

Stakeholder Engagement Result



Public Sector



Investors



Customers

Stakeholders' 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

- PTT Group's operation site visits
- Annual general meeting of shareholders
- Opportunity Day
- Online meetings
- Digital roadshow with international investors via online channels

- Customer visits to raise awareness and foster correct understanding
- Online meetings and discussions with clients
- PTT NGV Station Application
- 1365 Contact Center
- Online media platforms such as LINE: PTT Natural Gas and PTT NGR Website: Customer Service Center

CLIMATE CHANGE

- Promote policies on greenhouse gas control/absorption and efficient resource utilization/environmental conservation into practice
- Actively participate in providing feedback and valuable information
- Become a leader in greenhouse gas management

COMPLIANCE/ TRANSPARENCY

- Ensure energy security and support the public sector policies
- Provide easy-to-understand, sufficient, timely, and transparent disclosure of information, addressing issues comprehensively
- Ensure good corporate governance operation that promotes fair competition and free trade

FUTURE BUSINESS

- Continuously develop new joint ventures in the future
- Conduct business that supports and aligns with government policies

SAFETY, HEALTH & ENVIRONMENT

- Promote Safety of Life and Property
- Minimize environmental impact from operations through stringent standards and controls

ENERGY TRANSITION

- Expand into the clean energy business utilizing natural gas
- Achieve performance reflecting the shifts in future energy business
- Invest in companies adding values to society and the environment

FINANCIAL PERFORMANCE

- Invest in companies with good performance, stability, growth with good returns
- Have the ability to repay debts
- Ensure good governance in management

FUTURE BUSINESS

- Expand investments into new ventures
- Produce and consume in a way that creates value for society and is environmentally friendly

CUSTOMER EXPERIENCE

- Access to quality and environmentally friendly products and services at fair prices
- Work system is convenient and flexible

FUTURE BUSINESS

- Provide Environmentally friendly production and consumption
- Develop clean energy at fair prices
- Expand electric vehicles and electric charging stations nationwide

Stakeholders' Needs and Expectations

Examples of Key Performance

CLIMATE CHANGE

- PTT serves as the Thailand Carbon Neutral Network (TCNN) chairman, comprising over 500 leading organizations nationwide. This network acts as a leading platform advocating for greenhouse gas reduction and expediting policy proposals to the government to elevate the country's greenhouse gas reduction standards to international levels

COMPLIANCE/ TRANSPARENCY

- Participate in meetings/ discussion with public sector to take suggestions and provide feedback beneficial to various projects

FUTURE BUSINESS

- Communicate and raise awareness of PTT's new business directions

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
- Collaborate with the public sector and communities' leaders to open for community concerns and suggestions

ENERGY TRANSITION

- Communicate the direction and progress of PTT's business development efforts

FINANCIAL PERFORMANCE

- Communicate PTT's strategies and directions to build investor confidence through shareholder meetings and online platforms
- Disseminate information to shareholders regarding financial status and vital financial ratios through various channels, including communicate investors, analysts, and fund managers through Analyst Meetings and Roadshows both domestically and internationally

FUTURE BUSINESS

- Establish relationships and cooperations in joint business operations

CUSTOMER EXPERIENCE

- Elevate customer experience by analyzing business weaknesses to identify areas for improvement continuously
- Instill confidence in products and services, provide communication and offer training courses as requested by customers
- Organize PTT's CRM (Customer Relationship Management) and CSR (Corporate Social Responsibility) activities to foster customer engagement

FUTURE BUSINESS

- Build relationships and collaboration in conducting joint business ventures



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



PTT
GROUP



PTT NEWS/
WE LOVE PTT/
GODJI



@pttplc_
official



ptt_
official_ig



PTT
Official
TikTok

BRAND & TRUST

- Promote and contribute to solving national economic issues
- Develop the society, quality of life, and the environment
- Ensure reliable and transparent management with good governance

SAFETY, HEALTH & ENVIRONMENT

- Promote safety of life and property
- Preserve/ restore community environment environmentally friendly and community-safe consumption and production
- Reduce air pollution from construction project
- Address and promptly resolve community issues

BRAND & TRUST

- Continuously communicate and promote understanding of PTT's vision
- Support communities through various projects:

- Innovation for Community Project

Utilizing knowledge, expertise, innovation, and technology to support farmers to become Smart Farmers in 45 areas (29 provinces), developing and elevating community products to more than 1,400 SKUs, from 450 communities and continuously developing community-based tourism in 6 areas nationwide.

- PTT Group Model School Project

Developing education for 109 schools under the concept "STEEM 4E" with Kamnoetvidya Science Academy and Vidyasirimedhi Institute of Science and Technology to enhance students' skills in STEM (Science, Technology, Engineering, Mathematics) and English language, along with teaching the 4E principles (Ethics and Growth Mindset/ Entrepreneurship/ Energy Literacy/ Environment Awareness). The goal of 2023 is to emergence of 24 STEM model teachers, 11 of 4E model schools.

- Green Globe Institute

Awards given to communities and individuals conserving natural resources and sustainable environments, utilizing local knowledge, emphasizing community participation, and sharing knowledge and award-winning works for further benefit.

- The Development and Campaign on the Utilization of Vetiver according to the Royal Initiative Project

In collaboration with the Chai Pattana Foundation, Office of the Royal Development Projects Board (ORDPB), and Land Development Department, this project aims to expand vetiver grass usage to conserve soil and water. It includes training on vetiver grass cultivation and competitions. In 2023, Thailand hosted The Seventh International Conference on Vetiver in Chiang Mai province with 1,098 participants from 19 countries worldwide.

SAFETY, HEALTH & ENVIRONMENT

- Visit sites to build community's confidence in safety measures, prepare for emergencies, and take feedback to improve operations
- Meet with community leaders to promptly address complaints and requests systematically and fairly while listening to feedback and instilling confidence in the community
- Communicate information and construction plans in the areas to inform the community and receive feedback and concerns



Suppliers and Partners



Directors and Employees

Stakeholders' Engagement Channel

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

BRAND & TRUST

- Develop capacity for long-term business collaboration
- Procurement information is easily accessed, and suppliers are confident with PTT's transparent procurement process
- Promote job opportunities for SMEs and enhance mutual capabilities in responding to changes
- Enhance efficient work processes

COMPLIANCE/ TRANSPARENCY

- Comply with rules and regulations
- Achieve transparent and traceable good governance and clearly communicate work process and utilize technology

ENERGY TRANSITION

- Encourage business cooperation during the transition towards full-fledged free trade
- Proactively support constructive information and feedback

FUTURE BUSINESS

- Collaborate to establish new businesses, foster continuous cooperation for the future, and provide accurate consultation and information regarding new business operations

ORGANIZATION & EMPLOYEE

- Achieve stability and progress, along with excellent benefits and compensation
- Work with an organization that adapts to changes, accelerates growth, and utilizes technology to enhance operational efficiency
- Develop employee skills to support future business needs
- Establish understanding and confidence in PTT's operations

INFORMATION SECURITY & DATA PRIVACY

- Ensure data security in the collection and usage
- Fully understand and comply with the Personal Data Protection Act (PDPA)

Stakeholders' Needs and Expectations

BRAND & TRUST

- Communicate the progress of operations, including:
 - 1) Investment plans that support future growth
 - 2) Maintenance of business performance amidst economic slowdowns
 - 3) Collaboration management within the PTT Group through supply chain management

COMPLIANCE/ TRANSPARENCY

- Implement digital procurement systems in the procurement process, allowing vendors to conduct transactions online, thereby enhancing efficiency, convenience, and modernization
- Communicate the procurement processes of PTT and guide utilizing various systems to enhance knowledge and understanding among vendors through vendor seminars and other communication channels such as procurement websites and emails

ENERGY TRANSITION

- Foster understanding of PTT's business operations

FUTURE BUSINESS

- Foster relationships and cooperations in conducting business together

ORGANIZATION & EMPLOYEE

- Review employees' skill sets, knowledge, and abilities that align with the new business model
- Enhance welfare benefits to be suitable for the current economic conditions and comparable to companies in the same industry group
- Revise the compensation structure to align with job performance and enhance performance-driven initiatives
- Organize collaborative activities with the PTT Group's committees to foster an understanding of the group's business operations

INFORMATION SECURITY & DATA PRIVACY

- Provide education and raise awareness about cyber threats
- Offer knowledge on legal compliance, such as the Personal Data Protection Act, and ensure data management practices adhere to legal standards

Examples of Key Performance