Stakeholder Engagement Result

	Public Sector	Investors	Customers

Stakeholder Engagement Channel	• Monthly consultation meetings with the public sector
	• Quarterly update meetings with the public sector
	• Information disclosure via PTT website and other online media
		• Online meetings
		• PTT Group's operation site visits
		• Annual general meeting of shareholders
		• Opportunity Day
		• Digital roadshow with international investors via online channels
			• Online meetings and discussion
			• Customer visits to raise awareness and foster correct understanding
			• PTT NGV Station Application
			• 1365 Contact Center
			• Online media, such as
			  LINE : PTT Natural Gas and PTT NGR
			  Website : Customer Service Center

Stakeholders' Needs/ Expectation	**Future Business** • Continuously build new business together. • Conduct business that supports and aligns with the public sector policies **Climate Change** • Engage and provide helpful feedback/ information • Be a leader in greenhouse gas management **Safety, Health & Environment** • Safe guarding lives and property. • Minimize environmental impacts from operations and control the operations according to various standards. **Compliance/ Transparency** • Energy security and support the public sector policies • Sufficient and prompt information disclosure • Communicate issues clearly and thoroughly • Promote fair competition and free trade	**Energy Transition** • Expand to new businesses • Performance reflecting the shifts in future energy business • Investment in companies adding values to society and the environment **Financial Performance** • Invest in companies with good performance, security, growth, with good returns • Solvency • An appropriate investment plan with future growth • Good governance in management	**Future Business** • Environmentally friendly consumption and production • Develop clean energy at fair prices • Scale up EV, EV Charging stations/ NGV/ LPG nation-wide **Customer Experience** • Received quality products and services which are environmentally friendly • Operational system is convenient and flexible
Examples of Key Performance	**Future Business** • Communicate and raise awareness of PTT's new business operations **Climate Change** • Make suggestions for membership criteria of Thailand Carbon Nuetral Network (TCNN), which PTT is a co-founder of this network. Besides, PTT also collaborates with public sector in reforestation and restoration projects. **Safety, Health & Environment** • Organize a public hearing to collect the public sector's opinions relating to PTT's projects and implement the feedback for improvement • Collaborated with the public sector and communities leaders to open for community concerns and suggestions. The company also monitor and fairly follow up on solutions. **Compliance/ Transparency** • Participate in meetings/ discussion with public sector to take suggestions and provide feedback beneficial to various projects • Deliver information to governing public sector agency promptly upon request, such as data classification, and data disclosure process	**Energy Transition** • Communicate PTT's new energy development direction and performance **Financial Performance** • Communicate PTT strategic direction to gain confidence for investors, through shareholder meetings and online channels • Disseminate data and information to bondholders on financial status, and key financial ratio, including communicate with investors, analysts, and fund managers through Analyst Meeting, as well as Roadshow, both domestic and international	**Future Business** • Build relationships and business collaboration **Customer Experience** • Elevate customer experience by analyzing business weakness from business with PTT to continuously identify recommendation • Customer visits, communication, and organize trainings as customers' request • CRM and CSR activities of PTT to build customer engagement

Society and Communities

- Community visits for engagement
- Public hearing for communities per work plans
- 1365 Contact Center
- PTT website or email: pttvoice@pttplc.com
- Report grievance via email: grchelpdesk@pttplc.com or pttvoice@pttplc.com

- Online media, such as

LINE	facebook	twitter	instagram	TikTok
PTT Group	PTT News/ We love PTT/ GODJI	@pttplc_ official	godji_ pttgroup	godji_ pttgroup

Brand & Trust
- Develop the society, quality of life, and the environment
- Promote and contribute to solving national economic issues
- Credible, transparent management with good governance

Safety, Health & Environment
- Security of life and property
- Communicate issues and resolve community's challenges quickly
- Reduce air pollution from construction project

Brand & Trust
- "PTT Group Innovation for Society Project", which applies knowledge, expertise, innovation and technology to develop farmers into smart farmers across 45 sites (29 provinces). This includes development and promotion of 267 community products, as well as continuously developing community-based tourisms at six sites nation-wide.
- "Restart Thailand" supports communities and new graduates through employment, focusing on work opportunities, generate income, and build vocational skills for new generations in every regions. In 2022, there were approximately 23,000 participants joining the project.
- In 2022, "Giving Chance for the Youth Project" helps students and youths who originally are at risk of dropping out of education system, to gain continuous education access.
  Scholarships and funds of THB 171 million was set up and provided to support youths from low-income families, and those affected by COVID-19.
  The recipients total over 103,000 nationwide, through PTT Virtual Run activity, which converted every walk and run to scholarships. People in any sectors would join the event.
- "PTT Group Model School" is an education development plan for 204 schools across 17 provinces nationwide. PTT collects knowledge and expertise, develops education under the Concept "STEEM 4E" in collaboration with Kamnoetvidya Science Academy, and Vidyasirimedhi Institute of Science and Technology.

The objective is to develop academic STEM and English Skills. The teaching applies 4E, which are
  1. Ethics and Growth Mindset
  2. Entrepreneurship
  3. Energy Literacy
  4. Environment Awareness
- Promote the development of green area with communities
- Communicate and take actions on material topics, continuously build understanding of PTT vision
- The "Giving Breath for the City Project" project supports the goal of creating Bangkok green area, by planting one million trees. PTT will join in growing 100,000 trees with BMA in Bangkok, aiming for perennial trees, long-lasting shrubs or woody vines to absorption of carbon dioxide, reduce dust and air pollution, as well as lowering the temperature around plantation areas by providing shade and enhance livability for urban areas.

Safety, Health & Environment
- Visit sites to build community's confidence in safety measures, preparation against emergencies, and take feedback to improve operations.
- Visits/ discuss with communities leaders to monitor complaints and requests systematically, promptly, and fairly. PTT also listens to their feedback, and foster community's confidence.
- Communicate information and construction plans in the areas to communities, listen to suggestions and concerns.

Suppliers and Partners

Directors and Employees

Stakeholder Engagement Channel

Suppliers and Partners
- Annual supplier seminar
- Supplier communication channel, such as procurement website and emails
- PTT Online procurement and vendor system, comprises
  - PTT e-purchase system
  - PTT e-bidding
  - ESG Self-Assessment for suppliers for PTT and PTT Group suppliers

Directors and Employees
- Monthly Relation Affairs Committee meetings
- Joint social activities between executives and employees
- Business functions meetings
- PTT Board meeting

Stakeholders' Needs/ Expectation

Suppliers and Partners

Future Business
- Build new business and future collaboration continuously, as well as providing consultation/ correction information on starting new businesses
- Promote national economy

Brand & Trust
- Develop capacity for long-term business collaboration
- Accessibility for procurement information, with suppliers confident in PTT's transparent procurement process

Compliance/ Transparency
- Comply with rules and regulations
- Transparent and traceable good governance. Clearly communicate work process and utilize technology

Directors and Employees

Organization & Employee
- Security, promotion, good welfare and compensation
- Work with an organization that is agile, accelerate growth, and apply technology for greater operational efficiency
- Capability building to support future business
- Build understanding and trust in PTT operations

Information Security & Data Privacy
- Data storage and usage security
- Understand and comply with Personal Data Protection Act (PDPA)

Examples of Key Performance

Suppliers and Partners

Future Business
- Build relationships and business collaboration

Brand & Trust
- Communicate performance
  1) Investment to accommodate future growth
  2) Maintain performance during a slower economy and COVID-19
  3) Manage partnerships in PTT Group through supply chain management

Compliance/ Transparency
- Implement Digital Procurement system in procurement process, enabling suppliers to operate via online channels effectively, promptly and fitting of present-day
- Communicate PTT procurement process and advise various system usage to enhance suppliers' understanding in supplier conference and other communication channels, such as procurement websites and emails

Directors and Employees

Organization & Employee
- Review attributes, forms of skills, knowledge and capacity of employees which align with new business operations
- Improve welfare to be sufficient to economic conditions, and competitive with peers
- Improve compensation to align with performance, becoming more performance-driven in approach
- Organize joint activities with PTT Board to build understanding of PTT Group's business operations

Information Security & Data Privacy
- Provide knowledge and raise awareness regarding cyberthreats
- Provide compliance knowledge on PDPA and data management according to the laws

Additional information about vision and stakeholder strategic direction in PTT website