

Double and Dynamic Materiality and Management of Material Topics of PTT in 2024



Impact of Topics Over Time

Short Term	Medium Term	Long Term
High	High	High

Page 160 Additional information



Climate Action	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Direct and indirect greenhouse gas emissions and reduction Methane emission management Energy efficiency Financial risks and opportunities associated with climate change Climate change mitigation and adaptation Commitment to achieving Net Zero Emissions 	<ul style="list-style-type: none"> Increased operational costs due to disruptions in business operations, supply chain interruptions, damage to infrastructure, regulatory pressures, and legal challenges, etc. 	<ul style="list-style-type: none"> Cost savings through enhanced energy efficiency Strengthened reputation and trust among stakeholders New market access and expansion to untapped consumer segments Opportunities for innovation that create new revenue streams 	<ul style="list-style-type: none"> Job creation driving the transition to a low-carbon society Mitigation of environmental impacts and improvements in society's quality of life Deteriorating ecosystems, loss of biodiversity Decline in quality of life, including health challenges, food and water insecurity, displacement, etc. 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee Enterprise Risk Management Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee Corporate Plan and Risk Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Corporate Strategy and Sustainability <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact
Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
Additional information is available on PTT Website

Cause of Impact
Cause
Contributes to
Directly linked to

Stakeholders
Public Sector
Society and Communities
Investors
Customers
Suppliers and Partners
Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
Medium	Medium	High

Additional information



Water	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Water withdrawal and consumption from shared sources Water resource conservation Wastewater impact management Circular economy for water management 	<ul style="list-style-type: none"> - Increased operational costs due to disruptions in business operations, supply chain interruptions, damage to infrastructure, regulatory pressures, and legal challenges, etc. 	<ul style="list-style-type: none"> + Cost reductions through the efficient use of water resources + Strengthened reputation and trust among stakeholders + Opportunities for innovation that create new revenue streams 	<ul style="list-style-type: none"> + Conservation of natural resources and ecosystems + Ensuring public access to clean water and sanitation - Environmental degradation and scarcity of water resources - Social inequality in access to water resources 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Downstream Business Group Alignment Policy and Operational Excellence Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility

6	6.3	6.5	12	12.1	12.4
	6.4	6.6		12.2	12.5

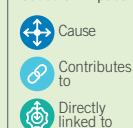
Remarks:

Human Rights Impact Article 3: Right to Life Article 4: Freedom from Slavery Article 5: Freedom from Torture Article 7: Right to Equality Before the Law	Article 8: Right to Remedy Article 12: Right to Privacy Article 17: Right to Own Property Article 18: Freedom of Religion or Belief Article 20: Freedom of Assembly and Association	Article 22: Right to Social Security Article 23: Right to Work Article 24: Right to Rest and Leisure Article 25: Right to Adequate Standard of Living Ref: Universal Declaration of Human Rights (UDHR), Amnesty International
----------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Additional information is available within this report

Additional information is available on PTT Website

Cause of Impact



Stakeholders





Impact of Topics Over Time

Short Term	Medium Term	Long Term
Medium	Medium	High



Biodiversity	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Biodiversity protection and ecosystem restoration Sustainable land use and natural resource management practices Identification of operational areas that caused or contributed to involuntary resettlement Development of urban and rural areas with a strong focus on environmental sustainability 	<ul style="list-style-type: none"> - Long-term financial and reputational damage 	<ul style="list-style-type: none"> + Adaptation to climate change + Reputation and trust from stakeholders 	<ul style="list-style-type: none"> + Restoring ecosystem services to enhance ecosystem resilience, support natural dependencies, and generate economic, cultural, and recreational benefits + Establishing conservation networks, preserving forests, and promoting learning and active community participation - Imbalance in ecosystems and the livelihoods of surrounding communities 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Policy and Operational Excellence Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact
 Article 3: Right to Life
 Article 4: Freedom from Slavery
 Article 5: Freedom from Torture
 Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
 Article 12: Right to Privacy
 Article 17: Right to Own Property
 Article 18: Freedom of Religion or Belief
 Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
 Article 23: Right to Work
 Article 24: Right to Rest and Leisure
 Article 25: Right to Adequate Standard of Living
 Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
 Additional information is available on PTT Website

Cause of Impact
 Cause
 Contributes to
 Directly linked to

Stakeholders
 Public Sector
 Society and Communities
 Investors
 Customers
 Suppliers and Partners
 Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
Low	Low	Low



Spills	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Oil, gas, and chemical spills 	<ul style="list-style-type: none"> - Long-term financial and reputational damage 	<ul style="list-style-type: none"> + Reducing costs arising from fines and insurance premiums + Reputation and trust from stakeholders 	<ul style="list-style-type: none"> + Conservation of ecosystems and safeguarding public health hygiene - Environmental contamination, economic losses, and health risks to the public 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Policy and Operational Excellence Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact
Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
Additional information is available on PTT Website

Cause of Impact

Cause
Contributes to
Directly linked to

Stakeholders

Public Sector
Society and Communities
Investors
Customers
Suppliers and Partners
Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
Low	Low	Low



Waste	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Efficient waste management for recycling, reuse, and proper disposal Circular economy for waste management 	<ul style="list-style-type: none"> Financial and reputational damage 	<ul style="list-style-type: none"> + Cost reduction through the efficient utilization of resources + Innovation driven by the adoption of circular economy principles across business operations and PTT Group's supply chain 	<ul style="list-style-type: none"> + Ecosystem conservation and ensuring public health and hygiene - Environmental contamination and public health risks 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Downstream Business Group Alignment Policy and Operational Excellence Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact
Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
Additional information is available on PTT Website

Cause of Impact



Stakeholders





Impact of Topics Over Time

Short Term	Medium Term	Long Term
Low	Low	Low



Emissions	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Air pollution management, including volatile organic compounds (VOCs), nitrogen oxides (NOx), and sulfur dioxide (SO₂) emissions Management of other environmental pollutants, such as light pollution, vibrations, electromagnetic radiation, and radiation emissions 	<ul style="list-style-type: none"> Financial and reputational damage 	<ul style="list-style-type: none"> The operational processes are efficient 	<ul style="list-style-type: none"> Reducing environmental, social, and community impacts Environmental contamination and public health risks 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Policy and Operational Excellence Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact
Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
Additional information is available on PTT Website

Cause of Impact

Cause
Contributes to
Directly linked to

Stakeholders

Public Sector
Society and Communities
Investors
Customers
Suppliers and Partners
Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
High	High	High

Page 173 Additional information

22, 25



Occupational Health and Safety	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Occupational health and safety management system, risk assessment, and incident investigation Ensuring workplace safety, occupational health, and environment to prevent injuries and illnesses among employees and workers Providing health services, including counseling, training, health promotion, and clear communication with employees and workers Preventing and mitigating occupational health and safety risks linked directly to business operations and relationships Safeguarding safety throughout production processes Ensuring safe transportation via road and sea Promoting community safety Effective emergency response, crisis management, and business continuity planning to minimize any disruptions to business operations, society, communities, and the environment 	<ul style="list-style-type: none"> - Reducing insurance and healthcare costs - Financial and reputational damage 	<ul style="list-style-type: none"> + Enhancing work productivity and strengthen business competitiveness 	<ul style="list-style-type: none"> + Reducing accident, illness, and injury rates in the workplace + Elevating the quality of life for employees, contractors, and the surrounding community - Health risks from work-related injuries and illnesses to employees, contractors, resulting from incidents/ accidents - Hazards and risks from accidents/emergencies in construction projects/work impacting the surrounding community of the operation. 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Group Sustainability Strategy and Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Policy and Operational Excellence Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact	Article 8: Right to Remedy	Article 22: Right to Social Security
Article 3: Right to Life	Article 12: Right to Privacy	Article 23: Right to Work
Article 4: Freedom from Slavery	Article 17: Right to Own Property	Article 24: Right to Rest and Leisure
Article 5: Freedom from Torture	Article 18: Freedom of Religion or Belief	Article 25: Right to Adequate Standard of Living
Article 7: Right to Equality Before the Law	Article 20: Freedom of Assembly and Association	Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report

Additional information is available on PTT Website

Cause of Impact

- Cause
- Contributes to
- Directly linked to

Stakeholders

- Public Sector
- Society and Communities
- Investors
- Customers
- Suppliers and Partners
- Directors and Employees



Impact of Topics Over Time

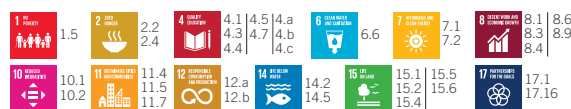
Short Term	Medium Term	Long Term
Medium	Low	Low

Page 183 Additional information

8, 22, 25



Corporate Citizenship	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Indirect economic impacts on local communities Evaluation of social impacts on local communities Development and support for improving community access to technology Building relationships, fostering understanding, and encouraging community participation Preservation and promotion of local culture and education Job creation and skill development opportunities Promotion of health and public health awareness campaigns List of the operation areas at risk that impact on community relocation Human rights risks related to organizational security measures impacting communities Protection of indigenous peoples' rights 	<ul style="list-style-type: none"> Financial and reputational damage 	<ul style="list-style-type: none"> Fostering relationships and community engagement to build understanding and mitigate negative impacts on the company's reputation 	<ul style="list-style-type: none"> Enhancing the quality of life and promoting local employment, while aligning with government policies that encourage private sector and state-owned enterprises to support social enterprises Supporting lifelong learning opportunities, including infrastructure development, education access, and skill-building to foster equality and reduce social disparities 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Corporate Reputation and Social Responsibility <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact

Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
 Additional information is available on PTT Website

Cause of Impact

Cause
 Contributes to
 Directly linked to

Stakeholders

Public Sector
 Society and Communities
 Customers
 Suppliers and Partners
 Directors and Employees
 Investors



Impact of Topics Over Time

Short Term	Medium Term	Long Term
Medium	Low	Low

Additional information

 4, 5, 7, 8, 18, 20, 23, 24

Employment Practices	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> • Labor relations management • Non-discrimination and harassment • Freedom of association and the right to collective bargaining • Fair compensation • Employee engagement • Employee development, performance evaluation, and career management • Motivation and retention of talented individuals • Child labor • Forced labor and labor conscription • Modern slavery • Supply chain management and risk assessment from partner operations 	<ul style="list-style-type: none"> - Ineffective and unjust human resource management can lead to employee dissatisfaction, negatively affecting work performance and reducing organizational commitment - Failure to develop employee potential can result in difficulties in replacing staff who leave or retire, leading to workforce gaps - Risks stemming from inefficient procurement processes and operations by partners and collaborators can cause business disruptions, such as increased operating costs, supply chain interruptions, delays in product and service delivery, and complaints from stakeholders 	<ul style="list-style-type: none"> + Skilled, knowledgeable, and experienced human resources with expertise in the clean energy sector and emerging industries + Fair compensation that enhances employee well-being and strengthens organizational loyalty and engagement + Promoting diversity within the workforce (across race, religion, gender, age, etc.) to foster cross-cultural learning, diverse perspectives, and experiences 	<ul style="list-style-type: none"> + Managing the supply chain with transparency and ethical practices across upstream, midstream, and downstream operations, focusing on economic returns while minimizing social and environmental impacts and creating shared value with partners and collaborators - Unfair labor practices or human rights violations against employees and contractors 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> • Corporate Governance and Sustainability Committee • PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> • Human Resources Management Committee • Human Resources Management Committee of PTT Public Company Limited • Job Structure and Staffing Committee • Employee Management Committee, Talent and Scholarship Group • Human Resources Cooperation Committee • Strategic Planning and Procurement Management Committee • Vendor Selection Committee • Procurement Oversight and Audit Committee <p>Functional Level</p> <ul style="list-style-type: none"> • Corporate Human Resources <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> • Human Capital Management and Development Strategy • Organizational Learning Master Plan • PTT's Sustainability Management Master Plan for Social and Environmental Responsibility



Remarks:

Human Rights Impact

Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living

Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report

Additional information is available on PTT Website

Cause of Impact

Cause

Contributes to

Directly linked to

Stakeholders

Public Sector

Society and Communities

Investors

Customers

Suppliers and Partners

Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
High	High	High

Page 194 [Additional information](#)

22



Innovation and Technology	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Research and development of technology, innovation processes, and business development Fostering innovation and applying technology to improve production processes, products, and services 	<ul style="list-style-type: none"> Rapidly changing innovation and technology may impact business operations in various areas such as innovation funding, personnel skills, and profits that do not align with plans 	<ul style="list-style-type: none"> Fostering innovation and applying technology in business operations (production processes, products, services, etc.) to drive new business ventures, meeting customer and partner needs, creating competition, and generating returns for investors 	<ul style="list-style-type: none"> Reducing environmental impact by developing products and services that lower greenhouse gas emissions, supporting the transition to a low-carbon society, and meeting stakeholder expectations 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Enterprise Risk Management Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> PTT Research and Innovation Screening Committee PTT Innovation Management Committee PTT Group Technology Committee PTT Group Digital Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Innovation Institute Planning and New Venture Development <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT Innovation Management Master Plan



Remarks:

Human Rights Impact
Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report
Additional information is available on PTT Website

Cause of Impact

Cause
Contributes to
Directly linked to

Stakeholders

Public Sector
Society and Communities
Investors
Customers
Suppliers and Partners
Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
Medium	Medium	High



Digitalization	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Information management, cybersecurity, and privacy protection Leveraging digital technology to transform business processes and activities within the organization 	<ul style="list-style-type: none"> Potential disruptions to business operations, including increased costs, failure to deliver products and services, and a loss of stakeholder trust Leakage of sensitive data 	<ul style="list-style-type: none"> Safeguarding information, mitigating cybersecurity threats, and enhancing privacy protections, while also fostering greater trust with stakeholders Leveraging digital technology to streamline and optimize business processes, driving greater operational efficiency 	<ul style="list-style-type: none"> Leakage of sensitive information from the organization and its stakeholders to external parties 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Enterprise Risk Management Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> PTT Group Digital Steering Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Strategy & Portfolio Management <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> Digital Technology Master Plan

9.4
9.c

Remarks:

Human Rights
Impact

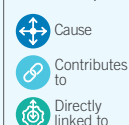
Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional
information is available
within this reportAdditional information
is available on
PTT Website

Cause of Impact



Stakeholders





Impact of Topics Over Time

Short Term	Medium Term	Long Term
Medium	Medium	Medium



Economic Contribution	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Creation and distribution of economic value, including operational costs, revenues, employee compensation and benefits, annual dividends, taxes paid to the government, and investments in social initiatives The company's ability to generate returns from its business operations Support from the government in terms of policy and political backing Financial assistance provided by the government for business operations 	<ul style="list-style-type: none"> Lack of transparency in tax payments and government financial assistance could lead to corruption, bribery, or the organization receiving unjust benefits Supporting opaque government policies could lead to corruption, bribery, or the organization receiving unjust benefits 	<ul style="list-style-type: none"> Strengthened reputation and trust among stakeholders 	<ul style="list-style-type: none"> Driving business success that generates value for all stakeholders Contributing to the economy through revenue, employee compensation and benefits, annual dividends, taxes paid to the government, and investments in social causes Actively supporting government policies that focus on social development, enhancing quality of life, and promoting environmental sustainability 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Group Corporate Finance and Strategy Corporate Human Resources Corporate Reputation and Social Responsibility <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> Action plans of the relevant divisions

8.1
8.217.1
17.17

Remarks:



Human Rights Impact

Article 3: Right to Life

Article 4: Freedom from Slavery

Article 5: Freedom from Torture

Article 7: Right to Equality Before the Law

Article 8: Right to Remedy

Article 12: Right to Privacy

Article 17: Right to Own Property

Article 18: Freedom of Religion or Belief

Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security

Article 23: Right to Work

Article 24: Right to Rest and Leisure

Article 25: Right to Adequate Standard of Living

Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

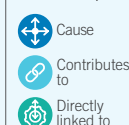


Additional information is available within this report



Additional information is available on PTT Website

Cause of Impact



Cause

Contributes to

Directly linked to

Stakeholders



Public Sector

Society and Communities

Investors

Customers

Suppliers and Partners

Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
Medium	Medium	Medium

Additional information

 8, 12, 17

Product Responsibility	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Fair marketing, accurate information, and compliance with fair agreements Addressing customer needs effectively Providing quality customer service, support, and resolving complaints and disputes Evaluating and safeguarding the health and safety impacts of products and services Ensuring the protection of customer and consumer privacy 	<ul style="list-style-type: none"> Financial and reputational damage from complaints and lawsuits arising from products and services not meeting standards, as well as privacy violations and customer data loss, etc. 	<ul style="list-style-type: none"> Innovating and developing environmentally friendly, high-quality products and services that align with customer needs and expectations 	<ul style="list-style-type: none"> Providing clear, transparent information to consumers, empowering them to make well-informed purchasing decisions Minimizing environmental impacts by creating products and services that reduce greenhouse gas emissions, facilitating the shift towards a low-carbon economy, and meeting the expectations of stakeholders Products and services that do not meet health and safety standards or requirements, as well as misleading marketing information, may impact the health and safety of customers 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> PTT Customer Excellence Committee <p>Functional Level</p> <ul style="list-style-type: none"> Gas Business Unit International Trading Business Unit <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT Customer and Market Strategic Plan

3.9	12.6 12.8	16.5 16.6
-----	--------------	--------------

Remarks:

Human Rights Impact

Article 3: Right to Life
Article 4: Freedom from Slavery
Article 5: Freedom from Torture
Article 7: Right to Equality Before the Law

Article 8: Right to Remedy
Article 12: Right to Privacy
Article 17: Right to Own Property
Article 18: Freedom of Religion or Belief
Article 20: Freedom of Assembly and Association

Article 22: Right to Social Security
Article 23: Right to Work
Article 24: Right to Rest and Leisure
Article 25: Right to Adequate Standard of Living
Ref: Universal Declaration of Human Rights (UDHR), Amnesty International

Additional information is available within this report

Additional information is available on PTT Website

Cause of Impact

Cause

Contributes to

Directly linked to

Stakeholders

Public Sector

Society and Communities

Investors

Customers

Suppliers and Partners

Directors and Employees



Impact of Topics Over Time

Short Term	Medium Term	Long Term
High	Medium	Medium

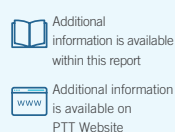


Governance and Ethics	Financial Materiality		Impact Materiality	Governance Committee
	Risks	Opportunities		
<ul style="list-style-type: none"> Organizational structure and governance processes that promote good governance and ethics Commitment to fair practices Strong anti-corruption measures and transparency Enterprise risk management processes aligned with international standards Strategic approach to tax policies and compliance Adherence to laws and regulations Organizational stance on supporting the development of new regulations and policies Guidelines for determining the compensation of PTT's Board of Directors and executives 	<ul style="list-style-type: none"> Increased costs due to fines Damage to the organization's image and reputation, leading to an inability to conduct business 	<ul style="list-style-type: none"> Operating with strong governance, ethics, and transparency, while enforcing anticorruption practices and complying with laws and regulations, resulting in improved performance, reduced fines, and enhanced corporate reputation Fostering fair practices and throughout PTT Group's supply chain Ensuring fair and equitable compensation for PTT's Board of Directors, executives, and employees 	<ul style="list-style-type: none"> Encouraging fair competition and supporting free trade initiatives Non-transparent governance structure and corruption negatively impact employees and various stakeholders, such as shareholders and the public in Thai society. 	<p>Board of Directors Level</p> <ul style="list-style-type: none"> Corporate Governance and Sustainability Committee PTT's Board of Directors <p>Management Level</p> <ul style="list-style-type: none"> Governance Risk Compliance and Sustainability Management Committee PTT Management Committee <p>Functional Level</p> <ul style="list-style-type: none"> Corporate Governance <p>Strategic/ Management Plans</p> <ul style="list-style-type: none"> PTT's Sustainability Management Master Plan for Social and Environmental Responsibility

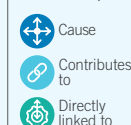


Remarks:

Human Rights Impact Article 3: Right to Life Article 4: Freedom from Slavery Article 5: Freedom from Torture Article 7: Right to Equality Before the Law	Article 8: Right to Remedy Article 12: Right to Privacy Article 17: Right to Own Property Article 18: Freedom of Religion or Belief Article 20: Freedom of Assembly and Association	Article 22: Right to Social Security Article 23: Right to Work Article 24: Right to Rest and Leisure Article 25: Right to Adequate Standard of Living Ref: Universal Declaration of Human Rights (UDHR), Amnesty International
----------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



Cause of Impact



Stakeholders

