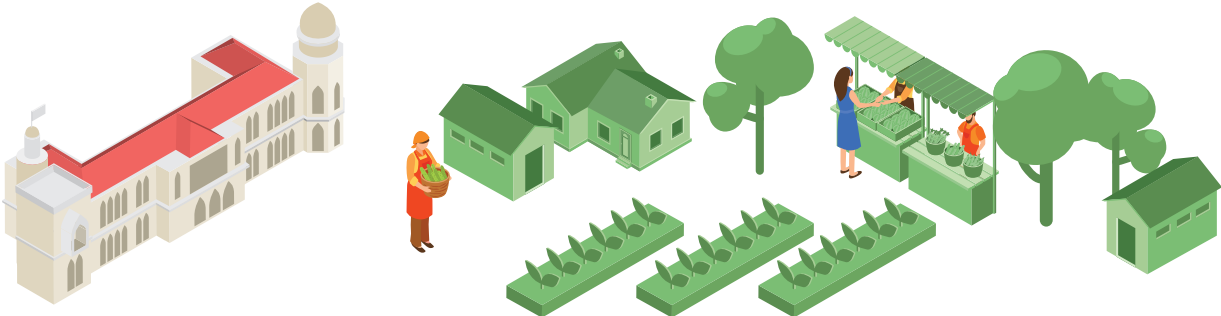


Stakeholder Engagement Results



	Public Sector	Community & Society	
Engagement Channels	<ul style="list-style-type: none">Monthly meetings with the government agenciesMonthly visits to PTT's operation sitesQuarterly seminars and workshops, to create understanding about PTT business with the public sector	<ul style="list-style-type: none">Online social media, such as <div><div> PTT Group</div><div> PTT News/ We love PTT/ GODJI</div><div> @pttplc_ official</div><div> godji_ pttgroup</div></div> <ul style="list-style-type: none">1365 Contact CenterPTT website or email: pttvoice@pttplc.comSocial projects to uplift the quality of life of the people affected by the COVID-19 pandemic	
Needs/ Expectations	Compliance & Transparency <ul style="list-style-type: none">Adequate and timely information disclosure	Brand & Trust <ul style="list-style-type: none">To conduct the business taking into account the benefits of Thai societyInitiate social projects that respond to the needs/ expectations of the stakeholders Climate Change <ul style="list-style-type: none">Improving the community's quality of life, free from environmental problems Health & Safety <ul style="list-style-type: none">Health care for the community and safety of the community from the impacts of PTT business operations	
Examples of Key Performance	<ul style="list-style-type: none">Managed internally to provide information to the government agencies faster, for example, categorizing the information, or setting a process for information disclosureDisclosed the information through PTT website and other social media. 	<ul style="list-style-type: none">Created understanding of the issues regarding energy, innovation, energy technology, efficiency and transparency in the business operation of the CompanyConducted social projects such as online marketplace for local products, support for local tourism, job training for community energy program, and the Restart Thailand campaign, page 142 <ul style="list-style-type: none">Reduced greenhouse gas emissions through the energy efficiency projects, and the renewable energy projects, for example, the Waste Heat Recovery Project, page 134Increased carbon sequestration with the expansion and the preservation of the urban greenspace, page 147 <ul style="list-style-type: none">Managed safety and occupational health of all projects, for example, installing dust net, sound and vibration measurement at the construction sites Set measurements to control and prevent COVID-19 infection, page 176 and set community aid programs, page 142	

Remark: For more information, please visit www.pttplc.com



	Investor	Customer	Supplier & Partner	Employee
Engagement Channels	<ul style="list-style-type: none">Online meetingPTT Group operation site visitsAnnual general meeting of shareholdersOpportunity DayDigital Roadshow	<ul style="list-style-type: none">Meetings with customers to raise accurate understanding of business conduct"PTT Life Station" Application1365 Contact Center	<ul style="list-style-type: none">Supplier seminarGrievance on corruption-related issues: grchelpdesk@pttplc.com or pttvoice@pttplc.com	<ul style="list-style-type: none">Monthly meeting of the Relation Affairs committeeThe executives and employees joined hands in doing community development activitiesSeminars of business functions
Needs/ Expectations	Energy Transition <ul style="list-style-type: none">Good business performanceDevelopment of the energy or the energy innovation in response to the business disruptions in the future.	Brand & Trust <ul style="list-style-type: none">A quick support and problem-solving regarding the Company's products and services.	Compliance & Transparency <ul style="list-style-type: none">Transparency, fair, speed and clarity of the procurement process	<ul style="list-style-type: none">Security and professional advancementAdaptation for changes in PTT's business operationsWork-life balance
Examples of Key Performance	<ul style="list-style-type: none">Communicated business strategies and directions to the investors to create confidence during the PTT Group operation site visits, annual general meeting of shareholders, and Opportunity Day, activities.	<ul style="list-style-type: none">Reduced the burden of the consumers regarding the product prices by subsidizing the price of natural gas for vehicles (NGV).Launched "PTT Life Station" Application, to assist with the locations of NGV stations, or as a contact point to get the after-sales services.	<ul style="list-style-type: none">Developed a procurement process in the Digital Procurement platform such as PTT Vendor Management website, of which vendors could use the status tracking for their contracts, goods receiving, and payments. Provided information to create a better understanding on steps, processes, for internal and external users.Joined the government's Integrity Pact (IP) program for the the Onshore Gas Transmission Pipeline No. 5, Phase II.	<ul style="list-style-type: none">Enhanced the skill and knowledge of the workforce constantly.Virtual classroom, page 152Appropriately adjusted the welfare according to the needs.

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