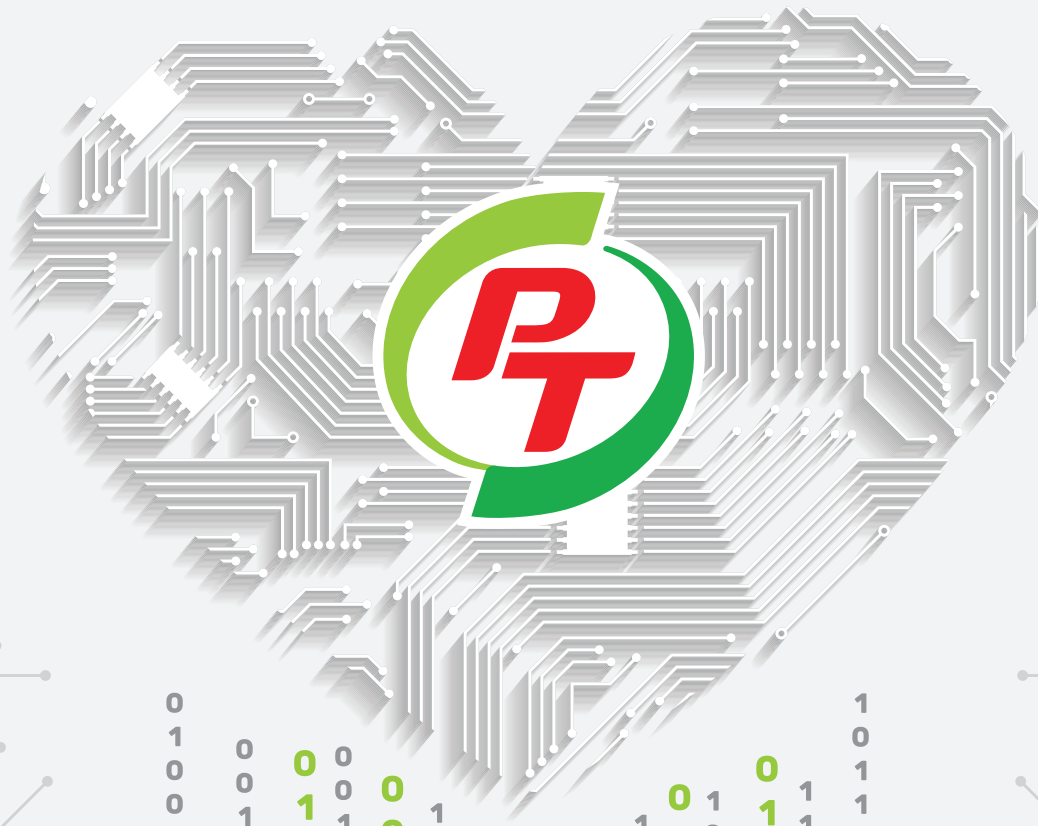


SUSTAINABILITY REPORT 2019

PT, THE NATION'S LEADING FULL-SERVICE ENERGY COMPANY
PTG ENERGY PUBLIC COMPANY LIMITED



GO FOR *max*

SUSTAINABILITY
REPORT

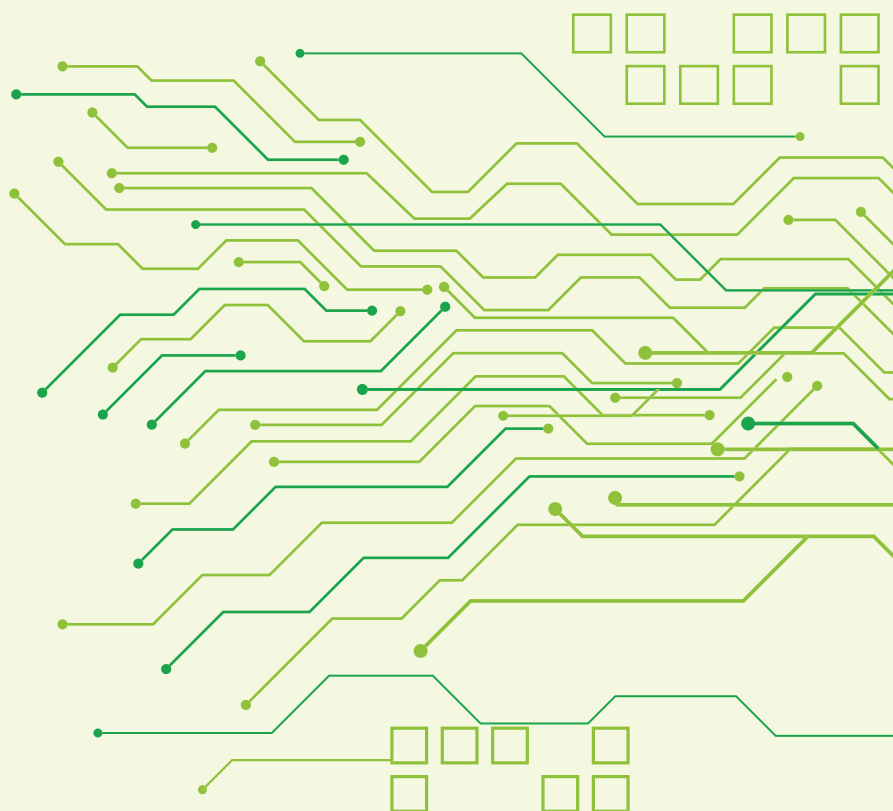
2019

BIG DATA
BIG FUTURE



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About this Report

PTG Energy Public Company established the Company's first sustainability report (Disclosure 102-52) as an aim to publish the information of the Company's management processes and performance regarding economy, social and environmental concerns to the public and stakeholders. This sustainability report covers the information of the business performance from January 1, 2019 to December 31, 2019 (Disclosure 102-50). The report has been done based on the Core Option of the Global Reporting Initiative Standards (GRI Standards) (Disclosure 102-54). The Company has also aligned the business policies and performance with the United Nations Sustainable Development Goals (SDGs).

Scope of the Report (Disclosure 102-45, Disclosure 102-46)

This sustainability report presents the Company's performance of oil and gas businesses, which are the core business lines of the Company in 2019. The businesses are as follows.

- PTG Energy Public Company Limited
- Petroleum Thai Corporation Co., Ltd.
- PTG Logistics Co., Ltd.
- Pyramid Oil Co., Ltd.
- Alpine Oil Co., Ltd.
- Empire Oil Co., Ltd.
- Everest Oil Co., Ltd.
- Andes Oil Co., Ltd.
- Atlas Oil Co., Ltd.
- BPTG Co., Ltd.

The information and details of other businesses' performance are not included as the data collection processes for the Company's sustainability report is still under the development and adjustment. Besides, other businesses are

still run under the management of the Board of the Directors. The Company would like to continue developing this report so that it can effectively present a wider coverage of the information of the Company businesses and performance.

Contents of the Report (Disclosure 102-54)

Significant issues and information regarding sustainability (Material topics) are demonstrated and reported in accordance with GRI standards. The report covers important issues that are concerned with sustainability in which the Company's stakeholders have had an involvement through different channels.

Approval of the Report

Core issues and information presented in this report have been reviewed and examined by the Company's top executives (Disclosure 102-32) to confirm its reliability and correctness of important information concerning sustainability and the Company's stakeholders.

Contact Channels (Disclosure 102-53)

If you have enquiries or suggestions, please contact :

Corporate Governance Section

PTG Energy Public Company Limited
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E-mail Address : cg@pt.co.th

This sustainability report is a supplementary report of the 2019 annual report of PTG Energy Public Company Limited. This reports are available for download from the PTG website at www.ptgenergy.co.th

Message from the President & Chief Executive Officer (Disclosure 102-14)

PTG has continuously carried on its business under the principle of good Corporate Governance. In the past years, the Company had achieved the scores of “Excellent” level of recognition for the Corporate Governance Report (CGR) for the third consecutive year (2017-2019) from the Thai Institute of Directors of IOD. Furthermore, the Company also got certified, for the second consecutive year, to be a member of the Thai Private Sector Collective Action Coalition Against Corruption (CAC).

With an aim of creating ‘Fuel Value to Community Living,’ The Company deems that business strategies for sustainable development (SD) will create Shared Value and Development that contribute to the development of innovations and sustainable value to its stakeholders or the ‘Community Living.’ It will also help accelerate the achievement of the Sustainable Development Goals (SDGs) set by the United Nations.



PTG has established policies for corporate sustainability that cover all essential issues including the three central aspects of sustainability : Environmental, Social, and Governance (ESG). These policies have a significant role in improving the business growth and operational performance with good corporate governance, risk management and stakeholder engagement in building business value. Recognizing an importance of sustainable development, the Company has a commitment to perform business and strive to become a sustainable organization.

- PTG was selected on the list 'Thailand Sustainability Investment' (THSI) for the second consecutive year. This was the "Sustainable Stock" 2019 which has been selected from the Stock Exchange of Thailand (SET) given to listed companies that had complied with the sustainability assessment criteria (Environmental, Social and Governance: ESG). This achievement confirms that the Company has constantly been operating its business with an awareness of ESG as a key to long-term growth, success and benefits.
- At the SET Awards 2019, PTG also received the Outstanding Investor Relations Award as an organization outstanding in investor relations activities.
- Employees who are in a group of the Company's stakeholders are a heart of a path to success. At PTG, the Company recognizes the importance of employee treatment.
- In 2019, PTG received Thailand Labour Management Award 2019 as an organization that promoted mutual partnership between employers and employees and fair benefit sharing in a bid to promote good labour relations management from Labour Protection and Welfare Office area 5

With an effective management in employee growth and development, the Company received 2 awards at Thailand Kaizen Award 2019 organized by Technology Promotion Association (Thailand-Japan).

- Golden Award in the Service Kaizen category
- Silver Award in the Genba Kaizen category

Apart from the awards above, PTG received 3 awards at ASEAN Business Awards (ABA) 2019 run by ASEAN Business Advisory Council (ASEAN-BAC).

- The Winner under the category of 17 Priority Integration Sectors: Energy (Large-Tier)
- Outstanding Business Award in Human Resource Development or The Country Winner, Skills Development (Large-Tier)
- Outstanding Business Award for Sustainable Society or The Country Winner, Sustainable Social Enterprise (Large-Tier) - this award represents PTG's determination in promoting both employees' skill development and operational performance development.

PTG has been paying attention to activities that help establish social value into communities such as giving essential knowledge to students, people with disabilities and elderly people. With the CSR concept, the Company has been organizing many CSR activities and projects for different communities in the society; for example, projects that offer educational and sport support and environmental improvement. Moreover, the Company has been promoting innovation and technology in business operations. For example, the Company invested in the Palm Complex project, running the business with the 'Zero Waste' concept as a way to exercise more effective cost management. In order to promote community support, employees are motivated to do good contributions to the society. This represent the corporate culture of 'PTG Way' that represents the Company attention to integrity and ethics for sustainable development.

The Company would like to express gratitude towards everyone who has been a part in moving PTG forward and growing the Company with great support and contribution. Your dedication is a key to the Company's sustainable growth and success



Mr. Pitak Ratchakitprakarn
President & Chief Executive Officer
PTG Energy Public Company Limited

Vision, Mission and Values

Vision

Being a leader in integrated energy services business in the country

Mission

Creating maximum satisfaction for the Company's valued business partners, staff members and customers.

Executing and administering the business with professionalism and continuously integrating services to generate income and increase value for the Company and partners.

Being responsible for and supportive of activities that are beneficial for the society and the environment.



“We are still determined to deliver above-expectation services, create advancement and continuously improve the organization in order.”



CTIC

The key to constant development for success



Display of efforts to listen and understand customers (both internal and external customers), perception of customers' needs and expectations, with the aim of creating maximum satisfaction as the first priority.



An understanding of one's roles and duties as a member of the team, with an involvement in work processes, solving problems, and exchanging experiences and opinions with team members.



An ability to abide by the code of conduct and display of honesty, as well as an advocacy in encouraging team members to strictly abide by the Company's principles and regulations.



An identification of methods to improve and apply work systems, procedures and new steps to replace current systems and processes in order to enhance effectiveness and functionality.

PTG Business Overview

PTG Businesses

PTG Energy Public Company Limited (Disclosure 102-1)

Symbol :	PTG
Registration Date :	March 21, 1991
President :	Mr. Pitak Ratchakitprakarn President and Chief Executive Officer
Authorized Capital :	1,670,000,000 baht
Business Type :	Energy and Utility Services

PTG has engaged in seven core business groups as follows. (Disclosure 102-2)

1. Fuel wholesaling (the Company's core and first business line) and retailing businesses
 - 1.1 Fuel businesses through PT petrol service stations
 - 1.2 Fuel wholesaling to other petrol traders and industrial operators
2. LPG gas sales business
3. Transportation and warehousing including fuel transportation businesses distributing fuel products to PT petrol service stations and inventory management
4. Renewable energy and biodiesel & palm oil (for consumption) production businesses
5. Business of management system and equipment & machine maintenance providing services to PT petrol service stations.
6. Food and Beverage businesses
7. Auto care and maintenance services businesses for automobiles and commercial trucks.

The Company Products and Services (Disclosure 102-2, (Disclosure 102-7))

The company products produced by the Company and subsidiaries are categorized into two main lines as follows.

1. Fuel Product

Major products of the Company and subsidiaries are mainly fuel products for vehicles including

1.1 Diesel Fuel : high-speed diesel fuel (hereafter 'diesel fuel'), high-speed diesel B10 and high-speed diesel B20.

1.2 Gasoline : Octane 95 benzene, Gasohol 95 (E20), Gasohol 95 (E10), and Gasohol 91 (E10) (hereafter 'benzene')

The major fuel product of the Company is diesel fuel due to the fact that car users using this fuel type are the Company's direct and indirect customers. Undoubtedly, the volumes of the fuel sold have been in line with the records of the vehicle types registered in Thailand, showing that most cars are diesel-powered. In 2019, the Company started to sell diesel B20 fuel to respond to the Government policy in promoting the use of renewable energy and to support local agricultural oil growers. Overall, the Company has been expanding its businesses and increasing more petrol service stations in

Bangkok and vanity areas. As a result, the proportion of benzene fuel sales has consistently been increasing. (Disclosure 102-6)

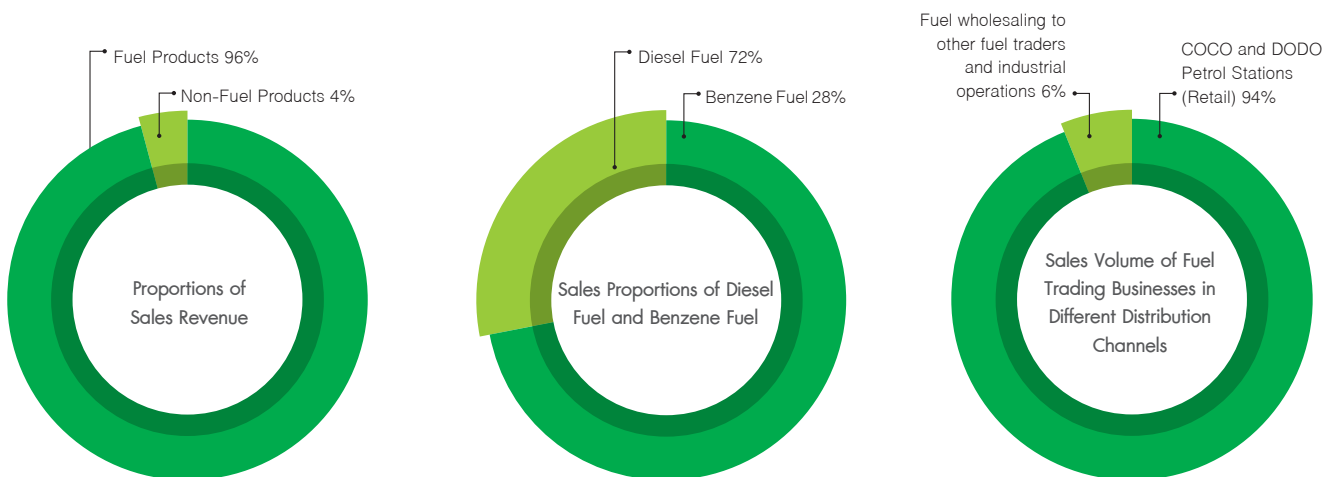
2. Non-fuel Product

The Company also offers many consumer goods, having more than 2,000 items, through Max Mart convenience stores. There are also restaurants with food and beverages that have been recommended for their good taste and quality. At the store, customers would get courteous and friendly services and have wide range of products from ‘PunThai’ Coffee, ‘Coffee World’, ‘Cream & Fudge’, ‘New York Deli 5th Ave’ and ‘Thai Chef Express.’

Besides consumer goods, premium quality engine oil products are available under the ‘PT Maxnitron’ brand which had been launched in early 2016. The brand also offers other

products of automotive lubricants. There are also rental spaces available in PT patrol service stations. In the previous year, the Company made two new joint ventures launching ‘PRO TRUCK’, the first one-stop service and maintenance center for trucks in Thailand, and ‘AUTOBACS,’ a car service and maintenance outlet under a subsidiary of Autobacs from Japan. With the Company’s expansion, it can be ensured that we will deliver comprehensive services that meet the needs of our valued customers.

Apart from above mentioned products and services, the Company also provides other products and services in oil and gas business to other groups of customers and fuel traders. Other major products and services include logistics services being a transportation, warehousing and distribution center for clients in the fuel business lines that have no tank trucks.

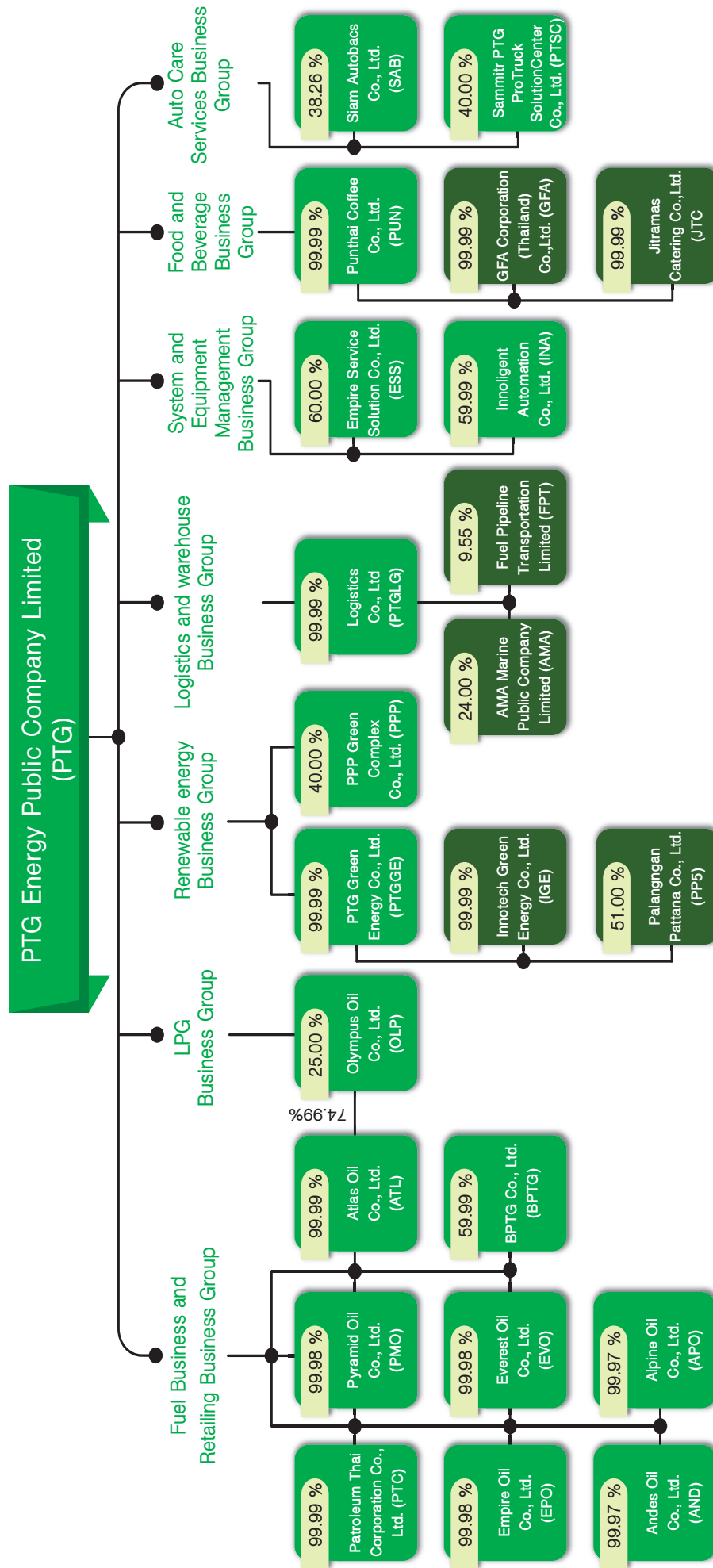


Remark : PT Petrol service stations under the ‘Company Owned Company Operated’ (COCO) system is managed by ‘Petroleum Thai Corporation’ (henceforth PTG), one of the Company’s subsidiaries. The core businesses of PTG and PT are retailing and wholesale of fuel. The sales proportions of benzene and diesel fuel in each station varies, depending on the specific target customers’ needs in its area. PT Petrol service stations, which are Dealer-Owned-Dealer-Operated (“DODO”), are fuel dealers who are permitted by the Company to use the PT trademark. These station operators purchase fuel from the Company and subsidiaries as fuel traders under Section 10. These dealers seek the advice, assistance and support on business operations such as station floor planning, investment and management directly from the Company.

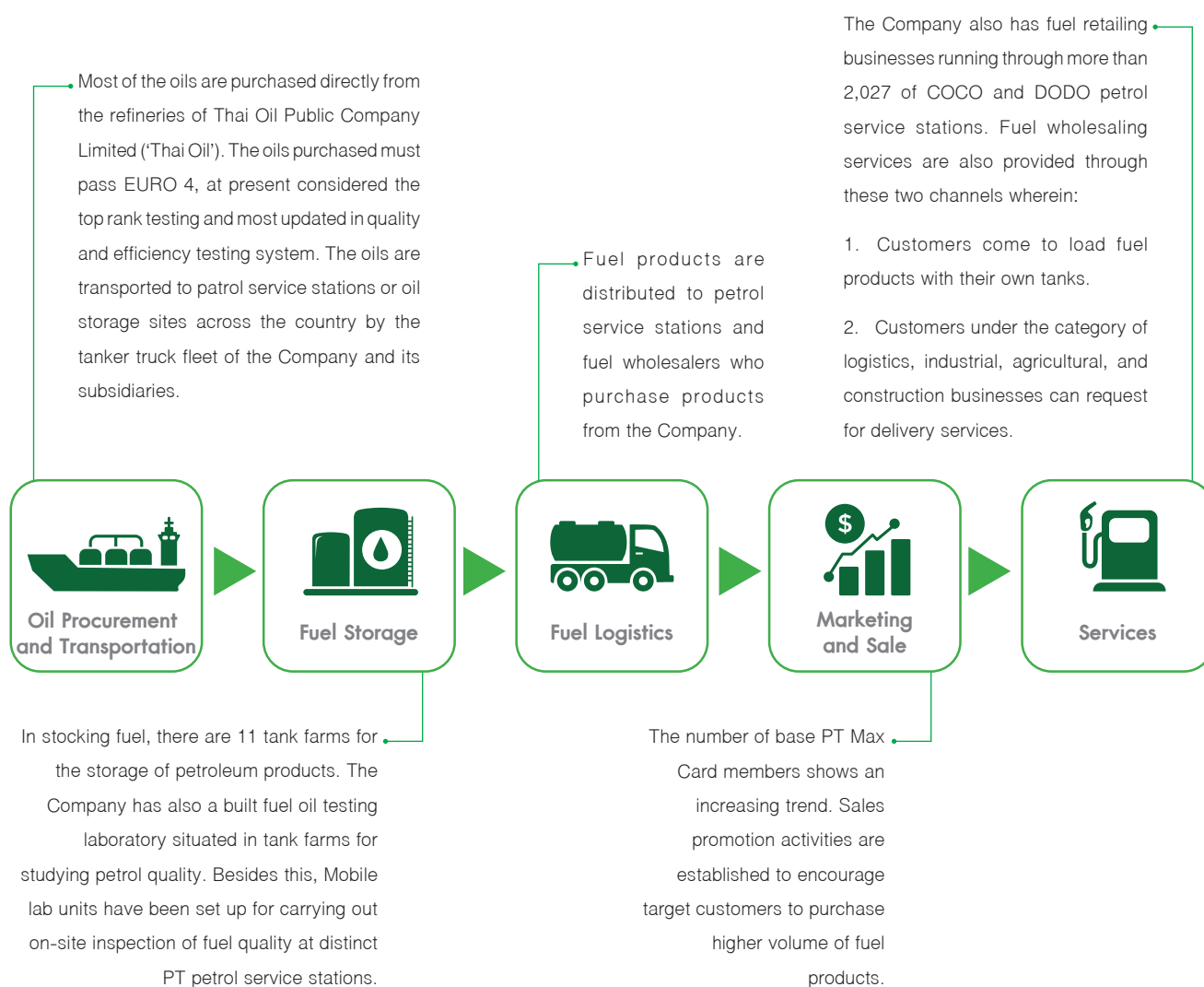
Fuel traders and industry operators served by the company include 1) other fuel wholesalers called jobbers- also referred to as wholesalers, acting as middlemen, who buy fuel for the purpose of reselling fuel to other traders, independent petrol station operators or industrial operators that need fuel in their business operations. 2) Independent operators of petrol service stations refer to operators of small-scale petrol service stations who are not dealers of major fuel traders. These operators; hereby, may not have the Company’s trademark for their petrol service stations or may possess their own logos. 3) Industrial operators who need fuel for their business operations such as for machines in construction, vehicles in logistics, agricultural machineries in agricultural businesses, and production in industrial factories, etc.

The Company's Shareholding Structure

(as of December 31, 2019) (Disclosure 102-5)



Value Chain (Disclosure 102-9)

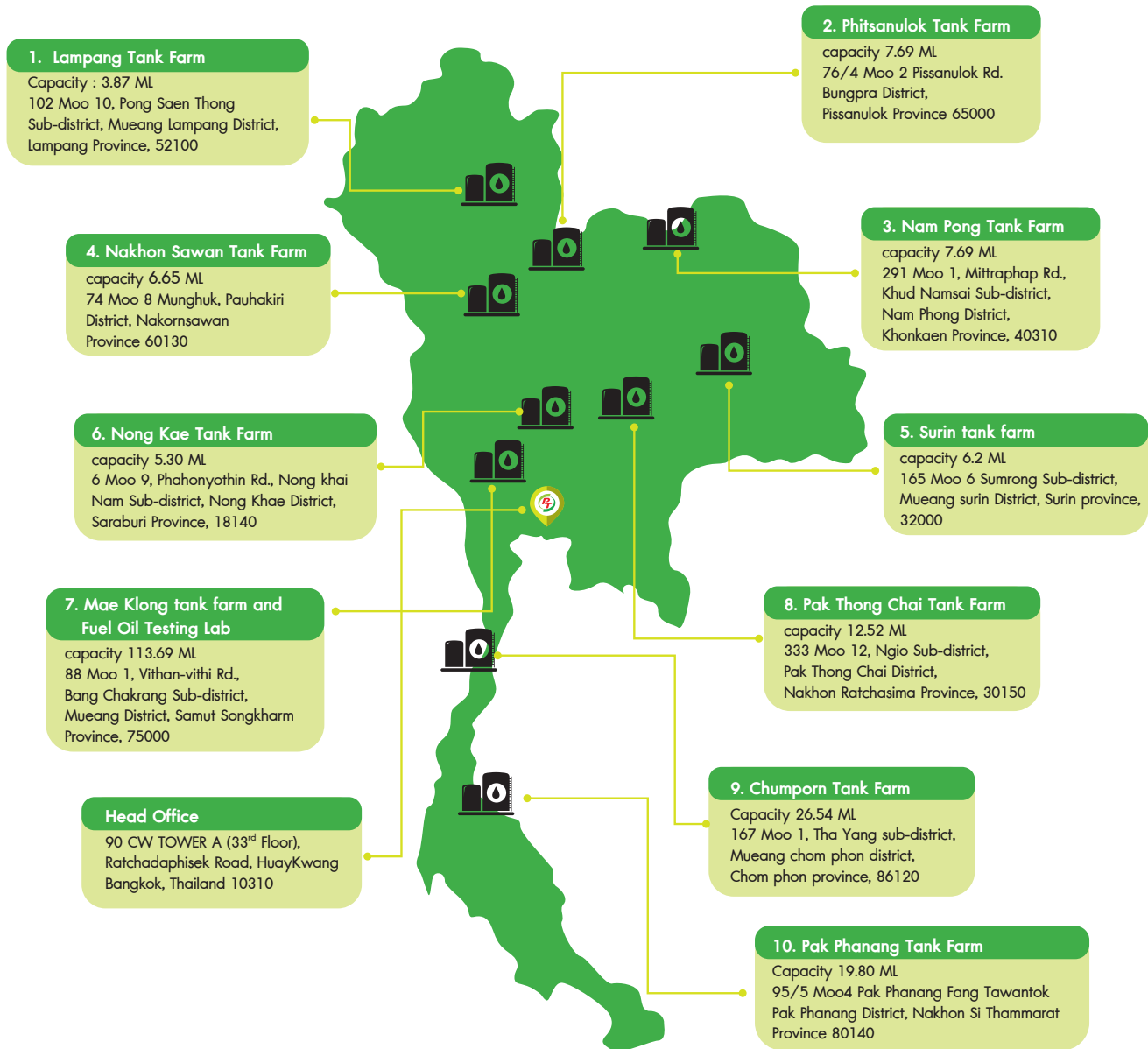


PTG Participation in national organizations (Disclosure 102-13)

- Member of the Federation of Accounting Professions
- Listed and Authorized Companies Club
- Thai Institute of Directors
- The Petroleum Institute of Thailand (PTIT)
- Member of Siamese Chamber of Commerce
- Thailand's Private Sector Collective Action Coalition Against Corruption
- Oil Industry Environmental Safety Group (IESG)
- Thailand Institute of Occupational Safety and Health (Public Organization) (TOSH)

Locations of Tank Farms & Depots

The company has invested a number of tank farms for storing and stocking fuel transported from Thai Oil prior to further distribution to the Company's petrol stations under the brand PT and its customers in fuel wholesaling business and the industrial sector. At present, there are 10 tank farms as demonstrated below. (Disclosure 102-3 ,Disclosure 102-4)

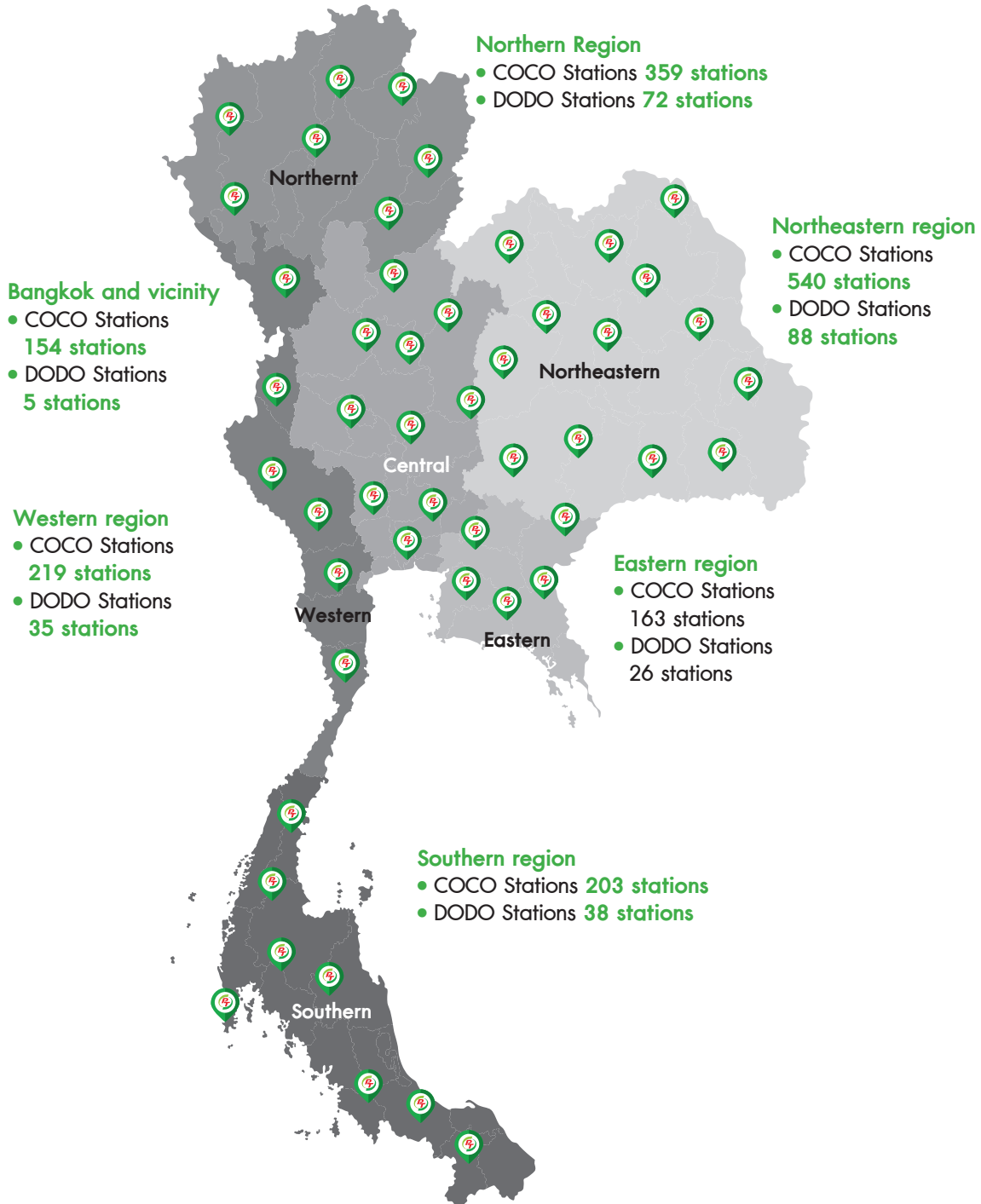


From the Company's headquarters at Thai Oil, Sriracha, Choburi, we deliver to 6 Fleets at Saraburi, Paktongchai, Konkaen, Lampang, Maeklong and Chumporn. The trailers of the Company have the capacity of 36,000-45,000 liters. The Company features low cost and high capacity for the competitive and revenue edges.

NOTE : In the past, Pak Phanang Tank Farm was the distribution facility for supplying fuels to petrol stations and customers in the lower South (from Nakhon Si Thammarat to Narathiwat). As small sales volume in the said area made the business not worth the management expenses, the Company therefore suspended the operation of Pak Phanang tank farm. However, if fuel sales volume in the lower South is high enough, the Company may consider using it as the distribution facility again.

Number of Petrol Service Station by Types and Locations (as of December 31, 2019)

At present, there are 2,027 PT petrol service stations all over the countries consisting of 279 COCO stations and 1,748 DODO stations.



Sustainability Management Policies and Strategies

PTG Energy Company group recognizes its role to conduct business with concern for social responsibility and respect to commitment to fairness to all stakeholders including customers, employees, business partners, and communities and society. In order to drive its business to achieve sustainability, the Company has combined the goal of development for sustainability with its business operational strategy focusing on the balance between the business development and the business growth, the good corporate governance, the risk management, the increasing operational efficiency, and the value creation with stakeholders. (Disclosure102-20) The management framework was defined in accordance with the international standard guideline as follows: (Disclosure102-29)

 Economic Dimension	 Environmental Dimension	 Social Dimension
<ul style="list-style-type: none"> • Business operation with Good Corporate Governance and Code of Conduct with regard to work ethics, rights respect and responsibility for stakeholders and shareholders to build and maintain good business performance, stability and financial sustainability for the Company. • Commitment for development of quality of products and services with good innovation to meet customer's need and satisfaction and a focus on customer relationship management. • Strategic development for quality growth by increasing the effectiveness of supply chain management and internal control management to be able to adjust to changing situations. 	<ul style="list-style-type: none"> • A focus on Sustainability Management of natural resources and environment including a strong concern for natural resources consumption, environmental conservation and water and energy efficiency in accordance with the Circular Economy Concept throughout the whole process of business operation. • Minimization of causes and impacts of activities on biodiversity with a plan for ecological restoration in case of risks or incidents that may cause to the ecosystem and proper technological tools to prevent an environmental impact. • Promotion of environmental awareness to employees as well as employee involvement in managing and conserving environment in order to build positive staff engagement, establish an environmentally conscious workplace for employees, preserve biodiversity of an ecosystem, and promoting stakeholder involvement in sustainability. 	<ul style="list-style-type: none"> • Business conduct with social responsibility through the effective and efficient activities leading to quality of life, happy society, and value creation to business and stakeholders. • Giving importance to employees by developing their potential and strengthening human capital to be ready for the Company's strategies.

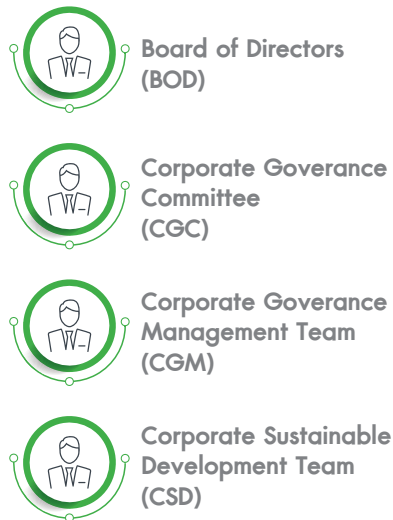
Apart from this, the Company also finds support for an effective sustainable operation by promoting stakeholder engagement and prioritizing their roles and relative importance. Materiality assessment is conducted to identify, assess and prioritize significant issues to be used a guideline in Sustainability Management.

● Sustainability Management Framework (Disclosure102-19, Disclosure102-22)

Corporate Governance Committee: members of the Committee are responsible for reviewing, overseeing and reporting the performance of the Company regarding Corporate Governance and sustainability management to the Boards of Directors. They are also responsible for recommending directions and establishing scopes of rules and regulations that are related to Corporate Governance and sustainability management.

Corporate Governance Team : In the Corporate Governance team, President & Chief Executive Officer acts as the Chairman of the Board. Other management team members are responsible for assisting the operation of Good Corporate Governance and supporting the operation of sustainability management determining strategies and planning the sustainability management process that are aligned with the Company's business strategies.

Corporate Sustainable Development Team : The roles of the team members of Corporate Sustainable Development are support and promote the Company to become a sustainable organization with its effective operational performance and CSR management.



● Strategies for Sustainable Development

In 2019, the Company has determined and established strategies that improve the balance between the business development and the business growth, the good corporate governance, the risk management, the increasing operational efficiency, and the value creation to communities and society.

“Fuel Value to Community Living” Building Sustainability to all businesses of PTG Energy Company Limited as well as PTG’s business partners in the long run. Building direct and indirect added value to stakeholders. Generating Share Value and Develop Value from within to outside the organization including communities and society through different activities in economic, social and environmental aspects.



Roles of Stakeholders

The company always recognizes an importance of stakeholders' engagement and believes that they have a stake in the Company's success, sustainable development and benefits of stakeholders. The company applies various communication channels to seek stakeholders' feedback, comments and concerns including stakeholder surveys. The information gained from their feedback are valuable information for business analysis and development. Steps are as follows. (Disclosure 102-43)

Procedures of a Stakeholder Analysis

1. Identify the Company's stakeholders and their roles and importance in the Company

The company's stakeholders play an importance role in business operation and success. Hereby, it is essential to identify key stakeholders of the Company and determine their influence and roles.



2. Assess positive and negative impact of stakeholders.

After identifying key stakeholders, potential impact of these stakeholders on business and vice versa are considered and used as the information for planning and creating appropriate engagement channels for different groups of stakeholders.

3. Prioritizing stakeholders and their roles








At the step, the priority and importance of the stakeholders are considered based on their influence and impact on the Company's financial position, operational performance, rules and regulation, image and reputation, and security.

4. Planning the process of the stakeholder engagement

The process of managing the stakeholder engagement is planned and determined in accordance with the differences of the organization characteristics, stakeholders' behaviors and business contexts. Information regarding stakeholders' concerns and expectations gained in this process are later applied in identifying and analyzing significant issues on sustainability as key to the Company' business development and benefits of stakeholders.

An analysis is conducted by the Company's Corporate Sustainable Development Team. The results are; then, submitted and reported to the Corporate Governance Management team and the Corporate Governance Committee for approval.

In 2019, the Company has classified internal and external stakeholders into 7 main groups: 1) shareholders, 2) customers, 3) employees, 4) business partners, 5) communities, 6) government sectors, and 7) financial institutions. The form of communication and engagement of each group of stakeholders will be different in order to strengthen the relationship with stakeholders according to the good corporate governance principles as following details. (Disclosure 102-40, Disclosure 102-42)

Stakeholders	Channels for Engagement	Concerns and Expectations of Stakeholders	Issues stated in the Report
1. Shareholders (Major and minor shareholders, bond holders, analysts, financial institutions) 	Minutes of the Annual General Meeting of Shareholders, Analyst Meeting, Quarterly Business Performance Announcement, Road Show in the country and abroad	<ul style="list-style-type: none"> Return on stock price, dividend, and equitable treatment of shareholders. Business growth and success. 	<ul style="list-style-type: none"> Corporate Governance Statistics of Business Performance (Economic Aspects) Risk Management
2. Customers (Products and services purchasers) 	Customer satisfaction survey, customer visit, call center (1614), whistleblowing, customer complaints, online social media, CRM Campaign	<ul style="list-style-type: none"> Products and services with the right quality and quantity and on-time delivery. good quality and standardized services. a wide variety products and services. 	<ul style="list-style-type: none"> Responsibility to the Company' customers Innovation
3. Employees (Executives and employees) 	Employee engagement survey (HR), Personnel Committee Meeting - employer/ employee, Welfare Committee Meeting, Exit interview, Salary survey, Performance Evaluation and Salary Structure Review Process, Safety, Occupational Health and Environment in the Workplace Committee Meeting.	<ul style="list-style-type: none"> income, remuneration, welfare, and safety in workplace. Work safety. Employee development and advancement. Employee engagement Business growth and its operational performance. Development and Update in technology to maximize work performance. 	<ul style="list-style-type: none"> Human Resource Management Innovation Statistics of Business Performance (Economic Aspects)
4. Business Partners (Suppliers of raw materials, products, equipment, contractors, service provider, and outsource) 	Supplier evaluation, Call Center (1614), whistleblowing, meeting with suppliers/ contractors, a visit to suppliers' offices.	<ul style="list-style-type: none"> Transparent and equitable procurement according to the agreement. Appropriate return and on-time payment. 	<ul style="list-style-type: none"> Good Corporate Governance Supply Chain Management
5. Communities (People living in neighborhood area of the companies) 	A visit to communities, community meetings, complaints from community members, emergency plan rehearsal, and Safety Week activities.	<ul style="list-style-type: none"> Eco-friendly operation causing no negative impact and pollution to communities. Life and neighborhood safety Improvement of life quality and income of community members. 	<ul style="list-style-type: none"> Social and Community Development Resources and Environmental Management
6. Government Sectors (Concerning government sectors) 	Participation in government sectors' meetings, new laws, government sectors' documents.	<ul style="list-style-type: none"> Regulatory and policy compliance Cooperation and communication with government sectors Work ethics and transparency in business operation. 	<ul style="list-style-type: none"> Corporate Governance Resources and Environmental Management
7. Financial Institutions (creditors and lenders) 	Participation in meetings with representatives of financial institutions. Evaluation results from financial institutions.	<ul style="list-style-type: none"> Compliance with terms and conditions as in a designated contract . Compliance with rules and regulations as designated by Corporate Governance sectors. Work ethics and transparency in business operation. Business growth and its operational performance. 	<ul style="list-style-type: none"> Corporate Governance Risk Management Statistics of Business Performance (Economic Aspects)

Assessment Process of Sustainability Significant Issues

In 2019, the Company conducted an assessment to determine significant issues of sustainability based on the standard of **Global Reporting Initiative (GRI)**. In the assessment, the influence levels of stakeholders to the assessment and decision making were assessed. The scope of the process of the stakeholder engagement covered all groups of stakeholders. In the process, the business connection, the potential impact from business operations, the information availability, and the potential impacts to external parties were reviewed and examined.

The Procedures of the Analysis

1. Identifying significant issues and concerns regarding sustainability

At the stage, the significant issues of business sustainability in the dimension of environment, social, and corporate governance, as well as the expectation of stakeholders and business impact were analyzed and identified.

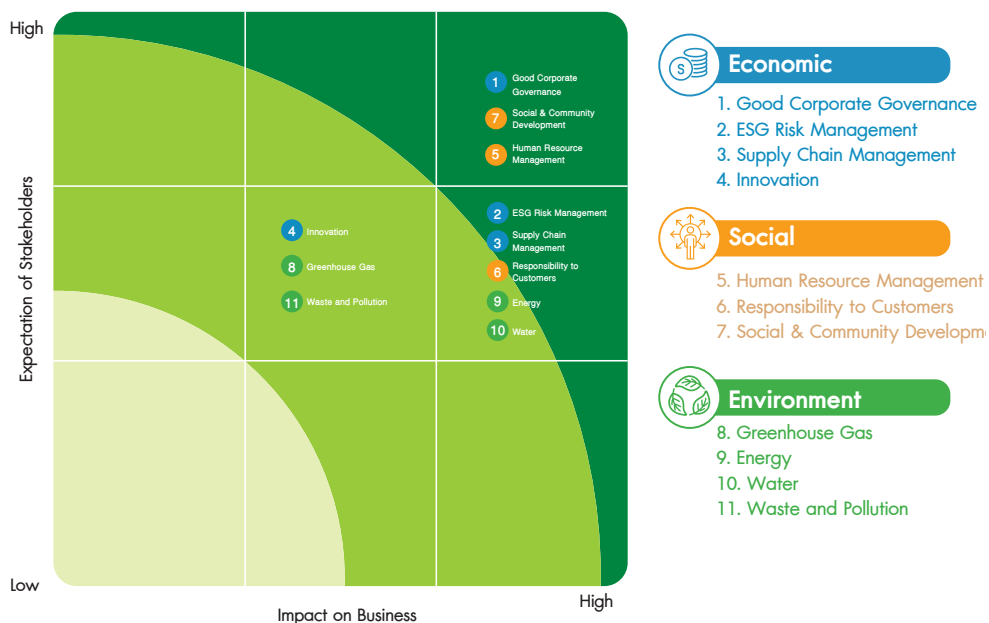
2. Prioritizing the significant issues of sustainability

The findings of sustainability issues and concerns were taken for prioritizing based on the expectation of the stakeholders and the stakeholders' impact on business operations. The issues were categorized into three levels of priority ranging from High, Fair to low level respectively. This report covers issues in the high and fair levels only.

3. Validating the issues selected

At the step, findings gained from the issues that had been identified were gathered and summarized for further review, consideration and approval from the management team working in the Corporate Governance Management. The findings needed to get approval before being demonstrated in the Company's 2019 Sustainability Report. In arranging and selecting relevant findings and issues for the Report, the findings of the analysis conducted in 2018 were used as a guideline. Some terms and issues in the social dimension regarding the human resource management were changed and adjusted based on their appropriateness to the Company's nature.

Significant Issues of Sustainability 2019 (Disclosure 102-47)




Sustainability Significant Issues and Indicators

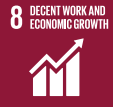
11 issues of sustainability were classified and prioritized and the indicators were determined based on the GRI standards as follows :

Significant Issues of Sustainability	Groups of Stakeholders							Company's Indicators	GRI Linking	SDGs Linking
	Shareholders	Employee	Customers	Supplier	Society and communities	Government agencies	Financial institutions			
1 Good Corporate Governance	●	●	●	●	●	●	●	<ul style="list-style-type: none"> Corporate Governance Report of Thai Listed Company Evaluation Level Number of significant complaints and whistleblowing 	205-2 205-3	8,16
7 Social & Community Development		●			●			<ul style="list-style-type: none"> Numbers of Social and Community Activities Numbers of Employees joining Social and Community Activities 		8,11
5 HR Management		●						<ul style="list-style-type: none"> Employee Satisfaction on the Company Numbers of Employees who took a training followed in the roadmap Rates of Lost Time Accident Cases 	404-1 404-2 403-2	3,8,11
2 Risk Management	●	●	●	●	●	●	●	<ul style="list-style-type: none"> Managing, Follow-up & Review of Risk Management in the Department Level 	102-30	8
4 Innovation		●	●					<ul style="list-style-type: none"> Numbers of Projects for Innovation Promotion 		9
3 Supply Chain Management				●				<ul style="list-style-type: none"> Number of Business Partners acknowledge the Company's Supplier Code of Conduct 		16
6 Responsibility to Customers			●					<ul style="list-style-type: none"> Franchisee Satisfaction 		8
Resources and environmental management								<ul style="list-style-type: none"> Major Fines from Infringement of Environmental Laws Total energy consumption compared with the Company's Revenue through oil depots 	307-1 302-1	12 ,7,13
8 Greenhouse Gas								<ul style="list-style-type: none"> Electricity Charges compared with the Company's Revenue through PT Petrol service stations (COCO) 		
9 Energy		●	●	●			●	<ul style="list-style-type: none"> Water Charges compared with the Company's Revenue through PT Petrol service stations (COCO) 		
10 Water								<ul style="list-style-type: none"> Water Charges compared with the Company's Revenue through PT Petrol service stations (COCO) 		
11 Waste and Pollution								<ul style="list-style-type: none"> Water Charges compared with the Company's Revenue through PT Petrol service stations (COCO) 		





Response to Sustainable Development Goals (SDGs)

The Company manages the corporate with social responsibility and promotes the engagement of stakeholders through a number of activities for the benefits of every segment in the Company, communities, locality and society. (Disclosure 102-43) It was the Company’s determination to promote better life quality and protect environment for sustainable development in accordance with the UN Sustainable Development Goals (SDGs). The Company has found 9 major goals that align with the Company’s business operations including Goal number 1, 7, 8, 9, 11, 12, 13, 14, and 16. (Disclosure 102-12)

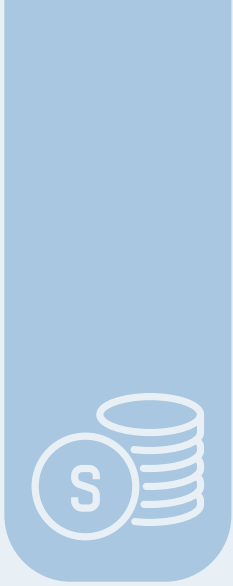
Goal No.	Target	Sustainability Issues	Activities & Participations	Benefits to the Company	Social and Environmental benefits
Economic Dimension					
8 : Decent work and economic growth To promote inclusive and sustainable economic growth, employment and decent work for all 	8.1 Sustain economic growth 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on labor sectors	Good Corporate Governance	<ul style="list-style-type: none"> raising awareness of business transparency, social, economic and environmental responsibilities under the good corporate governance framework. Have been selected of Thailand Sustainability Investment (THSI) or “Sustainable Stock” 2018-2019 from the Stock Exchange of Thailand. Getting “Excellent” for the Corporate Governance Report (CGR) for the third consecutive year (2017-2019) from the Thai Institute of Directors of IOD 	<ul style="list-style-type: none"> increased competitive strength for sustainable development increased trust and credibility from stakeholders increased business opportunities 	<ul style="list-style-type: none"> reduction of social and environmental impact. good operation model for other organizations
		Responsibility to Customers	<ul style="list-style-type: none"> Undergoing customer satisfaction survey for sustainable customer service improvement Developing the Company’s customer service standard and operation handbooks for petrol service stations Building the Max Camp area as a break point for customers and travelers. Developing the Mobile Application for PT Max rewards 	<ul style="list-style-type: none"> Satisfaction and retention of existing customers & promoting new customer database Ability to proceed quality control in service stations 	<ul style="list-style-type: none"> reduction of accidents increase of social and community safety

Goal No.	Target	Sustainability Issues	Activities & Participations	Benefits to the Company	Social and Environmental benefits
Economic Dimension					
8 : Decent work and economic growth To promote inclusive and sustainable economic growth, employment and decent work for all 		Risk Management	<ul style="list-style-type: none"> Conducting risk assessment in an organizational & functional level Raising awareness of the an importance of risk management Promoting corporate culture on organizational risk management 	<ul style="list-style-type: none"> Effective risk management that reduces the risks to the acceptable level 	<ul style="list-style-type: none"> reduction of social and environmental risks
	8.5 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities.	Social and Community Development	<ul style="list-style-type: none"> Promoting career opportunities to people with disabilities 	<ul style="list-style-type: none"> compliance with the law on employment of persons with disabilities services and treatment from disable employees who are part of the business operation 	<ul style="list-style-type: none"> Career Opportunities and equality for persons with disabilities providing income for them and their families. HR development leading to long-term social and economic growth
		HR Management	<ul style="list-style-type: none"> evaluating levels of employee engagement in the organization regularly Creating the Internal Welfare Committee to promote understanding and discussion between employees and the Company Conducting an opinion survey on existing staff welfare and expectation on welfare to be provided in the future Organizing Staff development and trainings based on the Company's Training Road Map 	<ul style="list-style-type: none"> Channels for employee's opinions and feedbacks in different perspectives which help the Company develop the business direction for business development together with employee's advancement. Increased motivation and effectiveness of job performance among staff 	<ul style="list-style-type: none"> Employees gain happiness and satisfaction on their work and become high-potential employees that can help develop sustainability to the society such as helping communities take care of community environment and find jobs for people who need job opportunity, etc.

Goal No.	Target	Sustainability Issues	Activities & Participations	Benefits to the Company	Social and Environmental benefits
Economic Dimension					
16 : Peace, justice and strong institutions To promote just, peaceful and inclusive societies that lead to sustainable development, paving the way for the provision of access to justice for all and for building effective, accountable institutions at all levels. 	16.5 Substantially reduce corruption and bribery in all their forms 16.6 Develop effective, accountable and transparent institutions at all levels 16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels	Good Corporate Governance <ul style="list-style-type: none"> Appointing the Corporate Governance Committee and Corporate Governance Management Team to support and ensure that business operations are run with the corporate governance and code of conduct frameworks. Getting renewed the Certified membership of “Thai Private Sector Collective Action Coalition Against Corruption (CAC)” Establishing the whistleblowing system to ensure that a whistleblower will not get harm. 	<ul style="list-style-type: none"> Anti-Corruption policies cost reduction in business operations 	<ul style="list-style-type: none"> Reduction of corruption and fraud in government and private sectors 	
		Supply Chain Management <ul style="list-style-type: none"> Developing partner selection policy and Supplier Code of Conduct for business partners Reviewing and improving the operation of supply chain to be more effective 	<ul style="list-style-type: none"> business transparency in cooperating with business partners increased added values of the Company for sustainable growth 	<ul style="list-style-type: none"> Work integrity and transparency of business partners Corruption reduction Social support on anti-corruption 	
9 : Build resilient infrastructure, promote sustainable industrialization and foster innovation 	9.2 Promote inclusive and sustainable industrialization. 9.4 upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes.	Innovation <ul style="list-style-type: none"> Running the PPP Green Complex project on an aim to enhance Environmentally-Friendly Product Development under the design concept ‘Zero Waste’ Receiving gold and silver medals from Thailand Kaizen Awards 2019 Establishing the Business Innovation and Incubation Division to supervise an operation of innovation development 	<ul style="list-style-type: none"> From waste to resource productivity Effective cost management Increased Competitive strength and business growth product and service development that match needs of different customer groups 	<ul style="list-style-type: none"> Reduction of production waste, that harms environment, by recycling to renewal energy 	

Goal No.	Target	Sustainability Issues	Activities & Participations	Benefits to the Company	Social and Environmental benefits
Social Dimension					
1 : End poverty in all its forms everywhere 	1.1 eradicate extreme poverty	Social and Community Development	<ul style="list-style-type: none"> Giving a career opportunity and priority to local people in service station areas. Running the 'Good Life, Good Career, PT for You' project to give a job opportunity to local people in different communities 	<ul style="list-style-type: none"> Increased understanding among employees Increased service skills with ability to deliver right services to local people 	<ul style="list-style-type: none"> Jobs and profession for people in communities that make them earn a living
11 : Make cities and human communities inclusive, safe, resilient and sustainable 	11.1 ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums 11.2 provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety.	Social and Community Development	<ul style="list-style-type: none"> Giving knowledge and providing an emergency response exercise to employees and external agencies Having the 'Drive Safely with PT Prachuab FC' organized by PTG Energy Company Limited 	<ul style="list-style-type: none"> Safety to employees trust and strong relationship with communities 	<ul style="list-style-type: none"> Good and Safe environment for good living of people in communities. Reduction of social problems Better life quality of people in communities
Environmental Dimension					
7 : Ensure access to affordable, reliable, sustainable and modern energy 	7.2 ensure universal access to affordable, reliable and modern energy services. 7.3 double the global rate of improvement in energy efficiency.	Energy Greenhouse Gas	<ul style="list-style-type: none"> Running an activity to promote use of green power and resource and power saving Promoting a campaign to turn lights off during lunch break or when no one uses and make plans for use of electricity Operating a solar rooftop installation project Promoting use of B20 for the Company's trucks 	<ul style="list-style-type: none"> Decrease in power consumption in the Head Office in 2019, comparing to the previous year Decrease in energy consumption and expenses Decrease in electricity expenses in a number of petrol service stations. 	<ul style="list-style-type: none"> Reduction of the impact of climate change on the environment
13 : Take urgent action to combat climate change and its impacts 	13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction.				

Goal No.	Target	Sustainability Issues	Activities & Participations	Benefits to the Company	Social and Environmental benefits
Environmental Dimension					
12 : Ensure sustainable consumption and production patterns 	12.2 achieve the sustainable management and efficient use of natural resources. 12.4 achieve the environmentally sound management of chemicals and all wastes throughout their life cycle. 12.5 substantially reduce waste generation through prevention, reduction, recycling and reuse.	Waste and Pollution	<ul style="list-style-type: none"> • Determining environmental goals in waste and pollution management • Operating hazardous chemical control management cooperating with companies that are permitted for chemical handling • Managing waste and pollution control to not exceed the legal limit • Running the project of development of retread tire in order to maximize tire life and reduce tire waste 	<ul style="list-style-type: none"> • Environmental management in accordance with applicable laws and regulations • Reduction of business expenses 	<ul style="list-style-type: none"> • Pollution control / reduction of waste that harms the environment
14 : Conserve and sustainably use the oceans, seas and marine resources 	14.2 sustainably manage and protect marine and coastal ecosystems.	Social and Community Development	<ul style="list-style-type: none"> • Running a project, in 2019, on the community based ecology mangrove rehabilitation in the Mae Klong tank farm areas in order to promote natural resource conservation and restoration • Running a project 'PT Together for Community' under a collaboration between Bang Chakreng municipality, Department of Marine and Coastal Resources Administration Office, Choochi School, Ban Choochi Health Promoting Hospital, and community heads. (An environmental conversation project with an aim to make development in the target area to have a better community environment, to build ecosystem learning for students and to make a better life quality of people in communities.) 	<ul style="list-style-type: none"> • Cooperation between the Company, government sectors, communities and local people in developing the society, communities and environment 	<ul style="list-style-type: none"> • Environmental improvement of the target areas on the purpose of building ecosystem learning for students & ecological mangrove restoration that leads to a better life quality of people in communities. • Model of Development of tank farm areas for other communities.



Economy



Corporate Governance

Significance (Disclosure 103-1)

The Board of the Directors of PTG is fully aware of the significance of operating the business under the principle of good governance and the Company's Code of Conduct. At PTG, employees are encouraged to work with transparency, credibility and verifiability while taking into account responsibility to society, communities and environment. The Company aims to build trust in investors and create added values to stakeholders in order to achieve sustainable growth.

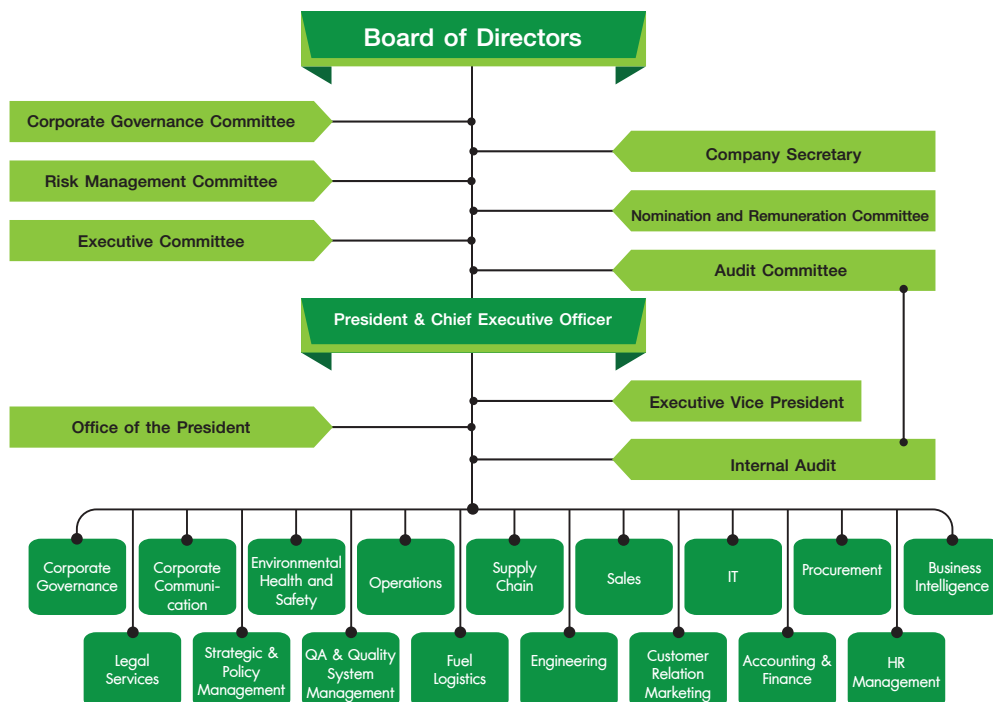
The Company has always hold on to good corporate governance principles by adhering to compliance with laws and regulations, transparent and fair operations and compliance with work ethics and the Company's Code of Conduct. It is deemed that this would help enhance the Company's Value and 'PTG Way' culture. Good practices in corporate governance would also build up trust and credibility as well as business opportunities, and reduce operational and legal & regulation compliance risks.

Corporate Governance Management (Disclosure 103-2)

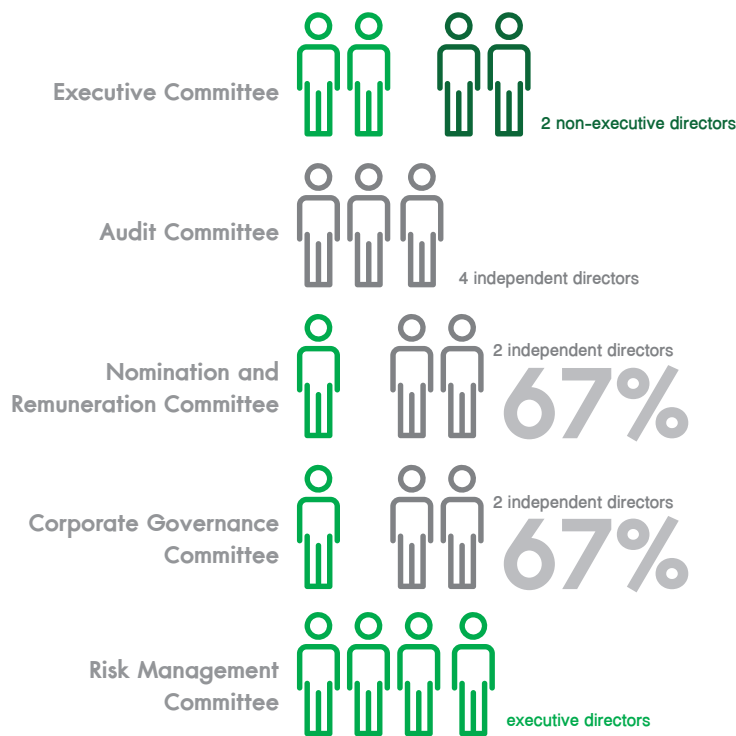
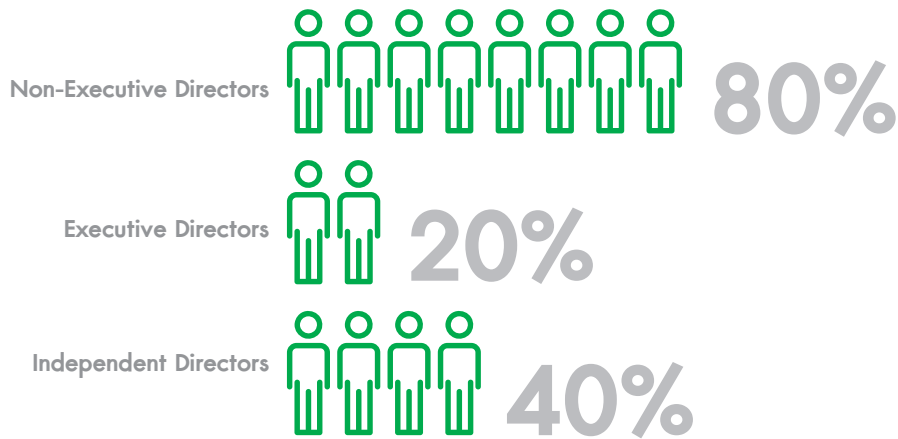
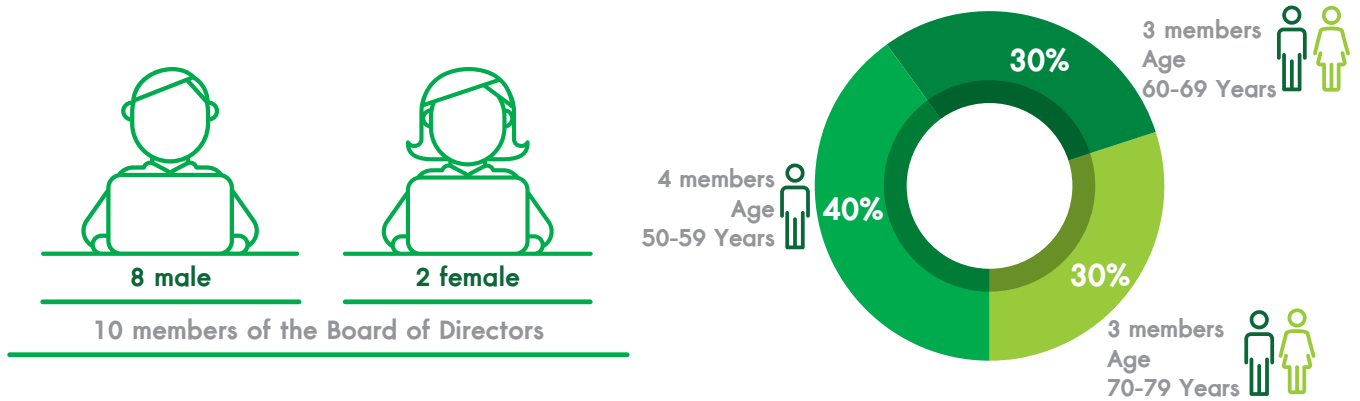
The Board of the Director has issued good corporate governance policies as operational guidelines. In achieving the international standard, the policies are annually reviewed and updated to suit the world's changing situations and additional guidelines launched the Stock Exchange of Thailand and other relevant sectors. Apart from that, the Company has set up the Corporate Governance committee to support the board of the Directors in governance and report the performance results. The Committee is responsible to work and ensure that the Company's business operations are proceeded under policies of Good Corporate Governance, Sustainability Management, Anti-Corruption, Work Ethics and Code of Conduct.

Summary of Corporate Governance Management (Disclosure 103-3)

Structure of Corporate Governance Management (Disclosure 102-18, Disclosure 102-22 ,Disclosure 102-23)



Significant Information of the Board of Directors

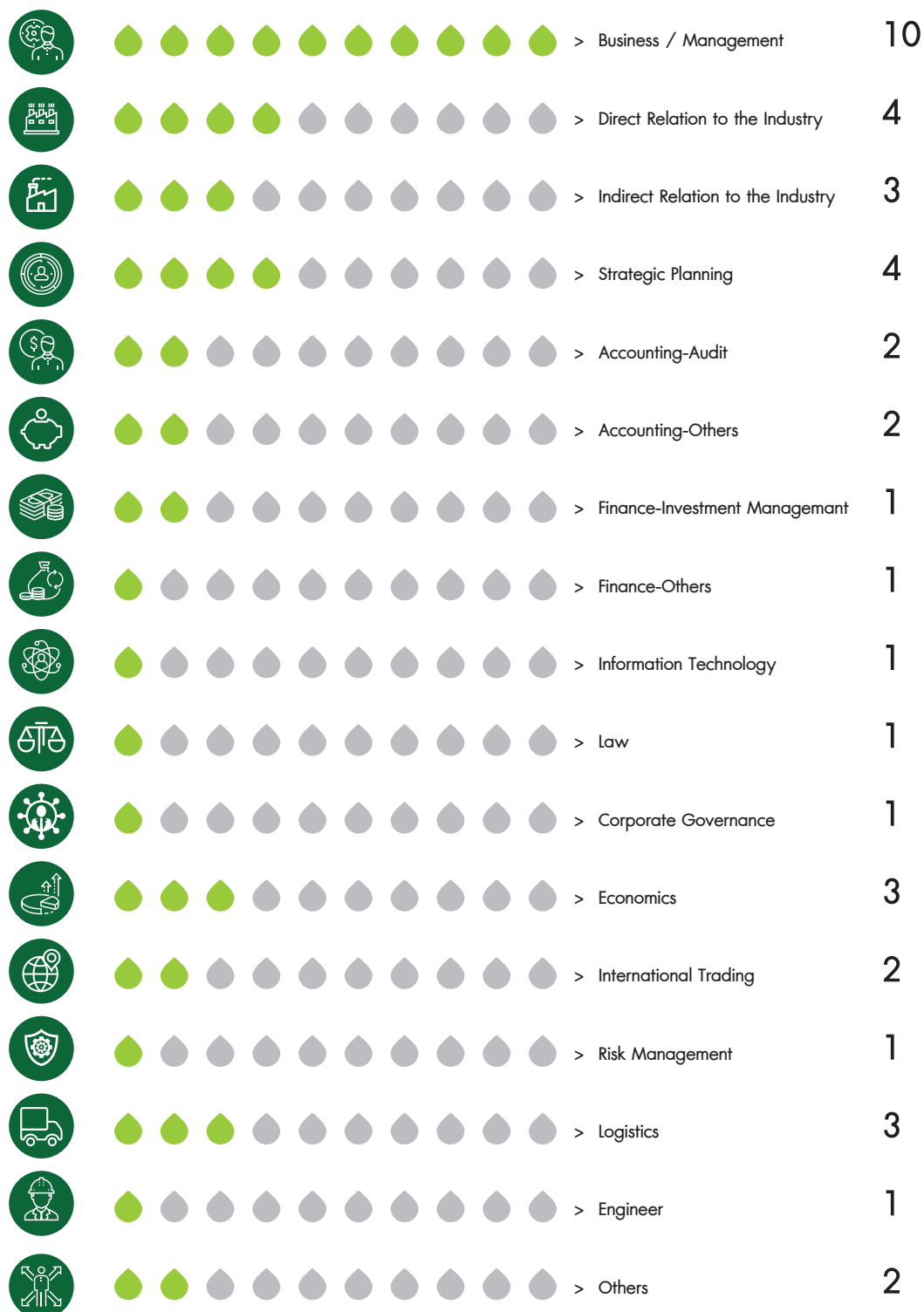


According to the Company's policies, a director shall hold a directorship or management position in maximum 5 listed companies, and a director who serves as an executive director may not hold a directorship position in other listed companies more than 2 years.

Nomination of Directors (Disclosure 102-24)

The Nomination and remuneration Committee recruits directors based on relevant qualifications, competences and business experiences of persons that are consistent with the company's strategy and operations without any discrimination against gender, race, religion, or age. In considering the qualifications of the board of directors and determine what types of skills and experiences are needed from board members to be recruited, a Board Skill Matrix is set up.

Board Skill Matrix



Performance Evaluation of the Board of Directors (Disclosure 102-28)

For effective corporate governance practices, the Board of Directors has arranged to put in place a performance evaluation of the Board of Directors at least once a year. The 2019 evaluation results are as follows:

Name	Results of Evaluation of the Committee (%)	Results of evaluation of Individual directors (%)
Board of Directors	99.60	100
Audit Committee	98.90	100
Executive Committee	100	100
Risk Management Committee	100	100
Corporate Governance Committee	100	100
Nomination and Remuneration Committee	98.15	100

Potential Development Programs (Disclosure 102-27)

The Company provided potential development programs and activities to Board of Directors to increase their skills and knowledge that are relevant to the Company's business management and operations.

Programs	Program Providers	Number of Attendees
CHAIRMAN FORUM 2019 "Successful Corporate Culture Change : From Policy to Practices"	Thai Institution of Directors (IOD)	1
Design Thinking Deep Dive for Executive Board	SEASIA LEADAVATION CENTER CO., LTD. (SEAC)	10
The Executive Program (29th) at Capital Market Academy Institute (CMA)	Capital Market Academy	1
Thailand Insurance Leadership Program (8 th)	Office of Insurance Commission	1
Biomass Recovery Technology for Economic Value Added	Faculty of Agro-Industry, Kasetsart University	1

The Company's Code of Conduct and Anti-Corruption Policy

With a commitment to maintain transparency and credibility in the business, the Company had developed policies of Good Corporate Governance and a handbook of the Company's Code of Conduct in accordance with national and international standards as a guideline for everyone in the organization, from the Board of Directors and executives to employees at all levels. In 2019, issues regarding Good Corporate Governance practices were reviewed and updated. (Disclosure 102-16)

- Anti-Corruption Policies
- Charter for Corporate Governance Committee
- Code of Conduct
- Sustainability Management Policies
- Practices guideline of the monitoring of Code of Conduct
- Whistle Blowing Policy
- Supplier Code of Conduct
- Tax Practices

- **Anti-Corruption**

The Company commits to doing business with honesty, transparency, morality, social responsibility and responsibility to all stakeholders. The board of directors set the Anti-Corruption Policy on October 25, 2014 to be in compliance with the Good Corporate Governance Policy and shall never compromise for any form of corruption directly or indirectly. The Company showed intention to join the Collective Action Coalition project of Thai private sector in anti-corruption by signing up in the declaration of intent of the Collective Action Coalition of Thai Private Sector in Anti-Corruption on October 28, 2014. The Company has been renewed the certified member on November 5, 2018, certified by the Thai Institute of Directors Association (IOD). The preparation for the next membership renewal cycle has been proceeded.

- **Internal and External Communication (Disclosure 205-2)**

In 2019, the Company organized trainings and programmes for employees. An orientation programme was provided to new employees having 279 attendees. In this programme, the Company gave new employees an increased CG awareness including corporate governance, risk management and internal auditing. A training programme of Anti-Corruption, Corporate Governance and Code of Conduct have been regularly organized for all employees since 2016. Apart from trainings and programmes provided, the Company also developed the policy of giving or accepting gifts, assets or any other benefits and the policy of anti-corruption. Letters of notification were sent to customers, business partners and sponsors to ask them for their cooperation in not giving gifts on New Year or any other occasions and organizing a reception Letters of notification were sent every year to customers, business partners and sponsors to ask them for their cooperation in not giving gifts on New Year or any other occasions and organizing a reception.

- **Activities with External Organizations**

- The Company participated in the 2019 Anti-Corruption Day activities under the concept “Join Hands against Corruption” organized by Anti-Corruption Organization of Thailand (ACT) on September 6, 2019 at Bangkok International Trade and Exhibition Centre, Bangkok. In the event, Anti-Corruption networks and organizations including from a government sector, private sector, civil society and educational institutions joined together to declare their intentions to fight against corruption.



- The Company participated in the programme for development of integrity and transparency standards of private sectors jointly organized between the Office of National Anti-Corruption Commission (NACC) and TRIS Corporation Limited (TRIS). The programme was hold in order to promote research to be conducted under this programme.



- The Company participated in the ceremony of the “the 17th Outstanding Business Ethics Awards, the Thai Chamber of Commerce 2019” under the concept “Business Ethics for Sustainable Development” on November 11, 2019 at Office of the National Anti-Corruption Commission (NACC). In the event, there was special lecture on “Business Ethics for Sustainable Development” from Professor Emeritus Kasem Watanachai, Privy Councilor



● Whistleblowing and Complaint Procedure (Disclosure 102-17)

For whistleblowing and complaint handling mechanism to be effective, the Company has issued a policy of whistleblowing and complaint. This policy allows the Company to get concerns, complaints and whistleblowing from both internal employees or external persons about wrongdoing, risk, malpractice, or unlawful activities on those in violation of law, regulations or business code of conduct, which may bring harm or damage to the Company.

Whistleblowing and Complaint Channels

	The Company's Website	www.ptgenergy.co.th
	e-mail	whistleblower@pt.co.th
	Letter Mail to	Company Secretary PTG Energy PCL. 90 CW Tower A, 33 rd floor 3 Ratchadapisek Road, Huay Kwang, Bangkok 10310

Performance (Disclosure 205-3)

	Performance		Target
	2018	2019	2019
 Corporate Governance Report of Thai Listed Companies Evaluation Level	94%	96%	95%
 Number of significant complaints and whistleblowing	0	0	0

NOTE: In 2019, there were 9 cases of whistle blowing and complaints that were not in accordance with the Good Corporate Governance policy. The cases had been registered, terminated and reported to the whistleblowers. There was no significant concern found in any case.

Risk Management

Significance (Disclosure 103-1)

Risk management is imperative for the Company's business operations, which are undergoing rapid change, as the business environment can be affected and changed by both internal and external factors in all aspects including economic, social, environmental, law, and technology changes. There are also emerging risks which may hinder the business performance. Hereby, risk management has a significant role in driving such a complex collaborative business operation that needs cooperation in all sectors and procedures. Effective risk management would reduce uncertainty that is embedded in business operations and increase business opportunities and added values for the Company and stakeholders, which would bring the Company to sustainable growth.

Risk Management Guideline (Disclosure 103-2)

At present, consumers have paid more attention to environmental concerns. Companies in the petrol industry; hence, have to adjust their businesses as customers increasingly prefer clean and renewable energy. Furthermore, technology has become a major part in people's life. Its rapid change and development have an effect on consumer behaviors and living styles. Inevitably, business operators find a challenge in continuously improving and updating their products and services that match customer needs and expectations. Hereby, to the increase business efficiency and operational proficiency, the Company has launched and developed the SCOR Model (Supply Chain Operation Reference model) for supply chain and other operations, changing from a manual process to an automated process with use of technology. At present, the model's software has been developed and designed to run on a mobile application in order to offer customers a more convenient and faster services. Apart from environmental and technology challenges, the Company has also been facing volatility in the oil price caused by the world's situations such as

international conflicts or economic regression. While crude oil prices around the world have been very high, Thailand has got support from the Oil Fund of Thailand which helps stabilize domestic fuel prices.

Undoubtedly, the Company is constantly faced with various risks all the time. This can constrict the Company's achievement. Risk management should help recognize, address and reduce potential risks and threats. The Company; hereby, gives importance to the risk management of the overall corporation according to the COSO ERM standard, which is in compliance with the good corporate governance and takes the risk management as part of the company's culture.

The Company established sustainability risk management which is a risk associated with environment, social, and corporate governance or ESG by integrating ESG issues with Enterprise Risk management (ERM).



environment



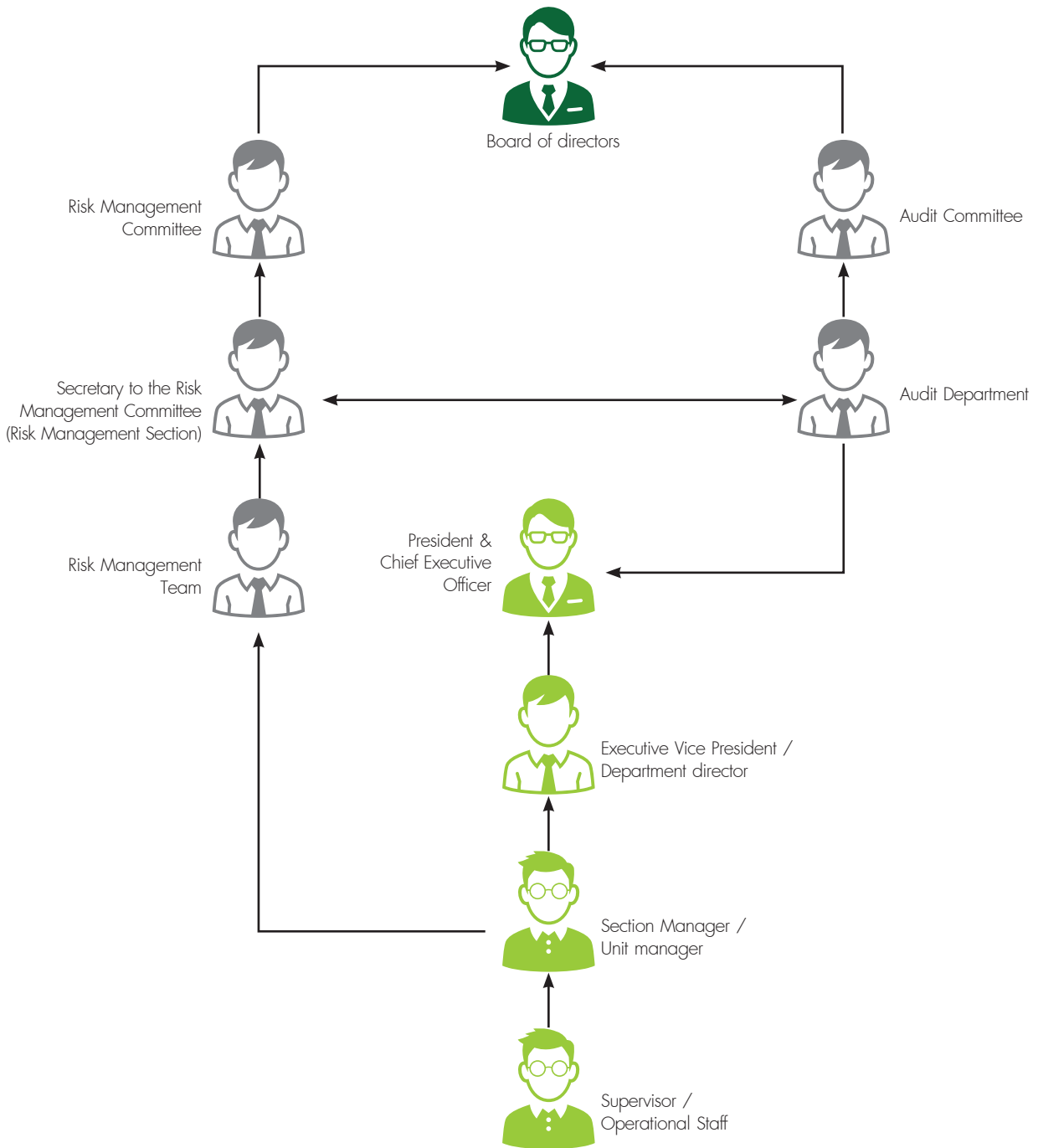
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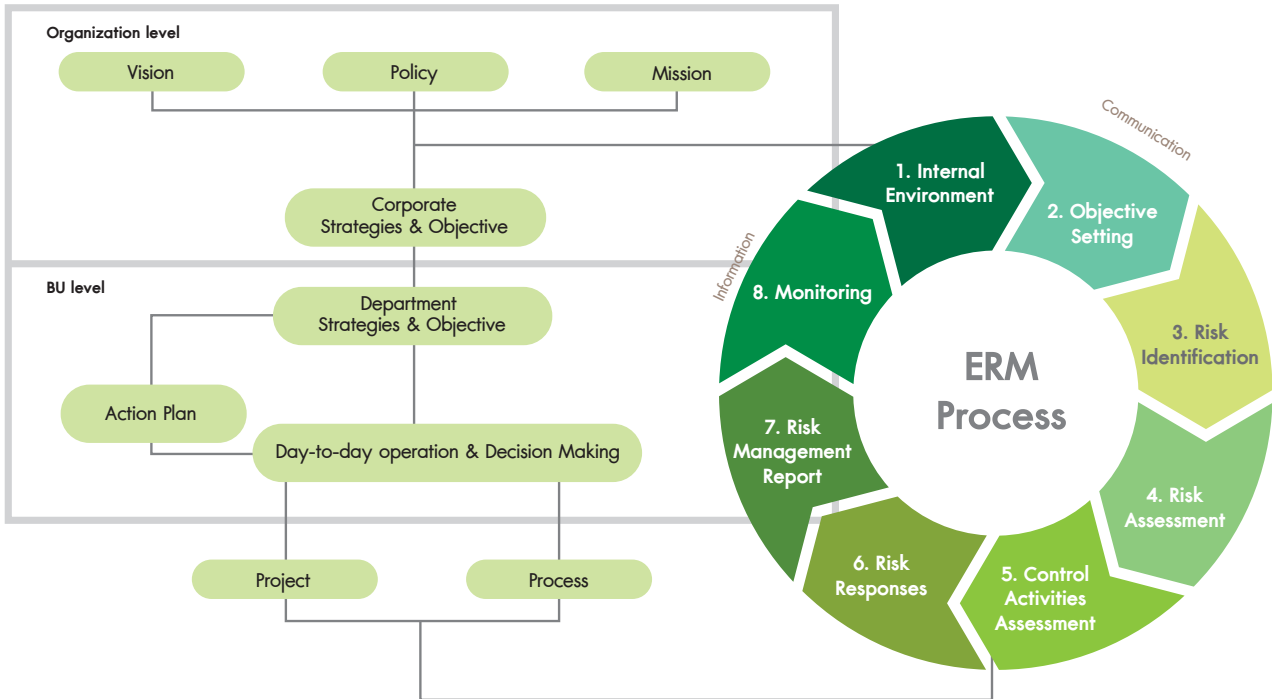
corporate
governance

The Company also developed the policy of risk management as a guideline for employees. To achieve successful risk management, the Risk Management Committee has been appointed, comprising the President & Chief Executive Officer as the Chairman of the Risk Management Committee. The Committee is responsible for considering and reviewing the policies and organizational risk management framework, supervising and supporting the performance of risk management to be proceeded in accordance with the Company's strategies and goals, supporting and fostering the risk management to be taken as as part of the company's culture, and reporting the risk level and position as well as its analysis, evaluation and management to the Board of Directors and the Audit Committee.

Structure of Risk Management (Disclosure 102-30)



Risk Management Process (Disclosure 102-11)



At PTG, the Company's risk management is conducted by integrating risk issues with Enterprise Risk Management following The Committee of Sponsoring Organizations of the Treadway Commission (COSO) Consist of

- 1) Internal Environment
- 2) Objective Setting
- 3) Risk Identification
- 4) Risk Assessment
- 5) Control Activities
- 6) Risk Responses
- 7) Information and Communication
- 8) Monitoring

The Risk Management Team works cooperatively with the risk management section to ensure that the policy and the system of risk management have been applied in all divisions and operations in the Company. The Risk Management Team is responsible for monitoring that risk management performance of each sector and division, reporting the work progress of the Risk Management plan in a division level, coordinating and communicating with persons in charge about the risk management policy, and reporting operating performance to the Risk Management Committee on a quarterly basis.

Risk Management Outcomes (Disclosure 103-3, Disclosure 102-15)

In 2019, the Company has conducted an enterprise risk assessment, developed Key Risk Indicators (KRIs), and identified and prescribe the acceptable risk level in accordance with effective risk management strategies. Trainings and seminars were also organized for the Risk Management Team members who are representatives of each division.

Types of Risks	Risk Factors
Strategic Risks	<ul style="list-style-type: none"> • Risks from Competition • Risks in Disruptive Innovation and Technology
Financial Risks	<ul style="list-style-type: none"> • Risks from the Oil Price Fluctuations • Risks in Business Investment Expansion in Current and New Businesses
Operational Risks	<ul style="list-style-type: none"> • Risks from crisis that affect the business operations or business disruption • Risks from Corporate Development
Compliance and regulatory risks	<ul style="list-style-type: none"> • Risks from the Effects of the Changing Government Policy, Rules and Regulations

New Risks in the Future and Risks of Economic, Social and Environment Impacts (Disclosure 102-29)

The Company recognizes current and potential risks as well as emerging risks that may affect to the financial position and operations of the Company which may affect the business competitiveness. Hereby, the Company regularly identifies new risks including sustainability risks in economic, social and environmental concerns and establishes strategies to deal with the risk situations that may occur such as risks in Disruptive Innovation and Technology and risks from climate change causing drought and flood which affect the business operations as well as risks from oil spill situations.

Risks in Disruptive Innovation and Technology

In digital age society, technology has revolutionized people's daily lives and its advancement has made lives become more convenient. Although disruptive technology seems promising, it brings with its advancement risks that businesses should start considering with regard to adjustment to new technology, innovation development and changes of consumer behaviors. At present, the Company has been trying to further new technologies that support the business impact analysis in order to undergo a strategic review and improvement that match the current situation of technology development and consumer needs. For example, the Digital Transformation Journey was initiated in accordance with the Company strategic theme "PTG Digitalization." The Company also developed software on mobile application to fulfill customer satisfaction. On the application, customers can search for the locations of petrol stations, check the PT Max Card points as well as redeem and transfer points between membership cards. The Company has also developed the Robotic Process Automation (RPA) and applied it in the operations to reduce time consuming and errors and increase the operational efficiency.

Risks from Climate Change

Nowadays, climate change is considered a risk that significantly has an impact on the business operations in economic, social and environmental dimensions. This risk can affect the Company performance if there are inefficient resource use and unpreparedness for the impact that may occur. For example, drought and flood situations can bring huge losses and damages while the climate change can result the damage to agricultural products and the difficulty in delivery of oil or the inability to open service stations in areas with high level flooding. The Company therefore emphasizes on reducing the environmental impact which affect business operations by building an integrated palm oil complex to promote the use of renewable energy, auto care and maintenance service business for automobile and commercial trucks, food and beverage business, an energy-saving service station project, a solar rooftop installation project to reduce electricity usage and greenhouse gas emission.

Risks from Crisis and Business Continuity Management

Due to uncertainty that may occur in different dimensions such as natural disasters or human threats, the Company recognizes impacts to lives, assets, communities and society, and stakeholder trust caused by these risks and threats. The Company's risk management plan has been made in concrete to cover all over the corporate in order to reduce the risks to the acceptable level including a fire safety emergency plan, a sabotage emergency response plan and a medical emergency response plan, etc.

The Emergency exercise has been organized every year in both company sites and external agency sites for their understanding and confidence of the management. Apart from this, the Company has also built the Business Continuity Plan (BCP) to support the risks from crisis and threats that may cause business disruption. The Company has regularly reviewed and tested the Plan every year to ensure that the business operations can be proceeded effectively during the difficulties.



Oil Spill Risks

The risk of accidental oil and chemical spillages occurring during operational processes is the Company's major concern due to the fact that massive oil and chemical spill can prove fatal to human life and other creatures. It can also cause serious damage to economy and society. The Company has established the oil spill prevention plan and emergency response plan and preparedness with a follow-up on the safety procedure and operation to ensure its operational readiness including the readiness of equipment, tools, pipes and tanks. Furthermore, the Company is a member of the Oil Industry Environmental Safety Group Association (IESG), established with the aim of enhancing safety standards, developing personnel related to safety and environment, promoting collaboration among large petroleum business operators for the prevention and handling of oil spill into water supplies, rivers or on land, along with emergency responses. The Company has made a prevention plan as mentioned prior to the tank farms that have water transportation of fuel including Mae Klong Tank Farm and Chum Phon Tank Farm. In addition, the Company has been regularly organizing training programs on incident preventions for emergency response readiness. It also provides staff and equipment in many emergency rescues to support both internal divisions and external agencies.



Performance

	Performance		Target
	2018	2019	2019
Managing, Follow-up & Review of Risk Management in the Department Level	100%	100%	100%

Supply Chain Management

Significance (disclosure 103-1)

Supply Chain is a critical driver of the Company's operation with its business partners. The Company is committed to manage supply chain in an ethical manner with regulatory compliance for the benefits of cost management improvement, working efficiency and continuous business partnership, as well as contribution and responsibility to communities & society and environment, which will lead to the sustainable business growth.

Supply Chain Management Concept (disclosure 103-2)

The Company has the procurement and partner selection policy for suppliers, operators, distributors, service providers or employees through a fair and transparent system. The Company encourages its business partners to operate their businesses under work ethics with the Supplier Code of Conduct as a business guideline in accordance with the legal requirements, the Company's Code of Conduct and significant work regulations. In a way, This would drive the Company's suppliers to conduct business with ethics, human rights concern, and responsibility to society and environment, in compliance with the safety, occupational health and environment standards. This would; in turn, enable the Company to build the business sustainability throughout the whole supply chain process, raise its competitiveness, and build long-term sustainable growth.

Furthermore, the Company defined the operational procedures for the procurement and set performance evaluation of suppliers after product and service delivery regularly in order to ensure that product purchasing, subcontracting, and hire of services were correct and appropriate according to the defined criteria. The selection of new suppliers was effective while the current suppliers in the approved supplier list were regularly evaluated.



Supply Chain Performance (disclosure 103-3)

● Business Partner Management

2018-2021 Action Plan

From 2018 - 2021, the Company has issued the Supplier Code of Conduct as to provide the information regarding essential economic, social and environmental issues as well as has communicated Supplier Code of Conduct and Anti-Corruption policies to its fuel & non-fuel business partners in a core partner group as a guideline for their business operations to align with human rights and business, an awareness towards social and environment responsibility and standards of Occupational health & safety and environmental control.

The Company has given opportunities for their business partners to take part in an assessment of significant issues of sustainability through a survey. The Company recognizes the importance of their engagement in the Company's development as well as the economic, social and environment development for the future of the sustainability of the business.

There are also an analysis and assessment of supply chain within an organization, fuel procurement sector, general procurement sector, Tank Farm operation sector, Service Station Operation, Transportation and Logistics sector, as well as service sector and customer relationship management sector. The Company has continuously built good relationship and cooperation with the Company's main suppliers and had discussion and negotiation through meetings in order to find an agreement together on effective operations of product and service delivery and activities held by business partners to promote sustainability in economic, social and environmental aspects.

Furthermore , the company has communicated and promoted the anti-corruption policy, Supplier Code of Conduct for all business partners, and the business partners are categorized by the volume of products and services purchasing. The significant business partners in accordance with the specified criteria will require the signing of the supplier code of conduct . In order for the business partners to use as a guideline to comply with the company policy.

The Company has a plan to bring in technology to support an improvement of operational sustainability with its business partners in 2020-2021. The Company required the Supplier Code of Conduct and the self-assessment survey for ESG business partners to be uploaded into the system so that new business partners are able to complete an assessment form before operating a procurement and its current partners could also do an assessment in their regular interval.

An assessment criteria for sustainability risk management for its major business partners is set in order to assess their potential risks concerning sustainability. The Company's business partners are required to have an assessment of environmental, social and corporate governance awareness (ESG Audit).

● Work Safety for Contractors

The Company has organized trainings for contractors for their increased understanding on their jobs, work procedures, rules and regulations, and instructions in working on-site in a area of petrol station construction in accordance with a contractor's work and safety manual. The trainings provided included trainings for a power and lightning protection system in a petrol station, a fuel dispenser system, a grease trap and draining system, petrol pipeline painting and coating, warning sign installation, basic safety instructions, and management of waste in a construction area, etc.



Performance



Numbers of Business Partners acknowledged the Company's Supplier Code of Conduct

Performance		Target
2018	2019	2019
N/A	48%	70%

Note: The key suppliers of the company are considered from the volumes of product and service purchasing related to the fuel businesses by dividing the business partners into fuel suppliers, general supplier and engineering supplier.



Responsibility towards Customers

Significance (Disclosure 103-1)

With an increase of product and service variety, the Company continuously seeks to ensure that product and service quality is maintained and improved. The Company also aims to build long-term customer relation and fulfill customer's needs and satisfaction with social and environmental sustainability as the Company focuses on building trust and credibility from customers through the Company's products and services. The Company also improves technologies in order to create satisfying experience to all groups of customers. In a way, the Company not only gains customer satisfaction but also maximizes business benefits including a more modern corporate image, long-term cost reductions, new service innovations that match the needs and expectations of different groups of customers and alliances, etc.

Management of Responsibility towards Customers (Disclosure 103-2)

The Company has created the customer relationship management and guidelines as a way to improve and enhance customer satisfaction. Activities organized under the management were; for example, customer relationship activities and the 'Voice of Customer' services providing different communication channels for customers to file their complaints and recommendations. The channels include the Company's website, PT Call Center, an annual satisfaction survey and the Company's dealers through the Customer Relationship Management (CRM) system. The CRM system connects all purchasing records of customers. One of the major tools that supports the Company's branch expansion and non-oil businesses is the "Max Card". The PT Max Card was, initially, designed as a channel to build a customer relationship. At present, PT Max Card has a significant role in connecting all data of products and services for its affiliates, business partnership and customer. The customer database recorded will be analyzed to gain increased understanding on consumers in the present and future. The results would allow the Company to be able to develop its products and services to be more comprehensive and meet demand and satisfaction of different market segment customers who have different lifestyles and preferences.

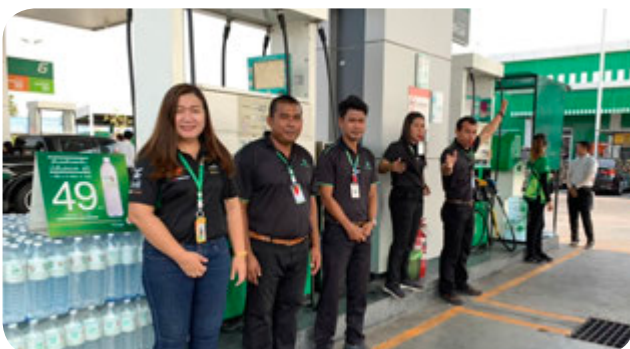




● **Customer Services** 

To enhance safety and cleanliness & hygiene standards and to deliver professional customer services to customers, service standards and operation handbooks of the service station have been established as guidelines for service quality management in the service station. In evaluating and checking service operations, a monthly random service check from a 'mystery shopper' is conducted to gauge service standards. The evaluation results are used as information in service station development for better services.

Besides, the Company has been focusing on improving dealers' customer service skills by training them to recognize an importance of 'service mind' concept so that they understand how important it is to take care of their customers. It is important that the dealers provide their customers after-sales services to check the performance when their customers have a problem and after they have been assisted as well as to evaluate their satisfaction after getting an assistance. Franchise customers should be visited so that the Company can directly provide them a consultant with regard to fuel quality control management in the service station as a method to ensure that customers would get good quality fuel products. A training and development of service standard are also organized for franchise customers. The Company's sales managers normally get a training on service standard development and pass on their knowledge to customers in order to maintain the same service standard in all stations through the country. To retain a quality customer database, the Company has established criteria in classifying customer groups based on their different benefits.



● **Complaint Receiving Process** 

Currently, PTG Energy Group has many channels to receive complaints and service suggestions, such as service stations, PT call center 1614, Facebook, PT mobile application, etc. In 2019, the Company has added another online channel through the Company website. Staff members in these units; then, are able to provide primary problem solutions and take action promptly. The concerned functions will be informed and respond to the complaints. The ultimate goal of all cases is the customer's satisfaction.

● **Customer's Information Privacy** 

The Company respected the customer's information privacy. The customer's confidentiality and the internal information use were considered as important requirements in the Code of Conduct. The personal information, marketing information, purchasing record and customer service data needed to be kept confidential and could be accessed to by authorized persons only. If such information was to be revealed or transferred to other persons, it must not violate the legal rights and must be approved by the information owner in advance.

● **Customer Satisfaction Survey** 

The Company conducts an annual customer satisfaction survey by setting up a customer satisfaction survey team to sustainably improve the quality of customer service. The target group of the survey is the franchise customer group. The customer satisfaction survey process is conducted by a neutral agency with standard methods, covering the process of collecting data both in quality and quantity to obtain complete and transparent information. The overall satisfaction survey of customers will be presented to the management within 1 month after receiving the survey results. However, if there is a suggestion from the satisfaction survey that can be used to improve the work process, it will be analyzed and used as information in determining the development plan, improvement and annual operation plan, including management, quality, service, product and service delivery and safety. Therefore, the Company will be able to improve products and services in accordance with the needs of customers in each group accurately.

Performance (Disclosure 103-3)

The Company has developed the Customer Relationship Management (CRM) to be applied in marketing and sales promotion. Moreover, PT Max Card membership can be verified through this system when customers purchase fuel in the petrol service station. To support an increase in the number of members in the future, the Company uses the data gained from the CRM system in analyzing needs of each individual customer, recording point collection and redemption. In 2019, the Company launched the new 'PT Max Card' on collaboration with over 100 strong partners under the concept 'Connecting Life's Benefit.' The Card comes up with ability of collecting and swapping points with PTG's business partners, making the new 'PT Max Card' not only be used for collecting points at PTG patrol stations but also for connecting all lifestyles in one card. This launch aimed to open a new customer market in a city. Many activities will be launched through the PT Max Card platform with full services that truly match consumers' lifestyles.



In the past years, the Company launched PT Max Reward Application, which is available for use with smart phones and tablets, both in IOS and Android platforms for customers' different lifestyles and preferences under the Card concept. The Company has also developed PTG Line Business Connect which allows customers to search for special privileges and promotions that match their choice and need. Through this application, customer can first receive news, special offers and exclusive privileges, conveniently check their points and benefits, make point redemption for a discount or prizes, and search for station locations.



PT Service Volunteer

PTG has a strong work culture in which is a root of the Company's distinctive corporate culture 'PTG Way' that represents our CTIC value, consisting of Customer Service, Teamwork, Integrity & Ethics, and Continuous Improvement, which drives the organization to success and goal achievement. The employees of the Company are encouraged to apply this value. In 2017, PTG initiated the activity "PT Service Volunteer Ep.1" to deliver happiness to customers. In 2019, the activity was organized for the second year under the 4-month project "PT Service Volunteer Ep.2" in order to promote corporate culture. The activity had volunteers who were staff from the Head Office to help provide services and talk to customers in petrol and LPG service stations on their day off every Saturday from 8.00 — 12.00 (except public holiday) in March — June 2019 in Bangkok and vicinity (Bangkok, Nonthaburi, Pathumthani, and Samut Prakarn). This activity enhanced relationship, teamwork, and PTG Way behaviors among staff from the Head Office and in the service stations. Having PTG employees as the Company's service representatives, development of services was also increased through this activity. The Company gained an opportunity to develop its services to be NO.1 in Thai people's minds.

The Company had organized the project for the benefits of the customers and organization based on the following purposes.

- To enhance corporate image and sales volumes of service stations.
- To increase new Max Card members and retain old members in order to gain increased sale volumes.
- To survey customer needs for service development
- To develop customer service standard and make continuous improvement as it is a part of 'PTG Way' service value in order to deliver excellent services to customers. There were 145 petrol and LPG service stations that participated in this activity.

In the service process, there was a training provided before the project in order to prepare the volunteers for their service delivery. The training was about basic principles of jobs and operations in service stations, customer service principles, methods to delight customers, and special promotions and premium products from the PT Service Volunteer activity provided to customers during the project. Products given to customers during the project were specially designed and produced by the Company's staff for this special occasion. During the project, there was also PR activities such as the CEO Town Hall activity.



PT Service Volunteer



↑ Bang-Lane Salted Eggs



↑ 4A-Grade Dried Longans



↑ Crispy Bananas

Performance Summary



Franchise Customer Satisfaction

Performance		Target
2018	2019	2019
86.4%	86.6%	80%

NOTE: the franchise customer group refers to operators of Dealer Owned Dealer Operated (DODO) service stations. The Company and subsidiaries as fuel traders under Section 10 sell fuel to DODO petrol stations operators. The company in charge of providing advice and supporting these dealers on station operation matters, such as floor planning, investment and management

Innovation

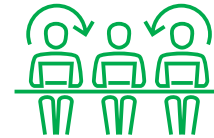
Significance (disclosure 103-1)

PTG has continuously been encouraging innovation and technology while promoting cooperation with its business partners as they help strengthen business competitiveness which will lead to improvement of added value that suits the changing environment conditions. Therefore, value to the business has increased along with sustainable development through the policy of Good Corporate Governance. The company is strongly deemed that 'innovation' and 'creativity' have a major role in strengthening the business foundation from which rapid changes in the business environment. At present, a critical challenge facing the Company include economic, technology, social, and environmental changes. Innovation management would undoubtedly enable the Company to present new or improved businesses as it is a significant key in driving the business growth based on the foundation of knowledge accumulation. The effective management would results in increased competitive advantage and stronger viability of the business in the right direction of the Company's mission, vision and strategies. These sustainable benefits do not go to only the Company but also Thai people as they would gain a better quality of life as well as sustainable advancement in life.

Management (disclosure 103-2)

The Company strongly emphasizes on business sustainability. Hereby, Continuous Improvement business strategy has been adopted into the process of knowledge management of the Company. The aim of this implementation is to establish organizational innovation or new work procedures that lead to product and service innovation that meet customer needs. The Continuous Improvement business approach also gives the Company improvement of business operations to be more updated to the changing business environment. This is one of the business aspect specified in

the Quality policy of the Company. In other words, the Company's employees at all levels are encouraged to take part in the trainings and workshops as a way to continuously improve their own work performance and productivity.



- **Suggestion**

At PTG, employees are encouraged to provide suggestions or feedback to the Company for continuous 'process improvement' in the workplace. Their suggestions would also help reduce workplace waste that may occur during an operation such as reduction of defects and inventory waste, reduction of waiting and wasted time and improvement of work efficiency and productivity. Employees can give their suggestions and feedback on other divisions in which they do not work under.



- **Kaizen**

In the Company's business operations, Kaizen has been implemented as activities that improve all work functions and performance in all divisions including operational department and supporting teams. Kaizen activities also emphasizes the Company's corporate value in continuous development. Through this approach, the Company has gained great cooperation from staff who also got an opportunity and encouragement to give opinions and feedback for more effective work improvement and systematic work environment in all divisions. Kaizen activities promote innovation and creativity as well as time saving in work processes along with effective cost management in both qualitative and quantitative aspects.



● Real Innovation Starts with People

Investment in Knowledge Capital

The Company supports employees at all levels, especially the Company’s executives, to enhance their skills and knowledge in different fields through the trainings, activities and knowledge platform ‘Your Next You’ - which is certified by well-known educational institutions such as D.School at Stanford University, USA.

Focusing on “developing and adjusting,” employees are encouraged to be proactive and understand the world’s current situation and its trend. Employees are invited to work together in designing their work procedures, planning for organizational and human resources development for their readiness in dealing with any kind of changes. For example, employees are taught the Human Centric concept and the Design Thinking work process. Employees are motivated to show their potential and ability through the support from the Company’s executives who have developed a Growth Mindset / Outward Mindset perspective and are ready to make changes together with their staff.

The abovementioned matters are valued investment in the development of the organization as well as employees who are ready for new creativity and innovation and willing to change their work styles and procedures to be more streamlined. It is hoped that the Company’s employees would gain more understanding so that they would be able to propose potential solutions, products and services that truly meet needs of different customer groups and communities in Thai society.

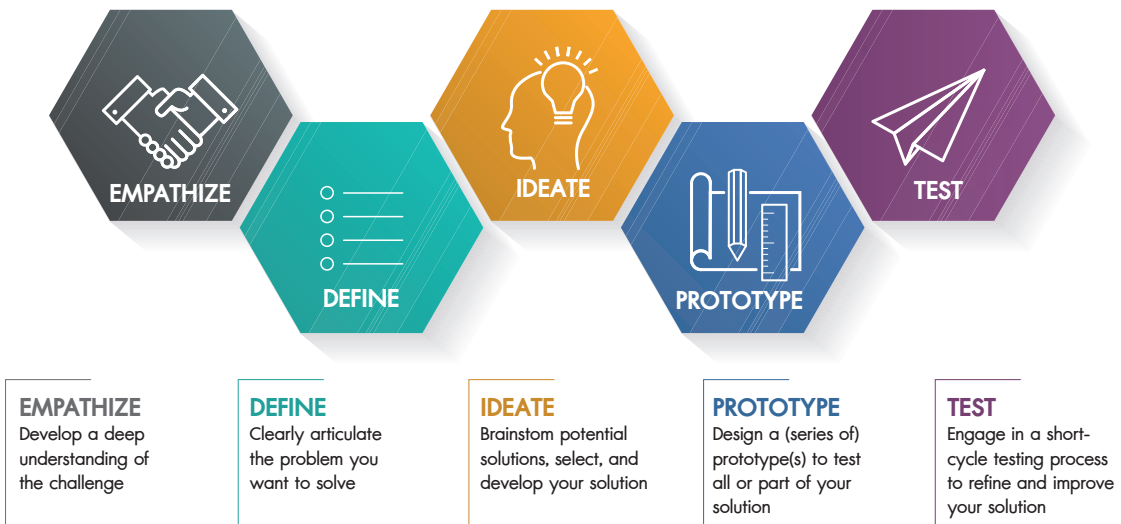


Work hard to achieve.



Design Thinking is an important process in pushing forward innovation at PT. As a start, the Company importantly focuses on comprehensive ‘empathy’ on different problems that reflect people’s ways of life through innovation perspectives that can turn problems into opportunities which allow PT to give support to those for a better quality of life.

Design Thinking Process



Performance (disclosure 103-3)

● Process Innovation & Improvement

For efficiency and effectiveness of the policy and strategy management, the Company also applies the Process Innovation. The Company has guided employees to apply technologies and innovation into their work processes for their convenience and productivity as a start to move forward to an automated office. It is the first step of the Company to make the Digital Transformation within the organization with Robotic Process Automation (RPA). The Company aims to improve the business process to be automated. With this innovation, employees would be able to reduce their workload not having to work repetitively on the same process and would have less human errors.

Apart from adopting a number of effective approaches into the development processes, the Company supported its employees to show their potential by participating in the competition in 2019 Thailand Kaizen Award. The project on 'An Efficiency Improvement for Inventory and Stocking Management of Engine Oil Products in Tank Farms and Petrol Service Stations' won the Golden Award in the Service Kaizen type. The project was conducted under the collaboration between the operation team of the finance office, procurement office and IT office. The project from the fuel logistics department on 'Reduction of Risks in Changing a Vehicle's Gear' won the Silver Award in the Genba Kaizen type. It has been an honor of the Company to be a part of this Award for the fourth consecutive year. The projects would be further worked on as a mechanism in developing the business management. The Company will never stop striving towards successful potential development of the Company and employees in order to deliver high-quality products and services to customers.



● Service Innovation

The Company aims at delivering values to customers by understanding and recognizing needs and lifestyles of customers who are truck or delivery drivers. In order to achieve this goal, the Company supported the new form of Service Innovation and initiated to build a break point called PT MAX CAMP which is the first model of one-stop service resting area for drivers and travelers. The area becomes a new community for long-distance drivers or a driver travelling alone. They can rest and use services in the area without being charged. At present there are 11 PT MAX CAMP areas around the country. In the area, there are rest-sleep-shower-restroom services for travelers. Vending massaging couches, tables for eating, TVs, coffee bars, and laundry machines are also provided. For resting, there are 13 male bedrooms and 9 female bedrooms, with 24/7 services. For security of customers in the area, security cameras are installed.

With PT MAX CARD, customers can get services at the Company's comprehensive PT stations. Moreover, there are also PRO TRUCK centers providing comprehensive services for trucks, PT MAX CAMP areas offering services for travelers who want to rest and MAX MART shops where customers can find different products and Thai coffee shops.



● **Business Innovation**

In 2019, the Company started to seek for understanding of problems and needs of different customer and social groups in different aspects. The Company has set up the Business Innovation & Incubation Division to support the management of innovation aside from the innovation developments of work processes and products and services that have continuously been proceeded in other divisions. To reinforce innovative thinking ability and processes, the Staff in this Business Innovation and Incubation center are required to have the trainings as well as the Design Thinking program certified by D.School at Stanford University, USA.



At present, PTG currently has a number of innovation projects which are under the process of researching, experimenting and extending outcomes. The main purpose in conducting these projects is to connect with people in

communities and upgrade their quality of living through the Company’s products, services and business operations in order to achieve sustainable growth.



Apart from activities demonstrated above, the Company also promoted a new business platform called ‘Business Model Innovation’ which is a pathway applied in the Company’s other energy business lines in order to improve the business operational capability and respond to energy demand in the future. The focus is on establishing sustainable energy security along with creating economic, social and environmental development and building awareness on responsibility in promoting energy saving and enhancing people’s quality of life.

The Company has entered into a joint venture agreement to establish the PPP Green Complex Company Limited (PPP) to build the Palm Complex, the all-in-one project for manufacturing and distributing palm oil. The three co-investors are the Company, holding 40 % equity stake, Thachang Green Energy Co., Ltd, holding 50 % equity stake and RD Kasetpattana Company Limited (a major palm young plant distributor), holding 10 % equity stake. This was the first project in Thailand to run a fully integrated palm oil production starting from the palm kernel crushing process to a production of biodiesel and olein cooking oil. The project is operated under the Zero Waste concept. All left components would be recycled or used for other purposes as to build an integrated cost management. The production, which involves since the development of palm oil products for farmers to be used in palm oil production process, consists of different plants including a palm oil mill plant, a palm oil refinery, a biodiesel plant, a vegetable oil plant, a biomass power plant and a biogas power plant. Moreover, there is a 120-million-lit oil depot facility for efficient inventory management.

This plant has a capacity of 450,000 liters of biodiesel per day and a capacity of 200,000 liters of vegetable oil per day. The biodiesel B100 will be used as a component in diesel in the proportion according to the government policy. The company plans to increase the Complex's production capacity to meet the growing demand for biodiesel as a result of PTG expansion. Currently, the Company has been operated with 92% capacity. It is expected to be operated with full capacity in 2020.

Benefits from the Project

The Company has gained more revenue on distributing B100 to oil refineries through the countries to be blended

with diesel. This reduces the cost of diesel production. It also helps increase production efficiency, reduce cost, reduce waste of transportation, and increase income distribution to communities from buying CPO from nearby kernel crushing plants. The project also helps farmers in the area. Another benefit gained from this project is of the production of biodiesel which is a clean alternative energy that is friendly to the environment. In a way, it helps reduce pollution and greenhouse gas, especially Carbon Dioxide, caused by vehicle engines. With technologies used in the production under this project, Biodiesel and Olien products are produced of high quality meeting the European quality standard. Accordingly, it helps reduce the volume of crude oil imports.

Performance



Numbers of Projects for Innovation Promotion

Performance		Target
2018	2019	2019
63 Projects	101 Projects	100 Projects





Social



Human Resource Management

Significance (Disclosure 103-1)

The company considers that all employees are the most important resource in business running with consistently adhering that the progress of the company depends on the qualified employees. Therefore, the company places importance to the human resource management including to the employee engagement, their potential development, their motivation and relationship enhancement, company's value cultivation. This is the key of gaining organizational culture as well as equitable treatment of all employees.

Management (Disclosure 103-2)

Employee Treatment



● Remuneration and Employee's Welfare

The remuneration to employee policy is defined as appropriated and in compliance with the Company's business performance both in short term and long term as follows:

Short term incentive

The Company has policy to pay for performance which is deemed as the key strategy of compensation management at present time. This is to motivate employees in the organization to show their performances. The objectives and key performance indicators are clear evaluation factors to help improve the human resource management. The Company have various kinds of incentives as needed to meet employees' responsibilities such as Annual Bonus is set as a variable pay which is considered from the Company's business performance as first priority in order to get employees in the whole organization to have the same goal. The payment is considered

from the individual performance evaluation. Besides, the Company has the policy to create excellent customer service by conducting random service check from the Mystery Shopper to gauge service standards which provides the best services to customers in order to achieve high customer satisfaction. Thus, incentive or incentive for performance will be paid to employees for maintaining service standard.

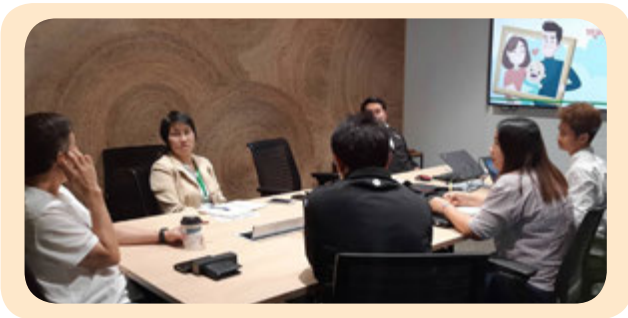
Long term incentive

The company has policy to motivate employees to deliver long term performance to the organization by providing the rights to buy stock option of the Company. The higher profit the Company gets, the higher value the employees' stock option will be. So are earnings per share and dividends which continue to increase from the improving business performance. The Company provides the welfare and basic benefits as required by law, including the social security and provident fund which is an assurance of financial support to a long-term saving money plan. As the result, the employees will have the security after retirement. Plus, the company joins the external party's survey of salary benchmarking and set salary structure for employees in order to build the confidence in the organization's compensation and welfare plan which is fair for both internal and external equity. This shall also give motivation for efficient performance to employees.

The Company had a policy to guarantee the employee's good health with annual health checking by providing health checking program for the risk employees such as the group of them who frequently touch oil and chemical products, and health and life insurance which is in addition to those required by law. Also, the exercise space and equipment were also provided to encourage employees to practice for their health which finally led to their working efficiency and also build good working atmosphere. The Company supported employees to participate in various activities both internally and externally with neighborhood communities.

Besides, the company provides the department of employee relationship and internal communication for maintaining employer-employee relationships leading to satisfactory productivity, motivation and morale with Happiness Builder by Thai Health Promotion Foundation. When the employees work contently, the productivity will be more effective regarding to the happiness in working.

The company also supports and encourages the employees to be involve in welfare management by voting for the welfare committee and continuously having the meetings with the employers to discussing about their opinions and welfares. (Disclosure 102-42)



● Human Rights and Labor

To realize the importance of human rights respect and labor practice for every person, the Company has set the human rights and labor policy for equal treatment to everyone and will support the human rights promotion and avoid all actions abusing the human rights. The Company will fairly treat employees according to the labor law and related regulations with the following rules for executives and employees:

Perform equal treatment in every employment process, including recruitment, remuneration payment, working hours and holidays. Work assignment, performance evaluation, training and development, by supporting internal and external training career.

Provide scholarship to the employees with the courses consistent with business direction in order to strengthen and develop their potential for further organization improvement.

Treat everyone with respect, honor and equality. Do not discriminate anyone by his/her physical appearance, mental condition, nationality, religion, gender, language, age, skin color, education, social status or any other differences, for example, supporting elder and handicap employment.

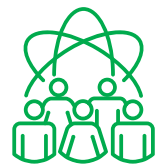
In addition, the company has an agency that is responsible for monitoring and reporting human rights violations, including frequently providing knowledge about human rights within the organization to ensure that the business does not participate or refrain the human right acts. Also, providing internal options for employees such as the welfare committee, a suggestion box. External options for outsiders, for example, the company's website, telephone lines and mails, etc.

● Recruitment



The company places importance to add more alternatives in recruiting and selecting the suitable and efficient employees, for example, to cooperate with Department of Employment in recruitment for supporting the company's business expansion. Local recruitment in the areas where are located service stations is an example of offering jobs to community and giving them an opportunity to live with their family and encouraging them to treat the customers with service mind.

Potential Development



The company gives importance to human resource development for preparing the employees to keep up on changes and challenging issues in business, adjusting administrative system and employees' potential development system in order to support business expansion and promote working expertise and skilled-knowledge accumulation. The company gives importance to employees' training of administrative team, operation team, and supporting team. Also, to promote the high-potential employees to have an opportunity in suitable positions together with the company's achievement.

The company divides employees for the development into 2 groups: administrative team and employees who are obviously connected and effective by way of the selecting procedures of potential measurement and employee development's plan.



- **In the Administrative Team** (section managers and up to), the focus is on the management of PTG Energy group leader development in order to fulfill the needs of chief executives in quantity and quality aspects. The organizational HR Committee is responsible for determining policies and business directions in career. Administration of chief executives cooperate with human resource administrative in considering significant issues which are a key to strategies and directions to the company's human resource management in accordance with business directions



- **In the Staff Team** (From unit manager and down to), the focus is on development based on needs of each department and division in order to prepare for the future operations. It's a mechanism for all employees to set a goal and a plan to develop themselves for their future career paths and to create value in their works in which will be consistent with the goals and the direction of the company in the form of the appropriated training including the rotation of the current responsibilities based on the career path so that employees can develop their skills and expertise from their experiences in their new positions along with the nomination of the employees to meet the responsibilities and the abilities of the employees, and this will make the employees to be ready for being a manager in the future. This can create value to the Company because of the faith in the power of learning will make the Company grow steadily and sustainably Also, this will show that the Company is committed to keep the personnel who have the ability to lead the company to achieve their goal.

Moreover, the Company has set a training plan clearly and systematically to allow the management group and the employee group to be trained throughout their working life. (Disclosure 404-2)

1. Training based on the main values of organization to have employees understand the principal, idea and culture of cooperative working in achieving organization's target and vision

2. Training fundamental knowledge about operation to new employees on boarding program to have them understand and be able to operate accurately and safely according with the company's standard and regulations.

3. Training for developing knowledge in specific areas to support their working skills proficiently such as curriculum of service standard or curriculum of service station manager preparation for gaining efficiency of each department.



4. Training of development in work and employee administration to develop skills and prepare them to be leaders and computer skills development, for example, curriculum of Problem Solving & Decision Making, curriculum of Improving Leadership Skill, etc.

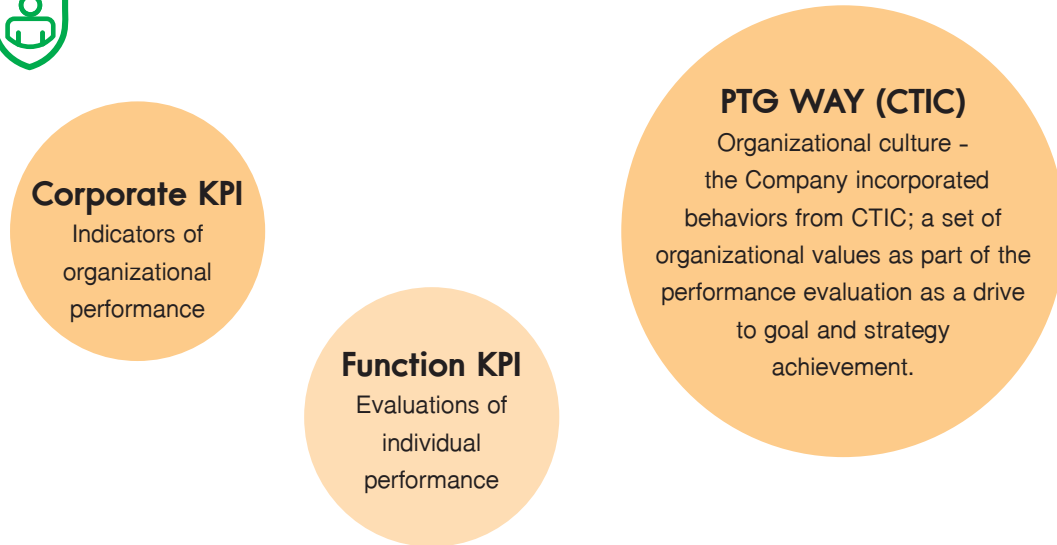
5. Practical activities focusing on management, working for increasing efficiency and continuous development such as PTG Academy on Tour project and Sharing Inspiration activity.

6. Self-Learning Trainings for employees, from staff to executives, through the "Your Next YOU by SEAC" learning platform with the blended learning approach allowing employees to select trainings of their preferences as well as the personalized learning allowing employees to design their own course as an approach to develop their skills to meet Speed of Change.

Performance Evaluation



To achieve the business goals set every year, the Company has been developing and upgrading the Performance Management System (PMS) since 2018. There are three indicators in the performance evaluation procedures.



In 2019, In moving the business forward based on the strategies determined, the “Performance Management System” (PMS) has been upgraded and developed to be more aligned with Corporate KPIs and Functional KPIs so that they all have the same business directions and operations. Functional KPIs in all department and divisions have been connected in order to enhance the Company’s work cooperation and support of the major goals of Corporate KPIs. For the success of the cooperative improvement, the evaluation results will be used as information in considering salary upgrading, advancement as well as bonuses. Employees’ promotions are considered in accordance with the organizational performance.

Creation of Corporate Culture : PTG WAY



The Company set up the “PTG WAY” project in order to build the fundamental of teamwork which is the corporate culture. They are fundamental of the principle ideas, decision making and problem solving in order to create the same behavior for all that leads to the company’s goal and vision.

The four company values which are unique key success factors were as follows:

- **Customer Service** Full quality, Full service
- **Teamwork** Grow together for tenable bond
- **Integrity & Ethics** Act righteously to achieve sustainable growth
- **Continuous Improvement** Have courage to think and act, learn for excellence.

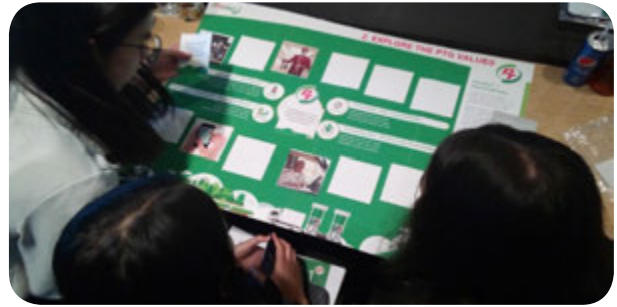
Amid a multicultural environment, with a diverse age, gender and religious workforce, these four values are a mechanism in driving the Company to the certain direction with sustainable operations.

In 2019, the Company has put an effort in promoting employees’ understanding and cooperation in displaying desired behaviors according to PTG Way. Activities organized to promote corporate culture were as follows:

- **Activities to Raise Awareness of PTG Way Value for Driving Desired Working Behaviors**

- **Orientation to new employees**

Orientation to new employees is organized in an aim to build their awareness and understanding of the significance of PTG WAY corporate value



- **PT Good Deeds**

PT Good Deeds represented stories and events of employees who had done good reflecting the PTG values contribution in 2019 through different media channels. The employees' actions were appreciated and honored.

- **PTG Way Walk Run Fun**

The activity was organized to urge the PTG Way recognition through employees' participation in the virtual run activity, taking 2 months to completion. During the activity, the PTG Way value had been promoted.



- **CTIC Fest 2019**

The CTIC Fest held in 2019 presented events and stories in 2019 that reflected the PTG Way value through exhibitions and activities that would deliver the PTG Way value for sustainable growth to the following year. In the exhibit, PTG Way value's initiative was presented and shared. Employees who had shown their contribution and dedication were praised and admired for their commitment to follow the PTG Way value.

- **PT Service Volunteer**

for the PT Service Volunteer project, executives and employers at the Headquarters were invited to work with operating staff at the service stations in Bangkok and vicinity on Saturdays from 08.00 — 12.00 for 4 months, from 2020 March to June. The goals in running this project were as follows.

- To give customers special gifts and warm welcoming services (PT Caring)
- To find more PT Max Card members (PT Max Card)
- To deliver the Company's special services and products (PT Delivery)



- **Activities to reinforce understanding and reviewing of Corporate Values**

- **PT Core Competency**

In this activity, the performance evaluation to assess employees' organizational values was set up. Employees' core competency was determined to be used as an indicator in evaluating their performance and considering their remuneration, promotion, transferring, and welfare, etc. Sets of employees' behaviors categorized based on the Company's expectations in different levels of operations were reviewed and considered. It was found that the Company's expectations and employee's work behaviors and competency were significantly different.

- **PTG Workshop**

The workshop was organized for department managers and heads in each business unit in order to determine behaviors of employees that align with the Company's corporate values. The Company's expectations were categorized based on levels of employees.

- **Activities for behavior assessment based on the organizational cultures and values**

- **CTIC Assessment**

The assessment was built to evaluate work behaviors of the Company's employees. The results will be used in an evaluation of their annual work performance. This assessment was conducted in an aim to enhance staff work productivity and quality and to maintain their work standards to align with the Company's values.



Safety and Occupational Health



The Company has committed to be the business leader in energy services by focusing on the development of quality, health and environmental safety. The Company, being aware of the responsibility to all groups of stakeholders, set the quality, occupation health and environmental safety as following details:

- 1** Commit to quality management all over the Company in product distribution and services that meet the requirements to increase the customer's satisfaction by meeting their demand and expectation.
- 2** Commit to manage the safety, occupational health and environment to be in compliance with the law, regulations and other international standards applied by the Company in order to prevent the accidents, injuries and illness of the operating employees.
- 3** Commit to improve the work process to be efficient for the continuous effectiveness.
- 4** Manage the corporate with social responsibility to reduce the effect, prevent the problems about the environment, and promote the living quality of employees, communities and other stakeholders.

● Operational Plan of Safety, Occupational Health, and Environment

Safety and occupational health need understanding and priority from everyone in the organization, from executives to employees at all levels. All have to contribute and cooperate seriously to keep hazard prevention in consciousness and reflect in behavior and corporate culture. The Company makes annual development plan of safety, occupational health and environment in the workplace as the guideline for management and operations to ensure the safety in workplace and good life quality of all employees. First, the current occupational health and safety management system was reviewed. Then, the policy was set and implemented for employees to get appropriate development and to be able to perform their duties and responsibilities effectively. Employees were encouraged to participate in the planning process with clear objectives and goals, accurate budget and human resource allocation, plan implementation and performance monitoring and evaluation.

Performance

(Disclosure 103-3)

Employee Treatment

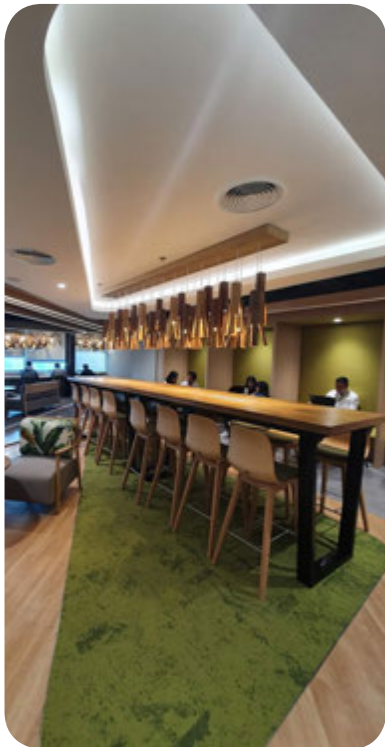


Last year, the Company has developed the Smart Employee Card system which allows employees to receive their benefits and welfare. Employees can use this card to get their welfare at all branches of the Company. With this card, employees can find activities to gain experiences with the organization, too. If problems with the care occur, employees can conveniently get assisted through the intranet system. The Company is also considering an adjustment on working hours of employees to be more flexible to help improve their life balance. The adjustment is planned to start in 2020.



● Employee Engagement

The Company deems that good office environment builds up business success. In 2019, the Company recognized the importance of environment on employees and decided to build the CO-Working Space called PTG Village at the Headquarters. The area creates a better working atmosphere and environment. With effective office space, employees can increase productivity as they become less stressful and more effective.



- **Creating employee engagement**

The Company recognizes the importance of retention of employees at all levels in both provincial segments and headquarters. It is essential to build teamwork and work collaboration among employees as it is a key mechanism in creating employee's productivity and business effectiveness. The Company; hereby, has organized a number of PT volunteering projects in different areas ranging from service stations to tank farms in different provincial areas. The projects were run from June 2019 — December 2019. These activities helped strengthen employee engagement and good relationships among employees and between employees and the organization. Feedback and suggestions gained from the 2018 staff engagement survey were used as basic data in managing the activity plans.

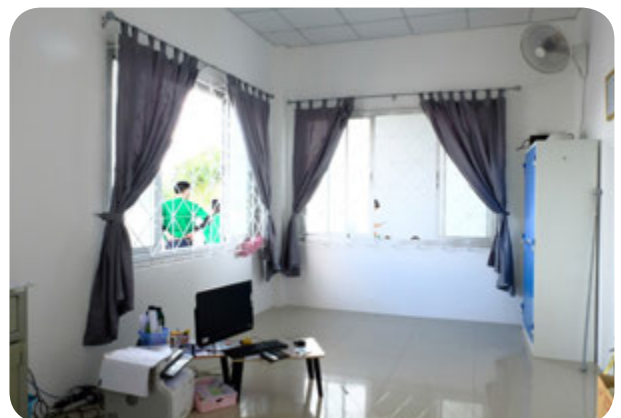
PT Voluntary at Lad Lum Kaew Service Station



PT Voluntary at Wang Nam Keaw Service Station



PT Voluntary at Panom Prai 2 Station



The Company is determined to create a happy environment, thus launching the Happy Workplace project with different formats of activities on a regular basis, so that staff members and executives can share happy moments and “move ahead together for sustainable engagement.”

- “Happy Workplace - Creating Happiness in the Organization”

1. ER on tour

The Company welcomed a visit from other branches from different provincial areas to share knowledge and experiences for department heads, supervisors and managers in the low and mid levels so that they would gained more understanding on their jobs and could effectively work in accordance with law and regulations. Recreation activities were also organized for participants.



2. PT Do it with Heart

The Company encourages employees to make contribution and show integrity to everyone in the society. Employees are supported to do CSR activities which is in line with the corporate values of the Company in emphasizing Integrity & Ethics in all activities for sustainable development. The Company promoted and shared employee’s contribution and voluntary via the Company’s website in order to honor their social responsibility and dedication. Other CSR activities in different dimensions were organized to be models in creating good values to the organization and adding social values to the society.



On January 20, 2019, Ms Pornpailin Srisod, the Mini Mart staff at Samut Songkram 4 branch, went to honorably receive a complimentary speech from King Rama X. She was also granted a volunteer card along with a volunteer uniform and gifts. Ms.Pornpailin Srisod was the Company’s staff who found the lost money of a Brazilian tourist worth around 100,000 baht.

3. PTG Making Merit on 31st Anniversary of Foundation of Corporation

PTG celebrated its 31st anniversary by organizing the merit-making ceremony, offering food and dried food to 9 monks as the Company's blessing to be the country's leading comprehensive energy service provider. The ceremony was led by Mr. Pitak Ratchakitprakarn, President & Chief Executive Officer together with executive team members and employees.



4. National Children's Day Activity

The "National Children's Day" activity at Ban Huai Kob School in Kanchanaburi province was organized to deliver happiness to children in a remote area, featuring the entertainment booth inside, with lucky wheels for children to win prizes from PT including fabric bags, mugs, t-shirts and a lot more. The booth was very well received by parents and people in the area.



5. PT's Continuation of Thai Tradition 'Maha Songkran Festival 2019'

This activity was held every year. The aim of the event is to preserve the Thai tradition. Staff members got a chance to get together and dressed up in traditional Thai costumes, pouring water for blessings from executives as usual rituals to do on Thai Traditional New Year Day.



6. PT Sport Day

The Company is aware of the importance of exercising, which not only keeps staff members healthy and free from illnesses, but it also builds motivation, unity, spirit of sportsmanship, learning to forgive and strengthens good relationship among them. The PT Sport Day activities were organized and run 4 times altogether in different area. The first PT Sport Day was for LPG and petrol stations in the South running at Prince of Songkla University, Surat Thaini Campus. the second competition was the PT Sport Day for LPG and petrol stations in the Esarn area running at Thailand National Sports University, Mahasarakam Campus. The third competition was for LPG and petrol stations in the Central and Eastern part organizing at the 600-seat Gymnasium at the National Sport Complex of Supanburi. The last PT Sport Day was hold for the Headquarters at Chulalongkorn Sports Complex.



7. My Boss My Friends & My Birthday

The rationale of this activity is that the Company is aware of staff members' significance as they are the key drivers of the business. Hence, "birthdays" are special days that the Company can give gifts and blessings to everybody. The activity is arranged monthly.



8. 12 Zodiac Signs, Doing Good Deeds with PT Year 2

This activity encouraged employees to participate in religious activities during their work days. Every month, monks are invited to the Company so that staff can conveniently make merits and give alms to monks.



Potential Development Program



The company has been regularly provided trainings to employees to improve their skills and abilities. At PTG, employee development is a key organizational strategy in driving the business to success. It is expected that the trainings provided would increase staff engagement and retention.

No.	Trainings & Programs	No. of Trainings	No. of Participants
1	Orientation to New Employees	12	296
2	In-House Trainings <ul style="list-style-type: none"> To increase the Company's potentiality, the trainings will be designed and selected to suit participants. Employees would select trainings that are relevant to their jobs and work fields so that they can adapt their knowledge into practices. 	29	927
3	Public Trainings <ul style="list-style-type: none"> To increase the Company's potentiality, the trainings trained by experts from external agencies are run in order to create more effective Knowledge Management (KM) and development to employees. 	101	228
4	PTG Academy on Tour (Theme: Service & Coaching) <ul style="list-style-type: none"> To increase service potentiality, trainings on services are organized in order to build service creativity and improvement to fulfill customer's satisfaction 	9	428
5	Sharing Inspiration <ul style="list-style-type: none"> It is an activity to build up knowledge and development for employees at all levels by inviting well-known speakers in an aim to inspire employees in finding themselves, motivating themselves to reach their goals and recharging their inspiration. The activity is expected to help motivate employees to fulfill their potential and show their abilities for business achievement. 	4	622
Total		155	2,501

Sharing Inspiration

Sharing Inspiration: 'Man Dhamma Work' by Ms Sunisa Sukboonsang on June 6, 2019





Sharing Inspiration: Think to Grow by Mr. Rawit Hanutsaha on August 23, 2019



Potential Development for Operating Staff of the LPG & Petrol Station

PTG Academy aims at reinforcing staff potential as a mechanism in pushing the organization forward in keeping with the business strategies and goals. The Company support staff at the LPG & Petrol Station to find advancement in their career by providing them 3 learning channels.

1

Trainings to facilitate their knowledge and understanding on their jobs and work standards so that they can maintain standards and corporate compliance.



2

Operational handbooks for information on essential standards and compliance rules.



3

Learning medias such as videos and infographic visualization



- **Trainings for Assistant Managers of the LPG & Petrol Stations**

Trainings are provided to new assistant managers, operating staff at the fueling area of the service station, and cashiers. Staff heads of the fueling area of the service station who showed their work potential and great performance would have the Fast Track opportunity to get promoted as an assistant manager. In 2019, there were 534 staff members participating in the trainings provided.



- **PT SERVICE TRAINER Program**

The PTG ACADEMY team will organize a training to build a station mentor working as a representative of the Company in teaching standards in delivering services at the fueling area to ensure that customers would get good services. There were 226 participants from the stations under the Company’s supervision and 279 participants from franchise stations. Human management and job management are vital to business success.



- **Trainings for Truck Drivers**

The Company’s truck drivers are important to the Company. For their full safety in transporting fuel, trainings were organized for 658 drivers in 2019.

- Orientations for New Drivers
- Trainings on Accident Prevention
- Accident Prevention Trainings on Fueling Transferring
- Training on Skill Development on Effective Volvo Advance driving
- Annual Trainings on HR Development for Truck Drivers



Safety and Workplace Environment



The Company is aware of the importance of safety and environment. Hereby, the Company has strictly operated business with corporate compliance. Recognizing the importance of safety and environmental impacts, the Company has established the Safety division to analyze and examine each of the Company's business activity that may affect safety of the operating staff and other related parties including corporation with government sector.

The operation manual and incident prevention and control manual have been issued to staff in related units. Activities of petroleum emergency drills in cooperation with government agencies are carried out regularly for the Company's staff and people. In 2019, several activities were organized to raise awareness of employees in safety and occupational health.

- Training for new employees on safety, occupational health and environment in workplace
- Training for staffs in fuel transport tank operation (fuel transport trucks) to raise awareness in accident prevention and impacts on people and communities. The Company has the policy in undergoing drug and alcohol screening to all drivers and operating staffs at the service station. GPSs were set up in all vehicles.
- Safety Terminal Awards to promote safe driving in fuel transportation for less accidents.
- Tank Farm & Transport Safety Week Project (Saraburi Transport Site) (1 time)
- Fire Escape Project (3 times)
- Safe Drive Safe Life Project at Thai Oil Tank (5 times)
- PR medias to publicize knowledge via intranet to all employees regarding health care and seasonal diseases such as diseases that come along with heat, PM 2.5 dust as well as tips to prevent STROK and Office Syndromes, etc.
- Fit shape at PT Gym Project to promote health care to employees with exercising videos such as basic Yoga to prevent Office Syndromes and office exercising such as exercising with chairs.
- Annual 5s activity and Big cleaning Day for office cleaning with an activity evaluation and follow-up to promote environment awareness at workplace.
- PTG WAY WALK RUN FUN activity to promote exercising to employees through virtual run for 32,000 km. as to celebrate 32 years of the Company.

Safety Trainings

In 2019, 4 types of safety trainings were provided with 7,242 participants.

1. Firefighting & Fire Escaping drills
2. Fire Prevention
3. Fuel Monitoring for Operating Staff
4. Safety, occupational health and environment at workplace



Supporting Activities in Dealing with Safety at the Service Station

It is essential to raise long-term awareness and understanding of the importance of safety solution management for the service station among station managers and staffs so that it can be managed in accordance with the Company's policies. Information on safety solution gained from the inspection as well as job performance of operating staffs at the fueling areas with corporate compliance were collected and reported. Prizes were given randomly from tickets collected from stations that reported the safety solutions through the Safety PTC Service website. The project was run from January - December 2019 and managed by the Safety and Environment Department of PTG Energy Company Limited.

The Safety and Environment Department successfully completed the project on safety solution at the service station. Although there were some problems emerged during the project, the project was done with goal achievement. In other words, there were increased understanding on safety solutions among station managers and staff. They gained moral support in improving their work and dealing with safety problems. The team was very satisfied with the results.



One Suggestion One More Safety

The activity was organized by the PTG Safety and Environment Team in an aim to promote risk management in operations and safety prevention and encourage staff to search for possible risks or hazards that can occur and ways to prevent dangers that can cause damages and accidents. Staff were invited to discuss and present their ideas regarding the issues on how to increase effectiveness on safety, occupational health, accident reduction, and work environment. The activity was run on October, 2019. The project was completed on November, 2019. The project participants were staff members of PTG Energy groups.



effectiveness on safety



occupational health

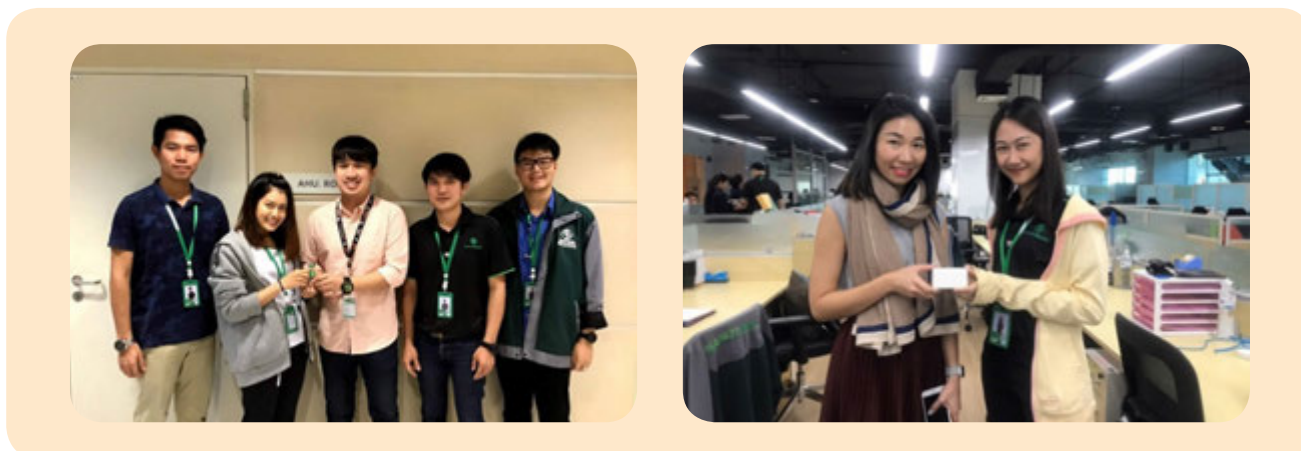


accident reduction



work environment

The Safety and Environment Department successfully completed the project One Suggestion One More Safety. Although there were some problems emerged during the project, the project was done with goal achievement. In other words, staff were able to analyze possible risks and find out ways to prevent dangers and hazards that can cause accidents. They gained awareness in the issues of safety for themselves and colleagues. They were appreciated to be part of the project.



● The 2017-2019 compared statistics of the workplace hazard or illness at at workplace




Company	2017 (person)	2018 (person)	2019 (person)
PTG Energy Public Company Limited	0	0	1
Petroleum Thai Corporation Co., Ltd	11	8	13
PTG Logistics Co., Ltd.	0	1	0
Total	11	9	14

Note. The Company issued the concrete accident control and prevention measures and provided safety training, basic fire safety training, emergency drills and fire evacuation practices, sabotage and medical emergency simulation to employees continuously in order to create the safety awareness.

Guidelines to Accident Reduction Management

1. Drive Safe Green Heart activity 2020 focuses on building preventions and solutions for operating staff at the fueling area and to increase understanding and awareness among the staff. The project aims to find a staff representative to share knowledge to their station and nearby stations in order to prevent risks in the present and in the future. Regarding accident issues, it is vital for drivers to learn to drive safely.
2. Safety Max activity - a competition for safety planning project. staff members are invited to propose their sustainable fire safety plan for their service station. The activity focuses on risk reduction and development of directions in reducing potential fire risks. The activity is a mechanism in encouraging new generation employees who have knowledge and experience in safety to share their ideas and perspectives in order to improve knowledge management on safety.
3. Zero Accident Campaign 2020 activity - the activity concept is the workplace safety campaign to reduce the number of accident at workplace to zero. This reduction project has consistently been well planned and organized with regard to issues on safety, occupational health and environment. It is expected that the project would create strong corporate safety and occupational health culture.

Performance

	Outcomes		Goal
	2018	2019	2019
 Employee Satisfaction on the Company	68%	70%	74%
 Numbers of Employees who took a training followed in the roadmap	N/A	65%	60%
 Rates of Lost Time Accident Cases	N/A	0	0

The Company passed the standard of the government agencies relating to the industrial businesses and also earned certificates in different fields that associate with safety and environment in the premises as follows:

1. Tank Farms of the Company received 'Outstanding Premise in Safety, Occupational Health and Environment at Workplace (Farm Tank)' Award from the Department of Labour Protection and Welfare. The tank farms that gain the Award were Lampang Tank Farm, Nakhon Ratchasima Tank Farm, Phitsanulok Tank Farm, and Khon Kaen Tank Farm.
2. 20 petrol service stations received 'White Enterprize (Petrol Station)' Award from Office of Labour Protection and Welfare. the service stations included Rong Kwang 1, Rong Kwang 2, Rong Kwang 3, Phrae 1, Phrae 3, Phrae 4, Phrae 6, Phrae 7, Phrae 8, Song 2, Song 4, long 1, long 2, Denchai 3, Soong Men 1, Soong Men3, Soong Men 4, Soong Men 5, Cha-am 5, and Cha-am 6 stations.

Social and Community Development

Significance (Disclosure 103-1)

The company has earnestly aimed to run their businesses whilst having sustainable responsibilities for their society and community. The communities will either gain advantages or disadvantages as parts of the company's responsibilities. Hence, the company needs to pay attention to the surrounded communities by establishing mutual relationships, good securities, giving supports to educational systems. For example, the company is able to provide some money or funds for students, donating teaching-learning materials, advocating new learning skills, improving or repairing school buildings as well as teaching professional developmental skills for elderly and disable people particularly for their living in the communities. All of these supporting activities can be in line with the company's self-development.

Management (Disclosure 103-2)

The company has set guidelines for social responsibilities as an aim to operate the business with attention care to all parties of stakeholders who are parts of the business in economic, social and environmental dimensions. The company takes into account the corporative governance, work ethics, transparency, excellent management for sustainable development.

Following the sustainable strategies, giving support and development to others are vital to the Company. PTG responds to the 'UN Sustainable Development Goals' and uses it as the company's guideline and direction in solving problems and responding to the needs of communities along with concerns about potential impacts. The company has sent experts to the communities as to help develop necessary skills for locals. In the past years, while moving the business forward, the Company also had goals to develop communities and society in order to build trust from them. Hence, several activities were organized for people in different communities, including support on community safety, environment, education, sport, career, natural disaster preparedness as well as health and care.

Performance (Disclosure 103-3)

Sharing... with Career Development



1. Occupational Aid for the Disabled

In the past, people with disabilities were seen helpless and had to be taken care of by caretakers and the society. Hereby, The help usually came in the form of disability allowance or assets. Hence, the Eastern Association of Disabilities, in collaboration with PTG Energy PCL, has organized the occupational aid project to encourage employment for them to be able to earn a living for themselves and families, promoting improvement of human capital that will join force in developing the society and the nation in the long run. Getting physically handicapped a career is a way to develop human resources as they can stand on their own feet, earn a living without being the burden of society and care givers. The company launched 2 projects to promote job skills for physically handicapped as follows:

1. Hiring disabled people in the workplace

The Company hired 8 disabled persons as follows:

- 1.1 PTG Energy Plc. 2 persons hired (a driver and a full-time staff)
- 1.2 Petroleum Thai Corporation Co., Ltd. 19 persons hired (staff at the fuel filling pitch and masseuses at the 'Max Camp' area)

2. Job trainings under the 'Empowerment of Persons With Disabilities Act' B.E. 2535 with 98 participants at Lopburi and Phichit province. Overall budget was 11,017,160 baht.



Training Location
Center of Empowerment of Persons
with Disabilities, Mokal Village
Amphoe Chai Badan, Lopburi
Duration: 22nd April - 22nd
October, 2019
49 participants
with disabilities



Training Location :
PT station (Amphoe Sikhio,
Nakhon Ratchasima)
Address : No. 37 Moo. 15,
Tambon Lad Bua Khao, Amphoe
Sikhio, Nakhon Ratchasima Duration:
1st January - 31st December, 2019
6 Participants with
disabilities

Tailor Training Course 609 hours

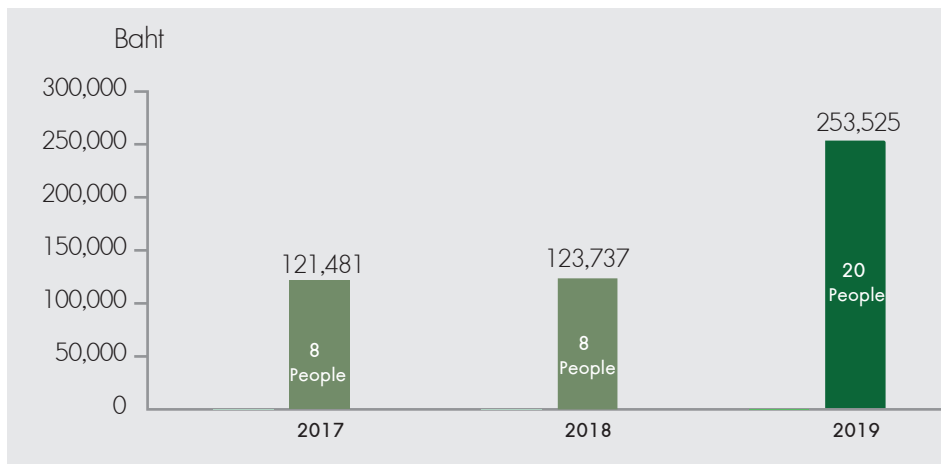
PTG is aware of the significance of sharing values to society, so the Company has given support on career trainings to people with disabilities in order to enhance their knowledge and skills. Those with disabilities who have trained through the projects; hence, would able to use skills and knowledge to apply for a job in an industry, a company or a shop. They can also return to their community and find a job that matches their skills. After the training, the participants are expected to gain different essential skills including basic knowledge on working and safety principles, basic principles on dressmaking tools such as sewing machines, sewing machines maintenance, and tailoring, etc. At the end of the tailor course, the participants get a sewing machine and other kits and tools for their future career for a living.

Thai Traditional Massage for PTG Staff with Visual Impairments

The Company has hired staff with visual impairments that have been trained and certified for Thai traditional massage to deliver massage services to customers who come to rest at the station. It is to help those with eyesight disabilities earn extra income and alternatives for a living. The first station to have this service is Sikhio PT service station, Nakhon Ratchasima. Another station that has this service is 'PT MAX CAMP,' the first ONE-STOP service break point in Thailand, situated at Khao Yoy PT station, Phetchaburi for 'PT MAX CARD' customers.

PT Uniforms that were tailored by the trained disabled staff

To help the participants of the above mentioned training earn more income, the company hired them to tailor PT uniforms. In 2019, the company ordered a total of 6,300 PT vests made by disabilities who had completed the training organized under the 'Empowerment of Persons With Disabilities Act' B.E. 2535.



Source : PTG Energy Company Limited

■ Number of People with Disabilities
■ The Employment Value (Baht)

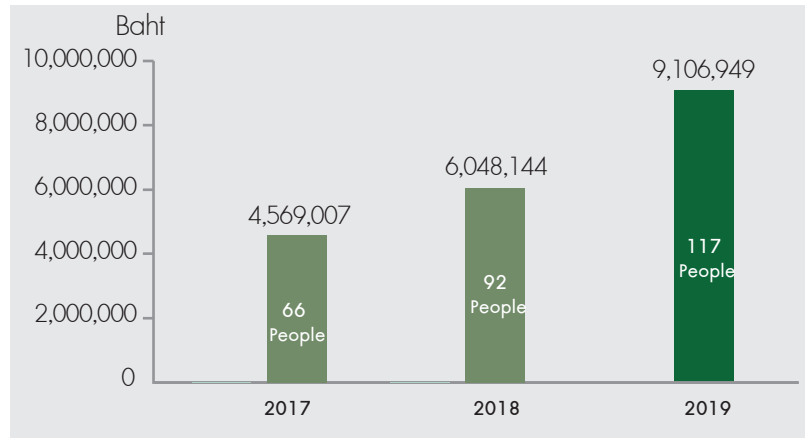
The National Empowerment of Persons with Disabilities Award of the Year 2019

The representative of PTG Energy Company Limited - Mr. Aek Apirakthanakorn - 'Station Operations Director' received 'Empowerment of Persons with Disabilities Award' on 4th December, 2019, given by Mr. Juti Krairerk, the Minister of Social Development and Human Security.



2. Employment for Elderly Persons Project

The company developed the policy to support elderly people to have a suitable job that matches their age and experience so that they are able to earn stable income. The company hires them to work at the company's Head Office, PT stations, tank farms and fuel logistics divisions etc.



Source : PTG Energy Company Limited

■ Number of People with Disabilities
 ■ The Employment Value (Baht)

3. Good Life, Good Career, with PT

The project 'Good Life, Good Career, with PT' has regularly held every year. This project aims to bring in more customers as there is an increased number of operators' shops located in PT stations. The projects is also expected to make increased income to petrol station dealers from shops that joined the project. The Company is deemed that this activity would help fulfill customer's satisfaction in the Company's services. Another benefit gained from this project is that it helps provide a job opportunity and increased income to local people in the project location and neighborhood.

A rental contract for each shop at the PT station lasts for one year. Those shop operators will be selected by the Company to run their business at the PT station. Hence, the selected shop operator will receive special rental rate. In 2019, there were 30 operators who ran their businesses at PT stations. The Company expects to gain 100 shop operators by 2020.



Knowledge Sharing...

Community Safety Developing



SAFETY WEEK PT Station 2019 Project, EP: PT Connecting
Thais together with Service Mind and Safety

The Company held a CSR project to promote safety behaviors of staff. This project provided increased understanding on safety protocols and promoted awareness to all staff with the concept “staff safety is the company’s responsibility.” There were 317 people participated in this project comprising university students from Suranaree University of Technology, students from Muak Lek Wittaya School, staff from Petroleum Thai Corporation and other staff of external private companies.

The activity was held at a multi-purpose building at Thai-Denmark Farm in Saraburi on August 8th, 2019. The sector organized this project was the Safety and Environment Department of PTG Energy Public Company Limited.



SAFETY WEEK for Tank Farms and Transportation
Office of Land Transport, Saraburi Province

The evaluation results of the project demonstrated that the company PR, activities or academic contents, venue and facility and service received high percent of satisfaction 93, 94, 94 and 98 respectively. It can be said that participants were very satisfied with the project and suggested to continue this project. It could be concluded that this project successfully reached its goal.



2. Fire Safety Crafts for Kids

The company takes into account safety, hygiene and friendly work environment for employees and communities near the Company's operational sites. In this project, the goal is to raise awareness of safety and emergency response plans to people in nearby communities such as universities, schools, communities, and government sectors for their understanding on preliminary fire protection in case of emergency and can apply their knowledge into practice knowing what to do or how to cope with the situation with efficient safety. The 'Fire Safety Crafts for Kids' has been carry out since 2016. Safety staff was assigned to be guest speaker to provide knowledge regarding fire prevention to locals, school students, staffs and government officials. In 2019, the same project was held 3 times, firstly, at the Faculty of Industrial Technology, Suan Sunandha Rajabhat University on 19th April, 2019. Secondly, the project was held at Pak Thong Chai Technical College on 28th May, 2019. Thirdly, it was held at Nongkhae College on 24th July, 2019.



Fire Safety Crafts for Kids



Share Happiness...



Develop the Economy, Society and Environment

1. Unity for Children's Happiness Year 3 Project

The company organized the project following 'the School Agriculture for Lunch project,' one of the projects under the Development Plans for Children and Youth in Remote Area in order to contribute and provide nutritious lunch to remote area students during their study semesters. The project alleviated the problem of school lunches and provided the elementary school children with knowledge of modern agricultural technology and also provided them with knowledge about nutrition, food preservation and food processing.



2. Collaboration Project for Community Happiness

In 2017, the Company supported the construction of playground for students of Baan Chuchee School, Bangjakreng Sub-District, Muang District, Samutsongkram. The project successfully helped improved children development with better environment both inside and outside classroom. People in the community were reported to be very happy with it seeing their kids to go to the school. It had become a great opportunity for kids in low to middle class. However, the area at the back of the school had not received any improvement and renovation. As a consequence, the company built on its previous project “Collaboration Project for Young Children’s Happiness” to “Collaboration Project for Young Children’s Happiness” to develop schools in Bang Cha Kreng, as schools play a significant role in the community. The company joined together with other sectors such as Bang Chae Kreng Sub-district Municipality Office, Office of Marine and Coastal Resources Management 3, Marine and Coastal Resources Administration Office, Ban Chuchi Health Promoting Hospital, the network of 4 marine environment conservation schools, Samut Songkhram Sea Protection Volunteer Group, locals in Bang Cha Kreng sub-district community and more than 100 volunteer staffs of the company, had carried out the problem of marine wastes near mangrove forest ecosystem. The company would like to preserve the area at the back of Ban Chuchi school that is a part of the mangrove forest (Moo.4, Tambon Bang Cha Kreng, Muang district, Samut Songkram). The project helped preserve, protect and rehabilitate mangrove forest, as they are our natural resources that has been destroyed and covered from wastes. The school students, who took part in the project not only learned about the mangrove ecosystem, but also helped preserved this natural resources by getting rid of the wastes or trashes there. The majority of trashes or wastes were plastic bags, foam containers and plastic bottles. These wastes were sorted out and weighted. Hence, a total of weight its weight were 1,057 kilograms. Finally, the company cooperated with the Municipality to get rid of them on 18th March, 2019.



Project Objectives

1

To develop and improve target areas for better environment and life quality of people in the communities as well as to provide insights about mangrove ecosystem to students.

2

To establish collaboration in developing the society, community and environment with government sectors, communities and local people.

3

To promote staff engagement in a social activity and to raise their awareness and responsibility to the society and environment.

4

To build an activity model in running a social activity in the tank farm and petrol station areas in the future.

Benefits

1



Economic values,
abundant mangrove
forests, more job
employments and
community incomes.

2



Social values,
good quality of life of
people in the
communities, more
collaboration and
development and new
natural resources.

3



Environmental values,
the severity of coastal
storm winds reduction
and biodiversity
resources.

Sharing with Generosity...



Developing the Society

Donation of Unused IT Devices & Office Appliances to the Society

The company donated IT devices such as computers and other office tools which are partly damaged or broken to the 'Future Group' organization. This organization is certified by Ruamjai Against AIDS Foundation and Public Health Service Center 43 (Min Buri). The 'Future Group' organization will be distributing these items from our company groups to be parts of society's funds. These funds help people with disabilities, orphans and to provide scholarships to children and teenagers. In the previous year (2019), the Company groups donated approximately 1,000 broken or damaged tools to the organization.



The Social and Community Activities in the Past Year



Categories	Activities
Safety and Security	<ul style="list-style-type: none"> • Fire Safety Crafts for Kids • PT Safety Week Station • Safe Drive Back Home and Happy Songkran • Fun Run for Thai Seas • Fire Escape • Safe Drive, Safe Life Project at Thai Oil Tank
Environment	<ul style="list-style-type: none"> • 'Join Forces to Build Weirs to Slow Down Water' at Thap Lan National Park Protection Unit, Nakhon Ratchasima. • Collaboration Project for Community Happiness • Irrigation Dam Project, Lampang
Education	<ul style="list-style-type: none"> • "Collaboration Project for Young Children's Happiness" (3rd Year) • Consumer goods to Pak Kret Infant Home Donation Project
Sport	<ul style="list-style-type: none"> • Happiness and Dreams for Kids • 'Hero Run with Wing 5 RTAF' HERO RUN (No.2/2019) • SSI x PT Football Clinic • PT Football Clinic 2019
Job or Career	<ul style="list-style-type: none"> • Jobs for physically handicapped Project • Employment for Elderly Worker Project • Good Life, Good Career with PT
Disaster	<ul style="list-style-type: none"> • PT Helping Hands for Flooding Areas at Ban Thasiaw (Kanjana-Ubpatham) School, Roi Et province • Water Bottles Donation (1.5 litres / 16,800 bottles) Ubon Ratchathani

See annual report 2019 on the topic 'Corporate Social Responsibility' for more details.

Performance

	Performance		Target
	2018	2019	2019
Numbers of Social and Community Activities	N/A	19	11
Numbers of Employees joining Social and Community Activity	N/A	382 (8%)	10% of the total number of employees

Note : The number of employees working at the head quarters and operational site.



Environment



Effective Resources and Environmental

Significance (Disclosure 103-1)

The Company strives to become the country's leading comprehensive energy service provider with the environmental concern through effective resource management and operational plans in reducing environmental impacts, enhancing a quality of life of people in the community and society as well as the Company's stakeholders in all segments.

Management (Disclosure 103-2)

The Company set up the Safety, Occupational Health and Environment Policy to assure the safety management to get full support and efficiency in accordance with the Ministerial regulations prescribing standards for safety, occupational health and environment management in the workplace. The accidental incidents, dangerous incidents, sickness or troubles caused by work were targeted to be decreased. The policies are as follows.

1. Commit to quality management all over the Company in product distribution and services that meet the requirements to increase the customer's satisfaction by meeting their demand and expectation.
2. Commit to manage the safety, occupational health and environment to be in compliance with the law, regulations and other international standards applied by the Company in order to prevent the accidents, injuries and illness of the operating employees.

3. Commit to improve the work process to be efficient for the continuous effectiveness.
4. Manage the corporate with social responsibility to reduce the effect, prevent the problems about the environment, and promote the living quality of employees, communities and other stakeholders.

At present, the Company's 9 oil storage sites have been certified ISO 9001:2008 for the receiving, storing and dispensing of the oil inventory. These sites include Chumphorn Tank Farm, Mae Klong Tank Farm, Khon Kaen Tank Farm, Lampang Tank Farm, Saraburi Tank Farm, and Pak Thongchai Tank Farm, Pak Pkanang Tank Farm, Nakhon Sawan Tank Farm, Phitsanulok Tank Farm. It has also designated the oil tank farms and service stations to prepare the reports of statistics and data on performance of the wastewater treatment system 1 and 2, so that the overall management of the environment meets the requirements of the law.

Last year, the Company has leveraged its environmental management system as to achieve Integrated Management Systems Certification by following and integrating ISO 9001, ISO 14001 and ISO 45001 : 2018 standards and requirements. The integration is used as a ground for operational management and systems with consideration of vision, mission, objectives and organizational strategies. The goal is to achievement certification for Mae Klong Tank Farm and the Headquarters is by 2020.



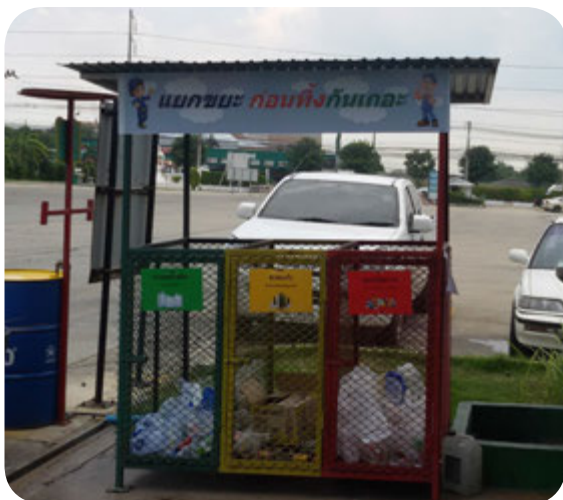
ISO 9001:2015	ISO 14001:2015	ISO 45001:2018
Standard for Quality Management System (QMS)	Standard for an Environmental Management System	Standard for an Occupational Health and Safety (OH&S) Management System
<ul style="list-style-type: none"> The ISO 9001 :2015 is a quality management standard that is implemented to assist the Company in meeting requirements relating to business operations. It is applied throughout the organization in all stages of the operations to ensure that all staff members have full understanding and acknowledgement of their jobs, responsibilities and operating procedures. 	<ul style="list-style-type: none"> ISO 14001 : 2015 is the standard that helps the Company improve their environmental management system through the agreed requirements. The standard is implemented as a direction for the Company to operate its businesses in accordance with expectations concerning the environmental management system. 	<ul style="list-style-type: none"> The Company consistently improves its OH&S management system to be more effective to ensure a safe and healthy workplace for its employees during an operation. In achieving this goal, the standard is used as a guidance for improving the Company's safety and environment with regard to potentials risks, opportunities, legal requirements, and other relevant concerns.

Performance (Disclosure 103-3)

Efficient Use of Resources

The Company undertook to control the use of resources to reduce and prevent pollution to the environment and community as follows:

- Protect the environment and surrounding communities around the oil tank farm. The Company organizes the guideline for sorting and dumping of garbage at service stations and oil tank farms, maintain and clean the work area, and keep equipment in good condition



- Focus on energy saving, and efficient and effective use of resources. Therefore, the goal to reduce water bill, electricity bill and recycle used paper is set for practices at the Headquarters.
- Improve lighting design to calculate the light level in buildings and petrol stations to get the best light bulbs for brightness. LED bulbs are promoted to be used for energy saving.
- Set up the Vapor Recovery Unit (VRU), oil steam control system, is installed at the oil tank farm, fuel station, and fuel transportation for areas where oil vapor is controlled.
- Set up a gas meter at the oil tank farm to check the vapors of the oil.
- Monitor the quality of environment at the service station by setting up environmental chemical assessment and analysis at workplace and chemical storage sites.
- Use contaminated oil from the oil tank farm in the fire service drill at the service station.

- Control working in confined spaces for the safety of workers in confined spaces.
- Exhaust emission control of fuel truck by maintenance fuel truck according to plan, and use a new car with efficient fuel consumption.

● Educating and Training Employees on the Environment Matters

In order for all employees to be involved in the implementation of the policy, the Company encourages employees to be aware of safety, occupational health and environment by organizing the training provided by internal and external staff. The details are as follow:

- Staff Orientation Course for new employees, everyone will be trained in Basic Safety and Basic Fire content and practice
- Educate employees on the environment matters such as control of oil vapor, management of spilled oil, control of wastewater discharge, energy saving, reuse of waste resources, and waste separation.
- The Company arranges a practice drill on removal of pollutants in ports for oil transportation every year to prepare for emergencies since the Company operates oil transportation via ships.

Safety Trainings in 2019		
Trainings and Programs	No. of Trainings	Participants
Firefighting and Fire Evacuation Trainings		
Firefighting and Fire Evacuation Training at the service station	1,731 Stations	-
Gas Station Emergency Response Full scale Exercise	11	528
Firefighting and Fire Prevention Trainings		
Basic Firefighting Training	13	811
Emergency Response and Control Drill	36	108
Advanced Firefighting	4	108
Use of Firefighting and Emergency Response Tools at the service station	183	850
Fuel Control Trainings for Operating Staff		
Operating Staff at the Service Station	17	2,121
Operating Staff at Fuel Transport Tank of delivery trucks	7	248
Operating Staff at the LPG Gas Station	7	369
Trainings for the Safety, Occupational Health and Environment		
Safety, Occupational Health and Environment at Work Place	31	1,007
Safety Administrators	12	414
Safety Managers / Heads	11	612
Safety Technicians	1	18
Electrical Safety at Workplace	1	27
Safety, Occupational Health and Environment Committee	1	22
Safety in Confined Spaces	1	19
Total	2,067	7,262



Gas Station Emergency Response Full scale Exercise



Basic Firefighting Training

● Leakage Prevention & Management

The Company pays attention on management of environment and leakage of fuel and chemicals as these problems may cause damage to life, health, economic and social matters in the community. Hereby, the Company has set rules and regulations to ensure the readiness and standards of tools and to protect the damage before it occurs continuously. The emergency response exercise is conducted twice a year to ensure the safety to life and property within the company and community. Oil prevention and elimination tools and equipment are prepared for prevention of leakage of fuel into the river for the farm tanks which can be received the fuel through water. Safety on ships and land are monitored by an in spectator. Oil leakage incident must be reported. Moreover, the Company is a member of the Oil Industry Environmental Safety Group Association (IESG) with the objective of enhancing the standard and improving safety and environmental operations, and encouraging collaboration among large petroleum business operators in preventing and solving oil leakage into water sources, as well as suppressing emergency incidents.



'Preparedness for the Oil Leakage Prevention and Control in Chumphon Coast Area' Seminar

● Assessment of Environmental Quality at the Service Station

The Company set up environmental chemical assessment and analysis at workplace and chemical storage sites. 140 service stations were inspected by external agencies for the assessment.

1. Water quality was assessed for its level of COD (Chemical Oxygen Demand) in order to measure the oxygen equivalent that is susceptible to oxidation. The test is based on the fact that a strong oxidizing agent can fully oxidize to carbon dioxide and water. The Company has also set solutions and guidelines in case wastewater is below standard. In this case, if a direct pipe installment are found in the toilet area or toilet pipes are broken, staff must report the incident for repairmen immediately. Grease and oil in the treatment pond must be cleaned up regularly at least once a week.
2. Air quality was tested in 4 parameters. 1. Benzene was checked by attaching the tool to a person. 2. VOC was checked by attaching the tool to a person. 3. Methyl Tertiary Butyl Ether (MTBE) was tested by installed the tool at fuel dispersers. 4. Reparable Dust with a diameter smaller than 10 microns was checked by installing the tool at fuel dispensers. In 2019, 140 service stations were assessed and they all met the specified standards.



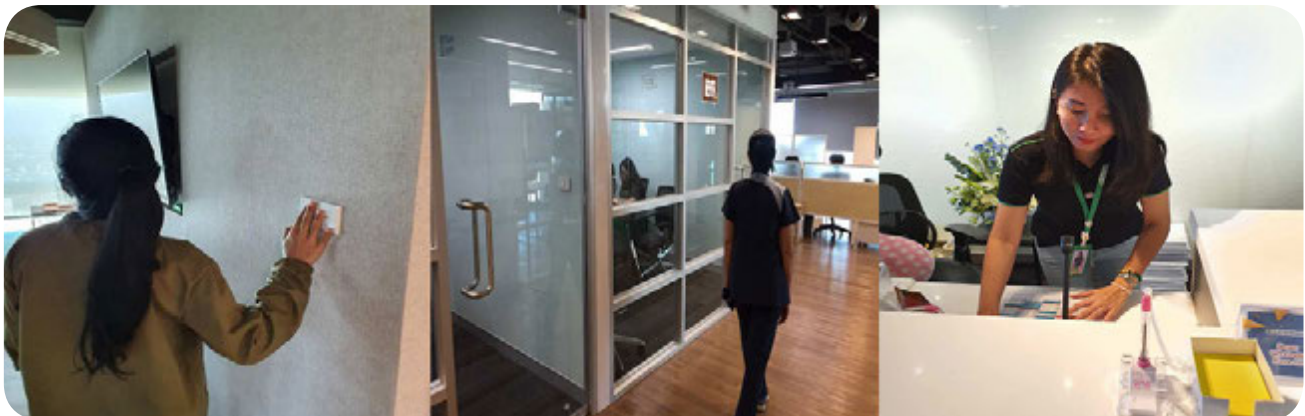
● Reduction of Water Consumption in the Service Station

Due to the fact that there are service stations through the country and water has been used for different purposes such as water use from sinks, toilets, cleaning, or plant watering, etc. The Company aims to make reduction of water consumption and expenses by promoting staff engagement in achieving. Through the KAIZEN project, water purifier was designed and invented in an aim to reduce water expenses and to promote water recycling through 3Rs (Reduce, Reuse, Recycle) concept. Recycled water is used in activities such as tool cleaning, plant watering. The goal was to achieve 20% of the water expense reduction. The designed water purifiers were installed in 3 service stations: Manorom, Payuhakriri2 and Nakhonsawan8 station. The project was successful and the expenses were reduced for 60,962 baht per year. In the future, the Company plans to design a purifier to produce drinking water as to reduce expenses on staff drinking water and for the health promotion among staff.

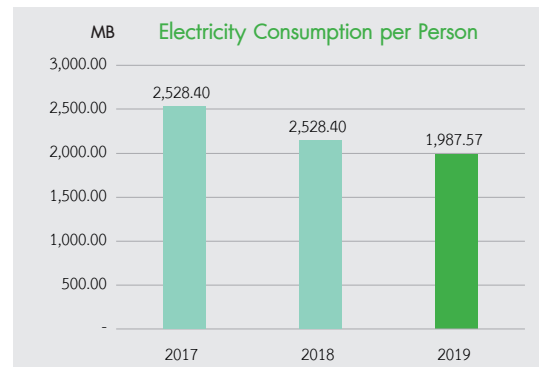
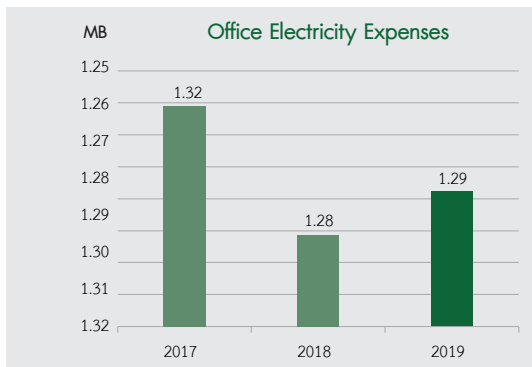


● Electricity Saving at the Headquarters

The Company promoted energy saving among staff at Headquarters. The campaign was promoted through the Company radio. Staff members were encouraged to turn off unused lights during lunch time, after work or when unnecessary. The Company set up time to switch on and off the lights. (Disclosure 302-1, Disclosure 302-4)



Electricity Consumption at the Headquarters



Source : the Company

Year	2017	2018	2019
Consumption (Kwh)	262,779.53	237,850.20	260,440.57
Expenses (MB)	1.32	1.28	1.29
Average Expenses (Baht/Person)	2,528.40	2,140.42	1,987.57

NOTE: The electricity consumption at the headquarters in 2019 has increased as a result of an increased number of employees. However, the consumption of individual has declined respectively.

Solar Roof Project at Service Stations (Disclosure 302-1, Disclosure 302-4)

The installation of rooftop solar panels at pilot service stations is for the purpose of generating electricity for use in the service stations to lower electricity expense. When the solar panels were installed, the use of electric current from the Provincial Electricity Authority lowered, and this also encouraged the use of clean and renewable energy. Each service station has different uses of electricity; Wangnoi and Nakhonchaisri 5, as they both have very high electricity expenses. In 2019, the target is to reduce the electricity expense at service stations by more than 20 %, and the operating period of the first phase is during January 2019 — December 2019. As a result, the electricity expense has dropped by 19% and the environmental impact has also been minimized, with lower emission of carbon dioxide (CO₂) by 28,544.2 kilograms/year at Nakhon Chaisri station. The outcome is equivalent to 95.39 trees planted. The environmental impact has also been minimized, with lower emission of carbon dioxide (CO₂) by 47,027.4 kilograms/year at Wang Noi station. The outcome is equivalent to 7 trees planted. Solar panels have been installed at 35 service stations which led to reduction of electricity consumption to over 20 %. It is expected that when the project is completed, it will help minimized the environmental impact, with lower emission of carbon dioxide (CO₂) by 224 tons, equivalent to 152 trees planted per month.



- The opening of the diesel B20 fuel service

The Company has launched biodiesel B20 service at PT service stations to promote its use among PT big trucks and delivery trucks and to support the use of B20 campaign launched by the government. It is also a way to promote biodiesel B20 as it helps reduce transportation cost and fares of public transports. Moreover, it also reduces dust pollution and support palm plant farmers. In 2019, the Company deliver biodiesel B20 service in 745 service stations, with 317 ML of distribution.



- Expense Reduction for Transport Trucks by Using Biodiesel B20

In 2019, the Company had the policy to promote Biodiesel B20 to be used in trucks in transporting fuel. The expense reduction was by 46,266,195 baht, equivalent to 11 % of expense saving. The environmental impact has also been minimized, with lower emission of carbon dioxide (CO2) by 7,051.71 tons/litre, or 15.66%

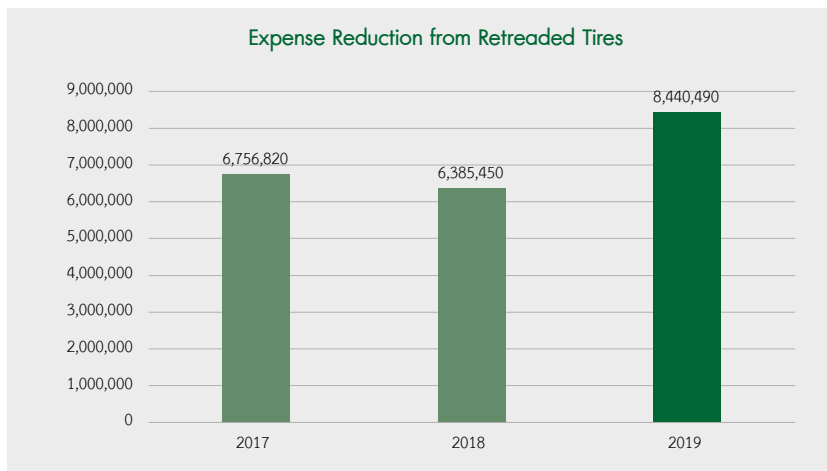


● **Retreaded Tire Project**



the Company has launched the campaign to utilize retreaded tires for Isuzu and Volvo rickshaws, together with trailers to enhance the effectiveness and value of the tires, reduce waste by not having to discard unused tires and reduce the use of new tires, ultimately helping to decrease the expense by recycling used tires. This campaign has been effective since 2017 until present.

In 2019, the Company set the target to reduce expense from using 1,000 new tires amounting to 5,740,190 Baht. In 2019, there were 1,215 new tires, allowing the Company to reduce the expenses by 8,440,490 baht of reduction (72%). Comparing to 2018, the expenses was reduced by 2,055,039 bath.



Source : Company

Performance

	Outcomes		Goals
	2018	2019	2019
Major Fines from Infringement of Environmental Laws	N/A	0	0
Water Charges compared with the Company's Revenue through PT Petrol service stations (COCO)	0.0070 Baht/litre	0.0073 Baht/litre	0.0066 Baht/litre
Electricity Charges compared with the Company's Revenue through PT Petrol service stations (COCO)	0.0453 Baht/litre	0.0459 Baht/litre	0.0442 Baht/litre
Total energy consumption compared with the Company's Revenue through oil depots	N/A	0.0037 Watt/litre	0.0033 Watt/litre

Awards of the Year

The Company received 3 awards from ASEAN Business Awards (ABA) 2019 which took place on November 2nd 2019 as part of the ASEAN Business & Investment Summit (ABIS) 2019 organized by the ASEAN Business Advisory Council (ASEAN-BAC) in collaboration with the Thai Chamber of Commerce, the Federation of Thai Industries and the Thai Bankers' Association. The objective is to promote and support ASEAN companies contributing to ASEAN's economic growth, as well as, promoting ASEAN SMEs to become a leading company with international competitiveness. The 3 awards are:



The award represents PTG's success in the regional level. However, PTG is still focusing on developing both operational performance, as well as, promoting society and environment.



- The Winner under the category of 17 Priority Integration Sectors: Energy (Large-Tier)
- Outstanding Business Award in Human Resource Development or The Country Winner, Skills Development (Large-Tier)
- Outstanding Business Award for Sustainable Society or The Country Winner, Sustainable Social Enterprise (Large-Tier)



● Outstanding Investor Relations Awards

The Company received the Outstanding Investor Relations Awards at the SET Awards 2019, organized by the Stock Exchange of Thailand. This award is given to listed companies that have outstanding performance in investor relations activities. However, the Company remains committed to communicating information with all stakeholders with equality and transparency by adhering to the principles of good corporate governance.

● Thailand Sustainability Investment (THSI)

The Company have been selected to be in Thailand Sustainability Investment (THSI) for 2 consecutive years which organized by Stock Exchange of Thailand. So far, the Company consecutively proceeds Enterprise Sustainability Management Framework in all dimension including environments social and economy. The Company not only as a strongly driven organization for growth but also have gone together with good corporate governance, risk management, efficient operation and stakeholder value added. Besides, Company emphasize progress and enhance to the effective sustainable organization.



● Kaizen Awards Thailand Kaizen Awards 2019

The Company received 2 awards from the Thailand Kaizen Awards 2018 on August 30, 2019. The first award is “Golden Award” from “Intension 3D” team, a team from Oil Depot Management Department, Procurement Department and Information Technology Department with the project “Increasing Efficiency in Managing Oil Stock at Depots and Service Stations”, which competing in the Service Kaizen category. Another award is “Silver Award” from “Lift Gear” team, a team from Oil Logistics Department, with the project “Reduce the Risk of Lifting the Truck Gear” which competing in the Genba Kaizen category. The achievement of these awards will be further developed and utilized to improve the Company’s efficiency.

The company has received an award “Agencies that participate in promoting energy efficiency under the concept of Future Revolution of Energy Efficiency 2019” from the Provincial Electricity Authority. This is because the Company promotes the conservation of energy and the use of renewable energy. One example is “Solar Rooftop” project that the Company installed solar rooftop in service stations to reduce the use of electric energy and use solar energy from solar cell panels instead. Currently, solar rooftop has been installed in 35 service stations. The Company aims to expand the installation of solar rooftop in service stations that use a lot of electricity to reduce electricity usage.



The Company and Petroleum Thai Corporation Co., Ltd. received “Outstanding Premise in Labor Relations and Welfare Award 2019” from the Office of Labor Relations, Department of Labor Protection and Welfare, Ministry of Labor. The award represents the Company’s effective labor management and employees’ cooperation in teamwork, appropriate and fair sharing of benefits, leading to a good labor relation platform in the organization



The Company and Petroleum Thai Corporation Co., Ltd. received “Outstanding Role Model for Safety, Occupational Health and Working Environment” of 2019 from the Department of Labor Protection and Welfare by the Bureau of Labor Relations Ministry of Labor. The Company attaches to the safety of employees and customers by having sufficient systems and equipment for safety, regular inspection, and consistent safety training



The Company and Petroleum Thai Corporation Co., Ltd. received a certificate “Prevent and Solve Drug Problems in the Workplace” according to the White Factory Project in total of 255 stations. This certificate was presented to organizations that have activities that provide knowledge and understanding in preventing and solving drug problems and extend the activities towards communities surrounding the organization.



Petroleum Thai Corporation Co., Ltd. received a plaque of honor of “Organization with the Complete and Correct Payment and Social Security Submission by Electronic in accordance with the Thailand 4.0 Policy” from the Provincial Social Security Office. The award was honored by the governor of the province to 20 PT service stations.





The Company was ranked as a “Excellence” in the Corporate Governance Report of Thai Listed Companies 2019 for the third consecutive year by the Thai Institute of Directors.

The Company has been granted an approval to join in the membership of the Thai Collective Action Coalition against Corruption (CAC); a private organization that supports listed companies to regulate policies and guidelines in countering against all sorts of corrupt acts.



TIS certificate 9001-2559 (ISO 9001:2016) awarded to companies that have quality management system for the storage and distribution of oil products in the fuel tank under the certificate of ISO certification standards (MASCI).



TIS certificate 17025-2548 (ISO/IEC 17025:2005) is a certificate given to a testing laboratory which can test and/or calibrate. The certificate contained quality management and academic requirement which is the standard that can be applied to all corporate conducting testing or calibrating activity under the certification from Ministry of Industry, Industrial Standard Office.



Note: Currently, the certification mark temporarily suspend due to preparation for laboratory improvements.

Performance Statistics

Economics

GRI	Company's Operational Information	2017	2018	2019
GRI 201-1	Direct Economic Values			
	Economic Performances (million baht)			
	Revenue from sales and services	84,624.59	107,829.28	120,026.69
	Total revenue	84,904.78	108,142.00	120,291.46
	Net profit	913	624	1,560.68
	EBIDA	3,070.68	3,512.73	5,272.72
	Financial Position (million baht)			
	Current assets	3,909.46	3,937.26	4,850.02
	Total assets	17,985.38	20,939.73	22,651.87
	Current liabilities	8,275.47	10,892.33	11,614.32
	Total liabilities	15,463.91	12,866.83	15,944.38
	Issued and paid-up share capital (million shares)	1,670	1,670	1,670
	Total equity	5,118.54	5,475.82	6,707.49
	Information of Financial Ratios			
	Return on equity (%)	18.87	11.85	25.81
	Return on assets (%)	8.23	5.31	10.36
	Net profit margin (%)	7.39	6.90	8.25
	Current ratio (times)	0.47	0.36	0.42
	Debt to equity ratio (times)	2.52	2.84	2.40
	Information of Common Stocks			
	Par value per share (baht)	1	1	1
	Book value per share (baht)	2.92	3.15	3.77
	Earnings per share (baht)	0.55	0.37	0.93
	Economic Values of Allotment			
	Selling and administrative expenses (million baht)	5,278.49	6,710.63	7,907.31
	Remuneration and employee's welfare (million baht)	1,858	2,254.86	2,552.41
	Tax (baht)	153,832,571	119,626,154	359,442,038
	Dividends paid to shareholders (baht/share)	0.17	0.2	0.5
	Dividends paid for annual company's operations (million baht)	283.9	334	835

Note : 1. Financial statements of PTG Energy Public Company Limited as of December 31, 2019

2. Remuneration and employee's welfare of PTG Energy Public Company Limited excluding Directors and Executives of the company and its subsidiaries

GRI	Company's Operational Information	2017	2018	2019
GRI 205-3	Number of significant complaints and whistleblowing	N/A	0	0

Note : 1. In 2019, there were 9 cases of whistle blowing and complaints that were not in accordance with the Good Corporate Governance policy. The cases had been registered, terminated and reported to the whistleblowers. There was no significant concern found in any case.



Employment information of company and its subsidiaries (excluding Directors and Executives of the company and its subsidiaries)

GRI	Operational Information	Unit(s)	2017		2018		2019	
102-8	Number of Employees		Men	Women	Men	Women	Men	Women
	Total number	Manpower	12,915		14,956		17,017	
			5,297	7,618	5,744	9,212	6,361	10,656
		%	41.01	58.99	38.41	61.59	37.38	62.62
405-1	Number of Employees by Level of Operations							
	Management level	Manpower	65	27	66	32	76	44
		%	70.65	29.35	67.35	32.65	63.33	36.67
	Supervisor level	Manpower	152	134	159	153	179	193
		%	53.15	46.85	50.96	49.04	48.12	51.88
	Operation level	Manpower	5,078	5,078.00	5,519	9,027	6,106	10,419
		%	40.51	59.49	37.94	62.06	36.95	63.05

GRI	Operational Information	2017		2018		2019	
405-1	Number of Employees by Age	Manpower	%	Manpower	%	Manpower	%
	15-20 years old	1,840	14.25	2,117	14.15	2,264	13.30
	21-30 years old	5,428	42.04	6,234	41.68	7,228	42.48
	31-40 years old	3,486	27.00	3,958	26.46	4,399	25.85
	41-50 years old	1,670	12.93	1,972	13.19	2,307	13.56
	51-60 years old	466	3.61	608	4.07	723	4.25
	Over 61 years old	23	0.18	67	0.45	96	0.56

GRI	Operational Information	Unit(s)	2017		2018		2019	
			Men	Women	Men	Women	Men	Women
401-1	Number of New Employees							
	Total new employees	Manpower	14,086		18,925		18,408	
	New employee		6,161	7,925	8,010	10,915	7,864	10,544
	Rate of new employment	%	116.31	104.03	139.45	118.49	123.63	98.95
	Number of New Employees by Age							
	15-20 years old	Manpower	2,417	2,113	3,277	2,930	3,033	2,624
		%	45.63	27.74	57.05	31.81	47.68	24.62
	21-30 years old	Manpower	2,321	3,590	2,985	4,908	3,195	4,874
		%	43.82	47.13	51.97	53.28	50.23	45.74
	31-40 years old	Manpower	1,013	1,521	1,223	2,050	1,120	2,002
		%	19.12	19.97	21.29	22.25	17.61	18.79
	41-50 years old	Manpower	343	540	425	772	401	797
		%	6.48	7.09	7.40	8.38	6.30	7.48
	51-60 years old	Manpower	51	131	83	202	93	183
		%	0.96	1.72	1.44	2.19	1.46	1.72
	Over 61 years old	Manpower	16	30	17	53	22	64
		%	0.30	0.39	0.30	0.58	0.35	0.60

GRI	Operational Information	Unit(s)	2017		2018		2019	
			Men	Women	Men	Women	Men	Women
	Number of Resigned Employees							
	Total resigned employees	Manpower	11,466		16,269		15,992	
	Resigned employees		4,950	6,516	7,102	9,167	6,946	9,046
	Rate of resignation	%	93.45	85.53	123.64	99.51	109.20	84.89
	Number of Resigned Employees by Age							
	15-20 years old	Manpower	2,027	1,722	2,781	2,353	2,655	2,162
		%	38.27	22.60	48.42	25.54	41.74	20.29
	21-30 years old	Manpower	1,919	2,960	2,674	4,259	2,796	4,305
		%	36.23	38.86	46.55	46.23	43.96	40.40
	31-40 years old	Manpower	747	1,255	1,155	1,716	1,025	1,731
		%	14.10	16.47	20.11	18.63	16.11	16.24
	41-50 years old	Manpower	207	411	404	626	362	642
		%	3.91	5.40	7.03	6.80	5.69	6.02
	51-60 years old	Manpower	43	99	70	166	88	147
		%	0.81	1.30	1.22	1.80	1.38	1.38
	Over 61 years old	Manpower	19	32	18	47	20	59
		%	0.36	0.42	0.31	0.51	0.31	0.55

GRI	Operational Information	Unit(s)	2017		2018		2019	
			Men	Women	Men	Women	Men	Women
401-3	Employees entitled to maternity leave							
	Total employees entitled to maternity/paternity leave	Manpower	5,297	7,618	5,744	9,212	6,361	10,656
	Exercising maternity/paternity leave employees	Manpower		215		302		356
	Number of returned maternity/paternity leave employees	Manpower		212		292		267
	Returned maternity/paternity leave employees receiving further 12-month contract	Manpower		138		149		266
	Retention rate of maternity/paternity leave employees	%		64.19		49.34		74.72

GRI	Operational Information	Unit(s)	2017		2018		2019	
			Men	Women	Men	Women	Men	Women
404-1	Number employee training hours							
	Total number of hours	Hours	9,447		4,120		102,671	
	Average training hours per person per year	Hours per person	15.14		18.72		28.56	
	By operational level							
	Management level (M1-UC)	Manpower	N/A		N/A		146	
	Supervisor level (S1-S5)		N/A		N/A		2,203	
	Operation level (O1-O5)		N/A		N/A		1246	

Safety and Occupational Health

403-9	Injury Frequency Rate (I.F.R.)							
	Fuel Truck Drivers	Times/ million kilometers	N/A		N/A		1.5	
	Operational Employees	Times/ million hours	N/A		N/A		0.0	

Environment

Energy

GRI	Operational Information	Unit(s)	2017	2018	2019
302-1	Total electricity consumption	Kwh	N/A	N/A	58,410,556.40
	Headquarters		262,779.53	237,850.2	260,440.57
	Operational sites		N/A	N/A	58,150,115.83

Note : Electricity consumption on operational sites including service stations and depots

307-1	Number of significant fines values in case of violations against environment legislation	Times	N/A	N/A	0
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Issues Based on GRI

GRI Content Index

GRI Standard	Description	Sustainability Report (Page / URL) and Remarks (Omission / Comment)
GRI 101: Foundation 2016		
GRI 102: General Disclosures 2016		
Organizational Profile		
102-1	Name of the organization	10
102-2	Activities, brands, products, and services	10
102-3	Location of headquarters	14
102-4	Location of operations	14
102-5	Ownership and legal form	12
102-6	Markets served	10-11
102-7	Scale of the organization	10-11
102-8	Information on employees and other workers	99
102-9	Supply chain	13
102-10	Significant changes to the organization and its supply chain	-
102-11	Precautionary principle or approach	36
102-12	External initiatives	22-26
102-13	Membership of associations	13
Strategy		
102-14	Statement from senior decision-maker	6-7
102-15	Key impacts, risks, and opportunities	34, 36-39
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	8-9, 31
102-17	Mechanisms for advice and concerns about ethics	31-33
Governance		
102-18	Governance structure	28
102-19	Delegating authority	17
102-20	Executive-level responsibility for economic, environmental, and social topics	16, 22-26
102-21	Consulting stakeholders on economic, environmental and social topics	18-19
102-22	Composition of the highest governance body and its committees	17, 28

GRI Standard	Description	Sustainability Report (Page / URL) and Remarks (Omission / Comment)
102-23	Chair of the highest governance body	28
102-24	Nominating and selecting the highest governance body	30
102-25	Conflicts of interest	Annual Report page 182-199
102-26	Role of the highest governance body in setting purpose, values, and strategy	17
Governance		
102-27	Collective knowledge of highest governance body	31
102-28	Evaluating the highest governance body's performance	31
102-29	Identifying and managing economic, environmental and social impacts	16
102-30	Effectiveness of risk management process	36
102-32	Highest governance body's roles in sustainability reporting	5
102-38	Annual total compensation ratio	98
Stakeholder Engagement		
102-40	List of stakeholder groups	18-19
102-41	Collective bargaining agreements	56
102-42	Identifying and selecting stakeholders	18-19
102-43	Approach to stakeholder engagement	18-19, 22-26
102-44	Key topics and concerns raised	21
Reporting Practice		
102-45	Entities included in the consolidated financial statements	5
102-46	Defining report content and topic boundaries	5
102-47	List of material topics	20-21
102-48	Restatements of information	-
102-49	Changes in reporting	-
102-50	Reporting period	5
102-51	Date of most recent report	-
102-52	Reporting cycle	5
102-53	Contact point for questions regarding the report	5
102-54	Claims of reporting in accordance with the GRI Standards	5
102-55	GRI content index	103-105
102-56	External assurance	-

GRI Standard	Description	Sustainability Report (Page / URL) and Remarks (Omission / Comment)
Economic		
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	97
GRI 205: Anti-Corruption		
103-1	Explanation of the material topic and its boundary	28
103-2	The management approach and its components	28
103-3	Evaluation of the management approach	31-33
205-2	Communication and training about anti-corruption policies and procedures	32
205-3	Confirmed incidents of corruption and actions taken	33
Environment		
GRI 302: Energy		
103-1	Explanation of the material topic and its boundary	86
103-2	The management approach and its components	86
103-3	Evaluation of the management approach	87-93
302-1	Energy consumption within the organization	90-93, 102
GRI 307: Environmental Compliance		
103-1	Explanation of the material topic and its boundary	86-87
103-2	The management approach and its components	86-87
103-3	Evaluation of the management approach	93
307-1	Non-compliance with environmental laws and regulations	93, 102
Social		
GRI 401: Employment		
103-1	Explanation of the material topic and its boundary	55
103-2	The management approach and its components	55, 56
103-3	Evaluation of the management approach	62-74
401-1	New employee hires and employee turnover	100
401-3	Parental leave	101
GRI 403: Occupational Health and Safety (2018)		
103-1	Explanation of the material topic and its boundary	55
103-2	The management approach and its components	61
103-3	Evaluation of the management approach	62-74
403-1	Occupational health and safety management system	61
403-9	Work-related injuries	74, 101

GRI Standard	Description	Sustainability Report (Page / URL) and Remarks (Omission / Comment)
GRI 404: Training and Education		
103-1	Explanation of the material topic and its boundary	55
103-2	The management approach and its components	56-57
103-3	Evaluation of the management approach	68-70
404-1	Average hours of training per year per employee	101
404-2	Programs for upgrading employee skills and transition assistance programs	68-70
GRI 405: Diversity and Equal Opportunity		
103-1	Explanation of the material topic and its boundary	55
103-2	The management approach and its components	56
103-3	Evaluation of the management approach	56
405-1	Diversity of governance bodies and employees	99

Customer satisfaction survey



You can complete the survey by scanning this QR Code or send it back to the company address provided at the end of this annual report or by electronic-mail at cg@pt.co.th

Please tick ✓ in the appropriate boxes and add your comments in the spaces provided.

1. General information

- 1.1 Gender male female
- 1.2 Age below 30 30 - 50 above 50

2. Which of the following options best describes your current employment status?

- Employees Customers Supplier Shareholder
- Society and communities Government agencies Financial institutions
- Others (Please specify)

3. Where did you receive this sustainability report?

- Company's website Shareholders' meeting Company's employees Seminars
- Others (Please specify)

4. What is your purpose of getting this sustainability report?

- To know more about PTG Energy Public Company Limited
- To gain information for decision making in investment
- To use for a study/ a research
- To use as a guideline for my company's sustainability report on a company's sustainability management
- Others (please specify)

5. How would you rate your satisfaction on our sustainability report on the company's sustainability management?

- 5.1 Completion of content Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied
- 5.2 Defining important issues Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied
- 5.3 Ease of understanding content Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied
- 5.4 Annual report designing Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied
- 5.5 Overall satisfaction Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

6. Do you think the content in our sustainability report has covered all aspects of company's sustainability management?

- Yes No

If no, please identify the aspects that have been missing.

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7. Other suggestions to improve our sustainability report quality on the company's sustainability management in the upcoming years.

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Thank you very much for taking part in this survey. Your thoughts and opinions will help us improve the quality of our annual report on the company's sustainability in the upcoming years.



GO FOR max

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