

Stakeholder Engagement Result



Public sector

- Monthly consultations with the public sector.
- Quarterly meetings to enhance understanding with the public sector.
- Information disclosure through PTT Website and other online platforms.

Brand & Trust

- Support government policies to ensure energy security and effectively manage business risks.
- Contribute to the development of society, the quality of life, and the environment.

Climate Change

- Assist the government in achieving Carbon Neutrality goals and lead efforts in Climate Change management in line with relevant laws and regulations.
- Carry out initiatives that prioritize environmental sustainability and mitigate negative impacts.

Compliance/ Transparency

- Adhere to policies, regulations, and corporate governance standards, ensuring transparency and accountability.
- Enhance IT systems in line with the Cybersecurity Act.
- Promote fair competition and free trade practices.

Energy Transition

- Provide insightful data and feedback to support LNG sourcing strategies.
- Collaborate in the business transition towards energy market liberalization.
- Work closely with shippers to ensure alignment on best practices

New Business

- Co-develop new business opportunities, offering guidance on emerging energy sectors, innovative business models, and practical regulatory frameworks.

Safety, Health & Environment

- Uphold rigorous safety, occupational health, hygiene, and environmental standards.
- Create societal value by considering environmental impacts and enhancing the well-being of local communities.

Brand & Trust

- Provide accurate, timely energy information to support government policies.
- Facilitate government activities, including organizing site visits to PTT operations.
- Explore joint ventures between state enterprises and foreign investments.

Climate Change

- PTT chairs the Thailand Carbon Neutral Network, promoting greenhouse gas reduction and offering policy recommendations to the public sector.
- Contribute to drafting the Climate Change law and participate in carbon neutrality and Net Zero Emissions initiatives.

Compliance/ Transparency

- Conduct business with transparency and integrity, ensuring complete, accurate, and timely disclosures in line with regulations and government policies.
- Collaborate with the government to provide energy-related data for new projects and help shape policies.
- Support government agency activities.

Energy Transition

- Foster understanding by providing essential information to regulatory bodies.

New Business

- Share product information with the government to build mutual understanding and jointly develop practical policies.

Safety, Health & Environment

- Evaluate environmental impacts and secure necessary construction permits.
- Ensure projects meet standards with minimal impact on communities and the environment.

Stakeholder Engagement Channel

Stakeholders' Needs/ Expectations

Examples of Key Performance



	Investors	Customers
	<ul style="list-style-type: none"> • PTT Group operations site visits • Annual General Meeting (AGM) • Opportunity Day • Online meetings • Digital roadshow with international investors via online channels 	<ul style="list-style-type: none"> • Customer visit to support their business operations and ensure accurate understanding. • Meetings or discussions with customers via online platforms. • PTT NGV Station application • 1365 Contact Center • Online channels, including: Line: PTT Natural Gas and PTT NGR Website: Customer Service Center
	<p>Financial Performance</p> <ul style="list-style-type: none"> • A financially stable company with strong governance, transparent disclosures, and legal compliance. • Foster communication and information exchange to collaboratively address challenges, define investment strategies, and drive long-term growth. • Invest in new ventures that strengthen and enhance societal value, promote environmental sustainability, and improve public well-being. 	<p>Brand & Trust</p> <ul style="list-style-type: none"> • Effectively communicate accurate information about business operations and energy-related matters to ensure clear understanding. <p>Compliance/ Transparency</p> <ul style="list-style-type: none"> • Uphold governance practices, ensuring business operations are transparent and sustainable. • Commit to clear, full, and verifiable information disclosure. <p>Energy Transition</p> <ul style="list-style-type: none"> • Provide insightful, relevant data and perspectives to support LNG procurement. • Foster business collaboration during the energy market transition to liberalization. • Partner with Shippers to ensure an understanding of best practices. <p>Supplier & Customer Experience</p> <ul style="list-style-type: none"> • Offer high-quality, eco-friendly products at competitive prices, ensuring timely delivery. • Drive the development of future energy solutions, guaranteeing adequate supply while modernizing operational systems.
<p>Financial Performance</p> <ul style="list-style-type: none"> • Communicate strategic direction to instill investor confidence through shareholder meetings. • Disseminate information to shareholders, investors, analysts, and fund managers via Analyst Meetings and Roadshows, both locally and internationally. 		<p>Brand & Trust</p> <ul style="list-style-type: none"> • Effectively communicate and coordinate with customers, ensuring the delivery of high-quality products and a consistent, reliable natural gas supply. • Collaborate on CSR initiatives to strengthen relationships. <p>Compliance/ Transparency</p> <ul style="list-style-type: none"> • Support engineering investments, such as systems for gas reception, storage, and delivery, ensuring 24/7 operational readiness. • Manage contracts and clearly communicate the implementation to comply with government policies. <p>Energy Transition</p> <ul style="list-style-type: none"> • Hold strategic meetings to build relationships and ensure understanding of the TSO CODE. • Proactively coordinate, share information, and support customers in utilizing natural gas pipeline services efficiently and without delays. <p>Supplier & Customer Experience</p> <ul style="list-style-type: none"> • Deliver quality products and services that meet customer expectations and industry standards. • Engage with customers through executives and area managers to understand their needs and foster business development. • Actively listen to customer feedback, making improvements based on satisfaction surveys. • Provide transparent, clear information and ensure fair practices while developing IT systems that align with and support customer needs.



Society and Communities

- Community visits to build relationships with local communities.
- Public hearing feedback sessions as part of planned activities.
- 1365 Contact Center
- PTT Website or E-Mail: pttvoice@pttplc.com
- Reporting fraud via E-Mail: grchelpdesk@pttplc.com or pttvoice@pttplc.com

- Online channels such as:



PTT
GROUP



PTT NEWS/
WE LOVE PTT/
GODJI



@pttplc_
official



ptt_
official_ig



PTT
Official
TikTok



PTTPLC
YouTube

Brand & Trust

- Effectively communicate accurate information about business operations and energy-related matters to ensure clear understanding.
- Support initiatives that enhance quality of life, including community skill-building, education, renewable energy management, and elder care programs.

Climate Change

- Assist the government in achieving its Carbon Neutrality goals and take a leadership role in managing climate change in line with applicable laws and regulations.
- Implement activities that mitigate adverse environmental impacts.

Safety, Health & Environment

- Uphold safety standards, occupational health, hygiene, and environmental practices.
- Address community impacts arising from construction projects and collaborate on environmental restoration efforts.
- Champion equality and promote quality of life improvements for communities.
- Provide disaster relief and actively support affected areas.

Brand & Trust

- Continuously communicate and promote understanding of PTT's vision
- Support communities through initiatives that improve quality of life and environmental sustainability, including:
 - Community empowerment projects
 - Product and capacity-building programs for local communities
 - Green Globe Institute
 - Disaster preparedness and response efforts
- Address concerns and feedback by actively tracking community complaints and inquiries.

Climate Change

- Promote environmental stewardship through the care of green spaces and marine ecosystems.
- Reforestation while sharing knowledge on reducing carbon emissions.
- Actively participate in programs to achieve carbon neutrality and Net Zero Emissions.

Safety, Health & Environment

- Communicate construction projects and safety measures clearly with communities to ensure understanding and preparedness for emergencies while also addressing feedback and concerns.
- Consult with community leaders to provide project updates, address potential environmental impacts, and ensure ongoing engagement through feedback and community assurance.





Supplier and Partners

- Annual supplier seminars
- Communication channels with suppliers, such as the procurement website and E-Mail
- PTT's online procurement systems, including:
 - PTT e-purchase system
 - PTT e-bidding
 - ESG Self-Assessment system for PTT and PTT Group suppliers

Brand & Trust

- Effectively communicate accurate information about business operations and energy-related matters to ensure clear understanding.
- Foster long-term collaborative business growth, ensuring adaptability to changes, and promoting employment opportunities for SMEs.

Compliance/ Transparency

- Ensure compliance with laws, policies, and organizational regulations.
- Maintain transparency by disclosing complete and verifiable information.
- Uphold strong corporate governance practices that are transparent and verifiable.
- Communicate business processes clearly.
- Leverage technology to enhance IT systems in alignment with the Cybersecurity Act.

New Business

- Collaborate to create new business opportunities, offering expert guidance and accurate information on business development.
- Provide information on new energy, business insights for creating new ventures, and feasible regulations.

Supplier & Customer Experience

- Deliver valuable and user-friendly information through innovative technologies that enhance convenience and efficiency.

Brand & Trust

- Meet with stakeholders to provide timely, accurate information and guidance on government policies.
- Actively listen to feedback from partners.
- Organize workshops and activities to align on collaborative efforts and build strong relationships.

New Business

- Meet with partners to identify opportunities for product development and enhance business partnerships.
- Explore potential collaborations that offer mutual benefits and shared growth.

Supplier & Customer Experience

- Offer guidance, resolve issues, and address complaints through multiple communication channels.
- Strengthen partnerships by formalizing agreements, creating task forces, and conducting regular progress meetings.



Directors and Employees

- Monthly Relation Affairs Committee meetings
- Collaborative social responsibility activities between management and employees
- Business functions meetings
- PTT's Board of Directors

Brand & Trust

- Support the governance of operations in line with regulations to foster understanding and build trust in business activities.
- Clearly and promptly communicate accurate information about the company's operations and energy-related matters to ensure understanding.

Organization & Employee

- Foster knowledge of PTT's operations and PTT Group.
- Build and maintain trust in business operations.
- Prepare employees to meet the demands of business growth and increased competition.
- Adhere to good governance practices, maintain transparency, and ensure compliance with legal requirements.
- Operate in an environmentally responsible manner while supporting the well-being of surrounding communities.

Brand & Trust

- Collaborate closely with business units to align on key issues and drive shared objectives, ensuring effective teamwork and progress.
- Promote and support employee participation in CSR activities to cultivate a strong sense of social responsibility.

Organization & Employee

- Organize activities for PTT's Board of Directors to foster a deeper understanding of the company's operations through business visits and insightful presentations.
- Implement training programs to continuously enhance employees' skills, ensuring they stay aligned with the organization's evolving goals.

Remark: Additional details regarding the vision and strategic direction of stakeholders in PTT can be found on PTT Website.