income for communities, including local traders in markets, nationwide mechanics, and market owners seeking to increase revenue and reduce costs. Additionally, it stimulates economic and tourism activities in communities. These efforts are driven by collaborative projects involving both internal and external stakeholders.

### Business Impact

PTG has embarked on experimenting with new business ventures by its internal workforce. These initiatives involve studying market feasibility in the current and future contexts, as well as aligning with the business's strategic direction. Market demand analysis, product and service trials, and eventually launching new ventures help sustainably generate business income for the Company. Moreover, piloting projects with external partners or affiliates significantly reduces the Company's investment budget, accelerating operational processes. Consequently, PTG's employees gain valuable insights into various business domains and are increasingly exposed to innovative business practices.

## Challenges and Responsive Actions

**Challenges**

Due to the sluggish economic growth rate in Thailand and the reduction in job opportunities due to technological advancements, the emergence of new businesses and innovations has also declined. Consequently, finding business partners with growth potential has become increasingly challenging. To address this, the Company has adjusted its strategy by establishing partnerships through memorandum of understanding with universities nationwide, where innovative business ventures initiated by students has been fostered. By selecting and presenting business plans with growth potential to PTG, the management can consider participating in joint business promotion projects.

## Responsive Actions

### Innovative Management Strategies

#### Business Innovation

**Innovation**  
Initiate a new business by internal personnel.

**Incubation IIA: Co-Creation**  
Experiment with creating new projects and businesses with external partners.

**Investment**  
Investing in new businesses to enhance operational performance and reduce costs for the organization.

The Company has reached agreements with universities and has integrated real-world challenges into the curriculum of students in various disciplines. This collaboration allows students to present their work to the Company, providing access to a pool of high-potential individuals interested in innovation, business management, and technology from leading universities nationwide. This initiative aims to create opportunities for future collaboration between students and the Company.

### Process Innovation

PTG has established a Kaizen committee and a Kaizen task force to conduct Kaizen activities within the Group every year under the banner of "PT KAIZEN CHAMPIONS." This year marks its 10th anniversary, aiming to identify the top-performing team of process improvement specialists through evaluation by senior management. This initiative involves employees at all levels, encouraging their active participation in driving continuous improvement efforts. The approach encompasses both top-down initiatives through the Productivity Initiative program led by the management team and Kaizen committee, as well as bottom-up efforts involving middle and lower-level supervisors working directly at branches and service stations nationwide, based on the organizational ethos known as "Do Your BEST."

B

"B" Breakthrough the Limit

E

"E" Embrace Empathy

S

"S" Succeed Together

T

"T" Cultivate Trust



With the goal of expanding Kaizen activities to every unit within the organization, encompassing both the oil and non-oil business sectors, the following strategies are being pursued to promote steadfast process improvement:



**Productivity**

Streamlining task durations, boosting productivity with existing resources, or optimizing workflow procedures with fewer resources.



**Quality**

Improve product and service quality to meet customer needs in accordance with international standards.



**Safety & Environment**

Enhance work processes for safety and environmental sustainability in operations.



**Cost Saving**

Enhance customer service processes to exceed customer expectations by making them faster and more convenient.

- Promote PTG well-being for continuous improvement through Kaizen, aiming for "Well-being and Contentedness" for everyone involved, including employees, customers, partners, communities, and society. Focus on sustainable changes in work processes, emphasizing knowledge sharing and adopting Kaizen for Innovation.
- Emphasize the promotion of YOKOTEN Kaizen activities, leveraging the accumulated Kaizen achievements over the past 10 years to expand benefits across the organization.
- Support the development of innovation knowledge among employees to further advance Kaizen for Innovation initiatives.
- Elevate Kaizen activities through data-driven approaches, utilizing technology for data collection and analysis to advance toward a Data-Driven Organization policy.
- Align the "Do Your Best" culture in all four aspects of the organization to complement Kaizen activities, encouraging employees to integrate the organizational culture into their improvement efforts.

### Promotion of Innovation Knowledge and Activities Kaizen Activity Promotion Policy

The Company has actively promoted Kaizen activities, categorized into five types: Kaizen Suggestion System, Genba Kaizen, Service Kaizen, Innovation Kaizen, and Yokoten Kaizen. To facilitate these activities, a dedicated team has been established to coordinate Kaizen initiatives annually. This team comprises five main departments, including training and knowledge dissemination, secretarial support, standardization development, advocacy and promotion, as well as consultancy and support. Moreover, these departments are staffed with individuals who have received awards from the Thailand Kaizen Award platform in recognition of their expertise and achievements.

**ทีมอบรมให้ความรู้**

หัวหน้าทีม คุณปฐมาพงศ์ ฤกษ์มนตรี

หัวหน้าทีม คุณณัฐกร รัตนะศรี

หัวหน้าทีม คุณณัฐกร เสงี่ยมองหา

**ทีมจัดกิจกรรม**

หัวหน้าทีม คุณณัฐกร รัตนะศรี

หัวหน้าทีม คุณณัฐกร เสงี่ยมองหา

หัวหน้าทีม คุณณัฐกร รัตนะศรี

**ทีมจัดทำมาตรฐาน**

หัวหน้าทีม คุณณัฐกร รัตนะศรี

หัวหน้าทีม คุณณัฐกร เสงี่ยมองหา

หัวหน้าทีม คุณณัฐกร รัตนะศรี

**ทีมที่ปรึกษาและสนับสนุน**

หัวหน้าทีม คุณณัฐกร รัตนะศรี

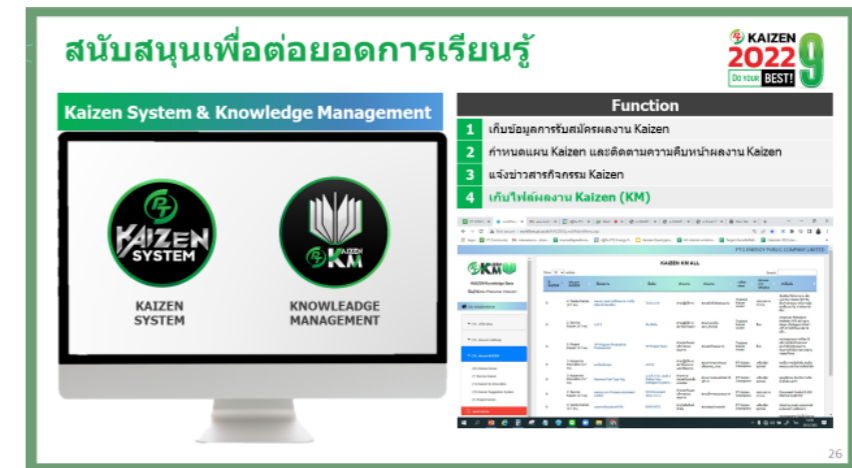
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หัวหน้าทีม คุณณัฐกร รัตนะศรี



The Company has established a clear roadmap for conducting Kaizen activities, accompanied by detailed work plans for each year. Regular reviews of activity progress are conducted using SWOT analysis tools to continuously improve and evolve Kaizen operations. Additionally, a hybrid approach has been adopted for activity organization as follows:

- Onsite: This involves physical site visits to inspect actual operations, as well as organizing semi-final and final competitions.
- Online: This format includes guidance from executive management and committee members at the headquarters through Kaizen Clinic sessions and knowledge-sharing training sessions.



The Company decided to reintroduce the onsite format for the PT KAIZEN CHAMPION 2023 competition, marking its 10th anniversary. Additionally, training sessions, including Face-to-Face and Kaizen Clinic sessions, were conducted online via Zoom and Hangouts Meeting in 2023. This adjustment aims to allow frontline employees from different regions to provide guidance while ensuring continuous monitoring and support.

**KAIZEN 2023 10th Anniversary**

**KAIZEN ขึ้นสูง**

**การคำนวณ Cost Down**

**AGENDA**

ลำดับ	หัวข้อกิจกรรม	วันที่	เวลา	โปรแกรม
1	หลักสูตรอบรมเชิงปฏิบัติการ	28 ธ.ค. 66	09:00 - 10:30	Google Meet
2	หลักสูตรอบรมเชิงปฏิบัติการ	28 ธ.ค. 66	10:45 - 12:00	Google Meet
3	หลักสูตรอบรมเชิงปฏิบัติการ	29 ธ.ค. 66	09:00 - 10:50	Google Meet
4	หลักสูตรอบรมเชิงปฏิบัติการ	29 ธ.ค. 66	11:05 - 12:00	Google Meet
5	หลักสูตรอบรมเชิงปฏิบัติการ	29 ธ.ค. 66	13:00 - 14:05	Google Meet
6	หลักสูตรอบรมเชิงปฏิบัติการ	29 ธ.ค. 66	14:05 - 14:50	Google Meet
7	หลักสูตรอบรมเชิงปฏิบัติการ	29 ธ.ค. 66	15:05 - 15:50	Google Meet

The PT Kaizen Champion 2023 competition has been exceptional this year, promoting the widespread utilization of Kaizen initiatives across various departments. This includes the Kaizen Suggestion System, Genba Kaizen, Service Kaizen, Innovation Kaizen, and the newly introduced Yokoten Kaizen. Consequently, there has been a significant increase in both the number of submissions to the Kaizen Suggestion System and the number of improvements made through Kaizen Theme Activities. Furthermore, the Company has intensified its organization-wide Kaizen activities to facilitate process improvements by enhancing data collection through systematic approaches, such as supporting individual submissions via the Kaizen Suggestion System and leveraging past initiatives as a benchmark for continuous improvement through the KM Kaizen system.



Process Innovation			
Project	Objectives	Indicators/Targets	Performance
Deposit oil for use in warehouse operations.	To effectively manage the oil inventory for operational needs while concurrently evaluating oil prices, leading to reduced transportation expenses associated with warehouse logistics.	Reducing transportation costs by 5% compared to the actual amount of oil used, resulting in approximately 12.6 million baht in savings.	Reducing the cost of oil consumption at branch warehouses by 12.6 million baht.
Construction contracting managed by the engineering department (Phase 2).	To enhance the construction process, ensuring cost and time efficiency suitable for accommodating the Company's expansion within the PTG Group, and to seize opportunities for increased sales.	Capable of reducing construction costs by at least 5.	Able to control costs by 14.2 million baht and increase sales opportunities by 57.9 million baht.
HR Next Normal: "Press, Send, Completed" - Max Enterprise Connect Project (Phase 2)	<ol style="list-style-type: none"> <li>To streamline work processes, reduce steps, and minimize work time.</li> <li>To provide tools for monitoring employees' work hours to ensure compliance with laws and relevant regulations.</li> <li>To enable employees to access necessary information independently.</li> </ol> <p>Increase opportunities for sales growth through process improvements as follows: Revise the membership registration process and reduce the delivery time for membership cards. Develop a new system (Max Enterprise Connect) to enhance customer satisfaction and address operational challenges (at stations).</p>	Reduce time while enhancing sales volumes.	<ul style="list-style-type: none"> <li>Reduced overtime hours by an average of 19%.</li> <li>Reduced expenses from outsourcing by 24,917 baht and increased sales by 67.24 million baht from the previous year.</li> </ul>
Enhancing efficiency in controlling project quality assurance data for the construction contracting of fuel service stations by the engineering department.	<ol style="list-style-type: none"> <li>To ensure accurate and precise environmental control.</li> <li>To enable real-time analysis and monitoring of data.</li> <li>To optimize processes and methods for maximum efficiency in construction operations, capable of controlling costs and timelines appropriately for business expansion within the PTG Group.</li> </ol>	The analysis of sample tests in inappropriate or unsuitable environmental conditions is 0.47%.	<ul style="list-style-type: none"> <li>Before the process improvement, there were 5 steps in the work procedure, whereas after the improvement, there are only 2 steps.</li> <li>The amount of paper usage before the improvement was 1,680 sheets per year, but after the improvement, it reduced to 0 sheets per year.</li> <li>Before the improvement, there were 111 instances of rework in the test samples, but after the improvement, there was no rework.</li> <li>Before the improvement, there were 1,008 instances of breakdowns where new sample testing could not be conducted, but after the improvement, there were no breakdowns.</li> <li>The cost control is now at 28.53 million baht.</li> </ul>

## The economic benefits of promoting innovation knowledge

	2022	2023
The number of process innovation selected to enhance efficiency in operations.	260 projects	287 projects

The reduced expenses from promoting innovation knowledge and enhancing efficiency in operations.

Reduced Expenses (million baht)	2020	2021	2022	2023
Productivities	5.3	30	33	53.2
Kaizen	10.6	16.1	3.6	8.1

## Promotion of Business Innovation within the Organization



The Incubation Stage Gate project provides an opportunity for PTG employees to present new business ideas to management, with participation from a total of 12 individuals (3 teams).

The Incubation Program for external organizations aims to present new business ventures to PTG and its affiliated companies.

The Validation Program is designed for students to present their products or services to executives and receive feedback, while also participating in market testing with the Company to collectively develop new businesses.

In 2023, the Company executed two impactful programs: the Incubation Program, aimed at selecting promising startups or innovative ventures with potential for business growth to collaborate with PTG, involving six teams; and the Validation Program, designed to foster entrepreneurship among university students nationwide. Through rigorous selection processes, two teams were chosen to undergo market testing under the guidance of the Business Incubation team, leading them towards actual business implementation. Moreover, the Company collaborated with various universities to enhance Employer Branding through internships and recruitment drives, fostering a reputation and demand for collaboration with the Company among universities nationwide.

Examples of projects in collaboration with leading universities are as follows. Taste-Map: A team of students from Chulalongkorn University has developed a market exploration platform to enhance the experience of international tourists within the market. They understand the background of each shop, grasp the ingredients of purchased food, and stimulate sales for market vendors.

Albar: A team of students from Srinakharinwirot University has developed scented charcoal aimed at office workers who need to concentrate on their tasks amid the stress of daily life. This scented charcoal enhances work efficiency and helps alleviate stress. Additionally, PTG's staff has facilitated customer empathy training, enabling them to better understand customer needs and develop products that resonate with them for real market sales.

In 2023, PTG supported innovation in product development and business innovation, with a total investment value in projects amounting to 7.84 million baht.

Product Innovation and Business Innovation			
Project	Objectives	Indicators/Targets	Performance
 Nexx Pharma	<ul style="list-style-type: none"> <li>- Enhancing the business model to cater to both B2B and B2C customers' needs.</li> <li>- Expanding the accessibility of health services through a wider range of channels, including both offline pharmacies with physical storefronts and online platforms. Additionally, offering free pharmacist consultations, home delivery of medications, and other healthcare services.</li> <li>- Broadening the scope of services to reach new customer groups, transitioning from the traditional business model to non-oil business ventures</li> </ul>	<ul style="list-style-type: none"> <li>- Sales volume</li> <li>- Number of service cases provided</li> <li>- Number of visitors</li> </ul>	A total revenue of 2.5 million baht.
 Niow Kai Station	<ul style="list-style-type: none"> <li>- Expanding the non-oil business and enhancing food business options within PTG's portfolio through restaurant ventures, encompassing both dine-in and delivery services, available both at gas station locations and off-site.</li> <li>- Providing convenience for commuters and access to affordable food and beverage services.</li> </ul>	<ul style="list-style-type: none"> <li>- Sales volume</li> <li>- Number of serviced customers</li> <li>- Service channels</li> </ul>	A total revenue of 2.7 million baht.
 PATOIS	<ul style="list-style-type: none"> <li>- If you're on the hunt for mouthwatering dining spots, rely on authentic recommendations from locals compiled within Patois. Its goal is to curate and share genuine reviews from real users, fostering a community to connect experiences in dining and exploring.</li> <li>- Setting itself apart from competitors, the application is all about accumulating Max Points. These points serve as a valuable currency within the PT Ecosystem.</li> <li>- Additionally, Patois is actively promoting non-oil business expansion by leveraging revenue streams from the Company's product and service sales, advertising opportunities, and restaurant coupon distribution.</li> </ul>	<ul style="list-style-type: none"> <li>- Number of service subscribers</li> <li>- Number of restaurant reviews and information searches in the system</li> <li>- Sales volume from product sales and advertisements</li> </ul>	- There are a total of 114,435 users in the system with over 74,838 stores being created.

## Open Innovation



"Everyday Doctor" is a platform that assists medical clinics in managing their businesses and provides Telemed services for online medical consultations. It enhances the experience of online medical consultations through the LINE OA of NEXX Pharma, a pharmaceutical store.



Tripniceday is a platform that collaborates with Patois to create Local Guides for community customers nationwide, stimulating the tourism economy in each province. It enhances the well-being and happiness of PTG customers.



ThaiMarket is a platform that facilitates renting commercial spaces, providing additional channels for individuals to expand their commercial areas. It generates income for commercial space owners.



24 CarFix is a platform that connects car repair services from all over the country, helping to increase sales and customer acquisition channels for Autobacs.

## Key Achievements

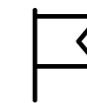


### 2023 Goal

The number of projects from collaborating with start-ups is **7**



The expenditure reduced from the projects to enhance efficiency in the work processes is **45** million baht.



### 2023 Performance

The number of projects from collaborating with start-ups is **7**



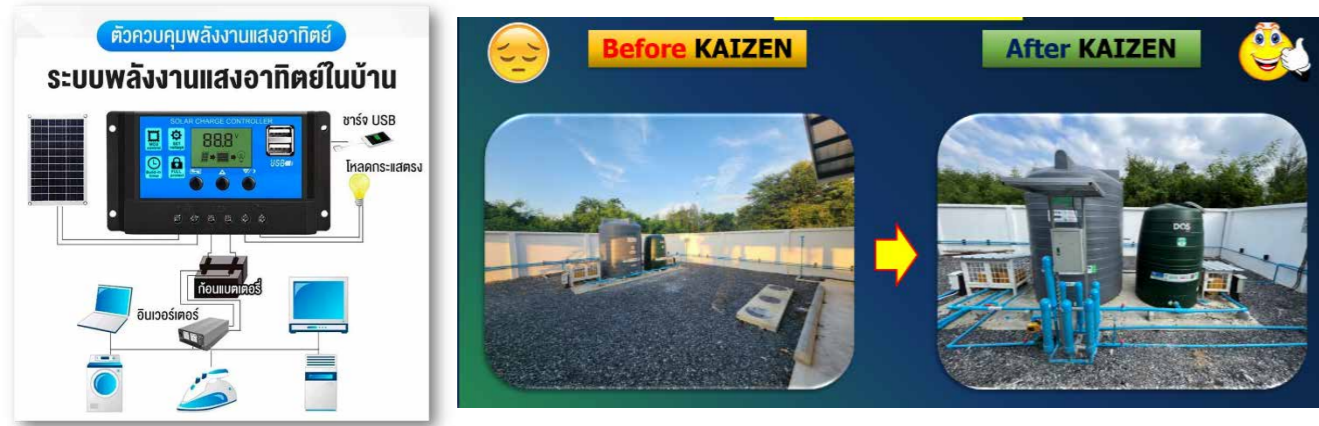
The expenditure reduced from the projects to enhance efficiency in the work processes is **63** million baht.

**Highlighted Project**  
**Project : SUCTION POWER**



**Background and Rationale**

To ensure continuous water supply to customers even during power outages, thereby preventing water pump shutdowns and reducing electricity costs at the gas station, a method was devised to increase air pressure to pump water using a device called a Hydraulic Ram Pump. This pump operates independently, harnessing the natural water pressure and air compression force, allowing it to lift water from low to high elevations.



**Concept**

Due to the nationwide gas stations managed by PTG operating 24/7 and providing restroom facilities, there is a substantial water consumption. Pumping water is essential to supply water to designated areas, typically requiring electricity. To address this, a water pump that operates without electricity was developed. This pump operates on the principle that when water flows down from a high point through a pipe and exits at the end fitted with a check valve, releasing water. If the check valve is closed, water stops suddenly, causing a change in flow direction towards another check valve with trapped air in the air pipe. When water is compressed due to limited space, it pushes water into the distribution pipe. This self-compression of air pressure enables water to be pumped to higher elevations or within the gas station's internal pipes. Consequently, this innovation significantly reduces electricity costs associated with water pumping.

**Performance**

Currently, a project to invent water pumps utilizing compressed air energy at the gas station branch in Klong Luang, Pathum Thani province, is underway. This initiative has led the Company to reduce overall expenses by 12,943 baht per year and decrease electricity costs by 943 baht per year. Additionally, it has enabled a reduction in carbon dioxide emissions equivalent to 24.48 kilograms of carbon dioxide per year. Furthermore, in 2024, there are plans to expand this initiative to other gas stations in the future.





## Inspire & Enable

Strive to create innovative experiences that are both convenient and valuable for stakeholders, fostering long-term business growth.

### Key Indicators



Customer Satisfaction: Business customers reported an **83%** satisfaction rate, while consumer customers showed a satisfaction rate of **93.1%**.



Cost Reduction from Innovation and Efficiency Improvement Initiatives: **61.3** million baht.



Collaboration: **7** startups and SMEs.



Compliance and ESG Development: All key suppliers have acknowledged the Supplier Code of Conduct with 29 suppliers undergoing assessment and development of their ESG practices.





# Customer Relationship and Responsibility Management



## 2027 Goal

- Satisfaction among customers using gas station services is at **90%**

## Performance against targets (Unit: Percent)



\*Note: Customer satisfaction at gas station services is determined by averaging the satisfaction scores of customers utilizing the services offered by various departments within the gas station. These departments comprise PTC, OLP, PUN, Coffee World, MaxMart, and Autobacs.

## Commitment

With a commitment to ensuring that everyone has the opportunity to access “well-being and contentedness” in all aspects of life, PTG continues to strive to improve, change, and develop its operations to keep up with customer needs. Emphasizing building long-term relationships with customers by continuously adapting various management tools, concepts, and data in each aspect to “gain intimate insights into customers’ needs and preferences,” PTG aims to offer personalized solutions for each customer and create opportunities to transform ordinary customers into loyal brand advocates.

## Stakeholder Impact

PTG continues to focus on strengthening relationships with customers through listening to customer voices, including feedback for improvement according to customer expectations and handling complaints through various channels. The

Company incorporates customer feedback into continuous development guidelines. Additionally, proactive operations allow the Company to track changes in customer behavior and preferences through various online social media platforms, enabling PTG to reflect trends and create relationships with new social groups and business partners to drive sustainable business growth.

## Business Impact

Effective management of customer relationships and responsibility leads to a continuous understanding and learning of customer behaviors, resulting in acquiring new customers and retaining existing ones, fostering brand loyalty, and ultimately driving business profitability. It is essential for the Company to establish long-term relationships with customers by delivering personalized services, which is considered a competitive advantage.

## Challenges and Responsive Actions Challenges

Customers play a pivotal role in the business, making their satisfaction essential for PTG’s success as it directly impacts sales and company expansion. In today’s competitive market, many organizations resort to price-based strategies to lure customers away from competitors. However, solely relying on price competition may not yield substantial benefits for the companies. Each company prioritizes its customers by shifting away from mass marketing and instead focusing on niche marketing. This approach cultivates one-to-one relationships within organizations, which are increasingly vital and serve as a competitive strategy to ensure high customer satisfaction and foster a positive brand perception. Ultimately, this fosters customer loyalty towards the products and services offered.

## Responsive Actions

PTG designs strategies for managing customer relationships and responsibilities to adapt to current and future customer needs, such as strategies for retaining existing customers, acquiring new ones, designing various campaigns, delivering products and services digitally, utilizing business tools to listen to consumer voices, conducting market research, and monitoring customer complaints on social media.

## Product Responsibility (Product Safety and Quality)

PTG is dedicated to upholding the highest standards and quality in its oil and fuel operations, with an unwavering focus on safety across all its systems. The rigorous quality control process for oil begins from the moment it is received from the refinery until it reaches the hands of consumers. This process is supported by ISO 9001:2015 certified quality management systems, accredited by the Management Systems Certification Institute (MASC), ensuring excellence in receiving, storing, and distributing petroleum products across all 9 branches nationwide. Additionally, the Company holds ISO/IEC 17025:2017 accreditation from the Thai Industrial Standards Institute (TISI) for quality certification. Furthermore, PTG places significant emphasis on policies related to quality management, reliability, safety, occupational health, and environmental preservation, all in strict adherence to legal requirements. This comprehensive approach includes adhering to specified operational controls, enhancing services, and continually boosting productivity to instill awareness among all employees regarding their responsibilities and risk management in quality, reliability, safety, occupational health, and the environment (QSSHE). Moreover, the Company maintains robust operating and management systems, providing assurance that it has clear operational frameworks in place. to excellence.

## The quality-related complaint handling process



The Company is firmly committed to responsibly addressing customer complaints and suggestions to effectively meet their needs and foster trust. It adheres to strict data protection policies while offering diverse and modern complaint channels for easy accessibility by customers and service users. Moreover, its complaint investigation procedures are thorough and meticulous, ensuring fairness to all parties involved. PTG implements appropriate measures at each level to promptly address complaints and continuously monitor, collect, and analyze complaint data systematically to identify root causes and prevent recurrence.



### Communication and Public Relations Policy

The communication and advertising concerning PTG's products and services, as well as those of the Group, are guided by clear directives aimed at conducting business with adherence to laws, regulations, and international standards, fostering fair, transparent, and beneficial competition for consumers and society. To achieve this, a comprehensive Ethical Marketing and Advertising Policy has been developed, comprising the following details: Communication and advertising disseminating information about the products and services of the Group are

accurate, complete, timely, ethical, and dedicated to communication and advertising without deception or distortion of facts. They ensure communication and advertising are conducted transparently. Customer contracts, agreements, and terms and conditions are transparent and equitable at all times. Moreover, the utilization of customer market data or marketing benefits necessitates customer consent. Communication and advertising by PTG adhere to principles of responsibility, refraining from overstating the impact of product and service information on society and the environment. All products must display safety information compliant with laws, regulations, and international standards. PTG is committed to providing customers with knowledge and details about products and services, such as manufacturing and expiration dates, through various communication and advertising channels, ensuring customers are informed.

### Protection of Customer Personal Data

PTG places importance on and respects the privacy of its customers, with awareness of personal data protection, including measures to ensure the security of personal data in compliance with the Personal Data Protection Act, B.E. 2562 (A.D. 2019). Additionally, there are policies such as the Privacy Policy, Privacy Notice, and guidelines for handling data breaches, along with forms for data subjects' rights usage. These are aimed at safeguarding the personal data security of customers, partners, contractors, employees, and all individuals associated with the Group. This ensures confidence that personal data collected, used, disclosed, or transferred by the company to external or foreign parties is protected. The Company regularly trains its employees to increase awareness and understanding of the importance of personal data. Furthermore, marketing, ordering, and customer service data are kept confidential and accessed only by authorized personnel. If such data is disclosed or transferred to other parties, the Company will act in accordance with the law and always obtain consent from the data subject in advance.

PTG has internal tracking and control processes in place, with independent units responsible for providing assurance, consultation, auditing, and scrutinizing internal control practices, risk management systems, and governance oversight. These units monitor the progress of corrective actions taken by the audited departments until completion. They present work performance reports to the Company's Governance Committee and Risk Management Committee for review on a quarterly basis.

### Promotion and awareness campaigns on personal data protection

Project/Activity	Description
Training sessions on the procedure for initiating workflows to request personal data access.	On February 22, 2023, the Office of the Personal Data Protection Commission organized a training session via Google Meet on the workflow for requesting personal data usage at gas stations, titled "PDPA and Gas Stations." A total of 85 employees attended the training session.
Employee training programs focusing on creating Records of Processing Activities (ROPA).	The Office of the Personal Data Protection Commission organized training sessions for employees aimed at fostering a deeper understanding of the proper and responsible use of personal data. Additionally, the training provided valuable insights into the creation of Records of Processing Activities (ROPA). This initiative occurred on April 27, 2023, with a total of 250 executives and staff members from the Group participating.
Quarterly field surveys to assess personal data usage at gas stations and oil depots.	The Office of the Personal Data Protection Commission conducts quarterly field surveys to assess the utilization of personal data at both gas stations and oil depots.

Project/Activity	Description
Initiatives to communicate privacy policies effectively.	On September 11, 2023, the Office of the Personal Data Protection Commission conveyed the Privacy Policy to all 10 oil depot operational units through a session held on the Google Meet platform.
Development of educational materials to ensure compliance with the Personal Data Protection Act, B.E. 2562 (A.D. 2019).	The Office of the Personal Data Protection Commission has prepared training materials to educate personnel in compliance with the Personal Data Protection Act, B.E. 2562 (A.D. 2019). These materials are currently being finalized for dissemination in the first quarter of 2024.
Collaborative efforts with government agencies to coordinate personal data usage.	The Office of Personal Data Protection Commission has been actively engaging with government agencies to ensure compliance with personal data usage as follows: In 2022, law enforcement officers requested personal data (copies of CCTV footage) for investigative purposes in a total of 36 cases. In 2023, law enforcement officers requested personal data (copies of CCTV footage) for investigative purposes in a total of 50 cases.

### Results of activities related to personal data protection

Topic	2022	2023
Number of complaints received from data subjects	0	0
Number of complaints received from regulatory agencies	0	0
Company's tracking and review of using customers' personal data for purposes other than the primary objective	No customer personal data is used for purposes other than the primary objective.	No customer personal data is used for purposes other than the primary objective.
Coordination with government agencies regarding the use of personal data	Law enforcement officers requested personal data (copies of CCTV footage) for investigative purposes in a total of 36 cases.	Law enforcement officers requested personal data (copies of CCTV footage) for investigative purposes in a total of 50 cases.



### Digital Technology for Enhancing Customer Relationship Management

PTG has leveraged digital technology to revolutionize marketing and customer relationship management, adapting to the digital age seamlessly. Through sophisticated business tools, PTG actively monitors and engages with consumer sentiments across social media platforms using social listening tools. This enables them to stay attuned to market dynamics and maintain robust customer relationships. Notably, customer data remains strictly confidential, safeguarded from external and unauthorized access. Moreover, PTG continues to enhance its Max Me mobile application, serving as a comprehensive platform for customer convenience in marketing, wallet transactions, and product purchases, spanning a diverse range from oil to coffee and beyond. By meticulously analyzing customer behavior related to marketing initiatives, payment methods, and product orders, PTG ensures continuous adaptation to meet evolving customer preferences. Furthermore, PTG employs data-driven insights to segment the market effectively, crafting tailored

marketing campaigns that resonate with each customer segment. Embracing digital channels such as LINE, websites, and mobile applications, PTG strives to deliver superior service experiences, nurturing long-term customer loyalty.

In the domain of digital product and service delivery, the Company has leveraged customer feedback and suggestions (Voice of Customer: VOC) to optimize customer relationship management efficiency. This input is pivotal in designing campaigns tailored to meet customer needs and monitoring their performance. Such practices instill confidence that the Company's campaigns yield utmost customer satisfaction and are responsive to customer feedback. Through customer segmentation, a critical tool for effective planning and execution, the Company ensures the identification of usable and precise customer segments, thus enhancing its profitability potential.

### Customer Relationship Management Strategy to Retain Existing Customers and Acquire New Ones

- PTG's primary focus is on enriching the Max Me application, transforming it into a versatile platform that amalgamates a myriad of services under one roof. By offering a wide array of services that cater to various aspects of life, PTG aims to meet the evolving needs of its esteemed Max Card members in the digital age. This includes fostering a robust business ecosystem with over 10,000 partners, facilitating seamless transactions through the Max Me Wallet.
- PTG is committed to broadening the scope of merchants that embrace Max Me Wallet payments.
- PTG actively promotes points redemption for discounts that resonate with current needs and lifestyles. This includes using points for discounts on delivery services, online shopping, and other relevant offerings.
- PTG forges partnerships with the Department of Internal Trade and business allies to organize joint sales promotions. This collaborative effort ensures the widespread availability of products among Max Card members.
- PTG boosts sales by offering discounted products within the Group through e-vouchers. This strategy involves collaborative campaigns with partners or direct sales to affiliated businesses, thereby stimulating sales for its subsidiaries.
- PTG continuously enriches "Max Mu" services by introducing innovative products tailored to the evolving interests in astrology of the Thai market. For instance, PTG provides services for significant ceremonial events, offer leasing options for ritual equipment in collaboration with trusted partners, and retail De Dheva perfumes for sacred rituals, among other offerings.



## Highlight Projects

### Activity: Exchange Clothes for Points

#### Project Objectives

The core aim of the "Exchange Clothes or Points" is to foster community engagement by repurposing unused clothing, transforming them into new items such as fresh garments, to be distributed among the less fortunate. This initiative is designed not only to catalyze positive social transformations but also to heighten environmental awareness and promote sustainable practices.

#### Project Outcomes

- There were 15 branches participating, including Kanchana-Km.18 branch, Taling Chan 3 branch, Borommaratchachonnani Road branch, Phra Thep 1 Road branch, Thawi Watthana 2 branch, Bang Bon 3 branch, Bang Bon 5 branch, Bueng Kum 2 branch, Phetkasem 69 branch, Ramintra 40 branch, Lat Phrao 2 Branch, Watcharaphon 1 Branch, Sai Mai 3 Branch, Nong Khaem Branch, and Head Office.
- 524 Max card members participating, resulting in the collection of 19,217 pieces of clothing. This collective effort effectively reduced textile waste by an impressive 5,225 kilograms and curtailed carbon dioxide emissions by a significant margin of 134.52 metric tons of carbon dioxide equivalent.<sup>1/</sup>

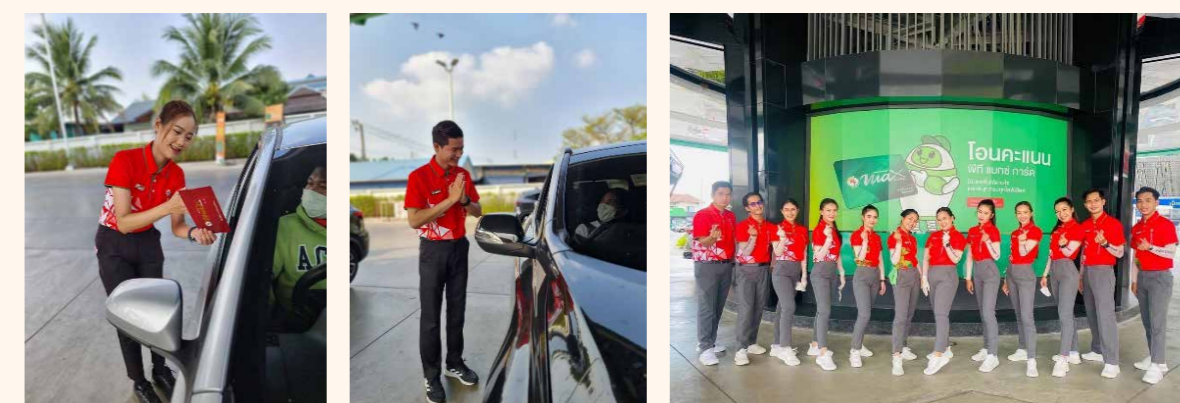
<sup>1/</sup> Carbonfact, How much carbon is a t-shirt?



### PT Service Master

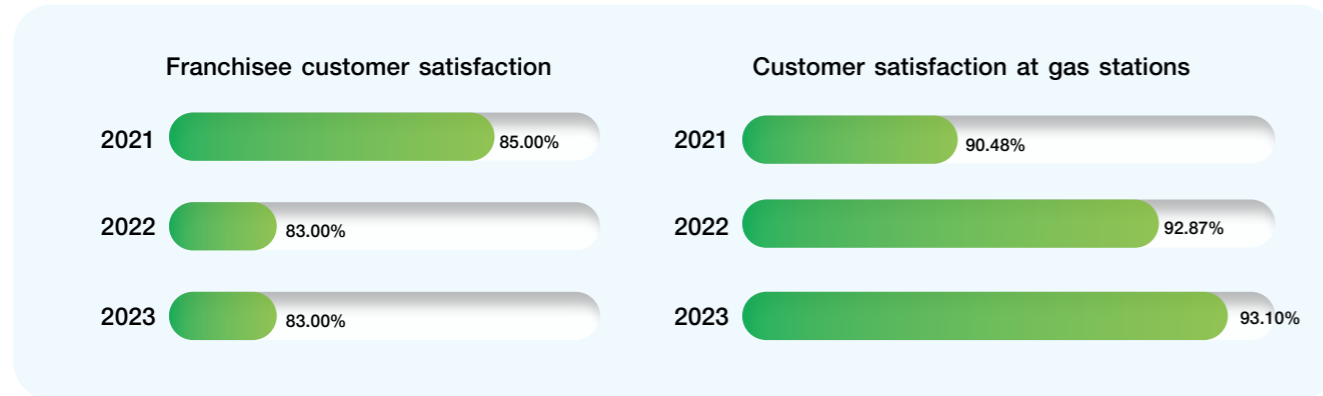
#### Project Objectives

PTG is unwavering in its commitment to delivering exceptional service to customers at all times. The PT Service Master project stands as a cornerstone initiative within the Company, emphasizing its significance. This project is established to bolster the skills and expertise of frontline service personnel, known as Service Masters. Their role encompasses providing assistance, offering product recommendations, coordinating resolutions to customer service issues, and ensuring a seamless service experience at gas stations. The Company prioritizes effective communication with customers, understanding their needs, and evolving service channels to maximize customer satisfaction. Through ongoing refinement and service enhancement efforts, the aim is to cultivate the ultimate customer experience.





## Customer satisfaction evaluation results



## Statistics on Customer Complaints Related to Security and Privacy

PTG offers multiple avenues for customers to lodge complaints, including the 1614 PT Contact Center, email at customer\_service@maxme.co.th, the "PT Station" Facebook Fan Page, and the Max Me Application. The summary of customer complaints in 2023 is as follows:

Issue	Complainant	2021	2022	2023
The number of significant complaints regarding customer privacy violations and customer data loss (cases).	Third parties with the organization's confirmation.	0	0	0
	Regulating authorities*	0	0	0
The number of incidents involving data breaches, theft, and loss of customer data (cases).		0	0	0

\*Note: Regulatory authorities refer to government agencies or independent bodies established by law.



# Supply Chain Management



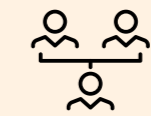
## 2025 Goal

- Tier 1 Suppliers identified as high-risk entities are fully briefed on the Supplier Code of Conduct. A hundred percent of them undergoes a comprehensive environmental and social assessment, as well as corporate governance evaluation.



## Performance against targets

(Unit: Percent)



Performance of 2023

29

2023 Goal = 29%

## Commitment

The Company actively supports and fosters the growth potential of all partner groups, prioritizing social, environmental, corporate governance, and human rights considerations across the entire supply chain. By doing so, it aims to enhance business opportunities, mitigate operational risks, and bolster competitiveness. Through this approach, the Company seeks to drive sustainable change and fortify business partnerships and alliances.

## Stakeholder Impact

Responsible supply chain management is a critical element in enhancing the efficiency of delivering products to consumers. It begins with meticulous partner selection, ensuring the collaboration with quality business partners. PTG is committed to nurturing the potential of its partners and fostering strong bonds with trading counterparts. This approach enhances operational efficiency, transparency, and creates shared value. Upholding principles of cost-effectiveness, transparency, efficiency, and effectiveness, the process encompasses vendor and partner selection, as well as managing risks related to the environment, society, and corporate governance.

## Business Impact

Enhancing the integration of sustainability into supply chain management is instrumental in mitigating various risks. By doing so, PTG can minimize costs, risks, prevent shortages of raw materials and inventory, and reduce the likelihood of human rights violations. These violations may pertain to appropriate working conditions, the right to life, freedom, and security. Addressing these issues is paramount to prevent disruptions in business operations and safeguard the Company's reputation.

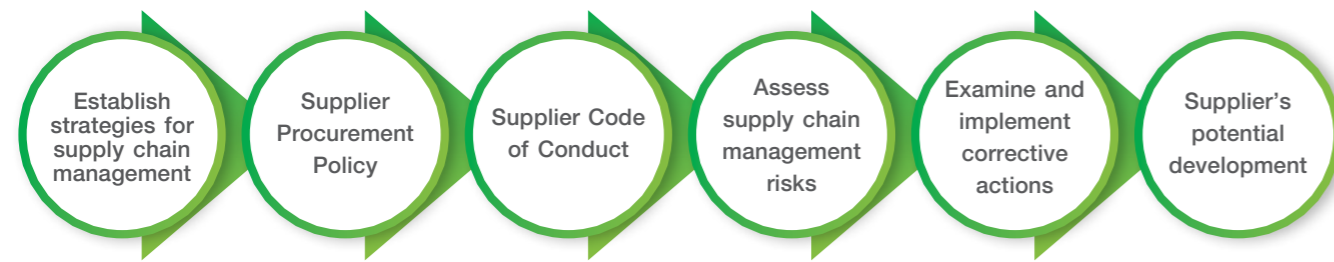


## Challenges and Responsive Actions

### Challenges

Supply chain management has emerged as a crucial aspect of business operations, particularly in light of the COVID-19 pandemic. The global disruptions in supply chains due to product shortages, transportation delays, and geopolitical tensions, such as the Russia-Ukraine conflict, have underscored the importance of effective supply chain management. These challenges have compelled Thai entrepreneurs to adapt their strategies to enhance flexibility in operations. Recognizing this, PTG places significant emphasis on supply chain management to ensure efficient business operations amidst such uncertainties. This strategic focus encompasses supporting revenue growth, minimizing costs, and mitigating risks associated with sourcing goods and services from partners, who are key stakeholders, to achieve sustainable supply chain management and success in line with the organization's goals.

### Responsive Actions



### Supply chain management strategies



**จรรยาบรรณธุรกิจ  
สำหรับบริษัทคู่ค้า**  
Supplier Code of Conduct

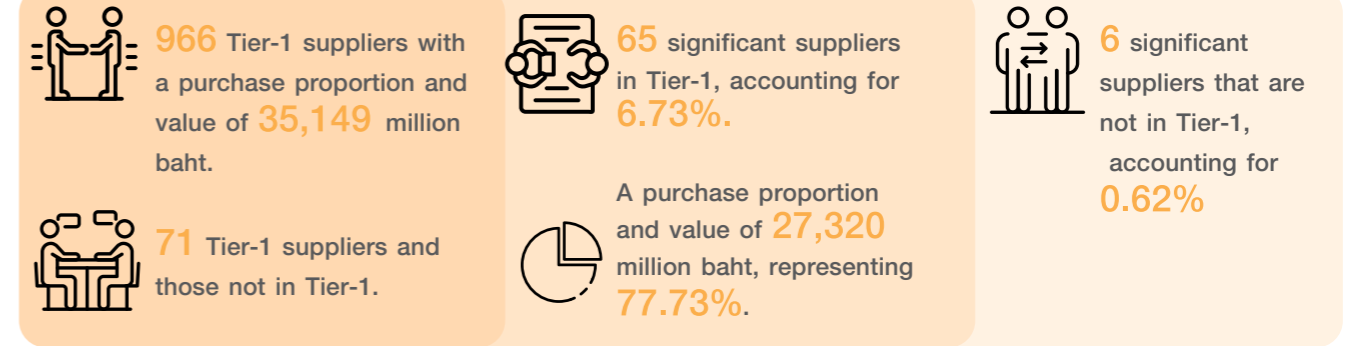
### Supplier Code of Conduct

PTG has instituted a Supplier Code of Conduct to guide trading partners in conducting business ethically and in compliance with legal requirements, company ethics, and international standards. This initiative aims to encourage ethical business practices among the Group's suppliers, emphasizing respect for human rights, social and environmental responsibility, as well as adherence to safety, occupational health, and environmental standards.

Read more:  
Supplier Code of Conduct  
<https://www.ptgenergy.co.th/Procurement/Practice>



## Types of Suppliers



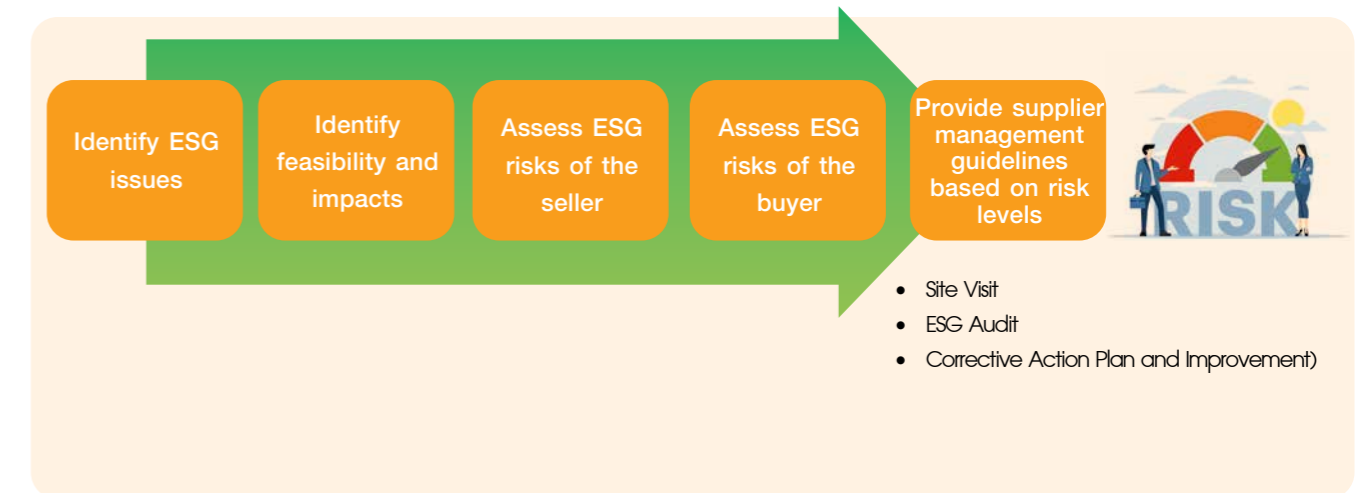
Notes: Criteria for considering Tier-1 Suppliers is the volume of orders according to the Company's established criteria.

- Suppliers providing products and services crucial to the Company's business operations.
- Suppliers whose products or services are irreplaceable.

## Risk Assessment in Supply Chain

PTG has structured its supplier registry meticulously to effectively manage supplier risks, aligning with sustainable procurement standards to safeguard PTG's business operations. Supplier risk assessment is conducted along two dimensions:

- Operational Risks: Evaluating partners posing risks to PTG's operations based on factors such as order value, significance of products and services provided, and the uniqueness of goods and services offered.
- ESG Risks: Assessing suppliers for environmental, social, and corporate governance risks.



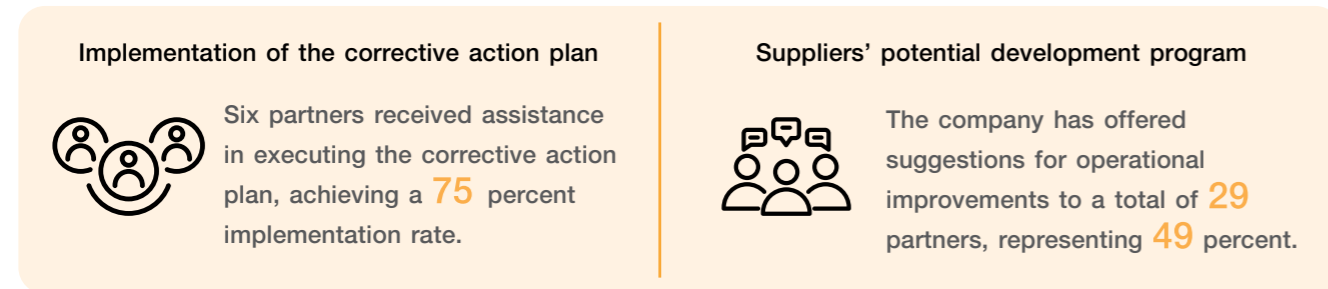
## Identifying suppliers' sustainability risks

PTG commits to assessing the sustainability risks associated with its suppliers every three years, encompassing both oil and non-oil business collaborators. This assessment evaluates the likelihood and impact of sustainability risks based on predefined criteria. Utilizing commodity-specific risk assessment methods for each supplier group, the assessment covers all seven key areas outlined in the ISO 26000 standard for social responsibility guidelines. These areas include principles of good governance, human rights, labor practices, environmental impact, fair treatment, consumer considerations, and community development participation.

## Results of ESG risk management



Note: High risk denotes suppliers that have the potential to adversely affect the environment, society, and governance



## Results of ESG assessments for suppliers

In 2023, suppliers with a high sustainability risk constituted xx percent. Key risk factors encompass aspects such as environmental impact from business operations, adherence to labor regulations, and safety and occupational health standards. The Company has undertaken on-site audits of 14 suppliers concerning ESG (Environmental, Social, and Governance) issues, in collaboration with the procurement department and designated representatives from various internal departments.



## Examples of issues found from ESG audits

	Risk Issues		Risk Management Measures
 Environmental (E)	Environmental management	Hazardous waste management	<ul style="list-style-type: none"> <li>- Ensure hazardous waste is not mixed with general waste and refrain from disposing of chemicals into drains or natural water sources.</li> <li>- Store chemicals separately in secure containers to prevent leakage.</li> <li>- Maintain a follow-up contract with waste disposal agencies to ensure proper disposal procedures are carried out.</li> </ul>
		Wastewater management	Establish procedures for managing wastewater and its disposal, documented in written policies (Workflow).
		Awareness of the importance of the environment	Conduct activities or projects aimed at educating employees about environmental conservation and its significance.
 Social (S)	Safety	Human rights and labor	Develop written employment policies and work regulations that uphold principles of non-discrimination, prohibiting bias based on gender, race, religion, or political affiliations.
		Lack of experts in safety operations	Appoint safety officers and ensure their legal registration.
 Governance (G)	Business ethics	Lack of fire training/ fire escape drills	Create a comprehensive fire prevention and suppression plan, including regular fire evacuation drills and basic firefighting training for at least 40% of employees.
		Lack of written ethical guidelines	Draft a manual outlining regulations and guidelines for ethical conduct in the workplace, addressing anti-corruption measures with clearly defined penalties, and ensure its communication to all employees
		Compliance with laws and regulations	Use of intellectual property
		Safeguarding Company's confidential information	Prepare a letter/document to inform employees about the Company's confidential information and have them sign to uphold confidentiality. This provision may be specified in the employment contract.

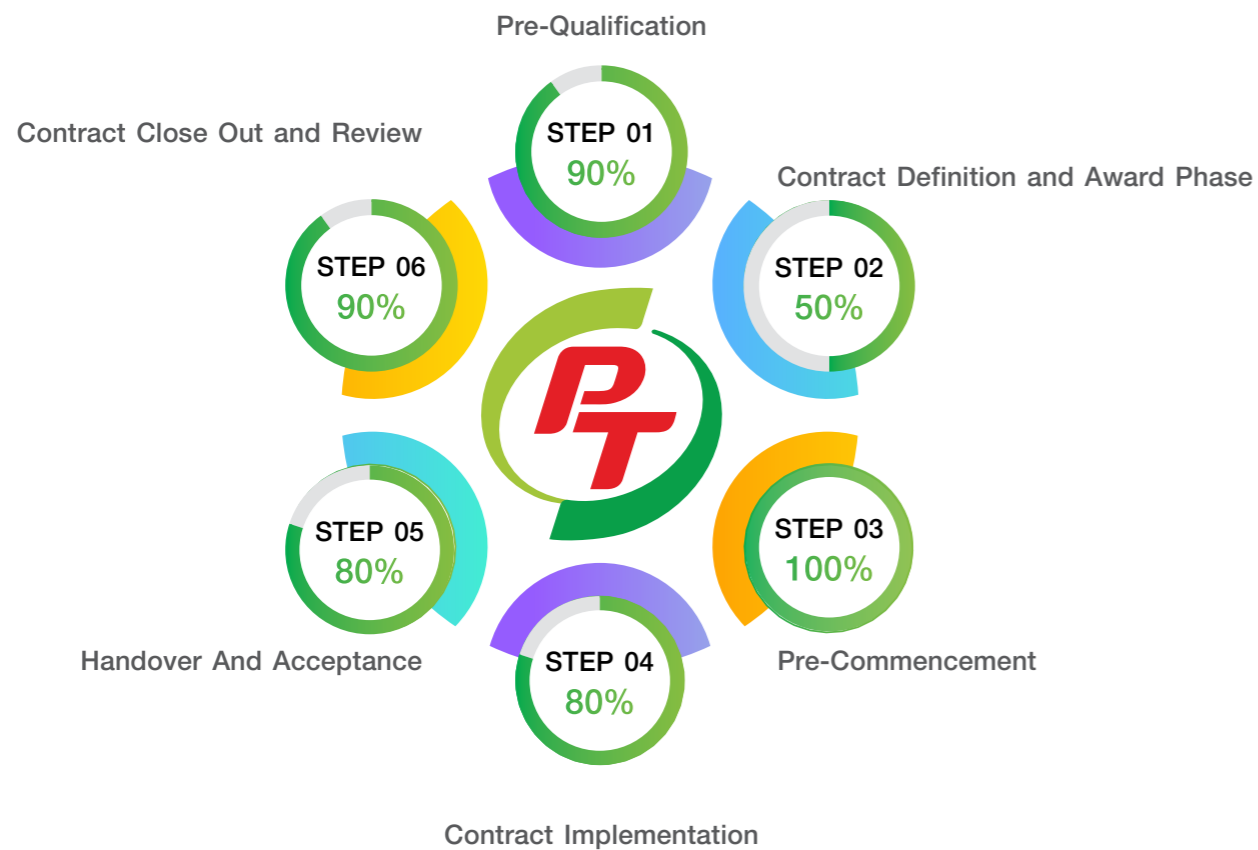
## Developing Relationships with Suppliers

PTG endeavors to foster and nurture positive relationships by consistently engaging with both major and minor. This engagement includes meetings to discuss collaborative guidelines, explanations of revised work procedures, and opportunities to gather feedback and suggestions from partner groups.



- Collaborating to stay updated on the oil market situation both domestically and internationally (Market Outlook) with key suppliers, ensuring alignment at least once a month.

- Facilitating knowledge sharing and best practices within the Group, PTG organized the third annual PTG Knowledge Sharing: ESG for Sustainability through the Supply Chain event, inviting participation from 10 suppliers across all business units through online channels.
- A comprehensive manual has been meticulously crafted and essential safety regulations have been clearly communicated to contractors. This initiative is designed to ensure that contractors who undertake construction projects within the Group adhere strictly to operational guidelines concerning safety and working conditions. The purpose of this approach is to facilitate accurate and complete compliance with legal requirements. It encompasses all contractors engaged in construction activities at the Company's facilities.



A total of **1,726** individuals participated in occupational safety training sessions designed for contractors, which were conducted across **27** separate sessions.





## Transform

Strive to empower the organization to operate efficiently, securely, ethically, and to cultivate the capacity of its personnel in innovation, enabling them to effectively navigate change.

### Key Indicators



Employee commitment to the organization:  
**79%**



Safety statistics:  
TRIR of Employees: 0.86,  
LTIFR of Employees: 0.69,  
LTIFR of Contractors: 0.54,  
OIFR of Employees: 0



Recognized with the Human Rights Award at the **Good** level for the second consecutive year.



Average training hours per employee:  
**7.69** hours per person per year



**100%** of business value chain activities have undergone human rights risk assessments.



Implementation of **287** process innovation projects aimed at enhancing work efficiency.





# Human Resources Management

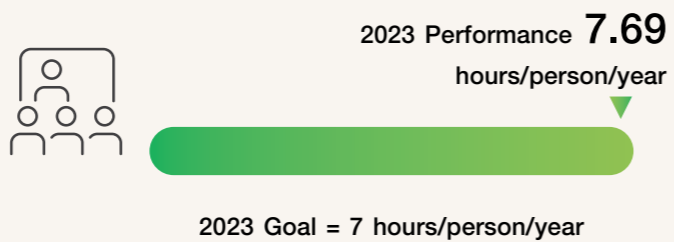
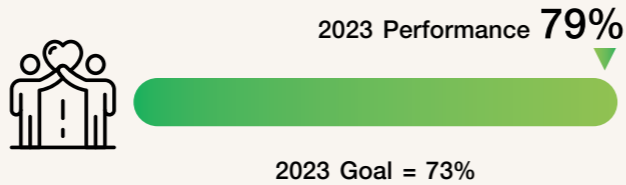


## 2027 Goals

- The level of employee engagement with the organization ranges between 70-75%.

- The average amount of training per employee per year is approximately 24 hours.

## Performance against targets



## Commitment

Personnel are a vital resource within PTG, where the attraction and retention of skilled individuals hold paramount importance in organizational governance. The Company is dedicated to upholding a workforce of talented and seasoned professionals, a pivotal factor influencing the Company's competitive edge. Upholding the quality of proficient personnel not only cultivates a conducive work environment but also profoundly bolsters business growth. Furthermore, it proves critical in maintaining competitiveness amidst rapidly evolving market dynamics. The preparedness and adaptability of personnel in facing challenging scenarios are indispensable in augmenting competitiveness within an ever-changing business landscape.

## Stakeholder Impact

Efficient management of human resources directly impacts the developmental trajectory of employee performance within the organization, empowering them to operate with heightened efficiency and efficacy. Additionally, it enables the Company to deliver top-tier services, fully aligning with customer needs. Moreover, the employment of job-seekers from local communities or societies contributes to their improved living standards. Thus, emphasizing the significance of human resource management extends its importance to employees, customers, and the broader community or society.

## Business Impact

Effective management of human resources yields profound implications for business competitiveness, significantly shaping organizational efficiency and performance. Employee turnover may lead to escalated recruitment and training expenses and could entail the loss of critical knowledge and capabilities essential for business expansion and organizational advancement in the future.

## Challenges and Responsive Actions

### Challenges

Addressing challenges in strengthening human resource management capabilities is paramount, especially in harnessing innovation to foster opportunities for growth and augment recruitment efficacy tailored to organizational needs. Additionally, it aids in honing skills and service delivery to customers, ultimately elevating PTG's operational efficiency and longevity in human resource management through innovative initiatives to meet contemporary challenges.

### Responsive Actions

#### Recruitment and Capacity Planning

Human resource management within PTG entails the recruitment and selection of suitable talent, refining various operational processes to align with data protection laws, enhancing efficiency through information technology, online communication platforms, fostering collaborations with educational institutions, and supporting flexible workplace initiatives. Furthermore, the Company conducts annual capacity planning exercises, taking into account organizational objectives and business strategy blueprints. HR Business Partners (HRBPs) collaborate with management and departmental heads to determine capacity benchmarks aligned with business strategies. Additionally, the Company engages in succession planning, collaborating with departments and management to pinpoint critical positions, identify potential candidates, and cultivate selected personnel through transparent processes. Crucial steps include communicating the importance of succession planning and annually reviewing key position identifications. This ensures the Company is equipped with competent leadership to steer the organization towards predefined trajectories and strategic objectives.

Recruitment Goals for 2023 (PTG Group)	The Number of Employees Recruited (PTG Group)	The Employee Growth Rate (Compared to 2022)
21,026	25,016	8.90%

#### Employee Development

PTG continuously enhances the capabilities of its employees, both in management and general staff. Emphasis is placed on developing leadership skills and change management, focusing on equipping leaders with the ability to effectively lead teams through change. Additionally, various projects undergo annual performance evaluations to gather insights into diverse perspectives, enabling the identification of areas for individual development in the future. The Company manages employee development by categorizing activities into two groups: management and staff. The following are guidelines for developing skills and capabilities:



### Management Development (Functional Managerial Level and Above)

PTG manages the development of managerial capabilities in the form of future leaders to support the organization's growth. Managers undergo a 360-degree assessment by relevant individuals to analyze strengths and weaknesses for further development. Managers are required to create Individual Development Plans (IDPs) specifying at least two development areas and the courses needed to enhance organizational capabilities in the future.

Guidelines for Potential Development of the Management			
Courses	Objectives	Project Details	Expected Outcomes
Leadership Development Program	To foster the development of internal coaches and cultivate a coaching culture within the organization, enhancing coaching skills for executives within the Company.	Developing coaching skills for executives at levels 9-14 to be systematic and equipped with user-friendly coaching tools, enabling them to coach employees within and outside their departments through a practical learning format.	Establishing a coaching culture within an organization entails equipping executives with coaching skills and the ability to coach internally (Internal Coach). Coaching is recognized as a tool capable of unlocking employees' potential to generate excellent outcomes for the Company.
Transformational Leadership series	Inviting experts who are knowledgeable, skilled, and respected to share their updated experiences, technology trends, business currents, or global innovations with executives at level 9 and above.	Divided into 4 categories: - Technology/Innovation in the Digital Finance Era - Leadership in a Changing World and Managing Digital Workforce (GIG Workforce) - Business Operations Strategy (Grow Business) - Digital Marketing and Trends in 2023	To ensure preparedness in knowledge, it is crucial to stay abreast of global trends and innovations in finance, marketing, and human resource management. Leaders should be equipped to navigate and adapt to the evolving landscape of the world.

### Employee Development (Department Manager Level or Equivalent Downward)

PTG is committed to fostering leadership and continuous development of employee capabilities across all levels to accommodate the future growth of both oil and non-oil business sectors. This commitment is realized through a comprehensive array of skill enhancement initiatives targeting diverse areas including sales, customer service, leadership at varying levels, professional competencies, adoption of new work methodologies, organizational sustainability, personal data protection laws, data analysis, digital literacy, and process optimization. These programs are designed to empower employees at every echelon within the organization with the essential skills required to perform their duties effectively, thereby preparing them to respond promptly to emergencies, crises, and future transformations.

To achieve this goal, PTG employs a blend of online and offline methodologies and offers a variety of channels for skills development. Training courses are crafted to be accessible, engaging, and tailored to individual needs. They encompass classroom learning, interactive workshops, virtual training sessions, e-learning modules, on-the-job training opportunities, cross-functional projects, project-based and action learning initiatives. Additionally, managers and subject matter experts are enlisted as mentors to provide guidance and support throughout the learning journey. Furthermore, the Company has introduced a Learning Management System (LMS Platform) enabling self-directed learning accessible via multiple electronic devices including computers, mobile phones, and tablets. This platform empowers employees to explore relevant content at their convenience, reinforcing their learning and skill development beyond traditional training methods. In essence, PTG is dedicated to ensuring that all employees acquire the requisite skills and competencies essential for their roles, thereby facilitating effective HR management and fostering a culture of "Well-being and Contentedness."

Courses	Development Approaches	Outcomes
<b>Corporate Development</b>		
In-House Training	Training employees for development within the organization can be facilitated by either internal personnel or external trainers. The goal is to uphold work standards and enhance the skillsets of the workforce in accordance with the business requirements. This is achieved by refining skills to meet the role-based competencies necessary for each job position across all employee levels. Moreover, there is continuous monitoring and assessment of learning outcomes and skill progression post-training through various methods, including pre- and post-training knowledge assessments, coaching sessions, job shadowing, on-the-job training, and performance evaluations based on key performance indicators such as sales performance, customer satisfaction ratings, and the number of customer complaints, among others.	Employees possess the skills and expertise necessary for their respective job roles at each level, aiming to elevate the standards of job performance and the delivery of products and services according to the needs of the business and customers.
Public Training	Training conducted externally by experts from other organizations aims to build knowledge and develop employees' capabilities to perform their tasks efficiently.	Employees gain specialized knowledge and have the opportunity to exchange experiences, learning different perspectives from participants trained by other organizations.
<b>Front-line Operation Development</b>		
Front-line Operation Development	<ol style="list-style-type: none"> <li>1. Training sessions are conducted to prepare operational-level employees in various business units such as gas stations, NGV stations, gas cooker retailers, mini-marts, and coffee shops and provide essential knowledge for station management, such as:                             <ul style="list-style-type: none"> <li>• Occupational health and safety</li> <li>• Basic labor laws</li> <li>• Ethics related to work</li> <li>• Organizational values</li> <li>• Utilization of relevant systems</li> <li>• Procedures for fuel dispensing and gas refilling</li> <li>• Service standards</li> <li>• Product presentation and sales techniques</li> <li>• Knowledge of personnel management</li> <li>• Customer management and complaint handling</li> <li>• Time and task management skills</li> <li>• Communication skills</li> </ul> </li> <li>2. Practice at mentor branches to learn about real-life scenarios and duties under the guidance of mentors.</li> </ol>	<ul style="list-style-type: none"> <li>• Reduce the risk that may arise from performing tasks incorrectly according to standards.</li> <li>• Efficiently manage sales and internal staff within the store.</li> <li>• Ensure that employees can perform their duties correctly according to systems and service standards, as well as other relevant standards in each business unit.</li> <li>• Share and apply knowledge gained with employees in the responsible branch.</li> <li>• Enhance mentoring skills to effectively train assigned mentors.</li> <li>• Create customer satisfaction by delivering services accurately and appropriately.</li> </ul>

Courses	Development Approaches	Outcomes
<b>Supervisor Development</b>		
Supervisor Development	<p>1. Training sessions are conducted to prepare supervisory employees in various business units such as gas stations, NGV stations, gas cooker retailers, mini-marts, and coffee shops and provide essential knowledge for station management, such as:</p> <ul style="list-style-type: none"> <li>Occupational health and safety</li> <li>Basic labor laws</li> <li>Ethics related to work</li> <li>Organizational values</li> <li>Use of relevant systems</li> <li>Leadership skills</li> <li>Professional team management</li> <li>Knowledge and skills in business analysis and market competition</li> <li>Systematic decision-making and problem-solving skills</li> <li>Strategic planning and goal-setting for management</li> <li>Job coaching and feedback provision skills</li> </ul>	<ul style="list-style-type: none"> <li>Reduce the risk that may arise from performing tasks incorrectly according to standards.</li> <li>Effectively manage teams and handle personnel issues appropriately.</li> <li>Provide guidance to operational-level employees to ensure they perform tasks correctly according to procedures, service standards, and other relevant standards in each business unit.</li> <li>Enhance job coaching skills for supervisors.</li> <li>Ensure customer satisfaction and accurate product delivery throughout the service process.</li> </ul>

Employee Development Statistics of 2023					
Data	2019	2020	2021	2022	2023
Total number of employee training hours	102,671	69,863	137,926	386,241	204,593
Average hours/person/year	28.56	4.04	8.24	19.88	7.69

Employee Training Benefits to the Business			
Courses	Benefits to the Business	Quantitative Benefits to the Business	The Proportion of Training Hours to Total Training Hours (FTE)
<b>KAIZEN Training</b> - Arrange for both basic and advanced Kaizen training courses, offering opportunities for employees from all departments to submit innovative Kaizen projects aimed at innovating or enhancing processes, systems, or services for greater efficiency and speed.	The innovation has spurred improved service delivery and streamlined workflows, resulting in tighter integration across processes. Consequently, the Company has achieved substantial reductions in costs and expenses.	The Company has managed to reduce costs by a total of 8.1 million baht.	3.87
<b>Productivity Initiative</b> - Enhance employee skills and improvements using tools and hands-on practice with executives and the Process Transformation Department serving as mentors to render advice and tips. Progression is monitored, reviewed, and periodically reported to enable employees to learn together during the project.	It can be applied and further developed to innovate solutions that can be brought back to reduce costs, solve problems, create value, and add value to the organization in the future.	The company was able to reduce its expenses by a total of 53.2 million baht.	0.21

## Employee Retention

### Annual Performance Assessment

PTG conducts annual performance assessments to objectively monitor work progress. This process entails providing constructive feedback and guidance to aid in problem-solving, adjustments, and ongoing development through coaching and improvement. Furthermore, the Company evaluates managers' and employees' performance against predetermined objectives. PTG has established evaluation criteria that encompass and align with the organization's strategies and directions, both in the short and long term. These criteria cover financial, non-financial, and sustainability development performance indicators, which are cascaded from the corporate level to divisional and individual levels as appropriate. Additionally, behavioral indicators aligned with the Company's values (Do Your BEST) are incorporated.

For managers (Level 9-14), the Company employs a 360-degree evaluation format, a tool used to assess individual behaviors and capabilities comprehensively. This evaluation involves self-assessment and peer assessment by supervisors, colleagues, and subordinates, providing insights from multiple perspectives. This holistic approach enables precise identification of areas for individual development.

#### Type of Assessment

Key Performance Indicator



Proportion of Employees Assessed

Executives **100%**  
 Employees (monthly) **100%**

Multidimensional performance appraisal (e.g. 360-degree feedback)



Proportion of Employees Assessed

Executives **100%**

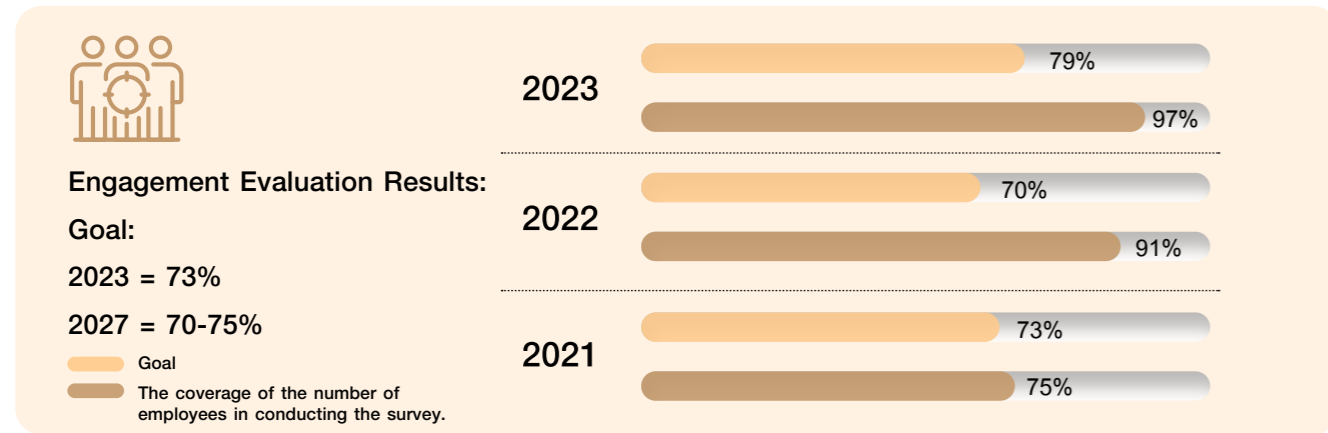
### Employee Engagement Assessment

PTG places great emphasis on nurturing employee engagement throughout the organization, recognizing its significance in understanding employee needs and driving continuous improvement initiatives. As part of this commitment, the Company conducts annual evaluations of employee engagement and satisfaction to gauge their connection with the organization. This responsibility falls under the People & Organization Transformation department, which leverages technology to facilitate the assessment process. Employees can conveniently access online surveys via email systems or by scanning QR codes on their computers or smartphones. The evaluation is structured into three key categories: Organizational Satisfaction, which involves behavioral inquiries aimed at assessing employees' engagement levels with the organization. High engagement correlates positively with various business outcomes, including talent retention, organizational efficiency, customer satisfaction, and overall revenue.

Organizational Values and Impact Factors, where employees are prompted to rate their satisfaction or involvement across a range of organizational experiences. Employees can choose to respond with their level of satisfaction or participation on a 6-level scale according to various aspects such as organizational reputation, opportunities for development, workplace safety, relationship with superiors, infrastructure, and resources, among others.



## Employee Engagement Evaluation of 2023



## Employee Engagement Enhancement Project 2023

### 1. Activity: Celebrating PT's 35<sup>th</sup> Anniversary

The event format serves as a jubilant tribute to the organization's achievements, chronicling its journey from inception to present. It seamlessly connects employees across generations, enabling them to grasp the organizational heritage and chart its future trajectory. By fostering cohesion, bridging generational divides, and instilling a sense of pride in newer employees, it ensures a lasting bond with the Company. Those who have been with the organization since its inception have a platform to impart their pride, forging connections with current employees. The activities prioritize fostering a relaxed atmosphere and organizing exhibitions showcasing the Company's longstanding values, particularly in fostering interdepartmental relationships, empowering employees to contribute to the organization's ongoing success.



### 2. Activity: Songkran EDM Festival @ PTG Energy

This event is a celebration of Thai culture and traditions, allowing employees to actively participate in the organization's activities. It provides an opportunity for employees from different levels to come together and engage with one another, including interacting with senior management to seek blessings and encouragement for their work ahead before returning to their hometowns. The event serves as a day for both management and employees to bond and demonstrate unity, harmony, and a shared commitment to the organization. By fostering internal relationships and communication, employees gain a deeper understanding of the Company's values. The "Songkran EDM Festival @ PTG Energy" event is designed to create a lively atmosphere while incorporating the organization's core values, particularly the value of "Succeeding Together." It aims to inspire and motivate employees to collaborate and contribute to the ongoing success of the organization.



### 3. Activity: PT, Retiring with Happiness

This event honors retirees within the PTG Energy family, individuals who have dedicated their lives to the Company's mission, showing unwavering commitment and contributing significantly to its success over the years. They have served as exemplary role models in every aspect for their colleagues, serving as guiding lights for employees at all levels to emulate in their pursuit of efficiency and excellence. Recognizing the invaluable contribution of retirees, the Company believes that each individual possesses "inherent value," and retirees, in particular, are valuable human resources who have contributed to both the Company and society for a significant period. Therefore, PTG organizes the "PT, Retiring with Happiness" event to pay tribute to the dignity and wisdom of senior retirees. This event is made possible through the collaborative efforts of management, department heads, and employees from various departments, demonstrating solidarity and teamwork. The event serves as a platform to express admiration for the retirees' accomplishments and to showcase the legacy they have created through their exemplary lives. It also serves as an opportunity to pass on knowledge, skills, and values to the younger generation of employees, inspiring them to continue the retirees' legacy of dedication and excellence. This event is particularly relevant for those who have not yet reached retirement age, as it emphasizes the importance of making meaningful contributions throughout one's career, paving the way for a fulfilling retirement in the future.

### 4. Activity: HAPPY NEW YEAR & MERRY CHRISTMAS 2024

This internal event celebrates the spirit of the festive season within the PTG Energy family. The event includes a New Year gift exchange activity among employees, where lucky draws are held for receiving New Year gifts. Additionally, there is a communal meal where employees come together to share and enjoy food. The event also features an internal mini-concert, highlighting the belief that employees are one of the organization's most valuable resources. Having a skilled workforce positively impacts every aspect of the organization. Attitudes and behaviors of employees significantly influence work outcomes, and frequent changes in personnel can disrupt operations. Therefore, it is essential for the organization to maintain and sustain an efficient and effective workforce. Strengthening employee welfare and morale is crucial for fostering a sense of unity and camaraderie within the organization. Such events provide opportunities for managers and employees to interact closely and engage in activities that promote interpersonal relationships at the grassroots level. Furthermore, they promote a culture of love and solidarity among colleagues, reducing accumulated stress and pressure from work duties. This, in turn, enhances productivity and boosts employee engagement. Following a prolonged period of the Covid-19 pandemic, which led to a decrease in organizational bonding and employee closeness, PTG Energy sought ways to promote opportunities for employees within the PTG Energy Group to engage in recreational activities together during the New Year season. The objectives of this event align with the aforementioned principles and aim to achieve the stated goals.

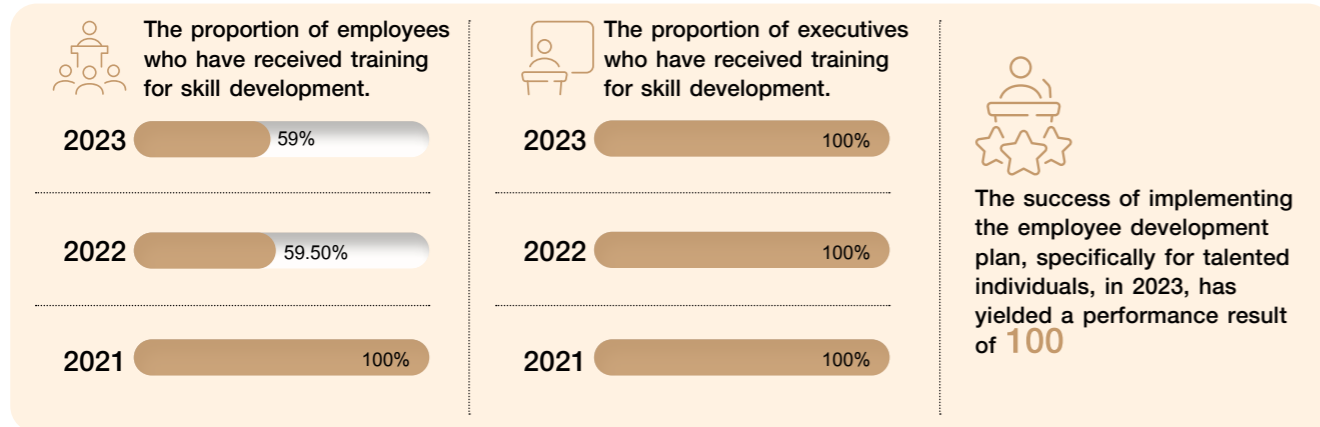


5. Other activities categorized by employee promotion type are as follows:

Approaches	Objectives	Key Activities
Health and Well-being Promotion	<ul style="list-style-type: none"> <li>To foster employee motivation and encourage them to reduce or quit drinking alcohol and smoking, promoting good health and reducing unnecessary expenses. Encourage employees to engage in popular exercise activities and spend quality time together.</li> </ul>	<ul style="list-style-type: none"> <li>During Buddhist Lent, the Company organizes abstaining from drinking activities and smoking cessation initiatives, including drawing and coloring contests. These initiatives coincide with cultural festivities, providing an opportunity to advocate for reduced alcohol consumption and the abandonment of vices, aligning with Thai societal values. Leveraging cultural events allows for the promotion of long-term reduction or cessation of alcohol consumption and other vices.</li> <li>In the 4th quarter of 2023, the Company hosted the Anti-Drug Football PT 2023 Charity Cup, an internal sports competition aimed at fostering camaraderie among employees. This initiative comes after the Covid-19 pandemic, which led to employee isolation and weakened interpersonal relationships, potentially impacting performance. Through activities such as badminton and futsal competitions, it emphasizes mixed-team participation across different departments.</li> </ul>
Mental Well-being	To promote employee well-being, it is essential to equip them with knowledge and understanding of maintaining stable mental health. This includes mitigating the risk of depression and managing stress resulting from work and daily life.	<ul style="list-style-type: none"> <li>Seminar activities for the "Think to GROW" course. In November, the Company conducted a course aimed at unlocking employees' minds to foster creative, positive ideas for problem-solving. The objective was to cultivate mental resilience and foster good mental health.</li> </ul>
Financial Well-being	To empower employees with financial literacy, this includes topics such as debt management, saving strategies, and investment principles. Additionally, PTG seeks to facilitate access to financial resources and institutions offering favorable conditions that benefit the employees.	<ul style="list-style-type: none"> <li>Money Expo activities. The Company hosts Money Expo events quarterly, comprising three main components. Firstly, expert speakers from financial institutions and lecturers from SET provide employees with knowledge on financial management, covering topics such as debt management, savings, and investments. Secondly, there is a segment dedicated to offering financial services to employees in need, including consolidating debt to manage interest rates at reasonable levels below market rates. Finally, employees are provided with space to sell products, offering them opportunities to generate additional income.</li> </ul>

Approaches	Objectives	Key Activities
Employee Engagement	To foster positive relationships among employees, thereby enhancing work productivity and reducing employee turnover rates, which incur substantial hidden costs.	<ul style="list-style-type: none"> <li>Celebration of the 35th Anniversary of PT</li> <li>Songkran EDM Festival @ PTG Energy</li> <li>PT, Retiring with Happiness</li> <li>HAPPY NEW YEAR &amp; MERRY CHRISTMAS 2024</li> </ul> <p>Throughout the year, the Company orchestrates various events aimed at fostering stronger internal relationships within the organization. These events are strategically aligned with social occasions such as anniversaries, Songkran Day, retirement ceremonies, and New Year's Day. The emphasis is placed on facilitating collective engagement among employees through recreational activities and communal acts of merit-making, involving both executives and staff members. These initiatives are designed to cultivate a sense of unity and camaraderie within the organization, especially as the severity of the Covid-19 pandemic begins to ease. During these events, executives distribute gifts to employees and actively participate in the festivities, contributing to a relaxed and enjoyable atmosphere aimed at alleviating accumulated stress and tension.</p> <ul style="list-style-type: none"> <li>ER On Tour</li> </ul> <p>The Company recognizes the significance of fostering teamwork and camaraderie among both central and regional employees. To achieve this, a variety of academic and recreational activities have been meticulously organized. These activities are designed not only to impart knowledge and comprehension of labor laws and human rights principles but also to facilitate team-building efforts within the organization. In 2023, a comprehensive array of events was orchestrated across 7 regions, with 1 to 3 training centers in each region. These activities collectively amounted to 100 hours of training and involved the participation of 1,040 branch managers from over 900 branches. Throughout the execution of these events in various regions, dedicated event organizing teams comprising personnel from the employee relations, internal communications, and Compensation and Welfare Management divisions conducted visits to nearby branches. These visits served the dual purpose of assessing employment conditions and gathering firsthand feedback, suggestions, opinions, and needs directly from the employees.</p>
Employee Performance Promotion	To motivate employees to utilize accepted tools and processes in their work to enhance efficiency. Emphasize collaborative brainstorming sessions to foster self-improvement and team enhancement, aiming to discover innovative work methodologies.	<ul style="list-style-type: none"> <li>5s Activity</li> <li>Kaizen</li> </ul> <p>Promote collaborative projects among employees to enhance work efficiency, leading to reduced working hours, decreased costs, or increased profits. Encourage cross-departmental teamwork to brainstorm innovative ideas aimed at enhancing workflow. These ideas can then be submitted for competition, fostering a culture of creativity and continuous improvement within the organization.</p>

## Results of Personnel Development



## Compensation and Benefits

PTG has a policy of paying for performance (Pay for Performance) to incentivize employees within the organization to produce results. Clear goals and performance indicators are set to enhance efficiency in human resource management and to align with the responsibilities of the employees. Details include:

### Short Term Incentive



1) **Annual Bonus:** The Company adopts a variable pay system for distributing annual bonuses, aligning with its overall performance indicators. This approach fosters shared goals and supports organizational alignment with strategic objectives. Annual bonus payouts are determined based on individual performance evaluations of each employee.



2) **Incentive and Commission Plan:** The Company provides incentive rewards to employees stationed at service stations, coffee shops, or convenience stores, along with commissions for sales teams. These rewards are contingent upon their revenue-generating capabilities and are distributed through diverse payout structures, such as monthly, quarterly, or target-based incentives achieved within short-term periods.



3) **Oil Loss Control Incentive:** The Company operates a reward system aimed at employees engaged in overseeing processes to mitigate oil loss. This incentive is structured to emphasize the efficiency of procedures spanning oil reception, storage, and dispensation.



4) **Service Standard Incentive:** The Company is committed to delivering exceptional customer service. Therefore, this incentive is linked to evaluations of service standards conducted by anonymous customers, known as Mystery Shoppers, to ensure the highest level of customer satisfaction.



5) **Maternity Leave Benefits:** The Company places great emphasis on fostering family-friendly environments and upholding children's rights. As part of the commitment, pregnant employees are entitled to maternity leave for up to 98 days, inclusive of public holidays, with full pay equivalent to their regular working days. During this period, they will continue to receive compensation based on their social security entitlements for an additional 45 days. Moreover, employees with over 1 year of service can take up to 3 days of unpaid leave per year, including any public holidays that occur during their leave.

### Long Term Incentive



1) The Company has instituted a policy that prioritizes motivating and retaining employees to cultivate sustainable performance for the organization in the long term. This includes offering employees the opportunity to purchase company stocks at a set price (Stock Options). As the Company experiences significant profits, employees who hold company stocks stand to gain from the appreciating stock value, along with increased dividends reflecting the Company's continuous growth and success.

2) The Company ensures comprehensive welfare and benefits, including statutory provisions such as social security and retirement funds, to ensure employees receive continuous access to various benefits.



3) The Company actively engages in ongoing external salary benchmarking surveys to fine-tune its internal salary structure. This commitment ensures confidence in equitable compensation and benefits management, both within and beyond the organization, fostering employee motivation and satisfaction.

4) The Company has a policy to care for the health of employees, not only in terms of health and life insurance as required by law, but also provides exercise facilities and supports exercise equipment to ensure that employees are healthy and able to work efficiently.



5) The company has established a welfare committee within the organization to promote employee cooperation and provide recommendations for good welfare benefits to employees. This includes supporting employees to participate in activities both within and outside the organization, as well as promoting employee participation in various activities within the community surrounding the Company's location.

## Proportion of Compensation between Female and Male Employees

PTG practices equal treatment towards all employees without discrimination or segregation based on gender. The Company ensures equal pay rates and compensation for both male and female employees, without favoring any gender. Hiring decisions are based primarily on qualifications and abilities, with no preference given to any gender.

Position	The Ratio of Compensation between Females and Males for 2023
	Average Female Employee Compensation: Average Male Employee Compensation
High-Level Management (Base Salary Only)	0.85 : 1.00
High-Level Management (Base Salary and Other Compensation)	0.88 : 1.00
Management (Base Salary Only)	1.01 : 1.00
Management (Base Salary and Other Compensation)	1.01 : 1.00
Employee	0.76 : 1.00



## Employee Benefits

### 1. PT Flexi Benefit Program

PTG has implemented a flexible benefit system to accommodate and meet the diverse needs of employees within the PTG Energy Group. Recognizing the diversity among employees in various aspects such as age, gender, and status, the Company has enhanced its benefits system by introducing flexible benefit options, including:

- PTG provides a flexible benefit system that allows employees to participate in various company activities and earn points. These points can then be exchanged for cash benefits, such as phone bills or internet expenses.
- Employees can convert their accrued vacation days into points and redeem them for rewards offered within the Company's rewards system, which includes a variety of options based on employee preferences.
- PTG ensures flexibility with a flexible workplace setup and flexible time arrangements, allowing employees to work from anywhere without the need to log their working hours each time.

### 2. Flexible Employment

- PTG recognizes the importance of flexible hiring practices, allowing individuals who are not necessarily full-time employees to collaborate with the Company. This approach opens opportunities for hiring individuals with high potential, specific skills, or for temporary projects that require short-term contractors. The target groups for flexible employment include consultancy (individuals/corporate), contracted or freelance workers (e.g., system developers, designers, graphic/website designers, software developers, in-demand IT professionals), project-based hirers (e.g., booth organizers, event planners), and temporary/part-time workers (e.g., cleaners, gardeners, student workers for weekend or urgent tasks where only job success matters, without strict disciplinary enforcement as per labor regulations), etc. Recruitment decisions are based on skills, knowledge, experience, workload, and quality of work, with specified hourly, weekly, or monthly terms.



### 3. Health at Work Benefit

The Company offers Health at Work services, which include online clinics (Telemedicine) providing online consultations and home delivery of medication. This benefit aims to promote employee health by allowing them to consult with doctors via the Line application without incurring any expenses or needing prior appointments. Furthermore, free medication delivery services are provided. This initiative promotes the Company's flexible work approach and caters to the lifestyle preferences of modern employees effectively.

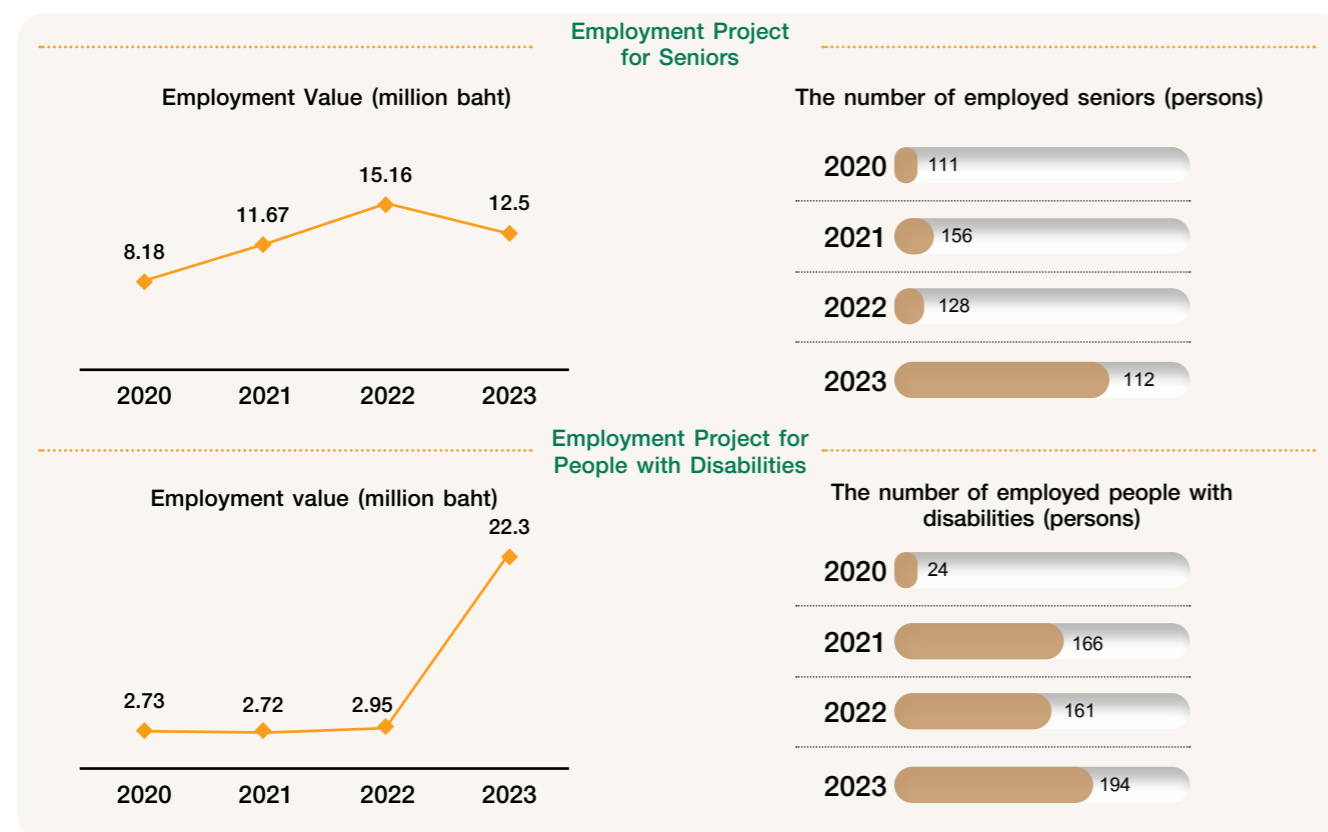


### 4. Max Scholarship Education Fund

The Company promotes and develops its personnel by enhancing their knowledge and skills through education at all levels, from primary to tertiary education. This is facilitated through the "Max Scholarship" program, which provides financial support for employees to pursue further education. The goal is to empower employees to develop themselves, enhance their careers, and improve the organization's capabilities to support its growth. In 2023, a total of 11 employees from operational positions in various stations and stores within the Company's network received scholarships.



**Employment of Persons with Disabilities and other Disadvantaged Groups** PTG prioritizes community and social welfare, supporting disadvantaged groups such as the elderly and people with disabilities. Providing assistance and opportunities for them to sustain their livelihoods independently is one of the Company's objectives.



**1. Hiring disabled persons in accordance with Section 33**

PTG has hired a total of 23 disabled persons, divided into PTG Energy Public Company Limited 1 person, Petroleum Thai Corporation Company Limited 17 persons, and Atlas Energy Public Company Limited 5 persons. Additionally, there have been employment opportunities through various projects:

**Massage Services by the Disabled**

A total of 12 people with disabilities have been employed through a budget allocation of 1,436,640 baht. The objective is to promote employment opportunities for people with disabilities, allowing them to have jobs and create income to support themselves and their families. These employment opportunities are provided through operations at service stations, as follows:

1. Massage Services by the Disabled (Petroleum Thai Corporation Company Limited )

Number of employed people with disabilities: 6  
 Location: Si Kiew Service Station 1 (Max Camp) No. 37, Moo 15, Lat Bua Kaow Subdistrict, Si Kiew District, Nakhon Ratchasima

2. Massage Services by the Disabled (Petroleum Thai Corporation Company Limited )

Number of employed people with disabilities: 6  
 Location: Khao Yoi 1 Service Station (Max Camp) No. 95, Moo 2, Huai Rong Subdistrict, Khao Yoi District, Phetchaburi



**2. Employment of Persons with Disabilities under Section 35**

In 2023, the Company engaged in the employment of persons with disabilities in accordance with Section 35, collaborating with the Association of Persons with Disabilities in the Eastern Region and the Social Innovation Foundation. A total of 171 persons with disabilities participated in the program, which included training in bakery making, support services for organizations, and subcontracted services for public benefit. The total value of the employment amounted to 20,472,120 baht. The details are as follows:

Project Name	Description	Hiring Company	Location	Number of Persons with Disabilities	Regulating Entity
Bakery Maker Training	Training on theoretical knowledge and practical skills in bakery making, aimed at enabling individuals to further their career in the field, generate income, and take care of themselves.	Petroleum Thai Corporation Company Limited	Ang Thong	56 Persons	Association of Persons with Disabilities in the Eastern Region
			Nakhon Nayok	63 Persons	Association of Persons with Disabilities in the Eastern Region
		PunThai Coffee Company Limited	Ang Thong	8 Persons	Association of Persons with Disabilities in the Eastern Region
Supporting Entities	Promotion of training equipment provision to Thai national para-athletes has facilitated full-fledged training for various competitions. Collaborations with local authorities have enhanced accessibility for athletes with disabilities, particularly in document support and knowledge-sharing activities on different benefits and rights.	PTG Energy Public Company Limited	Bangkok	9 Persons	Association of Persons with Disabilities in the Eastern Region
Contracted Services for Public Interest	Collaborating with local agencies to provide opportunities for people with disabilities to work in document-related tasks and various coordination activities.	PTG Logistics Company Limited	Lampang Khon Kaen	13 Persons	Social Innovation Foundation
		Olympus Oil Company Limited	Lampang Khon Kaen Nan	22 Persons	Social Innovation Foundation

**Project Images**

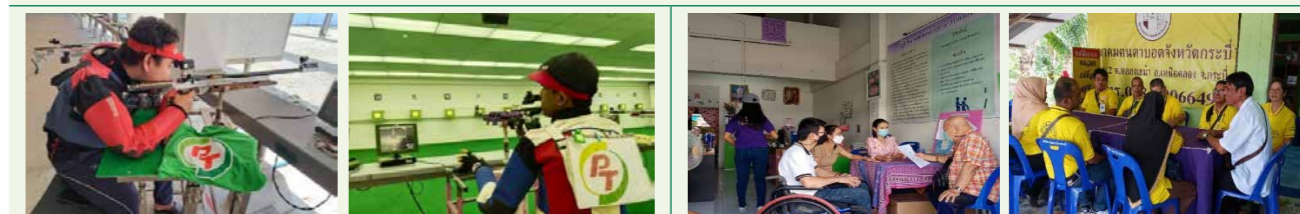
**Training Program: Bakery Maker**



At the Training Center of the Association for People with Mobility Impairments, Sawaengha District, Ang Thong.

At the the Association of Persons with Disabilities in Nakhon Nayok

**Project: Supporting Entities**



At the Association of Persons with Disabilities of Thailand

At local agencies

Project Images

Project: Enhancing Career Opportunities for Individuals with Disabilities or Contracted Services



**Contracted Services: Data Recording Personnel and General Coordination:** Engaged at Subdistrict Health Promotion Hospitals in Lampang, Chiang Mai, and Khon Kaen. Responsibilities include recording patient treatment history, ensuring accurate documentation stored in patient files.



**Contracted Services: Teaching and Learning Coordination:** Provided at the School and the Center for the Development of the Potential of Persons with Disabilities in Lampang. Responsibilities include coordinating and assisting in the preparation of teaching materials for students at the school, as well as aiding teachers in checking students' homework documents.



**Contracted Services: Coordination Staff:** Engaged by the Subdistrict Administrative Organizations in Lampang and Khon Kaen. Responsibilities include liaising with officials for data recording, facilitating document delivery within the agency, and participating in community activities to impart knowledge to local residents.



**Contracted Services: Cleaning Staff:** Engaged at Subdistrict Health Promoting Hospitals in Lampang and Khon Kaen. Responsibilities include cleaning areas, laundering patient gowns and bed linens, and maintaining medical equipment as needed.

**Purchase of Service Station Staff Uniforms from the Association of Persons with Disabilities in the Eastern Region**

As a result of the sewing training program, totaling 609 hours, which PTG has previously supported, some persons with disabilities have utilized the acquired skills to start their own businesses. Others have formed groups to engage in garment sewing. The Association of Persons with Disabilities in the Eastern Region facilitated and provided consultation for these initiatives. In line with this, the Company has supported persons with disabilities by ordering employee uniforms and maternity uniforms. This initiative aims to create opportunities and alternatives for them to pursue careers and generate income. In 2023, the Company supported persons with disabilities by ordering 692 sets of employee uniforms, totaling 124,560 baht, and 720 sets of maternity uniforms, totaling 252,000 baht.



Supporting the disabled community through the purchase of **692** staff uniforms.



**720** maternity uniforms.

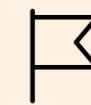


# Occupational Safety and Environmental Conditions at Workplace



## 2027 Goal

- Total Recordable Injuries Rate (TRIR) per one million workhours is equivalent to **0.315**



## Performance against targets (Unit: Per One Million Workhours)



Performance of 2023 = **0.86**



2023 Goal = 0.63



Contractors

Performance of 2023 = **0.69**



2023 Goal = 0.55



Employees

Performance of 2023 = **0.54**



2023 Goal = 0

Notes: Data encompasses the operational sites of

- PTG Energy Public Company Limited (PTG)
- Max Solutions Service Company Limited (MSS)
- Max Card Company Limited (MAX)
- PTG Green Energy Company Limited (PTGGE)
- PTG Logistics Company Limited (PTGLG)
- Atlas Energy Public Company Limited (ATL)
- Olympus Oil Company Limited (OLP)
- Thai Petroleum Corporation Limited (PTC)
- PunThai Coffee Company Limited (PUN)
- Siam Autobacs Company Limited (SAB)

## Commitment

PTG is dedicated to establishing a comprehensive occupational health and safety management system across all operational processes. Its Quality, Security, Occupational Health and Safety, Environmental Policy (QSSHE) serves as the foundation, outlining essential requirements to prevent, control, and minimize impacts. The Company is committed to enhancing services and increasing productivity for all stakeholders involved in the business operations. The Company has announced its [Occupational Health and Safety Commitments of 2023](#), with a focus placed on achieving an accident-free organization, compliant with laws, regulations, and relevant obligations at group, national, and international levels. Its goal is to continuously evolve and become a model organization in occupational health and safety.

## Stakeholder Impact

Establishing a positive organizational image through effective occupational health and safety management significantly influences the community's, customers', and shareholders' confidence in the organization. Furthermore, it directly impacts the workforce's ability to operate safely and remain injury-free, safeguarding against work-related illnesses or injuries.

## Business Impact

Occupational health and safety are paramount to PTG's business operations, as the Company places utmost importance on its human resources. PTG is dedicated to developing robust management systems for stability, safety, occupational health, and environmental sustainability, aligning with global standards and leveraging technology to enhance safety measures. This commitment aims to raise awareness among employees and stakeholders about occupational health and safety, ultimately fostering a culture where everyone can thrive and lead fulfilling lives.

## Challenges and Responsive Actions

### Challenges

The risks and illnesses resulting from employees' and contractors' work pose significant challenges that PTG must confront and manage. Therefore, the Company has implemented the PTG SSHEMS (PTG Safety, Security, Health, and Environment Management System) to oversee occupational health and safety. This system is fundamental, requiring all business units to adhere to the governance policy established since 2022. The objective is to reduce workplace accidents and injuries, aiming to standardize occupational health and safety across the Group.

### Responsive Actions

#### Organizational Management System for Safety, Occupational Health, and the Environment



PTG has integrated the PTG Safety, Security, Health, and Environment Management System (PTG SSHEMS) with the Occupational Health and Safety Management System (ISO 45001:2018) to establish a systematic approach to management. This

initiative aims to enhance the work environment, making it safer, more conducive to productivity, and free from accident risks. Furthermore, it involves training and educating employees to equip them with knowledge, skills, and awareness regarding safety practices in their work duties.

#### Identifying Potential Hazards Related to Work (Risk Assessment)

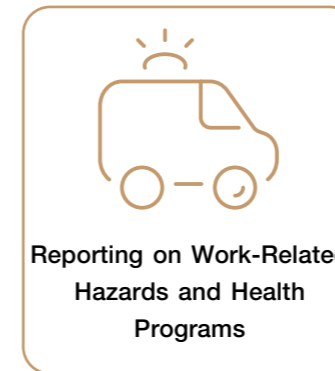
PTG systematically evaluates hazard indicators, identifies environmental concerns, assesses risks and opportunities related to safety, health, and the environment in operational processes, product manufacturing, and service provision. This assessment considers the life cycle perspective, encompassing changes or adaptations in normal and abnormal conditions, including emergency situations as follows:



A process has been established to identify hazards within the management system. This process takes into account factors such as work practices, social influences, negative impacts from consulting engagements, leadership qualities, organizational culture, recurring and non-recurring activities and situations, as well as hazards arising from infrastructure, materials, and equipment. The safety and environmental teams utilize the identified hazard indicators to adapt and enhance safety and health management practices. In the risk assessment process, comprehensive coverage of stability, safety, health, and environmental aspects is ensured across all operational processes.



The health risk assessment process examines various factors that employees may encounter, including exposure duration and existing preventive measures. It encompasses health check-up plans for new hires, changes in job responsibilities impacting different risk factors, annual health check-ups, and specialized health assessments for roles involving specific risks such as confined space work or hazardous material transportation. This ensures that employees maintain good health suitable for their work environment. If health risks are identified, immediate control and mitigation measures are implemented to minimize any adverse impacts on employees' health resulting from their job duties.



Divided into 3 types:

- Reporting on Work-Related Accidents and Incidents
- Reporting Unsafe Acts and Unsafe Working Conditions
- Reporting Non-Compliance with Regulations and Laws Identified During Internal Assessments

## Outcomes of Risk Assessment 2023

The results of the annual safety risk assessment for 2023 revealed significant high-level risks and opportunities in safety, including motorcycle driving, hazardous material transportation, and working at heights. Measures have been implemented following the Hierarchy of Controls, ranging from installing guardrails on the back of hazardous material transportation vehicles to providing safety driving and equipment usage training, conducting pre-operation vehicle inspections, and procuring personal protective equipment/helmets for employees required to operate motorcycles. These measures aim to mitigate the risk of accidents resulting from the work activities of employees and contractors within the Group.

## Establishing safety topics as key performance indicators or departmental evaluations

PTG has established key performance indicators (KPIs) as objectives and targets to guide its management of security, safety, occupational health, and environmental aspects. The Safety and Environmental Department has identified the Total Recordable Incident Rate (TRIR) as the primary KPI for measuring the effectiveness of operations in accordance with quality standards. Additionally, objectives, targets, and plans regarding security, safety, occupational health, and environmental aspects have been defined.

Indicator	Target	Performance
Total Recordable Incident Rate (TRIR) (persons per two hundred thousand safety hours)	0.126	0.171
Total Recordable Occupational Health illness Rate (TORIR) (persons per two hundred thousand safety hours)	0	0
Major Truck Accident Rate (MTAR)	0	0.012
Frequency of safety incidents (occurrences)	-	97
Number of fire incidents requiring the use of fire extinguishers for containment	-	14
Frequency of oil/gas spills impacting safety and the environment (occurrences)	-	1
Frequency of chemical substance spills impacting safety and the environment (occurrences)	-	0
Frequency of safety incidents in the production process (Tier 1, Tier 2) (occurrences)	0	0

Note: The scope covers only the operational areas of PTG Energy Public Company Limited (PTG) and PTG Logistics Co., Ltd.

## Promoting a safety culture and fostering employee participation in developing occupational health and safety management systems

### Safety So Easy



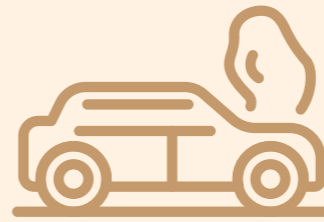
To develop a unified standard for occupational health, safety, and environmental management within the organization (PTG SSHEMS) / Implement SSHE standards across the Group. This includes declaring the commitment of top management, middle management, and supervisors to these standards.

### Zero Accident Campaign



To promote participation in preventing workplace accidents and reduce the incidence of hazards in business operations to zero.

### Safe Driving



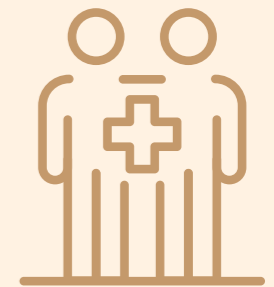
To advocate for reducing injury rates from vehicle accidents, PTG distributes helmets to employees required to drive as part of their duties and provides them with proper driving and helmet-wearing training.

### Safety Clinic



To empower service station employees, the Company encourages their active participation in safety consultations and provides guidance on safety measures.

### Excellent Occupational Health and Safety Establishment



In order to elevate safety and occupational health standards to comply with Thai laws and enhance the Company's reputation, we aim to receive provincial and national awards in the future.

## Results of the occupational health, safety, and environmental training conducted in 2023

Training and development in occupational health and safety are paramount for efficient operations, ensuring that employees possess the knowledge and skills required by law and can perform their duties safely. The Company meticulously plans and implements training programs to enhance the competency of its workforce, focusing on:

Course	Number of Batches	Number of Participating Employees	Satisfaction Level (5 Points Maximum)
<b>Course on Prevention and Control of Emergencies</b>			
Initial Fire Suppression Training	20	810	Satisfaction with the training provided is rated as Good, at an average score of 4.33.
Advanced Fire Suppression Training	2	63	Satisfaction with the training provided is rated as Good, at an average score of 4.52.
Emergency Response Full Scale Exercise	6	132	Satisfaction with the training provided is rated as Good, at an average score of 4.89.
<b>Occupational Health, Safety, and Environmental Training Course</b>			
Occupational Safety, Health, and Environmental Conditions in the Workplace (Basic Safety)	10	1,555	Satisfaction with the training provided is rated as Good, at an average score of 4.00.
Safety Officers at the Supervisory Level	7	333	Satisfaction with the training provided is rated as Good, at an average score of 4.15.
Safety Officers at the Management Level	8	366	Satisfaction with the training provided is rated as Good, at an average score of 4.13.
Workplace Safety, Health, and Environmental Committee	2	69	Satisfaction with the training provided is rated as Good, at an average score of 4.51.



Course	Number of Batches	Number of Participating Employees	Satisfaction Level (5 Points Maximum)
<b>Training Course for Operational Personnel on Fuel Oil Control"</b>			
Gas station operators	27	1,887	Satisfaction with the training provided is rated as Good, at an average score of 4.64.
Distributors and bulk petroleum gas storage facility workers	5	212	Satisfaction with the training provided is rated as Moderate, at an average score of 3.85.
LPG filling station workers	8	379	Satisfaction with the training provided is rated as Good, at an average score of 4.76.
Oil depot and pipeline transportation system workers	1	22	Satisfaction with the training provided is rated as Good, at an average score of 4.78.
<b>Total</b>	<b>96</b>	<b>5,828</b>	

### Safety Promotion for Contractors

#### Communicating safety requirements during the selection process of contractors for commercial service stations (Model A)

The Safety and Environmental Department has established oversight units to regulate and supervise the security, safety, occupational health, and environmental aspects of contractors. In the process of overseeing contractor safety, the following actions are taken:



**Selection Process:** PTG conducts a rigorous selection process to choose contractors who are well-prepared to manage security, safety, occupational health, and environmental aspects. This involves establishing safety requirements as part of the bidding process, which are included in the Terms of Reference (TOR). Contractors are informed of these requirements before the bidding process commences to ensure their understanding and compliance



**Supervision:** PTG provides comprehensive training on security, safety, occupational health, and environmental matters to contractors during the bidding process, in accordance with legal requirements. Moreover, during the execution phase, PTG implements a Permit to Work system and requires contractors to submit Job Safety and Environmental Analysis (JSEA) reports. This ensures that contractors' operations are controlled and supervised under risk management plans. Additionally, the Safety and Environmental Department regularly conducts random inspections of contractor operations to ensure that control measures are effectively implemented and risks are mitigated in practice

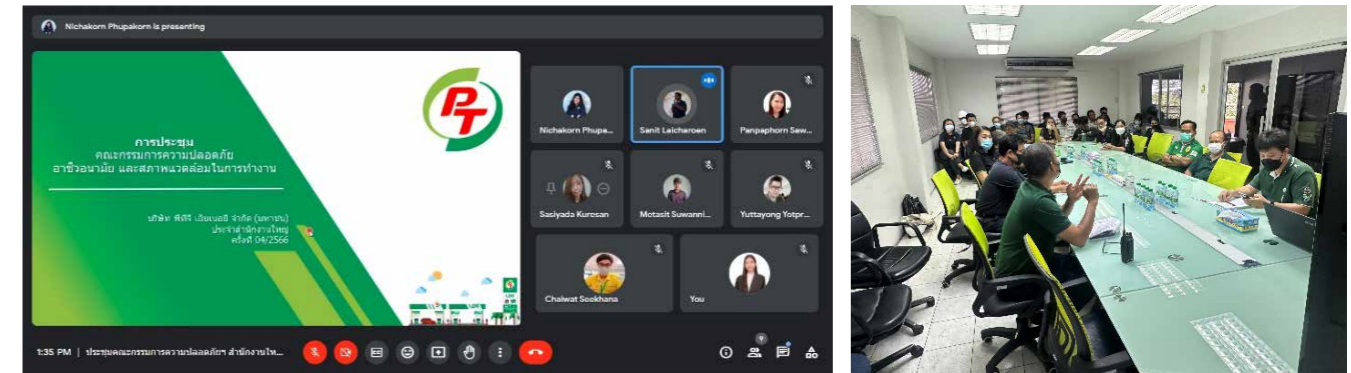


### Developing and communicating safety regulations for contractors

The Safety and Environmental Department has developed a safety manual for controlling high-risk work practices for contractors. This manual serves as a guideline for contractors engaged in construction activities for the Group, ensuring compliance with legal requirements regarding safety and environmental conditions. It includes procedures for reporting accidents of contractors to the Company. The manual covers contractors working within the scope of operations at gas stations, LPG stations, Max Mart convenience stores, PunThai Coffee shops, Coffee World cafes, Autobacs maintenance service centers, Protruck transportation services, Max Camp service points, and a group of liquid petroleum and gas transportation companies. Through training sessions organized by the Company, contractors' workers receive comprehensive safety training before commencing work. The training covers the following details:



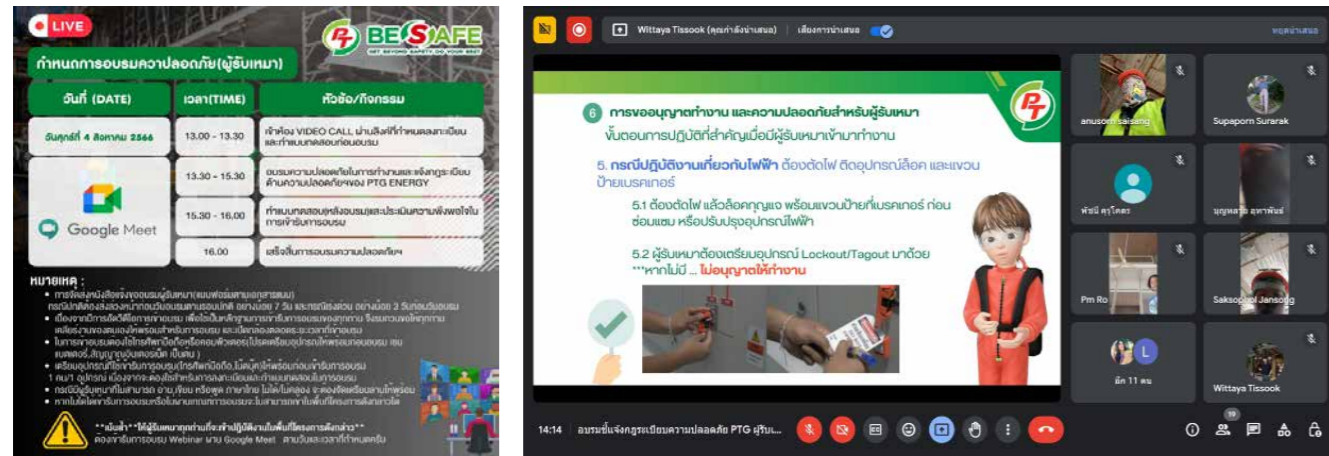
#### Meetings of the Workplace Safety, Health, and Environmental Committee



#### Fire and Evacuation Drills

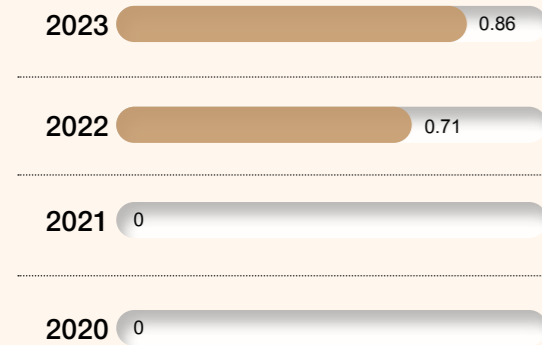


Training Program on Workplace Safety for Contractors

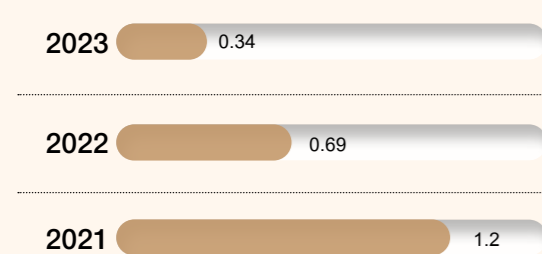


Operational Safety Statistics for the Year 2023

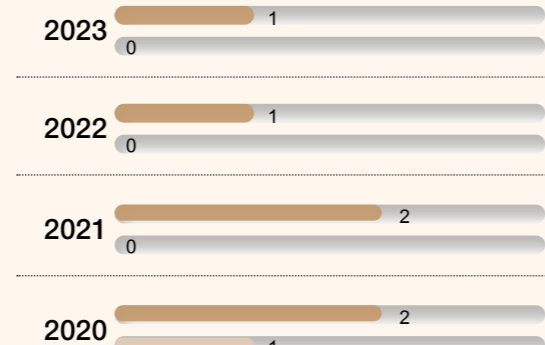
TRIR per one million workhours of employees



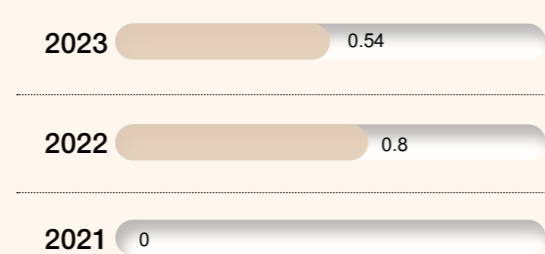
LTIFR per one million workhours of employees



Number of Employees/ Contractors Fatally Injured in the Line of Duty (persons)



LTIFR per one million workhours of Contractors



\*Notes:

- Data encompasses the operational sites of PTG Energy Public Company Limited (PTG), Max Solutions Service Company Limited (MSS), Max Card Company Limited (MAX), PTG Green Energy Company Limited (PTGGE), PTG Logistics Company Limited (PTGLG), Atlas Energy Public Company Limited (ATL), Olympus Oil Company Limited (OLP), Thai Petroleum Corporation Limited (PTC), PunThai Coffee Company Limited (PUN), and Siam Autobacs Company Limited (SAB)

Furthermore, the Company has implemented measures for accident control and prevention in a systematic manner. Continuous safety training, basic fire extinguisher training, as well as emergency evacuation drills, are conducted regularly for employees to instill safety awareness. Additionally, health assessments related to occupational risks are carried out before employees commence their duties.



# Human Rights

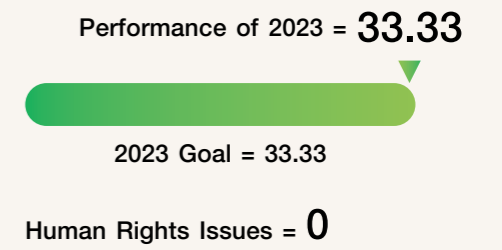


## 2027 Goals

- Full coverage of PTG employees and subsidiaries trained in human rights and labor rights: **100%**
- Cases where the Company is alleged or sued for human rights violations: **0**



## Performance against targets (Unit: Percent)



Note: The target group for training includes employees at high risk, such as station service managers and managers in operational areas of oil depots.

## Commitment

PTG recognizes the importance of respecting human rights and labor practices for everyone. Therefore, the Company will treat everyone equally and support, promote human rights, and avoid any actions that violate human rights. Additionally, it will ensure compliance with labor laws and regulations fairly. With this in mind, PTG sets forth practices for its management and employees to treat each other with respect, dignity, and equality, regardless of differences. Care will be taken to prevent any risk of human rights violations in business operations. PTG will also monitor and report to superiors to prevent any discriminatory actions. Equal treatment will be practiced in all employment processes, including recruitment, compensation, working hours, rest days, job assignments, performance evaluations, training and development, progress planning, and other areas. The Company will not engage in forced labor, human trafficking, or child labor, and it will prioritize employee health, safety, and environmental well-being to ensure a good quality of life for all employees.

## Stakeholder Impact

PTG demonstrates high respect for human rights within the boundaries set by the Company. Consequently, there is a firm commitment to providing assistance or support to affected stakeholders in case of human rights violations, which is considered legal complicity. Moreover, human rights violations may impact vulnerable groups that require special care.

## Business Impact



The impact on PTG's business resulting from human rights violations can be diverse and wide-ranging, affecting various dimensions of the Company's operations. Human rights violations have widespread implications not only within the incident's scope but also for all affected stakeholder groups. Therefore, apart from addressing and mitigating incidents related to human rights violations, the Company may also require assistance from independent and credible external organizations to resolve issues collaboratively. This collaboration enhances the fairness and credibility of the human rights remediation process, ultimately influencing the organization's long-term image and business operations.

### Challenges and Responsive Actions Challenges

Addressing various issues such as fair labor practices and employee rights is crucial for companies, requiring management practices aligned with international standards, laws, and regulations, which can be complex, especially when dealing with diverse and culturally different workforce. Therefore, emphasis should be placed on adhering to human rights standards and avoiding risks that may impact the reputation, legal consequences, and safety of stakeholders affected by the Company's activities. Utilizing policies that prioritize human rights, comprehensive auditing processes, and transparent communication are essential for companies seeking to responsibly manage these challenges.

### Responsive Actions

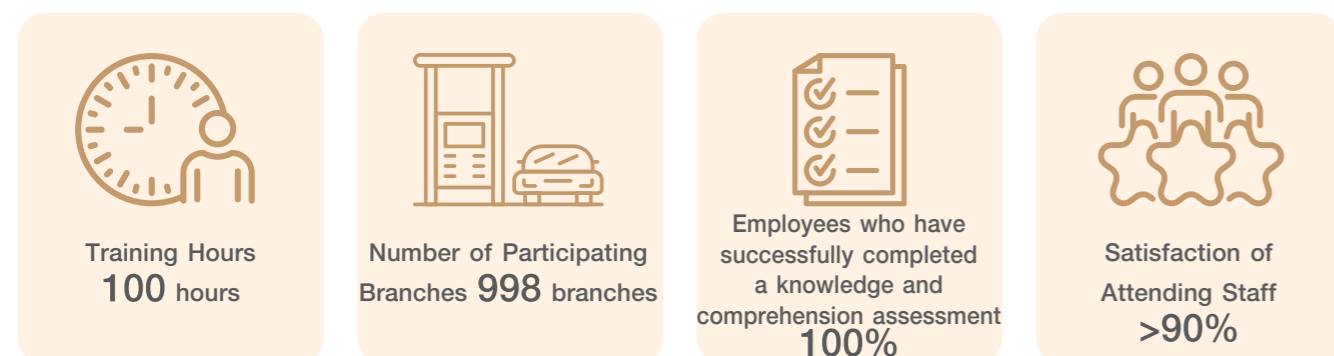
Establishing policies related to human rights and combating violations and discrimination in the workplace is paramount for PTG. The Company has developed human rights policies and practices in compliance with labor laws and relevant regulations throughout its operations. Additionally, PTG incorporates the principles of international human rights agreements, such as the United Nations Global Compact (UNGC) and the United Nations Guiding Principles on Business and Human Rights (UNGPs), adapting them to fit the business context appropriately. Furthermore, the company conducts business responsibly by adhering to principles of transparency, ethics, respect for human rights, and promoting social equality. To support human rights compliance and manage potential impacts along the value chain, PTG has implemented a comprehensive Human Rights Due Diligence process to address human rights-related risks and foster a culture of respect for human rights within the organization.

Furthermore, freedom of association is considered essential. The Company is committed to establishing a welfare committee in the workplace to mitigate conflicts and prevent disputes by utilizing principles of fair labor relations. Additionally, it provides opportunities for employees to propose ideas and suggest appropriate welfare measures, thereby reducing conflicts and fostering good relations between employers and employees.

### Human Rights Communications and Promoting Activities

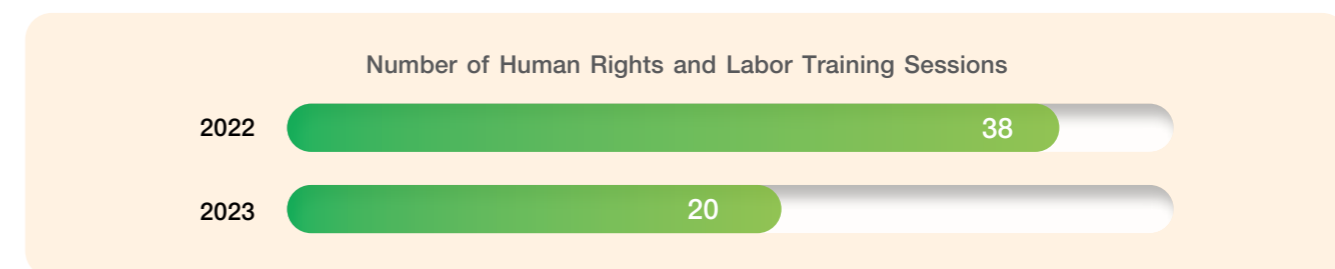
#### Reviewing knowledge and understanding of labor laws and practices, as well as conducting activities related to labor relations and workers' rights

PTG recognizes the importance of continuously reviewing knowledge, understanding, and communicating information regarding good labor relations practices and staying up-to-date with human rights principles. Therefore, practical training sessions have been conducted regularly for supervisors who carry out their duties in the field. This ensures that supervisors execute their responsibilities correctly. As part of this initiative, the "ER On Tour" training program has been organized nationwide, with participation from supervisors at various levels, including branch managers, district managers, and regional managers. The training sessions, divided into 8 regions, consist of 1 to 3 training centers each.



PTG has designated units responsible for providing training to new supervisors on labor laws, good labor relations practices, and human rights principles directly. Staff from the internal relations and communication department, who are knowledgeable in these areas, conduct the training. The objective is to ensure that all new supervisors can carry out their duties and oversee subordinates correctly and fairly, without violating employee rights, and are aware of their own rights as employees of the organization. Training is provided in various formats, including Online, Onsite, and Hybrid, taking into account the suitability and safety of all new supervisors. A total of 12 training sessions have been conducted, with 1,140 new supervisors participating in the training program.

Activities/Training Courses	Number of Attending Employees	The Ratio of Attending Employees to Total Employees (%)
ER On tour	1,040	5.78%
Basic Labor Law and Human Rights Principles for Supervisors	1,140	6.33%

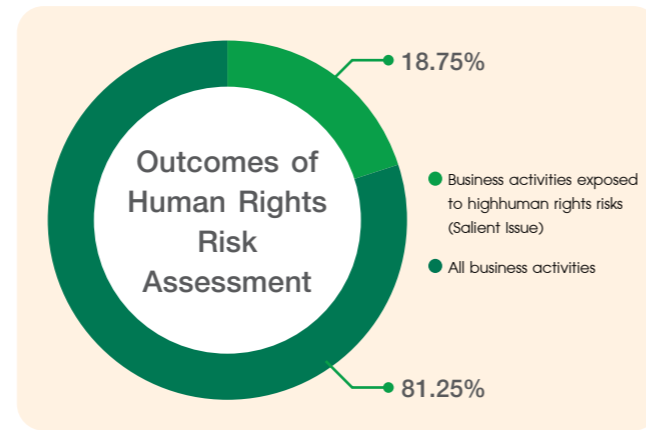


### Human Rights Risk Assessment 2023

PTG conducts a comprehensive human rights risk assessment across its entire value chain every three years. In 2022, 100% of both oil and non-oil business activities underwent human rights risk assessment under the organization's sustainability risk management framework. This assessment considers various aspects of human rights risks, covering individuals who may be affected, including employees, communities, and the environment, as well as partners, contractors, and customers. Key areas assessed for human rights risks include:

Rights of Employees	Rights of Communities and the Environment	Rights of Suppliers and Contractors	Rights of Customers
<ul style="list-style-type: none"> <li>Discrimination</li> <li>Health and Safety</li> <li>Data Privacy</li> <li>Employment Conditions</li> <li>Freedom of Association and Collective Bargaining</li> <li>Illegal Employment Practices (Child Labor, Forced Labor, and Migrant Labor)</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety</li> <li>Community Livelihood Standards</li> <li>Access to Water and Healthcare</li> <li>Land Acquisition</li> </ul>	<ul style="list-style-type: none"> <li>Discrimination</li> <li>Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>Discrimination</li> <li>Health and Safety</li> <li>Data Privacy</li> </ul>

Upon evaluating the human rights risks within the Company, it was found that 18.75% of business activities were at a high level of risk (Salient Issue), particularly concerning health and safety issues impacting communities and customers. Accordingly, the Company has implemented preventive and mitigation measures for each identified human rights risk issue to ensure effective management and minimize the likelihood of human rights violations affecting stakeholders.



### Decent Labor Practices, Equality, and Diversity

PTG respects the diversity of all employees and ensures equal treatment in compliance with human rights and labor laws, covering regulations from hiring practices to working conditions, wages, work hours, holidays, and workplace safety. Its HR team takes responsibility for enforcing compliance with these regulations to foster equality and respect for the human rights of all employees. Additionally, the Company prioritizes preventing violations and discriminatory practices through the enforcement of policies against such behaviors. Every business activity within its premises must adhere to and refrain from any form of violation or harassment toward company employees. PTG emphasizes diversity and prevent discriminatory practices in all forms, backed by clear penalties for violators, including warnings, suspension, and termination of employment contracts. Furthermore, it promotes gender equality within the organization, providing equal opportunities for professional growth and welcoming diverse perspectives for sustainable organizational development.

Gender Equality		
<p><b>Ratio of Female Employees to All Employees</b> 64.85%</p>	<p><b>Female Management</b> 34.60%</p>	<p><b>Junior Management</b> 38.06%</p>
<p><b>Top Management</b> 25.00%</p>	<p><b>Female Executives in Revenue-generating Departments</b> 26.92%</p>	<p><b>Female Employees in Units Related to Science, Technology, Engineering, and Mathematics (STEM)</b> 53.53%</p>

### Freedom of Association The Election of Welfare Committee at the Establishment

The Company is dedicated to establishing a welfare committee within the workplace aimed at alleviating potential conflicts that could escalate into labor disputes. Adhering to the principles of equitable labor relations, this committee engages in collaborative activities, affording employees the opportunity to express their viewpoints to management openly. By providing tailored welfare benefits that meet the diverse needs of employees, the Company seeks to minimize conflicts and nurture positive relationships between employers and employees, serving as a channel for employees' concerns. The organizational structure of the committee tasked with managing work includes a chairman overseeing welfare matters, serving as the primary liaison with different departments. A secretary is responsible for documenting meetings, compiling necessary documents, while representatives act as advocates for employees within their divisions. They relay employees' opinions and needs during scheduled meetings, fostering discussions and ensuring decisive action on meeting resolutions. Additionally, they monitor work progress, disseminate updates to employees, and assess proposed welfare benefits for presentation to employers, taking into account feasibility, available resources, and economic conditions.



**Thailand Labor Management Excellence Award 2023**

PTG Energy Public Company Limited and Petroleum Thai Corporation Company Limited have been honored with the "Thailand Labor Management Excellence Award 2023" for the seventh consecutive year. This prestigious award was conferred by the Department of Welfare and Labor Protection, Area 5, Bangkok, to acknowledge and commend establishments that demonstrate exceptional management of labor relations and welfare systems.



## Engage and co-create value with society and the environment

Focus on building relationships and promoting good quality of life for society and communities, as well as mitigating impacts on the environment.

### Key Indicators



Number of communities engaged through social activities (since 2020):  
**199** communities



Significant oil and chemical spills (more than 100 barrels/incident):  
**1** incident



Installation of  
**49** EV Charger stations



Greenhouse gas emissions (Scope 1 & 2):  
**87,577** metric tons of carbon dioxide equivalent



Utilization of Solar Roof renewable energy at the operational site:  
**1.3** million kilowatt-hours



Proper disposal of  
**100%** of hazardous waste and garbage



Equivalent reduction in greenhouse gas emissions:  
**536.43** metric tons of carbon dioxide equivalent per year



Community satisfaction with participation in activities:  
**96.6 %**



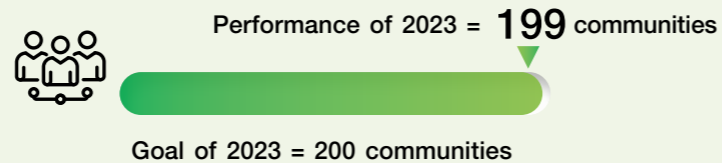
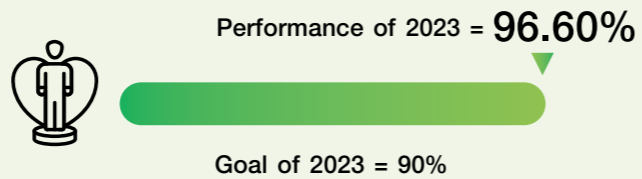
# Social and Community Responsibility



## 2027 Goal

- The community satisfaction rate in participating in these activities exceeded or equaled **90%**
- The cumulative number of communities actively engaged by the organization through the PT Volunteer Camp initiative is **500**

## Performance against targets



Note: The number of communities that organizations have engaged with through social activities accumulated since the base year of 2020.

## Commitment

PTG acknowledges the critical role of active engagement in promoting the welfare of society, communities, and the environment. It is dedicated to conducting its business ethically and responsibly across the entire value chain. The Company's commitment extends to supporting a range of initiatives in healthcare, education, and livelihoods, aimed at improving the quality of life for individuals within communities and society at large. Additionally, PTG actively advocates for environmental conservation, striving to reduce environmental impacts through ongoing assessment and enhancement of our social projects. Through these sustained efforts, it aims to effectively address emerging social and environmental challenges.

## Stakeholder Impact

The Company's social responsibility significantly impacts the development of both communities and society at large. Whether it is in education, healthcare, livelihood infrastructure, or environmental conservation, the Company plays a pivotal role in fostering sustainable communities and societies. As such, it has a vital role in creating a sustainable society and balanced economy by addressing challenges in the environment, society, and economy. This is to support the overall well-being of communities and society, promoting enduring positive impacts.

## Business Impact

The Company's social responsibility activities or projects help create opportunities for employment and stimulate economic growth in the areas where it operates. This, in turn, contributes to raising living standards and reducing poverty levels. Conducting business responsibly also attracts investment and positively impacts the organization's reputation. Furthermore, it fosters trust among communities, employees, customers, and other stakeholders, ultimately leading to enhanced customer loyalty.

## Challenges and Responsive Actions

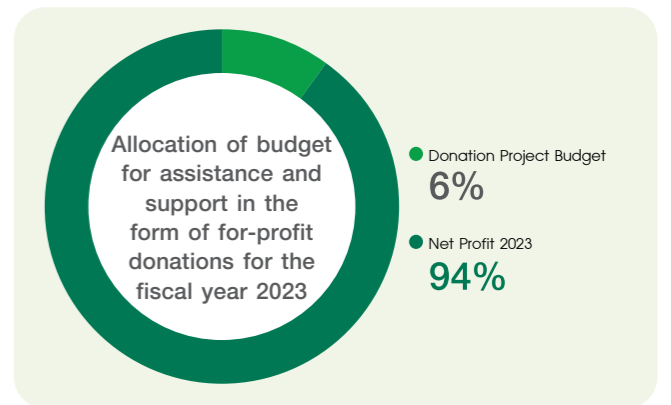
### Challenges

The economic challenges faced by both Thailand and many countries worldwide are having an impact on the ability to effectively and efficiently demonstrate social responsibility. This includes ensuring equal access to products and services for all demographics, provided by both the public and private sectors, as well as creating income and supporting livelihoods, even extending to providing educational opportunities. PTG is working diligently to support a high quality of life within communities by developing businesses, promoting careers, and incomes within the community, including supporting farmers, vulnerable groups, and promoting education opportunities. Its aim is to minimize the impact of business activities that may adversely affect communities, thus reducing conflicts between communities and organizations, while fostering sustainable growth opportunities alongside the community.

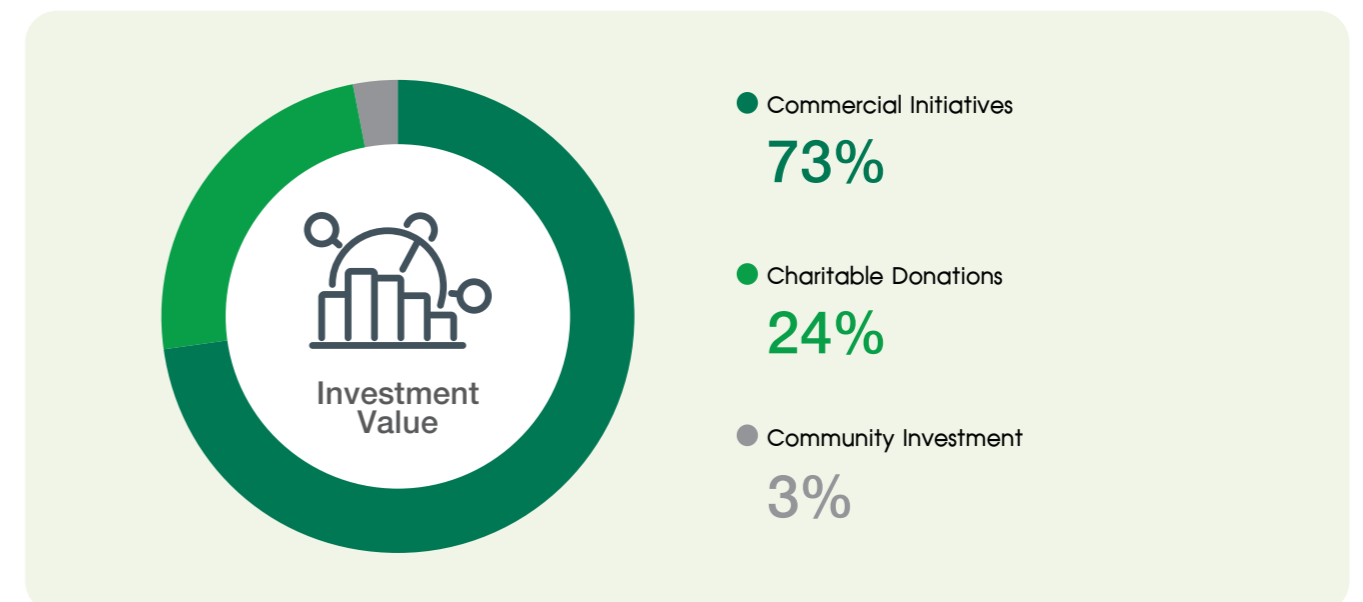
### Responsive Actions

PTG has developed a strategy for social responsibility and a framework for implementing social responsibility projects, focusing on building relationships and engaging with communities, society, and environmental conservation, in line with the concept of earning a License to Operate and supporting sustainable development goals to maintain business sustainability, meet stakeholder expectations, and prevent potential impacts from business operations on communities, society, and the environment. The strategy includes the following key components:

- Building community engagement through site-based social responsibility projects that emphasize creating shared value.
- Establishing networks and collaborations to support community development, society, and environmental conservation efforts.
- Promoting social responsibility projects based on three key components: improving quality of life, promoting elderly care, and fostering environmentally conscious lifestyles.
- Supporting the involvement of key stakeholders, such as communities, government agencies, customers, partners, and employees.



## Type and Social Investment Proportion



## Promotion of Labor and Local Ingredients

Type	Value
Promoting Local Raw Materials and Agricultural Produce	18,918,785 baht

## Promotion of Local Ingredients

PTG is dedicated to creating mutual value by leveraging locally-sourced ingredients to develop beverages under the PunThai Coffee brand. It meticulously selects premium-quality ingredients tailored to each season, crafting innovative and unique beverage offerings. This initiative not only fosters economic empowerment within the community but also enhances the Company's product portfolio, providing customers with a rich variety of options. For example, the Company has introduced new beverage menus featuring agricultural produce sourced directly from local farmers, including authentic Southern mini mangoes from Singhanakhon District, Songkhla Province; tea leaves from Singha Park, Chiang Rai Province; 100% Arabica coffee beans from Doi Saket District, Chiang Mai Province; palm sugar from Songkhla Province; locally grown tangerines from Chanthaburi Province; strawberries no. 80 from the Mae Ngon Valley Development Project, Chiang Mai Province; as well as milk and corn seeds from the National Corn and Sorghum Research Center (Suwan Farm), Kasetsart University.



- Local raw material purchases: **14.7** million baht
- Revenue from selling beverages incorporating locally-sourced Ingredients: **130** million baht



## Supporting and Purchasing Agricultural Products

PTG has forged a partnership with the Department of Internal Trade, Ministry of Commerce, acting as a conduit for procuring and disseminating agricultural produce from farmers grappling with economic adversities. This collaboration is part of the "Together, PT Helps Egg Farmers" initiative, which involves distributing free eggs. The objective is to alleviate the challenges faced by egg farmers due to plunging egg prices and market oversupply. Additionally, the Company has undertaken the "Refill LPG to Get Free Fantasy Mangoes" initiative to support farmers and bolster their income. Under this campaign, the Company purchases Fantasy mangoes, encompassing five distinct varieties—Nam Dok Mai, Red Jakkraphat, Jin Huang, R2E2, and Mahachanok, from farmers in the northern region. These mangoes are then given as rewards to customers who are members of the PT Max Card program.



- Purchase of Agricultural Products: **4.22** million baht









## Key Social Initiative Project: Segmented Community Development Components

The company carries out social and community responsibility projects by dividing its operations into two categories: (1) Long-term community development and organizational image enhancement projects, and (2) Social investment projects for business benefits. The key operational details are as follows:

Project/Activity	Scope	Objectives	Performance of 2023
<b>Investing in Communities to Foster Relationships and Corporate Image</b>			
PT Volunteer Camp	Quality of life Elderly society Environment	The organization has social and environmental responsibilities, aiming towards sustainable development.	The Company had conducted projects in various communities: Ban Bueng Phra, Mueang Phitsanulok District, Phitsanulok Province; Ban Pang Hin Fon, Mae Chaem District, Chiang Mai Province; Ban Samnak Thon, Ban Chang District, Rayong Province; and Ban Nong Khai Nam, Nong Khae District, Saraburi Province. A total of 248 employees participated, distributing 1,600 pairs of eyeglasses, and planting a total of 3,800 trees.
Eco-Friendly Disposal: How to Dispose	Community Environment	The focus is on conserving the environment and ensuring the safety of the community surrounding the gas stations that operate sustainably. Therefore, PTG has initiated the project "HOW TO Dispose" to promote understanding of proper waste separation, including the conversion of wet waste into organic waste bins. Additionally, it provides knowledge on safe use of cooking gas in households.	The Company supported PT cooking gas, provided funding for contracted teachers, grants for employees' children, and conducts waste separation training and organic waste bin creation. It had distributed categorized waste bins, organic waste bins, and even vegetable growing equipment and tilapia fish fry with feed, among others. Additionally, it supplied educational materials and sports equipment, sports uniforms for children and teachers, as well as necessary medicines and medical supplies

Project/Activity	Scope	Objectives	Performance of 2023
"Serve Happiness: Delivering Knowledge to the Community" in collaboration with OPPY CLUB	Safety, Occupational Health, Environment	To demonstrate the organization's social and environmental responsibility, aiming towards sustainable development as the ultimate goal.	Safety training session "PTG Cooking Gas: To Serve You with Care" was conducted, followed by a lunch gathering. Additionally, there were recreational gaming activities with prizes, involving teachers, students, and members of the OPPY Club, along with marketing team members and safety training team from PTG.
I'll Do It for You	Quality of Life	To engage in community service activities and promote experiential learning beyond textbooks, ultimately improving quality of life in society. Support access to nutritious midday meals for children and youth, and contribute to the enhancement of educational quality.	The Company supported cooking gas for preparing midday meals, offering it to community staff and volunteers participating in activities. Additionally, there were training sessions on waste segregation and composting bin creation, along with the provision of categorized waste bins and sports uniforms for students and teachers.
Fire Mentorship Program	Safety and Occupational Health	<ul style="list-style-type: none"> <li>To ensure safety in educational institutions and workplaces while enhancing confidence in the safety protocols among students, faculty, and participants.</li> <li>To integrate safety and occupational health courses into the university's curriculum.</li> <li>To offer training sessions for participants to familiarize themselves with safety procedures and be prepared for emergencies.</li> <li>To instill understanding and awareness of individual responsibility in fire drills and evacuation procedures.</li> <li>To promote sales, promotions, and expand customer base.</li> </ul>	Participants underwent theoretical training on the components of fire, types of fuel, proper firefighting methods, the use of fire extinguishers, emergency evacuation procedures, fire escape, and the psychological aspects when a fire incident occurs. This training extended to practical fire suppression exercises.
Oil Depot and Surrounding Community Environmental Project	Safety, Occupational Health, and Environment Quality of Life Community	<ul style="list-style-type: none"> <li>To develop environmental promotion projects and instill environmental awareness among internal employees within the oil depots.</li> <li>To create a better environment and improve quality of life for communities surrounding the oil depots.</li> </ul>	Training sessions were conducted to educate on waste separation and reduction, along with organizing tree planting activities to improve the environment within the depots. Additionally, tree saplings and consumer goods have been distributed to communities near the depots to increase green spaces and foster good relations with the community. This initiative involves the following oil depots: Phitsanulok Oil Depot, Surin Oil Depot, Lampang Oil Depot, Nakhon Sawan Oil Depot, Mae Klong District Oil Depot in Samut Songkhram Province, Chumphon Oil Depot, Khon Kaen Oil Depot, and Pak Thong Chai District Oil Depot in Nakhon Ratchasima Province.

Project/Activity	Scope	Objectives	Performance of 2023
<b>Social Investment with a Focus on Business Development</b>			
Career Promotion for the Elderly	Quality of Life Elderly Society	To promote and support elderly individuals to engage in occupations suitable for their age and experience, enabling them to generate stable income.	Supported the employment of elderly individuals in business establishments, totaling 1,185 people, with a value of 12,537,624.58 baht.
Auto Transform Project: LPG should have been the choice	Quality of Life	<ul style="list-style-type: none"> <li>To provide relief to citizens still grappling with the ongoing economic challenges.</li> <li>To assist individuals impacted by the persistent fluctuations in oil prices.</li> <li>To offer support for service fees and installation expenses related to LPG gas kits.</li> <li>To grant discounts of up to 5,000 baht on LPG gas refills as part of the program, accompanied by PT Max Plus membership cards.</li> </ul>	The project was geared towards transitioning fuel consumption to LPG by equipping vehicles owned by the general public with new fuel systems, thereby cutting down on fuel expenses compared to using NGV or oil. Project participants had LPG installations carried out by certified automotive gas installation centers that adhered to standards and quality criteria accredited by the Department of Land Transport. By the end of 2023, a total of 4,050 individuals had joined the initiative.
Taxi transform	Quality of Life	<ul style="list-style-type: none"> <li>To provide financial relief to taxi members still grappling with the ongoing economic challenges.</li> <li>To offer support to taxi drivers impacted by the escalating prices at NGV refilling stations.</li> <li>To assist with service fees and installation expenses for LPG gas kits as alternatives to NGV equipment.</li> <li>To extend discounts of up to 4,200 baht on LPG gas refills for the duration of the program.</li> </ul>	Taxi participants enrolled in the program had all-new equipment installed by certified centers meeting stringent standards and quality requirements. Moreover, they had benefited from year-round discounts on LPG gas purchases, capped at a maximum total value of 4,200 baht. As of the conclusion of 2023, a total of 4,503 taxi members have enlisted in the initiative.

PT Volunteer Camp	Eco-Friendly Disposal: How to Dispose	โครงการ "เสริมความสุข ส่งความรู้สู่ชุมชน" ร่วมกับ OPPY CLUB
		
I'll Do It for You	Auto transform: LPG should have been the choice	Taxi transform
		



## (1) Social Responsibility Project for Community Development and Long-term Organizational Image Enhancement.

### PT Volunteer Camp

Scope: Quality of Life/Elderly Society/ Environment

#### Objectives

In 2023, the Company undertook community surveys to gauge expectations and challenges within operational zones. These survey findings were meticulously analyzed and employed to enhance various initiatives through the "PT Volunteer Camp" project. The overarching goal was to uplift community well-being in areas concerning health, education, and the environment, aligning with the Company's vision of fostering a fulfilling and contented life.

#### Approaches

The PT Volunteer Camp "We care, leave no one behind" aimed at improving the quality of life of people in the surrounding communities of Company's establishments across the country while also encouraging employee engagement through major activities as follows:

- Eye examination for the elderly: To offer eye examination and distribute eyeglasses to older adults in order for them to live their daily life more comfortably.
- Creating lung for community: To expand green spaces in the community and instill awareness of environmental conservation through tree planting.
- Providing learning materials and scholarships for youths: To promote access to quality school supplies and develop educational opportunities for youths.
- Freshwater Fish Release: To enable villagers in the community to catch and consume fish for sustenance and income generation.

In addition, the Company also carries out other activities under the project to address problems and needs of the communities in each area; for example, visits to bedridden patients, donations of medicines, rice, drinking water, and necessities to the patients to basically aid them, boost their spirits, and alleviate their suffering. These also involve safe driving with PT, where training sessions on safe driving have been organized for villagers by experts in traffic laws; tutoring and engaging with younger students, providing an opportunity for older students in the community to actively provide musical performances and English language tutoring. Additionally, there are booths set up to recruit local residents, aiming to create job opportunities within the community.

#### Performance

In 2023, the Company initiated 4 projects across diverse communities: Ban Bueng Phra, in Mueang Phitsanulok District, Phitsanulok Province; Ban Pang Hin Fon, in Mae Chaem District, Chiang Mai Province; Ban Samnak Thon, in Ban Chang District, Rayong Province; and Ban Nong Khai Nam, in Nong Khae District, Saraburi Province. These endeavors engaged 248 employees and included the distribution of 1,600 pairs of eyeglasses. Furthermore, a total of 3,800 trees were planted. The community satisfaction surveys yielded an average rating of 96.60%, with feedback expressing a desire for similar activities to persist in the future.



### Example of community feedback and solutions:

In 2023, PTG conducted comprehensive surveys among community participants involved in its projects, aiming to gather feedback and insights to enhance and refine various project activities. The objective was to better meet the needs of both society and the communities served. The 2022 survey findings revealed a strong desire among community members for development and improvement across multiple areas. These included supporting disadvantaged children and schools, offering diverse training sessions such as traffic safety courses to reduce accidents, creating employment opportunities for the elderly and local villagers, expanding eyeglass distribution, promoting the health of senior citizens, backing schools that lack sports equipment for youth, and encouraging vegetable cultivation for school lunches, among others.

With a steadfast commitment to its PT Volunteer Camp project, PTG aimed to deliver consistent and impactful initiatives for sustainable societal benefits. As a result, community feedback and requirements were integrated into the core project activities throughout 2023. Additional complementary activities were introduced, such as the Gen Z Music & English Camp. This initiative provided a platform for the new generation to showcase their musical talents while engaging in English teaching sessions. Moreover, the Safe Driving with PT campaign involved delivering safe driving training by legal traffic experts to local residents, coupled with the distribution of safety helmets to participants. PTG established a recruitment booth to offer job opportunities to unemployed villagers within the community, aligning with its mission to foster employment and livelihoods locally. Through these primary and ancillary endeavors, PTG aimed to catalyze sustainable development and upliftment for community members, aligning closely with its organizational ethos of "Well-being and Contentedness."



## (2) Social investment projects for business benefits

### Development and promotion project for sustainable arabica coffee cultivation in highland areas

Scope: Quality of life / Environmental development

#### Objectives

The Company has joined hands with Greenovate, one of its subsidiary companies, to spearhead a sustainable development and promotion project aimed at Arabica coffee cultivation in highland areas. This initiative is situated in Pang Hin Fon Subdistrict, Mae Chaem District, Chiang Mai Province. Its primary objective is to encourage farmers to transition from conventional agricultural practices to expanding Arabica coffee cultivation. Furthermore, it endeavors to facilitate the transformation of the deforested hill area into a thriving coffee forest, fostering livelihoods and income streams that benefit both society and the environment. Through this collaborative effort, farmers will acquire valuable knowledge in coffee cultivation, empowering them to contribute to enduring, sustainable change and to embrace the ethos of "well-being and contentedness." The Memorandum of Understanding (MOU) signing ceremony was conducted in partnership with the Highland Research and Development Institute (Public Organization), Pang Hin Fon Subdistrict Administrative Organization, and SAZOMOO Community Enterprise.

#### Approaches

The Company operates its projects based on three core principles:

- **Community Value Creation:** Collaborating with local farmers to develop and implement coffee cultivation models that adhere to GAP (Good Agricultural Practices) standards. This initiative empowers farmers to cultivate coffee that meets these standards, thereby securing livelihoods for themselves and their families.
- **Cost and Resource Management for Competitive Edge:** Procuring coffee beans from participating farmers in the project to bolster the supply of premium Thai coffee, catering to the needs of PunThai Coffee shops.
- **Environmental Preservation:** Through the planting of coffee and shade trees, the project contributes to the expansion of forests in the deforested hill area while aiding in carbon dioxide absorption, thereby mitigating greenhouse gas emissions. Moreover, this endeavor facilitates the transition of agriculture towards single-crop cultivation by integrating coffee cultivation with the planting of diverse local economic trees, fostering a sustainable and economically viable ecosystem.

#### Performance

The Company is actively engaged in a range of initiatives aimed at fostering stronger community ties under the "PT Volunteer Camp" project. Among these efforts is the support provided to 24 households transitioning to coffee cultivation. This assistance includes the distribution of 64,282 coffee seedlings and diverse saplings. Moreover, the project extends aid in essential production factors such as agricultural equipment, well-digging for water storage, and the construction of shade nets. Additionally, crucial information is shared through training sessions, imparting knowledge and techniques on coffee cultivation and processing to the participating farmers.

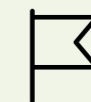


## Climate Change Management



### 2027 Goals

- Utilization of solar energy from Solar Roof in operational areas: **33** million kilowatt-hours.
- The solar energy from solar rooftops used in the operational area has reduced greenhouse gas emissions by 13,460 tons of CO<sub>2</sub> equivalent.
- Expand the Elex by EGAT (EV Charger) station to **712** locations.



### Performance against targets



2023 Performance = **1.3** million kilowatt

2023 Goal = 1.4 million kilowatt-hours



2023 Performance = **536.43** tons of CO<sub>2</sub> equivalent

2023 Goal = 570 tons of CO<sub>2</sub> equivalent



2023 Performance = **49**

2023 Goal = 65 locations

### Commitment

meticulous data collection and emission calculations from its business activities, followed by a comprehensive assessment of climate change risks and opportunities. It then executes projects aimed at curbing the organization's carbon footprint while actively promoting environmental conservation initiatives to create carbon sinks. Furthermore, PTG has instituted changes in its business operations, favoring fuel-efficient transportation to enhance vehicle incineration efficiency and increasing the utilization of renewable energy sources to diminish both

direct and indirect greenhouse gas emissions. Concurrently, the Company prioritizes environmental awareness among employees and external stakeholders through advocacy campaigns, such as community tree planting initiatives and office energy consumption reduction efforts. Its overarching goal is carbon neutrality, aligning with national energy strategies to transition towards cleaner energy and achieve net-zero carbon emissions for Thailand.

## Stakeholder Impact

Managing organizational responses to climate change impacts necessitates adaptation and resilience-building efforts. This involves enhancing business efficiency, expanding investments in low-carbon ventures, and fostering technological advancements and innovations to meet the organization's greenhouse gas reduction targets. These actions generate shared value for stakeholders and have ripple effects throughout the value chain.

## Business Impact

Climate change can lead to business disruptions stemming from environmental issues, disasters, or increased operational costs due to investments in adaptation and mitigation measures. These changes may impact business continuity, leading to operational halts or constraints. Regulatory changes may also escalate operational costs for the Company, while shifting consumer preferences towards low-carbon products and services create opportunities for investment expansion in low-carbon businesses. Continuous development of low-carbon technologies accompanies environmental and social responsibility efforts.

## Challenges and Responsive Actions Challenges

PTG prioritizes the importance of addressing the impacts of climate change on its operations, emphasizing the goal of reducing the organization's greenhouse gas emissions to support Thailand's transition to clean energy and achieve net-zero carbon emissions by 2065. This includes managing physical risks such as natural disasters and risks arising from policy changes and regulations related to climate change; for instance, carbon tax policies, climate change bills, etc. Such changes may necessitate adjustments to business plans

to align with various government requirements. PTG manages these risks by preparing data for reducing greenhouse gas emissions, advocating for the transition to a low-carbon society at both national and global levels. Moreover, the Company invests in Thailand's Power Generation Authority (EGAT)'s EleX by EGAT project, installing electric vehicle charging stations to support clean energy usage in line with government policies. Additionally, PTG is engaged in waste management projects, including producing fuel from waste, operating waste-to-energy power plants, and producing additives from organic waste obtained through waste sorting systems. The Company prepares and adjusts its business strategies to address climate change and seeks new investment opportunities in clean energy and non-oil businesses to sustain long-term business growth.

## Responsive Actions

### Greenhouse gas management

In 2023, the Company diligently compiled data on greenhouse gas emissions for the same year within the operational scope of PTG Energy Public Company Limited (PTG) and its subsidiaries, including PTG Logistics Company Limited and Petroleum Thai Corporation Company Limited. This comprehensive effort encompassed various areas such as our headquarters, oil depots, product distribution warehouses, fleet transportation, and fuel service stations. Its objective was to secure certification from the Thailand Greenhouse Gas Management Organization (Public Organization) while undergoing rigorous sustainability research conducted by NPC Safety and Environmental Service Co., Ltd. Furthermore, PTG laid out strategic plans to expand its greenhouse gas emission certification to cover all facets of the Group's operations, ensuring a thorough examination of its business activities. The detailed breakdown of greenhouse gas emission quantities is as follows:



GHG Emissions	2020	2021	2022	2023
Scope 1	1.398	1.582	55.771	50.718
Scope 2	0.887	1.064	31,806	38.307
Scope 3	1,681.211	13,799.057	20,289.891	15,286.932
Total	1,683.496	13,801.703	20,377.468	15,375.957

Unit: Thousand Tons of CO2 Equivalent

Note:

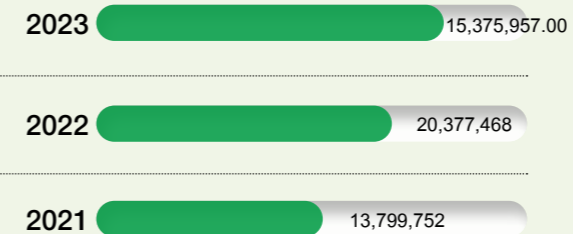
- The data scope encompasses companies where PTG holds direct ownership exceeding 50% and is either a major shareholder or holds indirect ownership of 100%. This includes PTG Energy Public Company Limited (PTG), PTG Logistics Company Limited, and Petroleum Thai Corporation Company Limited for 2023.
- Scope 3 greenhouse gas emissions data includes emissions resulting from the combustion of fuel products distributed by PTG and Petroleum Thai Corporation Company Limited.
- Scope 3 greenhouse gas emissions data covers PTG Energy Public Company Limited (PTG), PTG Logistics Company Limited, and Petroleum Thai Corporation Company Limited.
- There was an increase in greenhouse gas emissions in 2023 due to the expansion of the organizational boundary, incorporating PTG Energy Public Company Limited (PTG) within the distribution depot area.
- Greenhouse gas emissions data within Scope 2, between 2018-2023, of PTG and PTG Group has been adjusted according to the Emission Factor from EPO 2021.

## Amount of Greenhouse Gas Emissions

Units: Tons of CO2 Equivalent

### PTG Energy Group

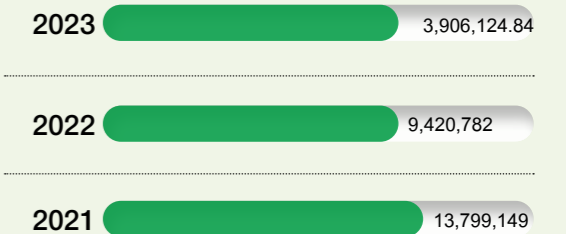
#### Greenhouse gas emissions of PTG Group



Amount of GHG

### Only PTG Energy

#### Greenhouse gas emissions of only PTG

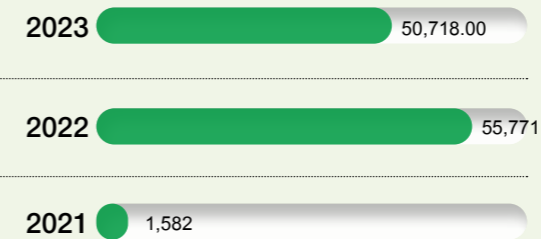


Amount of GHG

### Estimation of greenhouse gas emissions categorized by scopes

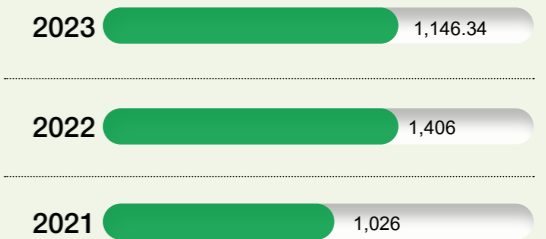
#### Direct greenhouse gas emissions (Scope 1)

#### Greenhouse gas emissions of PTG Group, Scope 1



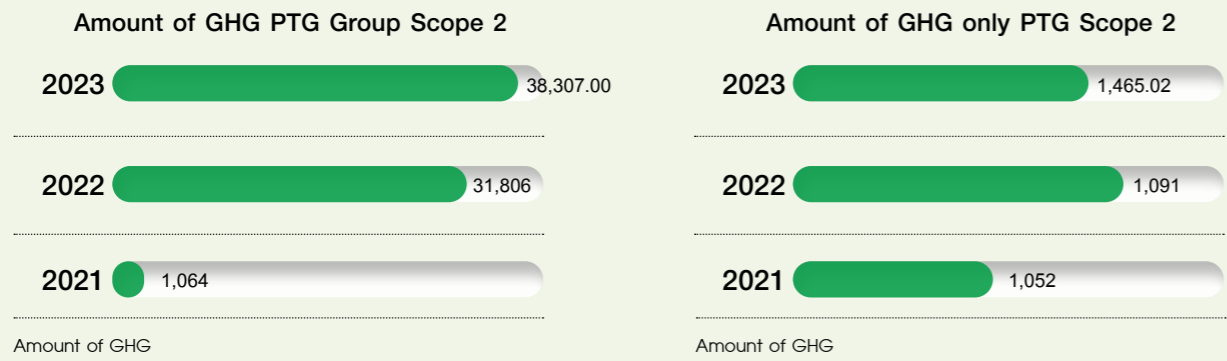
Amount of GHG

#### Greenhouse gas emissions of only PTG, Scope 1

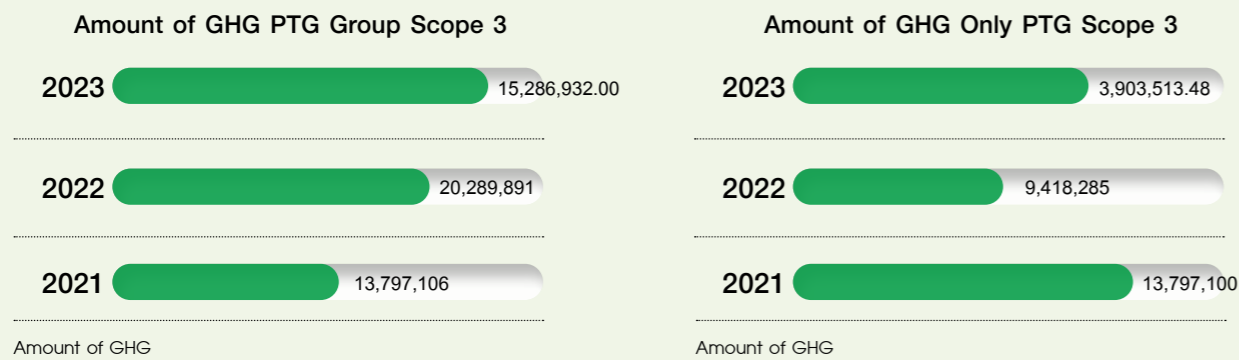


Amount of GHG

Indirect greenhouse gas emissions from energy use (Scope 2)



Indirect greenhouse gas emissions from energy use (Scope 3)



GHG Reduction Project Overview

Management of backhaul transportation trips.

Implementing backhaul transportation management to optimize the efficiency of freight vehicles and avoid empty returns has proven beneficial. By minimizing empty trips, this initiative not only reduces costs but also lowers greenhouse gas emissions. In 2023, PTG's efforts in backhaul management resulted in increased efficiency and an additional revenue of 8,670,000 baht.

Description	The Number of Trips and the Amount of Oil Transported	
	2022	2023
Number of Trips	647	583
Amount of B100	26,509,000	23,920,000

Gas Station Solar Roof Project

PTG has been actively implementing solar rooftop installations to advance clean energy utilization, diminish electricity consumption at its service stations, and curtail greenhouse gas emissions within its Scope 2 boundaries. Starting in 2023, the Company took the lead by installing solar rooftops at 7 stations. By 2022, this endeavor saw further expansion with an additional 22 stations equipped with solar panels, bringing the total to 29 stations. Continuing its commitment in 2023, PTG added solar rooftop installations at 10 more stations, resulting in a cumulative total of 39 stations. With a steadfast dedication, the Company aims to achieve a significant reduction in greenhouse gas emissions, equivalent to 6,105 tons of carbon dioxide annually, by 2027.



2023 Performance

- Save energy by over **1,000,000** kilowatt-hours.
- Electricity consumption has reduced by over **15%** (equivalent to savings of **7.5** million baht).
- GHG has reduced by over **500** tons of CO2 equivalent.

Alternative Energy Business

PTG is actively developing alternative energy ventures to mitigate the risks associated with potential future energy shortages stemming from petroleum dependency. It is actively supporting agricultural endeavors focused on cultivating energy crops for clean energy production, such as oil palm, sugarcane, and cassava. Additionally, PTG is strategically aligning its initiatives with governmental policies by diversifying its investments across various renewable energy sectors, including biodiesel, biogas, waste-to-energy power plants, and waste management. These initiatives are geared towards enhancing community livelihoods by creating income opportunities and fostering environmental consciousness through the conversion of community waste into clean energy. This is achieved through effective management practices such as segregation, conversion into Refuse-Derived Fuel (RDF), and supply to cement plants, all while ensuring minimal environmental impact on local communities.



2023 Performance

- Average heat value:
  - RDF 1 : **3,633** kilocalories
  - RDF 3 : **4,188** kilocalories
- The volume of waste repurposed for beneficial use is **3,581** tons
- GHG has reduced by over **7,878** tons of CO2 equivalent.



EV charging points in service stations

The Company has partnered with the Electricity Generating Authority of Thailand (EGAT) to expand the presence of EV charging stations at service stations. Already, 49 branches have been equipped with these stations, and comprehensive data collection across Thailand is guiding further expansion efforts. Informed by global research, the Company aims to strategically position stations every 150-200 kilometers to ensure accessibility where needed most.

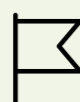


# Environmental Management



## 2027 Goals

- The significant leakage of oil and chemicals is **0**
- The proportion of waste and hazardous materials appropriately disposed of, meeting legal requirements and causing no environmental impact, is at **100%**
- The number of environmental complaints impacting stakeholders is **0**
- The number of significant penalties imposed for environmental law violations is **0**



## Performance against targets



Leakage of oil and chemicals: **1** case.<sup>1/</sup>



The amount of waste and hazardous materials that are disposed of properly in accordance with prescribed laws and regulations, and do not impact the environment: **100%**



No environmental complaints impacting stakeholders were found



No significant penalties imposed for environmental law violations were found.

Note: <sup>1/</sup>In 2023, there was one significant oil leakage incident, with an impact exceeding 100 barrels per occurrence on soil or water sources. This incident took place once in the Chaiyaphum province area and was attributed to clear uphill or downhill terrain conditions. Additionally, the vehicle's air system required a waiting period for air pumping.

## Commitment

PTG is deeply committed to establishing a robust framework encompassing security, occupational health and safety, and environmental management across all its operations. At the core of this commitment lies the Quality, Security, Occupational Health and Safety, and Environmental Policy (QSSHE), which serves as the cornerstone requirement. This policy is designed to proactively address, control, and mitigate any potential impacts arising from resource utilization and pollution, ensuring the well-being of both employees and stakeholders engaged in the Company's activities, both in the immediate and long-term horizons. Central to this approach is the meticulous control of operational processes, continual improvement of services, and the drive to enhance productivity. Concurrently, the Company places a strong emphasis on preserving, safeguarding, and mitigating environmental impacts through sustainable resource management, adhering closely to the principles of circular economy. Moreover, PTG is unwavering in its commitment to safeguarding the environment by preserving biodiversity and upholding ecosystem integrity. It conducts thorough assessments of both positive and negative impacts resulting from developmental activities on environmental health and integrity. Furthermore, the Company is proactive in managing risks to environmental integrity and biodiversity, with specific objectives set for biodiversity conservation and the prevention of deforestation. These objectives are consistently applied across all subsidiaries within the group, underscoring the collective effort towards climate change mitigation, adaptation and the transition towards a low-carbon society.

## Stakeholder Impact

Environmental management has far-reaching implications across all sectors, influencing stakeholders at every level. This encompasses various dimensions, including the organization's environmental reputation, cooperation from customers, and service users within the organization's premises. For instance, initiatives like waste separation projects are implemented to bolster proper waste management from its source. Moreover, efforts are made to enhance environmental consciousness among employees through comprehensive training and effective communication to underscore its significance. The organization has significantly ramped up environmental project activities, such as waste sorting, and the practice of conserving resources by turning off water and electricity when not in use. Concerning business partners, there is a focus on regulating resource consumption and operational procedures for those operating within the premises to mitigate environmental impacts. Additionally, for shareholders or investors, it involves cultivating a positive perception and trust in the organization's environmental stewardship. Moreover, ensuring operational compliance with relevant regulations and laws also extends to engagement with government bodies. As for the impact on communities and society, it entails instilling confidence in the organization's environmental management practices to prevent adverse effects on local communities or their members,

while simultaneously fostering trust among employees—a pivotal factor influencing decisions regarding employment retention or resignation.

## Business Impact

By implementing technology and environmental management systems within the Company, the efficiency of environmental management practices has significantly improved. This has fostered greater environmental awareness among employees, albeit leading to increased operational costs in environmental initiatives. These initiatives encompass various environmental projects, such as internal waste segregation programs and advocacy campaigns promoting the reduction of plastic cup usage by transitioning to personal glassware. Moreover, procurement processes prioritize environmentally friendly products and services to advance sustainable environmental management practices across the entire supply chain.

## Challenges and Responsive Actions Challenges

In 2023, in alignment with the government's push for an environmentally-friendly inclusive economy (BCG Model), PTG is dedicated to elevating the value of biological resources through the Bioeconomy initiative. This initiative dovetails with the Circular Economy, emphasizing efficient resource utilization, and the Green Economy, which fosters sustainable economic growth while considering resource and environmental sustainability. Furthermore, PTG emphasizes raising awareness and proactively addressing climate change issues. In the aftermath of the United Nations Framework Convention on Climate Change (UNFCCC) COP26 and COP27 meetings, which aimed to rally global cooperation for substantial reductions in carbon dioxide emissions, efforts are focused on establishing agreements to create a fund to compensate for "loss and damage" caused by the impacts of global warming and disasters resulting from exacerbated climate change. PTG has established environmental policies at the corporate level, aiming for carbon neutrality and accelerating environmentally-friendly activities to mitigate global climate change. Through collaboration with communities, initiatives such as reforestation projects around PTG's oil reservoirs and waste separation programs to promote material reuse under the 3R policy are being actively pursued.



## Responsive Actions

PTG places great emphasis on systematically managing the environment to minimize the impact on stakeholders. The ISO14001:2015 environmental management standard is implemented across the Group, aligning with PTG’s vision of seeing Thais living with “well-being and contentedness.” This integration of management systems includes not only quality management (ISO9001:2015) but also safety and occupational health management (ISO45001:2018) to ensure efficiency within the organization. This approach promotes energy conservation, reduces resource consumption, and mitigates pollution from operations in all aspects, including air, water, noise pollution, and hazardous waste. PTG has developed the PTG SSHEMS (Safety, Security, Health, Environment Management System) standard for all business units under the Group’s operations, ensuring proper management according to the type of pollution encountered.

In 2023, PTG expanded the scope of environmental management system certification (ISO14001:2015) within the framework of receiving, storing, and distributing petroleum products at the Mae Klong and Khon Kaen oil depots. Preparedness was also undertaken for other depot branches to accommodate plans to extend certification to all oil depots by 2025. This initiative aligns with policies focusing on environmental management, climate change adaptation, and mitigation of high-risk impacts on biodiversity and the circular economy, in line with the 13th National Economic and Social Development Plan (2018–2037) and the declarations at the COP26–27 leadership summit. Additionally, the Company’s oil depots have achieved Level 3 green industry certification for green system management, ensuring systematic environmental management with continuous monitoring, evaluation, and improvement, certified at a high level (silver level) by the Department of Industrial Works. Furthermore, the main office areas have implemented the Green Office requirements from the Department of Climate Change under the Ministry of Natural Resources and Environment, passing assessments and achieving the Excellent level of certification (Silver).



Certification of Green Industry Level 3, Green System  
Systematic environmental management includes monitoring, evaluation, and continuous improvement for sustainable development.



Received certification for Environmental Management System standard (ISO14001:2015) within the scope of receiving, storing, and distributing petroleum products within the Mae Klong Oil Depot and the Khon Kaen Oil Depot.



Received certification as a Green Office at the Excellent level.

## Fostering Environmental Awareness

PTG recognizes the importance of promoting knowledge, understanding, and environmental awareness among employees. Therefore, environmental education is integrated into safety, occupational health, and environmental courses, such as basic safety for gas station attendants and office safety. In 2023, environmental training initiatives were introduced, including waste separation training for service station staff, basic fire extinguishing training, joint fire drills with external agencies, and e-learning courses like Green Office principles, etc.



Waste Segregation Training for Service Station Staff



Fire Extinguishing Drills in collaboration with External Organizations



Basic Safety Training for Office Staff



Service Station Staff Training

## Eco-efficiency Development Operations Water Management

Water is a crucial resource for business operations, industries, and various human activities. However, the risks and impacts associated with water use, such as water scarcity and water quality issues, have intensified in Thailand. Therefore, water management is essential to ensure the sustainable use of water without harming the environment.

PTG recognizes the importance of efficient water resource utilization and is aware of the risks and impacts associated with sourcing water for its activities and production processes, as well as the discharge of wastewater that may affect the environment and surrounding communities. Consequently, PTG conducts water quality analysis before releasing water into the environment to ensure that it does not adversely impact the environment or nearby communities.



### The company’s water management objectives for the next 3-5 years

- Reduce the proportion of tap water consumption per unit of oil sales at oil depots by 2% compared to the base year (2022).
- Reduce the proportion of tap water consumption per unit of oil sales at service stations by 2% compared to the base year (2022).
- Reduce the proportion of groundwater consumption per unit of oil sales at oil depots by 2% compared to the base year.
- Reduce the proportion of groundwater consumption per unit of oil sales at service stations by 2% compared to the base year.
- Decrease the rate of water consumption per person within the head office by 3% compared to 2023 (liters/person).

## Performance

Indicators	Unit	2022 Performance	2023 Performance	2023 Goals	2027 Goals
The proportion of tap water consumption per unit of oil sales at oil depots has reduced compared to the base year (2022).	m <sup>3</sup> /L	-45.02%	6.76% <sup>1/</sup>	-2%	-2%
The proportion of tap water consumption per unit of oil sales at service stations has reduced compared to the base year (2022).	m <sup>3</sup> /L	16.01 (Not decreased due to an increase in the number of service stations.)	-13.80% <sup>2/</sup>	-2%	-2%

Notes :

- 1/ The proportion of tap water consumption per unit of oil sales through the oil depot increased due to improvements in the fire suppression system and the upgrading of firewater storage tanks.
- 2/ The proportion of tap water consumption per unit of oil sales through service stations increased due to increased tap water usage from expanding service stations and increased consumer service usage.

## Wastewater quality assessment within the oil depots

Items	Standard Value	Assessment Results (On Average)
1. pH level (pH)	5.5-9.0	7.5
2. Temperature (°C)	40	29.2
3. Chemical oxygen demand (COD) (mg/L)	≤120	50.1
4. Suspended solids (SS) concentration (mg/L), such as debris from leaves, dust	≤50	13.7
5. Oil and grease content (mg/L), such as leaked oil on the dispensing area or food remnants containing grease	≤5	<5

## Wastewater quality assessment within the service station facilities

Items	Standard Value	Assessment Results (On Average)
1. pH level (pH), for example, during the construction of a new grease trap (lime reacting with water)	5.5-9.0	7.5
2. Temperature (°C)	-	29.9
3. Chemical oxygen demand (COD) (mg/L), for example, wastewater leaking from pipes in bathrooms	≤200	201.5
4. Suspended solids (SS) concentration (mg/L), such as debris from leaves, dust	≤60	92.54
5. Oil and grease content (mg/L), such as leaked oil on the dispensing area or food remnants containing grease	≤15	9.27

## Wastewater quality assessment within liquid petroleum gas (LPG) service stations.

Items	Standard Value	Assessment Results (On Average)
1. pH level (pH), for example, during the construction of a new grease trap (lime reacting with water)	(°C)	7.7
2. Temperature (°C)	-	29.1
3. Chemical oxygen demand (COD) (mg/L), for example, wastewater leaking from pipes in bathrooms	≤200	148
4. Suspended solids (SS) concentration (mg/L), such as debris from leaves, dust	≤60	80.8
5. Oil and grease content (mg/L), such as leaked oil on the dispensing area or food remnants containing grease	≤15	7.9

## Activities to reduce wastewater pollution from service stations:

- All branches are required to clean the grease trap at least once a week.
- Promoting wastewater management from the source by urging the installation of additional wastewater treatment systems or grease traps within the rented premises, such as coffee shops, mini-marts, curry and rice shops, etc., and emphasizing the prohibition of dumping food waste, scraps, and chemicals directly into the drainage system.

## Activity to reduce water usage at service stations:

- Branch managers record daily water meter readings at regular intervals to monitor abnormal water usage.
- Branch managers or area managers inspect leakage points on various equipment and promptly report for repair.
- Establishing maid water usage guidelines, such as not leaving water running while cleaning bathrooms, and using valve controls at the end of hosepipes instead.
- Adjusting water valve pressure to a level that does not affect water usage and service provision.
- The SAFETY ACTIVITY project focuses on wastewater treatment within the service station, emphasizing the importance of treating all wastewater before releasing it into the public system. Station managers must inspect and clean grease traps weekly to prevent complaints from surrounding communities and government agencies. Therefore, guidelines for cleaning grease traps have been developed, including the creation of instructional video clips accessible via QR code scanning.
- Internal communication campaigns within the area encourage cooperation from users to ensure water conservation practices, such as closing taps tightly after use and reporting any abnormalities, such as malfunctioning valves or leaking pipes, to the responsible personnel for immediate rectification.

## Reduction of Energy Consumption

Due to the Company's business operations being closely related to energy consumption, including both fuel usage and electricity consumption within office premises, PTG maintains records of energy usage data. This includes tracking the fuel consumption of transportation vehicles and monitoring electricity usage within office spaces. These efforts are aimed at ensuring compliance with various standards. By recording energy usage data, PTG can gain insights into energy usage trends each year. Additionally, these records facilitate campaigns aimed at reducing energy consumption or transitioning to more environmentally friendly energy sources.



### The Company's energy reduction targets for the next 3-5 years

- Reduce the electricity consumption per unit of oil sales through the oil depot by 3% compared to the base year (2022).
- Reduce the electricity consumption per unit of oil sales through COCO service stations by 3% compared to the base year (2022).
- Reduce the rate of electricity consumption per person due to activities within the head office by 3% compared to 2023 (kWh/person).
- Achieve a 3% reduction in the average fuel consumption of vehicles within the organization compared to 2023.

## Performance

Indicators	Unit	2022 Performance	2023 Performance	2023 Goals	2027 Goals
Proportion of electricity consumption per unit of oil sales through the oil depot decreased from the base year (2022).	Kilowatt-hours per liter	-26.21%	-5.76%	-3%	-3%
Proportion of electricity consumption per unit of oil sales through COCO service stations decreased from the base year (2022).	Kilowatt-hours per liter	-65.96%	-1.77% <sup>1/</sup>	-3%	-3%

Note: <sup>1/</sup> The proportion of electricity consumption per unit of oil sales through COCO service stations increased due to higher electricity consumption from expanding service stations and increased consumer service usage.

For the performance results in 2023, the Company saw an increase in the average electricity consumption per person (kilowatt-hours per person) within the main office compared to the baseline year (2022). This increase amounted to 83% due to the relaxation of COVID-19 measures, resulting in a significant return of employees to the main office for work.

Indicators	2020	2021	2022	2023
Electricity usage (kWh)	210,414	166,473	272,179	286,856
Average electricity usage per person (kWh/person)	347	157	336	617
Electricity cost (million baht)	1.26	1.00	1.63	1.90
Average electricity cost (baht/person)	2,075	945	2,010	4,089

● **Electricity Saving Campaign at the Head Office**

PTG has been implementing a continuous project to reduce electricity consumption within the main office. Employees are regularly informed about energy-saving techniques and appropriate electricity usage via email and through the Company's intranet system on a weekly basis. Internal communication campaigns encourage users to switch off lights when not in use, including after office hours, promote collaboration among employees to gather in shared areas to turn off unnecessary lighting in unoccupied spaces, and urge them to set air conditioning to at least 25 degrees Celsius. Additionally, the Company organizes ongoing reward-based activities such as energy-saving campaigns through gamification and point-redemption activities to encourage employee participation in energy-saving initiatives within the office. Moreover, PTG has initiated the Smart Plug project to reduce the operating hours of hot and cold water dispensers from 24 hours to 15 hours per day, extending the lifespan of these appliances. Furthermore, there are campaigns to switch off lights during midday to reduce electricity usage during unnecessary periods and specific areas are designated for powered lighting to minimize electricity consumption in unused areas.

● **Fuel Oil Control Project**

The fuel oil control project is the control of fuel oil usage, with data collection from relevant units, monitoring of excess charges, and monthly reporting of fuel oil usage to management.

● **Green Meetings at the Head Office**

PTG has organized a Green Meeting project, focusing on selecting meeting venues suitable for the number of attendees, reducing single-use equipment, prohibiting food consumption inside the meeting room to reduce waste, and turning off all lighting and electrical appliances inside the meeting room after use, such as televisions and projectors.

**Waste Management**

PTG implements waste management and disposal procedures in accordance with standard operating procedures. This involves managing waste and refuse generated from various processes or activities in the workplace. This includes collection, storage, and proper disposal methods to mitigate potential environmental impacts.



**The Company's waste management targets for the next 3-5 years**

- The proportion of hazardous waste and refuse that is disposed of properly complies with legal requirements and has no environmental impact, reaching 100%.
- The average usage of paper within the main office per month decreased by 3% from 2023.
- The average general waste volume from activities within the main office per person decreased by 3% from 2023.

**Performance**

Indicators	2022 Performance	2023 Performance	2023 Goals	2027 Goals
The critical leakage of oil and chemicals is maintained at 0%.	0 Time	1 Time <sup>1/</sup>	0 Time	0 Time
The proportion of waste and hazardous materials appropriately disposed of, meeting legal requirements and causing no environmental impact, is at 100%.	100%	100%	100%	100%

Note: <sup>1/</sup> In 2023, there was one significant oil leakage incident, with an impact exceeding 100 barrels per occurrence on soil or water sources. This incident took place once in the Chaiyaphum province area and was attributed to clear uphill or downhill terrain conditions. Additionally, the vehicle's air system required a waiting period for air pumping.

● **Results of waste management operations**

PTG communicates, promotes, and raises environmental awareness among employees within the organization by adhering to the principles of 3R: Reduce, Reuse, Recycle. This is aimed at reducing waste generation within the organization and redirecting recyclable waste back into the reuse cycle to maximize benefits according to the principles of the Circular Economy. The quantities of each type of waste generated in 2023 are as follows:

Type of Waste	Amount (Tons)
All non-hazardous waste	240.31
All hazardous waste	61.28
<b>Total waste</b>	<b>301.59</b>
- Quantity of recycled non-hazardous waste	14.65
- Quantity of recycled hazardous waste	5.78
<b>Total recycled waste (Recycle)</b>	<b>20.43</b>

Business Activities	Description (How each activity causes waste)	Type of Waste
Procurement	Paper from documents	General waste/Recyclable waste
Transportation	Paper, PPE equipment, maintenance equipment for oil contamination	General waste/Recyclable waste/ Hazardous waste
Storage	Paper, PPE equipment, maintenance equipment for oil contamination	General waste/Recyclable waste/ Hazardous waste
Marketing	Paper from documents	General waste/Recyclable waste

Type of Waste	Waste Management Approaches
General waste	Separate and dispose of waste according to the schedule set by the municipality or local authorities in each designated area.
Organic waste	Segregate food waste for composting purposes, and send the remaining portion for disposal according to the schedule set by the municipality or local authorities in each designated area.
Recyclable waste	Segregate and sell recyclable waste to buyers for recycling purposes.
Hazardous waste	Segregate and contact licensed transporters and disposers, registered with the Department of Industrial Works as operators, to handle and dispose of the waste.

PTG collects and categorizes waste quantities through inspection and segregation by maids and safety and environmental officers. Each type of waste is weighed, inspected, and confirmed by the unit manager or waste disposal personnel.



Waste Management Projects

Tire Treading Project

Tire Size	Number of Tires Retreaded	
	2022	2023
295/80	509	260
11R 22.5	417	670
Total	926	930



PTG Logistics has implemented the Tire Retreading Project to be used as replacements for new tires for the Company's ten-wheel trucks, tractors, and semi-trailers. The project specifies that only tires on wheels are to be replaced (except for front and drive wheels, which must be replaced with new tires) to increase tire usage efficiency and reduce waste from unused tires. Additionally, it helps reduce the volume of new tire purchases, resulting in cost savings for the organization by recycling old tires for reuse. This initiative has been ongoing since 2017.

In 2023, a total of 3,272 tires were removed, but only 930 tires met the standards set by the tire retreading plant. In 2023, the Company was able to save up to 5,637,100 baht in expenses.

Received a certificate of appreciation for the Low Emission Support Scheme (LESS) project, supported by the Thailand Greenhouse Gas Management Organization (Public Organization), Ministry of Natural Resources and Environment.

- Plastic Bottle Separation Activity for Recycling (1 kgCO2eq)
  - Transforming plastic bottles into shirts to be donated to teachers and students of the Border Patrol Police School, Ban Rak Thai, Phitsanulok Province.
- Recycling Waste Separation Project within the Office Building in 2022 (17.208 tCO2eq)
- Happy World Waste Separation Project (887 kgCO2eq)
- Thrive Through Separation Project (51 kgCO2eq)



Oil Depot Waste Sorting Project:

- The waste sorting project involves establishing waste sorting stations within the oil depot area. These stations are designated for the disposal of different types of waste, promoting and raising awareness about waste segregation practices within the oil depot premises.



Perk from Tash

- The "Perk from Tash" initiative involves collecting recyclable waste and sending it to the CW building in exchange for points. These points can be redeemed for various benefits for the Company, including discounts on services such as after-hours air conditioning and more.



Say No Plastic Project

- A voluntary project to reduce or eliminate the use of plastic cups/bottles by switching to personal glassware, through internal office activities.

PUNTHAI CARBON THIS WAY

- Personal Tumbler Advocacy Campaign: Encouraging the use of personal tumblers when purchasing coffee at PunThai Coffee shops to reduce plastic waste. Participants can earn points for exchanging for PunThai beverages and personal tumblers.
- Carbon Reduction Beverage Campaign: Promoting the reduction of sugar content in beverages, as reducing sweetness can also decrease carbon emissions from sweetening agents. Participants receive points for joining the campaign.
- Drop-off Recycling Bin Campaign: Promoting awareness among customers and employees to separate recyclables by providing designated bins for glass disposal. Participants can accumulate points for redeeming PunThai beverages and personal tumblers.

Note: The implementation of the PUNTHAI CARBON THIS WAY project is an initiative conducted exclusively within the PunThai branch at the main office building, CW Tower, and is dedicated solely to employees.



Waste Reduction and Separation within the organization in the Pathum Wan and Nong Khaem Areas

- Collaborative Waste Management Development Project with the Bangkok Metropolitan Administration, Pollution Control Department, Chulalongkorn University, focusing on waste separation and utilization at the source, alongside establishing a centralized waste database for service stations to reduce the amount of waste requiring landfill disposal.



e-Document

- The initiative aims to transition service request forms from paper-based to a workflow system, aligning with the objectives of digital business processes. Originating from the vision of a 'Paperless Office,' it seeks to enhance cost-effectiveness, reduce paper consumption, centralize document storage, and automate document management. Presently, the project is in the developmental phase.



#### Hazardous Waste Disposal Project

- Separating hazardous waste in the oil depot area involves carefully sorting and preparing bins dedicated to hazardous materials, while also clearly marking designated disposal points for such waste. This initiative aims to raise awareness about waste segregation and mitigate the environmental impact of hazardous materials.



Recycling bins within the Chumphon oil depot area



Trash bin mode



#### Air Quality Management

PTG implements air quality management measures to promote the health and well-being of its employees and the surrounding communities. This includes regular cleaning and maintenance of air conditioning units, thorough carpet washing, and removal of dust buildup in the oil depot and service stations. Furthermore, diligent inspections of valves, pipes, fuel dispensers, and equipment are conducted to minimize the release of oil vapor into the environment. Moreover, the company ensures proper maintenance and timely oil changes for its fleet of vehicles to minimize exhaust emissions.

The Company's air pollution management objectives for the next 3-5 years

- The number of significant complaints regarding air pollution is zero.

#### Performance

PTG has implemented activities to monitor, measure, and analyze environmental quality, along with preparing reports on the findings. This is to inform about the environmental quality issues that may affect the communities near the service stations, as well as the impact on the health of employees working at these stations. The Company has conducted air quality measurements within the service stations, with the following results:

#### Air Quality within Service Stations

Description	Standard Values	Results on Average
1. Fine dust of all sizes that can enter and accumulate in the lung air sacs.	3 mg/m <sup>3</sup>	<1 mg/m <sup>3</sup>
2. Benzene	100 ppm	<0.05 ppm

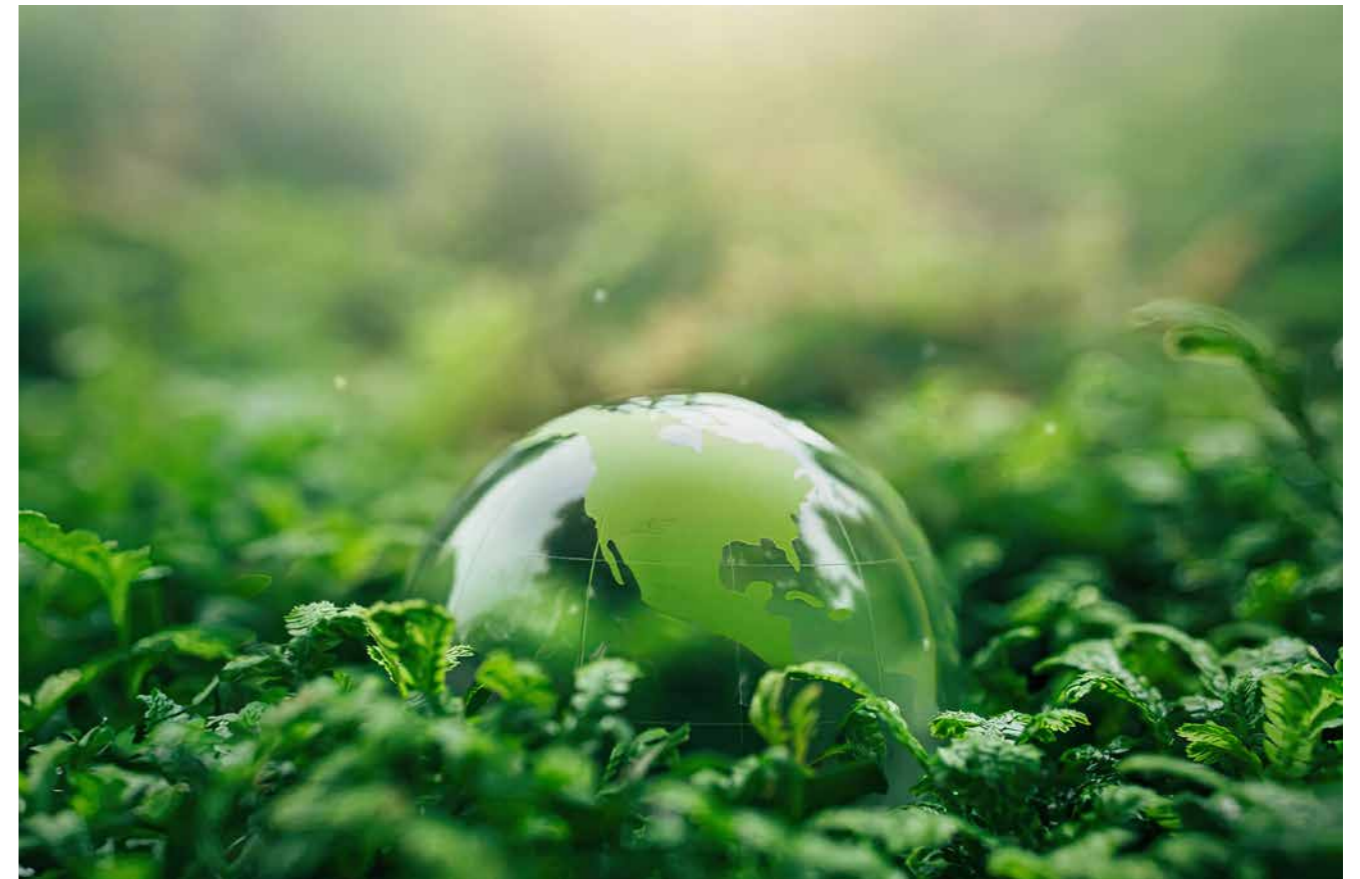


#### Biodiversity Management

PTG is committed to protecting, preventing, and mitigating environmental impacts by preserving biodiversity and ecosystems. This includes assessing the positive and negative impacts of development on environmental health and integrity, evaluating risks to ecosystem health, and anticipating natural changes. To guide biodiversity management, PTG has established Biodiversity Commitment and Biodiversity Management policies, serving as frameworks for biodiversity management within the Group. These policies outline strategies and goals for biodiversity management, as well as commitments to avoid destruction of biodiversity and forest areas. PTG encourages all companies within the Group to adhere to these policies and move forward in the same direction.

#### Performance

In 2023, there was a Biodiversity Risk Assessment conducted in the areas of Mae Klong Oil Depot and Khon Kaen Oil Depot. Furthermore, there will be ongoing Biodiversity Risk Assessments conducted in other areas in the future.





## Awards of the Year



**Top 50 Companies in Thailand 2023**

The Company was honored to receive the "TOP 50 Companies in Thailand 2023" award from Work Venture, a renowned consultant and leader in building employer brands for Thailand's leading organizations. This accolade underscores the positive image and trust that the younger generation of workers have in the Company. PTG is dedicated to modernizing the organization across all aspects, leveraging technological innovations to enhance operational efficiency. Moreover, it provides ample opportunities for the new generation to showcase their talents through various platforms, while encouraging freedom of thought. PTG strives to foster a harmonious and collaborative work environment where employees can thrive and work effectively together, ensuring mutual happiness and success.



**Human Rights Awards 2023**

The Company has been honored with the "Human Rights Awards 2023" award in the large business organization category for the second consecutive year by the Department of Rights and Liberties Protection, Ministry of Justice. This recognition highlights its commitment to conducting business responsibly and prioritizing human rights principles in the operations. The Company places a strong emphasis on effective corporate governance and prioritize human rights by implementing policies and concrete action plans to ensure the well-being of its human resources both internally and externally.



**Thailand Top Company Awards 2023**

The Company was honored to receive the prestigious "Thailand Top Company Award 2023" for excellence in the category of "Most Potential Award" from BUSSINESS+ magazine, in collaboration with ARIP Public Company Limited and the University of the Thai Chamber of Commerce. The Company's commitment to excellence is reflected in its belief that sustainable growth hinges on having a skilled and dedicated team to steadfastly deliver exceptional service to customers, ensuring their utmost satisfaction with the products and services.



**National Innovation Awards 2023**

The Company was honored to receive the 2023 National Innovation Award in the service design category for the second consecutive year. The award was bestowed upon its innovative work, "Max Enterprise Connect," a solution platform designed to meet the diverse needs of businesses. Recognized by the National Innovation Agency (NIA), Ministry of Higher Education, Science, Research, and Innovation, on "National Innovation Day" on October 5, 2023, the Max Enterprise Connect platform is tailored for managing fuel costs, vehicle fleets, and personnel. It caters to entrepreneurs and logistics organizations of all sizes, providing access to advanced management technology. By utilizing this platform, businesses can effectively reduce costs, streamline operations, and enhance profitability.



**Chief Innovation Officer (CIO)**

The Company was honored to receive a commemorative pin and the Chief Innovation Officer (CIO) award certificate from the National Innovation Agency (NIA). This prestigious award was presented by the Director of the NIA, recognizing individuals across various sectors, be they public, private, education, or associations, who have made significant contributions to driving innovation within organizations and been a key contributor to advancing innovation in the country to transform Thailand into a "Nation of Innovation."



**HR Asia Best Companies to Work for in Asia 2023**

The Company was honored to receive the prestigious "HR Asia Best Companies to Work for in Asia 2023" award for the third consecutive year from HR Asia magazine, Business Media International (BMI). This internationally recognized accolade underscores its commitment to creating a workplace environment that prioritizes the well-being and satisfaction of the employees. PTG places utmost importance on nurturing its employees, recognizing that they are the cornerstone of its success, based on the vision of connecting everyone to opportunities for a "well, happy" life in all aspects through the corporate value of "BEST".



**Thailand Labor Management Excellence Award 2023**

For the seventh consecutive year, both the Company and Petroleum Thai Corporation Co., Ltd. ("PTC") proudly received the esteemed "Thailand Labour Management Excellence Award 2023." This prestigious accolade, bestowed by the Office of Labor Protection and Welfare Area 5, Bangkok, Department of Labor Protection and Welfare, serves to commend and recognize organizations with exemplary management systems in labor relations and labor welfare.



**Accident Campaign Awards 2023**

The Company was honored to receive the "Outstanding Model Business Establishment in Safety, Occupational Health, and Working Environment (Zero Accident Campaign 2023)" award. This recognition is bestowed upon establishments with no work-related accidents leading to loss of workdays, showcasing the organization's unwavering commitment to operating with safety as a top priority and prioritizing employee well-being. The Company's dedication to preventing work-related accidents is rooted in the belief that "such incidents can be entirely avoided". This achievement underscores its relentless efforts in planning and managing safety, occupational health, and the working environment, ultimately fostering a culture of safety and ensuring the well-being of employees.



**CX Stars 2023**

The Company was honored to receive the prestigious 3-star award (Proficient CX Mastery) in the proficient level from esteemed global platforms such as CX Stars 2023, presented by the renowned research and consulting firm Twimbit (based in Singapore), in collaboration with Genesys, a leading software and online network services company from the United States. This accolade is bestowed upon organizations that demonstrate exceptional proficiency in managing customer experience, meeting truly global standards. It serves as a testament to the Company's unwavering commitment to elevating service standards and adapting customer experience management strategies to remain current and aligned with the evolving social landscape, as well as to delivering the highest level of satisfaction to our customers and adhering to international standards of excellence.



**Product Innovation Awards 2023**

Atlas Energy Public Company Limited ("ATL"), PTG's subsidiary, was honored to receive the esteemed "Product Innovation Awards 2023" in the consumer product and home services product category. This prestigious recognition was organized by BUSSINESS+ magazine in collaboration with the College of Management, Mahidol University. The award was conferred in recognition of ATL's groundbreaking product, "PT ALUMAX," an aluminum cooking gas tank that stands as a pioneer in its field. Distinguished by its innovative safety features, PT ALUMAX offers superior qualities compared to conventional cooking gas tanks. These include a seamless design that prevents rust, lightweight construction, recyclability, and certification by the Industrial Standards Institute (TIS).



**Excellence Award for Occupational Safety, Health, and Workplace Environment in High-Hazard Jobs (Transportation Sector)**

The Company has been recognized and awarded a certificate of honor for its participation in the project aimed at enhancing safety, occupational health, and working environments in high-hazard occupations, particularly in transportation work. This initiative, led by the Department of Labor Protection and Welfare, focuses on improving land transport and warehouse businesses' safety standards, including those involved in transportation operations. Through this project, the Company is actively contributing to elevating the administration and management of safety, occupational health, and working environments to meet international standards.



## Economic performance

GRI	Data	Unit	2019	2020	2021	2022	2023
<b>201-1</b>	<b>Direct economic value generated</b>						
	Revenue	Million THB	120,026.69	104,422.71	133,758.82	179,422.42	198,811.06
	Economic value distributed						
	Operating cost	Million THB	110,126.54	93,823.90	123,626.89	167,414.48	185,889.30
	Employee wage and benefit <sup>1/</sup>	Million THB	2,552.41	2,791.91	2,901.64	3,254.35	3,849.52
	Dividend payments	Million THB	835.00	835.00	417.50	334.00	584.50
	Income tax payment	Million THB	359.44	424.88	260.60	361.06	452.79
	Community investments	Million THB	-	31.65	29.59	145.08	68.42
	- CSR management overheads <sup>2/</sup>	Million THB	-	1.85	0.94	4.99	11.83
	- In-kind donation <sup>3/</sup>	Million THB	-	29.80	28.65	140.09	56.59
	- Employee volunteer hours <sup>4/</sup>	Hours	-	-	880	2,488.00	7,936.00
	- Employee training and development costs <sup>5/</sup>	Million THB	-	11.74	9.29	28.57	25.76
	Economic value retained	Million THB	-	6,515.37	6,522.60	7,913.45	7,966.53
<b>102-34</b>	<b>Complaints inconsistent with corporate governance, moral and business ethics principles</b>						
	*Number of complaints inconsistent with corporate governance, moral and business ethics principles*	Cases	9	21	28	21	46

Remark:

Financial statements of PTG Energy Public Company Limited as of December 31, 2023.

<sup>1/</sup> Data cover employee of PTG Energy Company Limited and its subsidiaries.

<sup>2/</sup> Operating expenses of PTG Energy Public Company Limited's CSR activities which cover cost of transportation, accommodation, CSR employee salary and miscellaneous.

<sup>3/</sup> Product or service donation.

<sup>4/</sup> Volunteer hour of PTG employee.

<sup>5/</sup> Training and potential development cost of PTG Energy Company Limited and its subsidiaries.

## Social Performance

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
<b>Human Resources Management</b>												
<b>102-7</b>	<b>Employment</b>											
	All employees	Persons	17,017		17,293		16,727		19,873		21,225	
		Persons	6,361	10,656	6,437	10,856	6,135	10,592	7,235	12,638	7,515	13,710
<b>102-8</b>	<b>By Area</b>											
	Bangkok	Persons	958	1,381	1,116	1,569	881	1,403	1,136	1,722	1,287	2,126
	Others	Persons	5,403	9,275	5,321	9,287	5,254	9,189	6,099	10,916	6,228	11,584
	<b>By Employment Contract and by Region</b>											
	Permanent	Persons	6,311	10,607	6,385	10,763	6,072	10,486	7,155	12,495	7,446	13,570
	- Bangkok	Persons	939	1,351	1,098	1,541	854	1,372	1,108	1,671	1,268	2,077
	- Others	Persons	5,372	9,256	5,287	9,222	5,218	9,114	6,047	10,824	6,178	11,493
	Contract/Part-time	Persons	50	49	52	93	63	106	80	143	69	140
	- Bangkok	Persons	19	30	18	28	27	31	28	51	19	49
	- Others	Persons	31	19	34	65	36	75	52	92	50	91
	<b>By Employment Type</b>											
	- Permanent	Persons	6,311	10,607	6,385	10,763	6,072	10,486	7,155	12,495	7,446	13,570
	- Contract/Part-time	Persons	50	49	52	93	63	106	80	143	69	140
<b>202-2</b>	<b>Proportion of senior management hired from the local community</b>											
	*Senior management at significant locations of operation that are hired from the local community (Level 9 up)*	Persons	-	-	-	-	-	-	-	-	63	62
		% of total senior managements who are full-time employees	-	-	-	-	-	-	-	-	35.39	30.85
	<b>By Age</b>											
	<30 years	Persons	9,492		9,290		8,433		9,300		9,554	
		% of total employees	55.78		53.72		50.42		46.80		45.01	
		% of FTEs	55.94		53.95		50.67		47.06		45.24	
		Persons	3,586	5,906	3,481	5,809	3,054	5,379	3,346	5,954	3,300	6,254
		% of total Employee	21.07	34.71	20.13	33.59	20.81	34.97	16.84	29.96	15.55	29.47

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
	30-50 years	Persons	6,706		7,088		7,291		9,341		10,368	
		% of total employees	39.41		40.99		43.59		47.00		48.85	
		% of FTEs	39.76		41.16		43.81		47.27		40.09	
		Persons	2,496	4,210	2,637	4,451	2,714	4,577	3,443	5,898	3,748	6,620
		% of total Employee	14.67	24.74	15.25	25.74	16.23	27.36	17.33	29.68	17.66	31.19
	>50 years	Persons	819		915		1,003		1,232		1,303	
		% of total employees	4.81		5.29		6.00		6.20		6.14	
		% of FTEs	4.83		5.31		6.03		6.23		6.17	
		Persons	279	540	319	596	367	636	446	786	467	836
		% of total Employee	1.64	3.17	1.84	3.45	2.19	3.80	2.24	3.96	2.20	3.94
<b>405-1</b>	<b>By Management Level</b>											
Management (Level 9 - 14)	Persons	76	44	91	53	100	56	115	63	130	71	
	% of total employee	0.45	0.26	0.53	0.31	0.60	0.33	0.58	0.32	0.61	0.33	
Supervisor (Level 5 - 8)	Persons	1,079	1,318	1,106	1,405	1,199	1,587	256	289	318	331	
	% of total employee	6.34	7.75	6.4	8.12	7.17	9.49	1.29	1.45	1.50	1.56	
Operation (Level 1 - 4)	Persons	2,054	3,212	5,240	9,398	4,836	8,949	6,864	12,286	3,770	6,579	
	% of total employee	12.07	18.88	30.30	54.35	28.91	53.50	34.54	61.82	17.76	31.00	
	<b>By Religion</b>											
Buddhism	Persons	6,250	10,423	6,325	10,609	6,012	10,358	7,077	12,335	7,266	13,359	
	% of total employee	36.73	61.25	36.58	61.35	35.94	61.92	35.61	62.07	34.23	62.94	
Christianity	Persons	15	26	26	26	27	33	25	48	24	51	
	% of total employee	0.09	0.15	0.15	0.15	0.16	0.20	0.13	0.24	0.11	0.24	
Islam	Persons	96	207	86	221	96	201	132	255	142	288	
	% of total employee	0.56	1.22	0.50	1.28	0.57	1.20	0.66	1.28	0.67	1.36	
Hindu	Persons	-	-	-	-	-	-	0	1	0	0	
	% of total employee	-	-	-	-	-	-	0.00	0.01	0	0	
not specified	Persons	-	-	-	-	-	-	0	0	83	12	
	% of total employee	-	-	-	-	-	-	0.00	0.00	0.39	0.06	

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
	<b>By Religion Only in Management Level</b>											
Buddhism	Persons	-	-	-	-	-	-	-	-	-	-	187
	% of total managers	-	-	-	-	-	-	-	-	-	-	93.03
Christianity	Persons	-	-	-	-	-	-	-	-	-	-	4
	% of total managers	-	-	-	-	-	-	-	-	-	-	1.99
Islam	Persons	-	-	-	-	-	-	-	-	-	-	2
	% of total managers	-	-	-	-	-	-	-	-	-	-	1
Hindu	Persons	-	-	-	-	-	-	-	-	-	-	0
	% of total managers	-	-	-	-	-	-	-	-	-	-	0
not specified	Persons	-	-	-	-	-	-	-	-	-	-	8
	% of total managers	-	-	-	-	-	-	-	-	-	-	3.98
	<b>Women Workforce Ratio</b>											
All women in management positions	Persons	-	44	-	53	-	56	-	63	-	71	
	% of total management positions workforce	-	36.67	-	36.81	-	45.16	-	35.49	-	35.32	
Women in top management positions	Persons	-	6	-	5	-	10	-	10	-	14	
	% of total top management positions	-	31.58	-	25.00	-	34.48	-	22.22	-	25.93	
Women in junior management positions	Persons	-	27	-	29	-	29	-	53	-	57	
	% of total junior management positions	-	42.19	-	39.73	-	37.18	-	39.85	-	38.78	
Women in management positions in revenue generating functions	Persons	-	6	-	7	-	14	-	14	-	14	
	% of total managers in revenue generating functions	-	25.00	-	23.33	-	31.11	-	29.17	-	28.57	
Women in STEM-related positions	Persons	-	136	-	132	-	61	-	70	-	231	
	% of total STEM positions	-	10.30	-	9.73	-	31.28	-	32.41	-	53.23	

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
	<b>Employees with Disabilities</b>											
	Employees with Disabilities	Persons	119		129		162		160		10	
		% of total employee	0.70		0.75		0.97		0.81		0.05	
		% of FTEs	0.70		0.75		0.97		0.81		0.05	
		Persons	44	75	39	90	74	88	62	98	6	4
		% of total employee	0.26	0.44	0.23	0.52	0.44	0.53	0.31	0.49	0.03	0.02
<b>401-1</b>	<b>"New Employees"</b>											
	All new employees	Persons	18,408		13,879		13,330		16,447		10,218	
		Persons	7,864	10,544	5,902	7,977	5,488	7,842	6,814	9,633	3,556	6,662
	New hire rate	%	108.17		80.26		79.69		82.76		48.14	
		%	46.21	61.96	34.13	46.13	32.81	46.88	34.29	48.47	16.75	31.39
	<b>By Management Level</b>											
	Management (Level 9 - 14)	Persons	20	23	26	15	35	21	33	18	24	16
		% of total employee	0.12	0.14	0.15	0.09	0.21	0.13	0.17	0.09	0.11	0.08
	Supervisor (Level 5 - 8)	Persons	142	231	114	115	154	177	83	73	89	76
		% of total employee	0.83	1.36	0.66	0.67	0.92	1.06	0.42	0.37	0.42	0.36
	Operation (Level 1 - 4)	Persons	810	996	676	920	703	1,103	785	1,318	901	2,005
		% of total employee	4.76	5.85	3.91	5.32	4.20	6.59	3.95	6.63	4.24	9.45
	<b>By Age</b>											
	<30 years	Persons	6,228	7,498	4,590	5,609	4,002	5,114	4,657	6,046	2,170	3,828
		% of total employee	36.60	44.06	26.54	32.44	23.93	30.57	23.43	30.42	10.22	18.04
	30-50 years	Persons	1,521	2,799	1,243	2,166	1,165	2,089	2,003	3,275	1,292	2,584
		% of total employee	8.94	16.45	7.19	12.53	6.96	12.49	10.08	16.48	6.09	12.17
	>50 years	Persons	115	247	60	192	98	248	154	312	94	250
		% of total employee	0.68	1.45	0.35	1.11	0.59	1.48	0.77	1.57	0.44	1.18
<b>401-1</b>	<b>By Religion</b>											
	Buddhism	Persons	7,752	10,361	5,871	7,925	5,343	7,696	6,654	9,384	3,447	6,499
		% of total employee	45.55	60.89	33.95	45.83	31.94	46.01	33.48	47.22	16.24	30.62
	Christianity	Persons	10	15	6	5	31	26	24	29	9	20
		% of total employee	0.06	0.09	0.03	0.03	0.19	0.16	0.12	0.15	0.04	0.09

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
	Islam	Persons	102	168	25	47	114	120	132	217	70	139
		% of total employee	0.6	0.99	0.14	0.27	0.68	0.72	0.66	1.09	0.33	0.65
	Hindu	Persons	-	-	-	-	-	-	0	0	0	0
		% of total employee	-	-	-	-	-	-	0.00	0.00	0.00	0.00
	Not specified	Persons	-	-	-	-	-	-	4	3	30	4
		% of total employee	-	-	-	-	-	-	0.02	0.02	0.14	0.02
	<b>Internal Hire</b>											
	Percentage of vacancies filled by internal candidates (Internal Hire)	% of all vacancies	21.18	21.63	33.39	25.76	32.68	42.33	24.82	52.56	25.34	42.39
	<b>Recruitment Cost</b>											
	Average recruitment cost	baht/person	405.39		591.99		1,136.15		706.82		654.18	
<b>401-1</b>	<b>Turnover</b>											
	Turnover rate	Persons	2,323		2,109		1,975		3,568		3,402	
		Persons	818	1,505	721	1,388	542	1,433	1,104	2,464	1,125	2,277
		% of total employee	13.65		12.20		11.81		17.95		16.03	
		% of total employee	4.81	8.84	4.17	8.03	3.24	8.57	5.56	12.40	5.30	10.73
	Voluntary employee turnover rate	Persons	2,312		2,094		1,959		3,546		2,859	
		Persons	812	1,500	708	1,386	534	1,425	1,088	2,458	931	1,928
		% of total employee	13.59		12.11		11.71		17.84		13.47	
		% of total employee	4.77	8.81	4.09	8.01	3.19	8.52	5.47	12.37	4.39	9.08
	<b>By Age</b>											
	<30 years	Persons	340	909	332	876	280	887	479	1,577	460	1,324
		% of total employee	2.00	5.34	1.92	5.07	1.67	5.30	2.41	7.94	2.17	6.24
	30-50 years	Persons	439	576	354	493	242	534	576	865	608	916
		% of total employee	2.58	3.38	2.05	2.85	1.45	3.19	2.90	4.35	2.86	4.32
	>50 years	Persons	33	15	22	17	12	4	33	16	57	37
		% of total employee	0.19	0.09	0.13	0.10	0.07	0.02	0.17	0.08	0.27	0.17

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
<b>401-3</b>	<b>Paternity Leave</b>											
	Number of employees entitled to paternity leave	Persons	-	10,656	-	10,852	-	10,598	-	11,275	-	13,710
	Number of employees taking parental leave	Persons	-	356	-	343	-	402	-	375	-	453
	Number of employees returning to work after paternity leave	Persons	-	267	-	285	-	227	-	360	-	322
	Number of employees returning to work after maternity/paternity leave and continuing to work for another one entire year	Persons	-	266	-	205	-	227	-	236	-	175
	Rate of employees returning to work	%	-	74.72	-	59.77	-	56.47	-	62.93	-	38.63
	<b>Freedom of Association</b>											
	Ratio of employees representing in the Welfare Committee	% of total employee	0.031	0.028	0.031	0.028	0.28	0.17	0.22	0.10	0.19	0.09
	<b>Long-term Incentive for Employees</b>											
	Employees below the senior levels, or serving in a position that is 2 levels below the CEO, and entitled for long-term incentives	Persons	17,004		17,275		16,689		10,046		21,207	
		% of total employee	99.92		99.90		99.77		50.55		99.92	
		Persons	6,350	10,654	6,424	10,851	6,107	10,582	3,861	6,185	7,501	13,706
		% of total employee	37.32	62.61	37.15	62.75	31.51	63.26	19.43	31.12	35.34	64.57
	<b>Employees Provident Fund</b>											
	All employees who are eligible to apply for a provident fund after passing probation	Persons	-		-		7,977		9,145		10,165	
		% of total employee	-		-		47.69		46.02		47.89	
<b>404-1</b>	<b>Training and Development</b>											
	Total hours of training and development	Hours/year	-		69,863		137,925.75		386,240.71		159,738	
	Average hours of training	Hours/person/year	-		4.04		8.24		19.44		7.56	
	Total number of employees trained	Persons	-	-	-	-	-	-	682	854	8,214	17,065

GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
	Average hours per FTE of training	Hours/person/year	-	-	4.66	3.70	9.55	7.56	20.69	18.89	7.05	8.58
		Hours/person/year	-	-	4.06		8.29		19.55		7.62	
	<b>Training and Development Hours by Management Level</b>											
	Management (Level 9 - 14)	Hours/person/year	-	-	3.78	6.45	146.70	173.09	57.38	61.45	13.93	12.92
	Supervisor (Level 5 - 8)	Hours/person/year	-	-	3.88	4.80	4.09	4.23	135.14	181.71	4.46	4.26
	Operation (Level 1 - 4)	Hours/person/year	-	-	1.43	3.34	6.15	8.9	25.76	34.85	6.28	6.35
	<b>Training and Development Expenses</b>											
	Average amount spent per FTE on training	baht/person/year	-	-	886.90	560.52	696.66	478.39	1,880.49	1,196.60	1,381.81	1,146.47
		baht/person/year	-	-	-		682.03		558.44		1,445.60	
	Total investment on employees training	baht	-		-		11,744,869.29		9,293,873.65		28,567,143.24	
	<b>Training and Development Expenses by Management Level</b>											
	Management (Level 9 - 14)	baht/person/year	-	-	31,734.07	44,471.64	20,130.97	27,702.68	30,775.63	30,775.63	10,242.97	10,037.58
	Supervisor (Level 5 - 8)	baht/person/year	-	-	999.64	1,082.92	574.22	576.86	16536.63	25271.24	1,316.30	1,636.33
	Operation (Level 1 - 4)	baht/person/year	-	-	635.93	248.63	576.60	643.12	1,650.34	1,716.53	994.37	814.53
<b>404-3</b>	<b>Performance Appraisal</b>											
	Management (Level 9 - 14)	Persons	-	-	-	111	-	83	48	100	57	103
	Supervisor (Level 5 - 8)	Persons	-	-	-	2,459	-	1,160	1,525	240	272	296
	Operation (Level 1 - 4)	Persons	-	-	-	5,119	-	2,039	3,237	3,298	5,333	3,576
	<b>Type of Performance Appraisal</b>											
	Indicator-based performance appraisal	% of total employee	-		44.46		48.38		46.80		50.05	
	Multidimensional performance appraisal	% of total employee	-		0.64		0.78		0.79		0.78	
	<b>Employee Engagement</b>											
	Engagement Result	%	70		77		73		70		79	
	Data Coverage	% of total employee	73		91		40.25		39.70		97.00	



GRI	Data	Unit	2019		2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
<b>By Age</b>												
	Under 25 years old	%	68	73	67	70	78.00					
	25-34 years old	%	69	75	70	68	79.00					
	35-44 years old	%	71	79	76	70	84.00					
	45-54 years old	%	76	85	80	78	81.00					
	Over 55 years old	%	72	86	88	83	80.00					
<b>By Management Level</b>												
	Team Member/ Front-line employee	%	73.51	80.40	73.81	73.00	81.00					
	Management/Team Leader/Supervisor	%	65.35	70.33	59.53	53.00	60.00					
	Middle Management	%	56.82	69.15	56.70	56.00	58.00					
	Senior Management	%	64.71	85.00	85.71	69.00	81.00					
<b>Safety and Occupational Health</b>												
<b>403-9 Total Work Hours</b>												
	*Employees	Hours	-	-	33,706,824.03	39,264,780.21	46,674,669.17					
	Contractors	Hours	-	-	793,220	1,245,035	1,864,861.50					
<b>Fatality</b>												
	*Employees	Cases	0	0	2	0	2	0	1	0	1	0
	Contractors	Cases	0	0	0	1	0	0	0	0	0	0
<b>Lost-Time Injury Frequency Rate (LTIFR)</b>												
	Employees	Cases	-	-	41	27	15	17				
		Cases/ 1 million work hours	-	-	1.20	0.69	0.32	0.36				
	Contractors	Cases	-	-	-	-	1	0	1	0		
		Cases/ 1 million work hours	-	-	0.00	0.8	0	0.54	0			
<b>403-10 Occupational Illness Frequency Rate (OIFR)</b>												
	Employees	Cases	-	-	0	0	0					
		Cases/ 1 million work hours	-	-	0.00	0	0					
<b>Total Recordable Injury Frequency Rate (TRIR)</b>												
	Employees	Cases	-	-	0	0	28	40				
		-	-	0	0	0	0	20	0	20		
	Cases/ 1 million work hours	-	-	0	0	0.71	0.86					

Remarks

- Safety and Occupational Health cover performance of PTG, MSS, MAX, PTGGE, PTGLG, ATL, OLP, PTC, PUN, SAB

## Environmental Performance

GRI	Data	Unit	2019	2020	2021	2022	2023
<b>301-1 Packaging</b>							
	- Total weight of materials	Tons	225.01	309.37	271.59	364.89	3374.12
<b>Renewable/Recyclable Materials</b>							
	- Total weight of <u>recyclable plastic materials</u>	Tons	-	-	-	-	-
	- Total weight of <u>paper or wood materials</u>	Tons	-	-	-	94.25	125.29
	- Total weight of <u>steel materials</u>	Tons	48.30	89.33	93.44	93.98	2645.52
	- Total weight of <u>Aluminum materials</u>	Tons	-	-	-	-	160.89
	- Total weight of <u>glass materials</u>	Tons	-	-	-	-	-
<b>Non-renewable/Non-recyclable Materials</b>							
	- Total weight of <u>plastic materials</u>	Tons	176.71	220.04	178.15	176.66	442.43
<b>302-1 Energy</b>							
	Total energy consumption within the organization	Megawatt hour	684,070.36	640,780.35	346,053.19	862,216.29	96,155.02
<b>Non-renewable Electricity</b>							
	- Electricity consumption (Total)	Kilowatt hour				63,623,660.81	71,781,814.01
	- Electricity consumption of head office	Kilowatt hour	218,283	210,414	116,473	272,178.59	286,855.88
	- Electricity consumption of oil depots	Kilowatt hour	-	-	-	1,910,501.44	2,130,408.15
	- Electricity consumption of gas stations	Kilowatt hour	-	-	-	61,155,648	68,596,197.43
	- Electricity consumption of transportation fleets	Kilowatt hour	-	-	-	285,332.92	254,988.99
	- Electricity consumption of warehouses	Kilowatt hour	-	-	-	-	513,363.56
	- Average electricity consumption of head office	Kilowatt hour/person	413	347	157	336	617
	- Electricity cost (Total)	Million baht				286.13	334.20
	- Electricity cost of head office	Million baht	1.31	1.26	1.00	1.63	1.90
	- Electricity cost of oil depots	Million baht	-	-	-	8.53	10.47
	- Electricity cost of gas stations	Million baht	-	-	-	274	319.01
	- Electricity cost of transportation fleets	Million baht	-	-	-	1.76	2.81
	- Electricity cost of warehouses		-	-	-	-	2.45
	- Average electricity cost of head office	baht/person	2,479	2,075	945	2,010	4,089
<b>Non-renewable Energy</b>							
	- Fuel consumption of oil trucks	Liters	16,802,262.37	15,538,300.00	8,279,000.00	19,234,109.00	17,411,289.99
	- Diesel fuel consumption of corporate cars	Liters	-	157,631.83	166,391.23	297,432.82	1,225,634.41
	- Gasoline fuel consumption of corporate cars	Liters	-	179,547.75	204,219.72	305,238.32	284,126.41
	- Fuel consumption of corporate activities (if any)	Liters	-	4,189.89	3,394.35	11,969.36	7,080.83
<b>Total Renewable Energy</b>							
	- Consumption of electricity generated by solar PV (Solar PV Installation at Service Stations Project)	Kilowatt hour	-	-	236,962.34	645,403	1,318,007

GRI	Data	Unit	2019	2020	2021	2022	2023
<b>302-3</b>	<b>Energy intensity</b>						
	- Proportion of electricity from gas stations used to gasoline sold through COCOs	Kilowatt hour/liter	0.046	0.045	0.014	0.015	0.0151
	- Proportion of electricity from oil depots used to gasoline sold through oil depots	Kilowatt hour/liter	0.004	0.001	0.004	0.000	0.0004
<b>303-5</b>	<b>Water consumption</b>						
	Total water consumption	Megaliters	-	26.96	39.73	35.93	2,331.98
<b>303-3</b>	<b>"Water consumption classified by type of water source"</b>						
	- Tap water consumption	Megaliters	-	21.25	18.98	14.58	1,655.53
	- Groundwater consumption	Megaliters	-	26.95	20.75	21.35	676.45
	- Proportion of water supply used to gasoline sold through oil depots	Cubic meters/liter	0.010	0.009	0.010	0.000	0.000003
<b>303-4</b>	<b>Total effluent</b>						
	Total effluent	Megaliters	35.22	36.32	33.69	19.38	32.93
	- Effluent into the river (untreated)	Megaliters	0	0	0	0	0
	- Effluent into the sea (untreated)	Megaliters	0	0	0	0	0
	- Effluent treated before being discharged into the river (≤1,000 mg/l of solids suspended or dissolved in water)	Megaliters	35.22	36.32	31.95	19.38	32.93
	- Effluent treated before being discharged into the sea (≤1,000 mg/l of solids suspended or dissolved in water)	Megaliters	-	-	1.73	0	0
<b>305-1</b>	<b>Direct GHG emissions (Scope 1)</b>						
	Direct GHG emissions (Scope 1)	Tons carbon dioxide equivalent	-	1,209	1,582	55,771	50,717
<b>305-2</b>	<b>Energy indirect GHG emissions (Scope 2)</b>						
	Energy indirect GHG emissions (Scope 2)	Tons carbon dioxide equivalent	-	887	1,064	31,806	38,307
<b>305-3</b>	<b>Other indirect GHG emissions (Scope 3)</b>						
	Other indirect GHG emissions (Scope 3)	Tons carbon dioxide equivalent	-	1,935,022	13,799,057	20,289,891	15,287,288

GRI	Data	Unit	2019	2020	2021	2022	2023
<b>305-4</b>	<b>GHG emissions intensity</b>						
	Gas stations	Tons carbon dioxide equivalent /liter of oil sold through gas stations	-	-	-	0.0051	0.0034
	Oil depots	Tons carbon dioxide equivalent /liter of oil sold through oil depots	-	-	-	0.0047	0.0030
<b>306-3</b>	<b>Total waste</b>						
	Total waste	Tons	-	25.67	34.45	22.95	301.59
<b>306-4</b>	<b>Total non-hazardous waste</b>						
	Total non-hazardous waste	Tons	-	25.67	33.82	21.17	240.31
	- Total recycled non-hazardous waste	Tons	-	24.35	8.31	5.00	14.65
	Total hazardous waste	Tons	-	0.00	0.63	1.78	61.28
	- Total recycled hazardous waste	Tons	-	-	0.40	0.00	5.78
	Oil Spill	Barrels	1.12	0.00	51.26	15.97	109.44

GRI	Data	Unit	2019	2020	2021	2022	2023
<b>306-5</b>	<b>Waste Disposal</b>						
	Total hazardous waste disposal	Tons	44.15	-	0.60	0.11	17.76
	- Total waste disposal through incineration	Tons	-	-	0.00	0.00	5.59
	- Total waste disposal through incineration (with energy recovery, or Waste to Energy)	Tons	-	-	0.00	0.00	0.03
	- Total waste disposal through landfills	Tons	-	-	0.00	0.00	0.00
	- Total waste stored in the waste area	Tons	-	-	0.12	1.62	8.58
	- Total waste disposed of by outsources	Tons	44.15	-	0.26	0.05	17.95
	- Total waste disposed of by other waste handling, e.g., covering, etc.	Tons	-	-	0.22	0.00	5.59
	<b>Total non-hazardous waste disposal</b>	<b>Tons</b>	<b>-</b>	<b>1.32</b>	<b>25.51</b>	<b>20.16</b>	<b>76.73</b>
	- Total waste disposal through incineration	Tons	-	-	0.00	0.00	7.80
	- Total waste disposal through incineration (with energy recovery, or Waste to Energy)	Tons	-	-	0.00	0.00	0.00
	- Total waste disposal through landfills	Tons	-	-	2.81	1.58	1.23
	- Total waste stored in the waste area	Tons	-	-	0.00	0.00	38.46
	- Total waste disposed of by outsources	Tons	-	1.32	21.27	6.41	75.04
	- Total waste disposed of by other waste handling, e.g., covering, etc.	Tons	-	-	1.43	0.00	77.03
<b>2-27</b>	<b>"Non-compliance with environmental laws and regulations"</b>						
	Quantity or value of significant fines for environmental law violations	Times	0	0	0	0	0

Remarks:

- Packaging Information: Packaging from petroleum products, including oil cans and gas tanks.
- Energy Use and Waste Management Data from 2019-2023 cover PTG's operational sites, including headquarters and oil depots.
- Energy Use Data from 2022 cover PTG's operational sites, including headquarters, oil depots, transportation, and service stations.
- Water Use and Waste Management Data from 2026 cover PTG's operational sites, including headquarters and oil depots.
- Greenhouse Gas Emissions Data for 2024 cover PTG's operational sites, including headquarters and oil depots. In 2021, the scope of greenhouse gas emissions calculations was expanded to include transportation operations. In 2022, it was further expanded to include service stations, and in 2023, it was expanded to include warehouses.

## GRI Content Index

### GRI Content Index

GRI content index	
Statement of use	PTG has reported in accordance with the GRI Standards for the period 1 Jan 2023 to 31 Dec 2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	GRI 11: Oil and Gas Sector 2021

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
<b>General disclosures</b>			
GRI 2: General Disclosures 2021	<b>The organization and its reporting practices</b>		
	2-1 Organizational details	12-19	
	2-2 Entities included in the organization's sustainability reporting	3	
	2-3 Reporting period, frequency and contact point	3	
	2-4 Restatements of information	There are no restatements of information in this report.	
	2-5 External assurance	The PTG Group has not obtained third-party assurance for the report as a whole, but obtained only for a portion of GHG Data. (p. 133-134)	
<b>Activities and workers</b>			
	2-6 Activities, value chain and other business relationships	12-17	
	2-7 Employees	151	
	2-8 Workers who are not employees	Information unavailable/incomplete. PTG uses subcontractors, but does not have systems to track the total number. We track subcontractor injury and illness data (p. 158)	
<b>Governance</b>			
	2-9 Governance structure and composition	39-44 <a href="https://www.ptgenergy.co.th/AboutPTG/Governance">https://www.ptgenergy.co.th/AboutPTG/Governance</a>	
	2-10 Nomination and selection of the highest governance body	40-41	
	2-11 Chair of the highest governance body	<a href="https://www.ptgenergy.co.th/AboutPTG/Governance">https://www.ptgenergy.co.th/AboutPTG/Governance</a>	
	2-12 Role of the highest governance body in overseeing the management of impacts	6-8, 22-23, 26-29, 44 <a href="https://www.ptgenergy.co.th/Sustainable/RiskAndCrisisManagement">https://www.ptgenergy.co.th/Sustainable/RiskAndCrisisManagement</a>	

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
	2-13 Delegation of responsibility for managing impacts	22	
	2-14 Role of the highest governance body in sustainability reporting	22	
	2-15 Conflicts of interest	One report p.184	
	2-16 Communication of critical concerns	45-46, 150	
	2-17 Collective knowledge of the highest governance body	44,54	
	2-18 Evaluation of the performance of the highest governance body	42-43	
	2-19 Remuneration policies	One report p. 164	
	2-20 Process for determining remuneration	One report p. 161	
	2-21 Annual total compensation ratio	Information unavailable/incomplete. PTG does not currently have the methodology in our Human Resources systems to determine this ratio.	
<b>Strategy, policies and practices</b>			
	2-22 Statement on sustainable development strategy	6-8, 23	
	2-23 Policy commitments	22, 45-47 <a href="https://investor.ptgenergy.co.th/th/corporate-governance/downloads/corporate-governance-policy">https://investor.ptgenergy.co.th/th/corporate-governance/downloads/corporate-governance-policy</a>	
	2-24 Embedding policy commitments	<a href="https://investor.ptgenergy.co.th/th/corporate-governance/downloads/corporate-governance-policy">https://investor.ptgenergy.co.th/th/corporate-governance/downloads/corporate-governance-policy</a>	
	2-25 Processes to remediate negative impacts	46 <a href="https://www.ptgenergy.co.th/Sustainable/HumanRightsManagement">https://www.ptgenergy.co.th/Sustainable/HumanRightsManagement</a>	
	2-26 Mechanisms for seeking advice and raising concerns	46 <a href="https://investor.ptgenergy.co.th/th/corporate-governance/whistleblowing-and-complaint-procedures">https://investor.ptgenergy.co.th/th/corporate-governance/whistleblowing-and-complaint-procedures</a>	
	2-27 Compliance with laws and regulations	45, 150	
	2-28 Membership associations	13 <a href="https://www.ptgenergy.co.th/Sustainable/CorporateGovernance">https://www.ptgenergy.co.th/Sustainable/CorporateGovernance</a>	
<b>Stakeholder engagement</b>			
	2-29 Approach to stakeholder engagement	20-21, 26-29	
	2-30 Collective bargaining agreements	99,117	

## Material Topics

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
<b>GRI 3: Material Topics</b>			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	30	
	3-2 List of material topics	31-35	
<b>Economic</b>			
<b>Good Corporate Governance</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	38-39	11.14.1, 11.20.1
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	150	11.14.2
GRI 202: Market Presence 201	202-2 Proportion of senior management hired from the local community	151	11.14.3
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	20-21, 25, 32-34, 64-66, 92-93,122-123, 124-125, 102	11.14.5
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	14 business activities were assessed for risks related to corruption.	11.20.2
	205-2 Communication and training about anti-corruption policies and procedures	46-47	11.20.3
	205-3 Confirmed incidents of corruption and actions taken	One report p. 190	11.20.4
GRI 207: Tax 2019	207-1 Approach to tax	<a href="https://investor.ptgenergy.co.th/storage/content/corporate-governance/downloads/corporate-governance-policy/2024/20240221-ptg-tax-policy-th.pdf">https://investor.ptgenergy.co.th/storage/content/corporate-governance/downloads/corporate-governance-policy/2024/20240221-ptg-tax-policy-th.pdf</a>	11.21.4
GRI 415: Public Policy 2016	415-1 Political contributions	One report p. 173 <a href="https://www.ptgenergy.co.th/Sustainable/CorporateGovernance">https://www.ptgenergy.co.th/Sustainable/CorporateGovernance</a>	11.22.2
<b>Risk and Crisis Management</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	48-54	
<b>Cybersecurity</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	55-59	
<b>Business and Social Innovation</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	60-68	

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
<b>Customer Relation Management</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	72-78	11.3.1
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	73	11.3.3
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	75	
<b>Supply Chain Management</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	79-84	
GRI 204 Procurement Practice 2016	204-1 Proportion of spending on local suppliers	Data not collected	11.14.6
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	81-82	11.12.2
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	82-83	11.10.8
<b>Environment</b>			
<b>Climate Change Management</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	129-133	11.1.1
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	51 <a href="https://www.ptgenergy.co.th/Sustainable/ClimateChangeManagement">https://www.ptgenergy.co.th/Sustainable/ClimateChangeManagement</a>	11.2.2
GRI 305: Emission 2016	305-1 Direct (Scope 1) GHG emissions	160	11.1.5
	305-2 Energy indirect (Scope 2) GHG emissions	160	11.1.6
	305-3 Other indirect (Scope 3) GHG emissions	160	11.1.7
	305-4 GHG emissions intensity	161	11.1.8
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions (PM 2.5)	Information unavailable/incomplete. PTG conducts random air pollution audits at its gas stations annually.(p.147)	11.3.2

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
<b>Environmental Management</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	134-136	11.6.1
GRI 301: Material 2016	301-1 Materials used by weight or volume	160	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	159	11.1.2
	302-3 Energy intensity	160	11.1.4
	302-4 Reduction of energy consumption	139-140	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	137	11.6.2
	303-2 Management of water discharge-related impacts	137-139	11.6.3
	303-3 Water withdrawal	160	11.6.4
	303-4 Water discharge	160	11.6.5
	303-5 Water consumption	160	11.6.6
GRI 306: Waste 2016	306-3 Significant spill	161	11.8.2
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	143-147	11.5.3
	306-3 Waste generated	161	11.5.4
	306-4 Waste diverted from disposal	161	11.5.5
	306-5 Waste directed to disposal	162	11.5.6

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
<b>Social</b>			
<b>Human resource management</b>			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	88-93	11.10.1
GRI 401: EMPLOYMENT 2016	401-1 New employee hires and employee turnover	154-155	11.10.2
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	98-99	11.10.3
	401-3 Parental leave	155	11.10.4
GRI 404: TRAINING AND EDUCATION 2016	404-1 Average hours of training per year per employee	156	11.10.6
	404-2 Programs for upgrading employee skills and transition assistance programs	89-93	11.10.7
	404-3 Percentage of employees receiving regular performance and career development reviews	157	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY	405-1 Diversity of governance bodies and employees	152-154	11.11.5
	405-2 Ratio of basic salary and remuneration of women to men	100	11.11.6
GRI 406: NONDISCRIMINATION 2016	406-1 Incidents of discrimination and corrective actions taken	Discrimination in the workplace is not tolerated at PTG. Over the reporting period we had no cases of alleged discrimination reported	11.11.7

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
<b>SAFE AND WORK ENVIRONMENT</b>			
GRI 3: MATERIAL TOPICS 2021	3-3 Management of material topics	106-107	11.9.1
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	106 <a href="https://www.ptgenergy.co.th/Sustainable/SafetyAndWorkEnvironment">https://www.ptgenergy.co.th/Sustainable/SafetyAndWorkEnvironment</a>	11.9.2
	403-2 Hazard identification, risk assessment, and incident investigation	107	11.9.3
	403-3 Occupational health services	96-97, 108-112	11.9.3
	403-4 Worker participation, consultation, and communication on occupational health and safety	108-109 <a href="https://www.ptgenergy.co.th/Sustainable/SafetyAndWorkEnvironment">https://www.ptgenergy.co.th/Sustainable/SafetyAndWorkEnvironment</a>	11.9.5
	403-5 Worker training on occupational health and safety	108-111	11.9.6
	403-6 Promotion of worker health	96-97	11.9.2
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	106-107	11.9.7
	403-8 Workers covered by an occupational health and safety management system	21,225 persons	11.9.9
	403-9 Work-related injuries	112, 158	11.9.10
	403-10 Work-related ill health	112, 158	11.9.11
<b>Human Rights</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	113	11.12.1
GRI 408: Child Labor 2016.	408-1 Operations and suppliers at significant risk for incidents of child labor	The PTG Group is not aware of any cases of child labor within its own operations or its those of its suppliers.	
<b>Corporate Social Responsibility</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	120	11.15.1
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	123-128	11.15.2



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