

Sustainability Report 2020



Sustainability Report 2020



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Table of Contents

| | |
|------------|---|
| 3 | Overview of the Report |
| 4 | Message from the President and Chief Executive Officer |
| 6 | Vision, Mission and Values |
| 8 | Company Overview |
| | <ul style="list-style-type: none">● PTG Businesses● Strategies for Sustainability● Stakeholder Engagement● Materiality Assessment of Sustainability Issues● Sustainable Development Goals (SDGs) |
| 29 | Economy |
| | <ul style="list-style-type: none">● Corporate Governance<ul style="list-style-type: none">- Business Code of Conduct and Anti-Corruption Policy● Risk and Crisis Management● Supply Chain Management● Customer Relations Management & Responsibility to Customers● Business and Social Innovation |
| 66 | Society |
| | <ul style="list-style-type: none">● Human Resource Management<ul style="list-style-type: none">- Employee Treatment- Employee Development● Safety and Work Environment● Participation with Communities and Society |
| 110 | Environment |
| | <ul style="list-style-type: none">● Effective Resources and Environmental Management |
| 118 | Awards |
| 122 | Performance Statistics |
| 127 | GRI Content Index |





TRANSFORM Community to better Connected



About This Report

PTG Energy Public Company established the Company's sustainability report annually (Disclosure 102-52) with an aim to publish the information of the 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, 2020 to December 31, 2020 (Disclosure 102-50). The report has been conducted 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 only the performance of PTG Energy Public Co., Ltd. and subsidiaries in Thailand in which the Company has an investment ratio of more than half or subsidiaries in Thailand in which the Company has management authority and oil businesses or associated businesses, which are the Company's main business in the year.

- 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 Energy Co., Ltd.
- BPTG Co., Ltd.

Due to an ongoing development of data collection process for sustainability reporting, subsidiaries performance are not included in this report, but is subjected to its management committee governing. The Company would like to continue developing this report to effectively present information that cover more of the company's sustainability issues.

Contents of the Report

(Disclosure 102-54)

The 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. In 2020, the Company had no significant changes related to the Company's organization and supply chain (Disclosure 102-10).

Approval of the Report

The 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 Department

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This sustainability report is a supplementary report of the 2020 annual report of PTG Energy Public Company Limited. This reports are available for download from the PTG website at www.ptgenenergy.co.th

Reader's Opinion Survey Form :

Readers can scan QR codes to make recommendations.

Reader's opinions on the Sustainability Development Report of 2020.

This version is for improvement and development of report preparations in the next year.



Message from the President and Chief Executive Officer

(Disclosure 102-14)



Pitak Ratchakitprakarn
Mr. Pitak Ratchakitprakarn
President and Chief Executive Officer

In 2020, many factors added to the Company's business challenges. The most severe factor, however, was the COVID-19 pandemic, which has had widespread effects worldwide with impact causing reductions in oil consumption demand, significant contraction of the tourism sector and a continually sluggish economy. The situation has caused the Company to make improvements and increase work efficiency in order to manage changes that may occur at any time. Furthermore, the Company is determined to improve business development along with responsible for society and environment.

The Company recognizes the importance of building quality of life and good living conditions for surrounding communities and society in order to follow our commitments to deliver value to the stakeholders to "Yu Dee Mee Sook" (MAXITIZEN Enriching the Quality of Life, Well-being and Contentedness). During the COVID-19 pandemic, the Company focused on projects to reduce impact from the aforementioned situation to allow all stakeholder groups to overcome the COVID-19 situation together. The Company took the following actions to help stakeholder groups:

- The Company made a policy for employees to change work models to work from home to reduce likelihood of COVID-19 outbreaks.
- The Company specified health and hygiene safety measures and procured infection prevention supplies such as disinfection alcohol, temperature measuring devices and screening checkpoints for stakeholders such as employees, suppliers or visitors at the office, PT gas station customers and restaurant-beverage store customers in the Company's network.
- The Company offers disinfection spraying services to ordinary general customers and taxi driver customers to help build confidence among service users.
- The Company helps communities and society by organizing the Pantry of Sharing Project in PT gas stations and handing out boxed food to community members in gas station areas to share necessary items in living to people in difficulty and nearby communities.

The Company also recognizes the importance to continually delivering value to society by organizing CRS Project, PT Volunteer camp "We care, leave no one behind" with activities to help and promote quality of life for all stakeholder groups in society such as volunteer doctor unit activities, eyesight check and glasses distribution to older adults, PT activities to build good lung health for communities by promoting green areas in communities and activities to provide sports equipment and educational media for students, etc., by adhering to the PT principle of building happiness, "physical happiness, mental happiness and social harmony".

Furthermore, the Company is focusing on creating innovations and new services to manage changes and respond to consumer behaviors and needs in the New Normal to maximize satisfaction among service users. In the past year, the Company launched the PT Max Service, which is the first emergency gasoline delivery service in Thailand, "Sod Mai Delivery" and 24-hour emergency support on roads to solve problems such as cars running out of gasoline, battery and vehicle breakdowns. The Company offers services to customers in the area of over 2,000 PT gas stations nationwide along with encouraging employees to be service-minded. Furthermore, the Company focus on improving employee capacity in other areas by creating a corporate culture to support employees in having a proactive growth mindset to prepare for new and more challenging things. Moreover, the Company offers opportunities for employees to present new business ideas, which are important for innovation management and new creations to prepare for rapid changes in various areas.

As the Company prioritized determination in corporate governance work and development of the organization's sustainability, the Company has consistent good performance.

- The Company's Corporate Governance Report assessment in 2020 by the Thai Institute of Directors (IOD) was at the Excellent level for the 4th consecutive years.
- The Company's membership in the Thai Private Sector Collective Action Coalition Against Corruption (CAC).
- The Company was organized in the Thailand Sustainability Investment (THIS) group of 2020 for the third consecutive years. This indicates the Company's business operation with consideration given to the environment, society and governance (ESG) along with the Company's growth to continually create long term returns with sustainability.
- The Company also received the Outstanding Investor Relations Award of 2020 from the Stock Exchange of Thailand.
- In the area of employees who are an important group of stakeholders in the Company's sustainable growth, the Company gave consideration to treatment of employees. The Company received 2 awards honoring business facilities with outstanding labor relations and welfare in 2020 from the Ministry of Labor, which were given to PTG Energy Public Co., Ltd. and Petroleum Thai Corporation Co., Ltd.
- For improving employees' skills, the Company received the following awards from Thailand Kaizen Award 2020: The Bronze Award, The Silver Award and the Popular Vote Award from performance in competition in the Service Kaizen and Genba Kaizen categories organized by the Technology Promotion Association (Thailand-Japan).

The Company will improve performance in every dimension including the economic, societal, environmental, and governance to create balance in the business to be able to continually drive the organization's growth with corporate governance, risk management, enhanced performance efficiency, value for all stakeholders and the Company remains determined to effectively develop and achieve sustainability along with supporting the United Nations Sustainable Development Goals (SDGs).

The Company would like to thank all stakeholder groups for participating in creating and improving the Company's operations along with providing good support. The Company hopes for all stakeholders to "Yu Dee Mee Sook" and grow together with sustainability in the long term.

Vision and Mission

Vision

**PT, the nation's leading
full-service energy company**

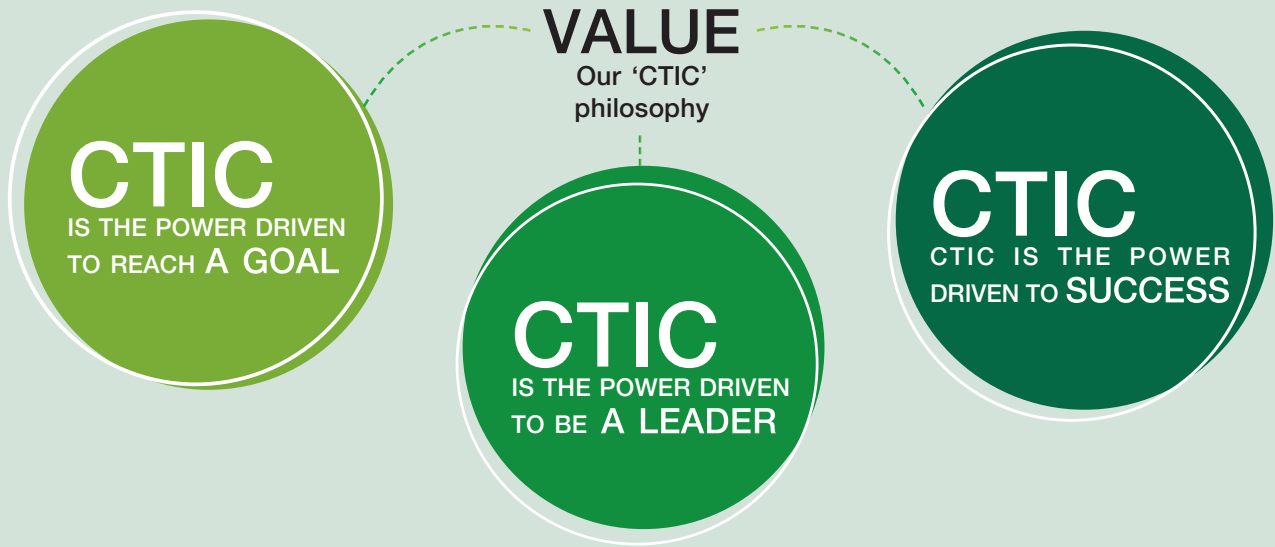


Mission

- 1. Creating maximum satisfaction for the Company's valued business partners, staff members and customers.**
- 2. Executing and administering the business with professionalism and continuously integrating services to generate income and increase value for the Company and partners.**
- 3. Being responsible for and support activities that are beneficial for the society and the environment.**



Our core values is the driving force towards the goal for success and leadership



1. Customer Service

An expression of an attempt to listen and understand customers (both inside and outside the organization), perception of needs and customer expectations, as well as our efforts to respond to the utmost of customers' satisfaction.



2. Team Work

Understanding of the role and their duties as a member of the team including participation in work problem solving, exchange of experiences and various opinions with team members



3. Integrity & Ethics

Ability to comply with the code of conduct and an expression of honesty in work Including pushing the team members to strictly follow the rules and company regulations



4. Continuous Improvement

Thinking of ways to replace the current working procedures with new system in order to make it always ready for use and achieve efficiency.

CTIC

The key to relentless potential development



PTG Business Overview



PTG Businesses

PTG Energy Public Company Limited (Disclosure 102-1)

Symbol : PTG

Business Type : Business Type

Registration Date : March 21, 1991

President : Mr. Pitak Ratchakitprakarn President and Chief Executive Officer

Authorized Capital : 1,670,000,000 baht

A member of the organization (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)
- Investment Analysts Association (IAA)
- ThaiBond Market Association (ThaiBMA)



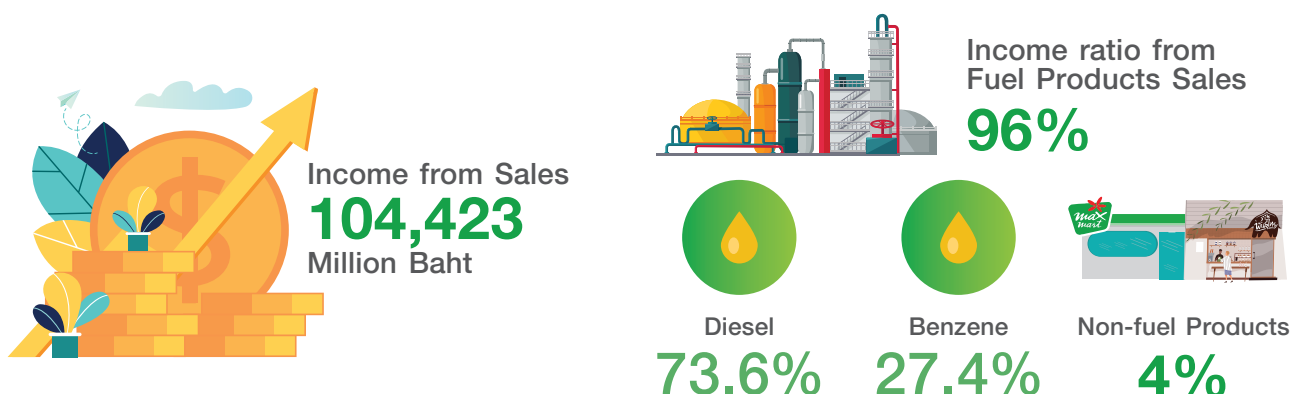
PTG has engaged in 8 core business groups as follows. (Disclosure 102-2)

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
 - 1.3 Retailing businesses
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.
8. Electronic money service business.



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

The company products produced by the Company and subsidiaries are categorized into 2 types.



Source: The Company

1. Fuel Products

Most of the products distributed by the Company and our subsidiaries are fuel products for vehicles that can be divided into 2 main categories:

- 1.1 Diesel products such as high speed diesel B7 and high speed diesel B20 (hereinafter known as “diesel”).
- 1.2 Benzene products such as Benzene Octane 95, Gasohol 95 (E20), Gasohol 95 (E10) and Gasohol 91 (E10) (hereinafter known as “benzene”).

Most of the fuel distributed by the Company is diesel because commercial automobile users are direct and indirect customers. Therefore, the amount of fuel distributed is consistent with types of automobiles registered in Thailand, most of which use diesel (Disclosure 102-6).

Furthermore, the Company accepts the government sector’s policy and participated in offering services to customers, who want to use more of B10 diesel. The Company began modifying products sold in gas stations on 1 March 2020. In 2020, there are 1,639 gas stations that distribute B10 diesel (Disclosure 102-6).

2. Non-fuel Products

- The Company distributes consumer goods through Max Mart convenience stores. The Company has food and beverage stores praised and accepted by consumers for taste and quality with familiar service under the brand names of Punthai Coffee, Coffee World, Cream & Fudge, New York Deli 5th Ave. and Thai Chef Express.
- The Company distributes high quality engine oil at affordable prices under the brand name of PT Maxnitron including various types of engine lubricant products.
- The first integrated large truck and transport service and maintenance center in Thailand under the PRO TRUCK brand name and a quality integrated automobile service and maintenance center from Japan under the AUTOBACS brand name to meet the needs of each customer group with more completeness and coverage.
- Fuel transportation and transfer services for customers in the wholesale fuel business that do not have fuel trucks and oil depository services for other oil traders, which can support business growth and business operations with practice guidelines for preventing environmental impacts and consideration given to safety and health of people in society.

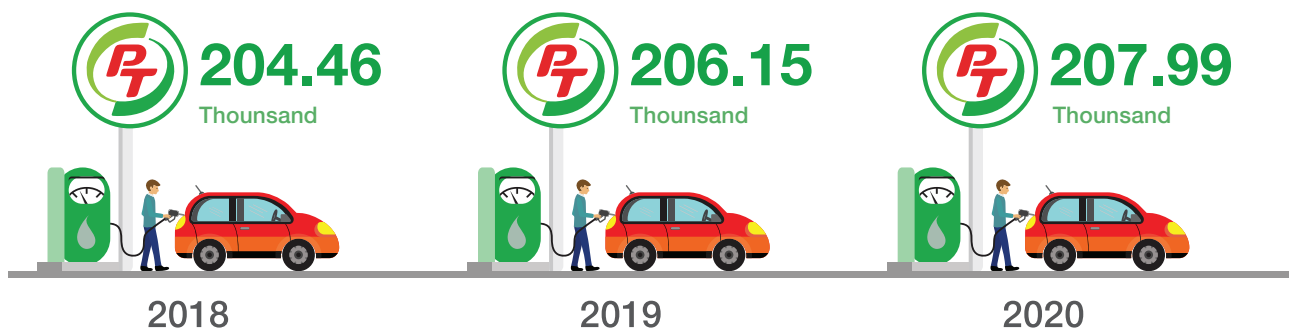
Fuel Sale Quantity divided by Distribution Channels



Service Station Expansion (No. of Stations)



Average oil sales volume per branch (Thousand liters / Branch / Month)

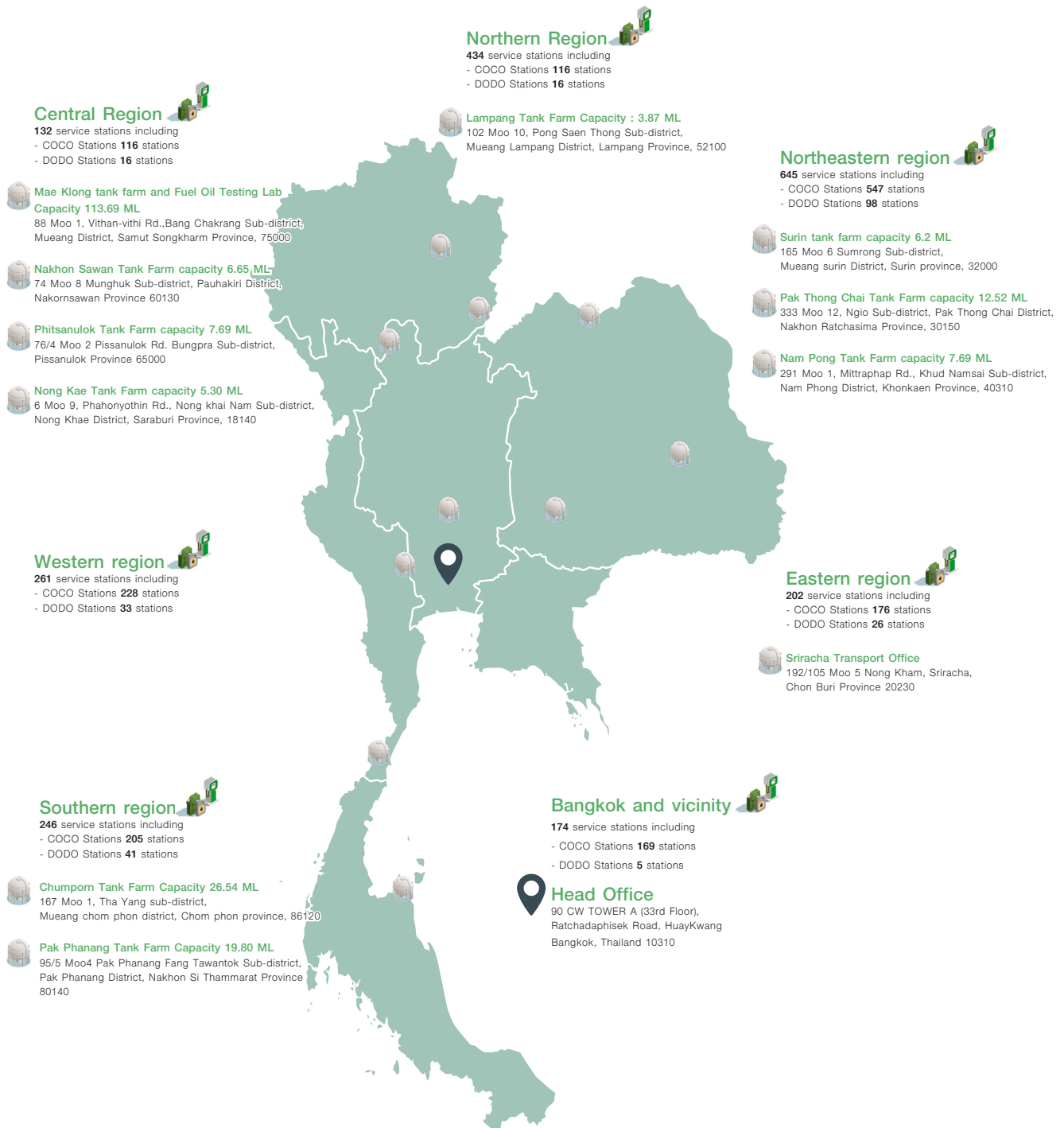


Remark : PT Petrol service stations under 'the Company Owned Company Operated' (COCO) system is managed by 'Petroleum Thai Corporation' ("PTC"), one of the Company's subsidiaries. The core businesses of PTG and PT are retailing and wholesale of fuel. The sales proportions of benzene and diesel fuel in 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.



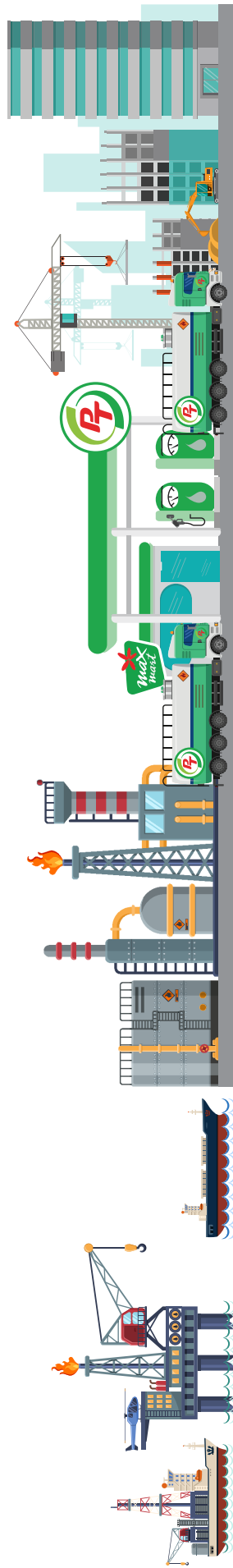
Business Unit Locations (Disclosure 102-3 ,Disclosure 102-4)

The Company has 11 fuel depots covering many areas to be used for storing and reserving fuel transported from the Thai Oil refinery to each fuel depot before distributing fuel to PT gas stations, customers in the wholesale fuel business and industry group customers. Currently, the Company has a total of 2,094 gas stations under the PT brand divided into 1,808 COCO stations and 286 DODO stations.



By having trailer running between tank farm and Thai Oil Refinery in Sriracha, Chonburi, the trailer are responsible for transport to each fleets. Currently, there are 6 fleets at Saraburi, Paktongchai, Konkaen, lampang, Maeklong and Chumporn. The Company uses trailers with container capacity of 36,000-45,000 liters for oil distribution to achieve efficient logistic, low cost, competitive advantage and gain profit.

Value Chain (Disclosure 102-9)



Oil Procurement and Transportation

Most of the oils are purchased directly from the refineries of Thai Oil Public Company Limited ('Thai Oil'). The oils purchased must pass EURO 4, at present considered the top rank testing and most updated in quality and efficiency testing system. The oils are transported to patrol service stations or oil storage sites across the country by the tanker truck fleet of the Company and its subsidiaries.

Fuel Storage

In stocking fuel, there are 11 tank farms for the storage of petroleum products. The Company has also a built fuel oil testing laboratory situated in tank farms for studying petrol quality. Besides this, Mobile lab units have been set up for carrying out on-site inspection of fuel quality at distinct PT petrol service stations.

Fuel Logistics

Fuel products are distributed to petrol service stations and fuel wholesalers, who purchase products from the Company.

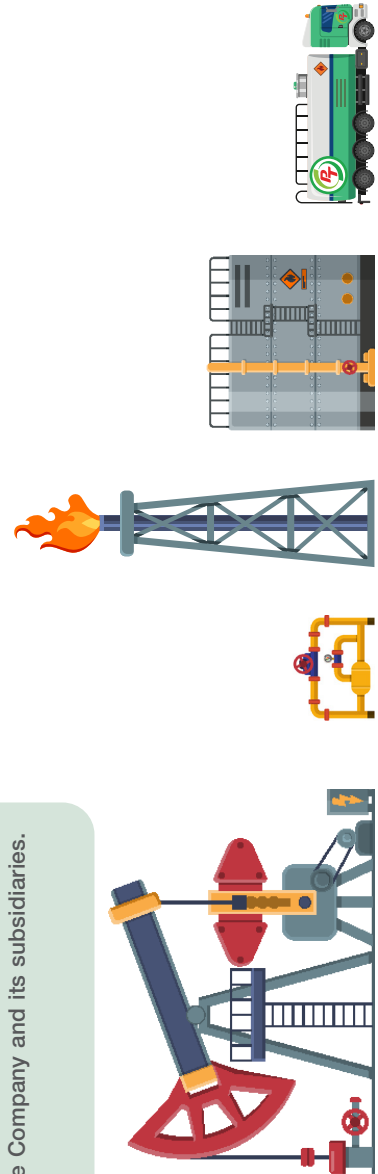
Marketing and Sale

The Company has COCO and DODO retail fuel sale services through 2,094 stations. In addition, the Company has wholesale fuel services with service models divided into the following 2 main categories:

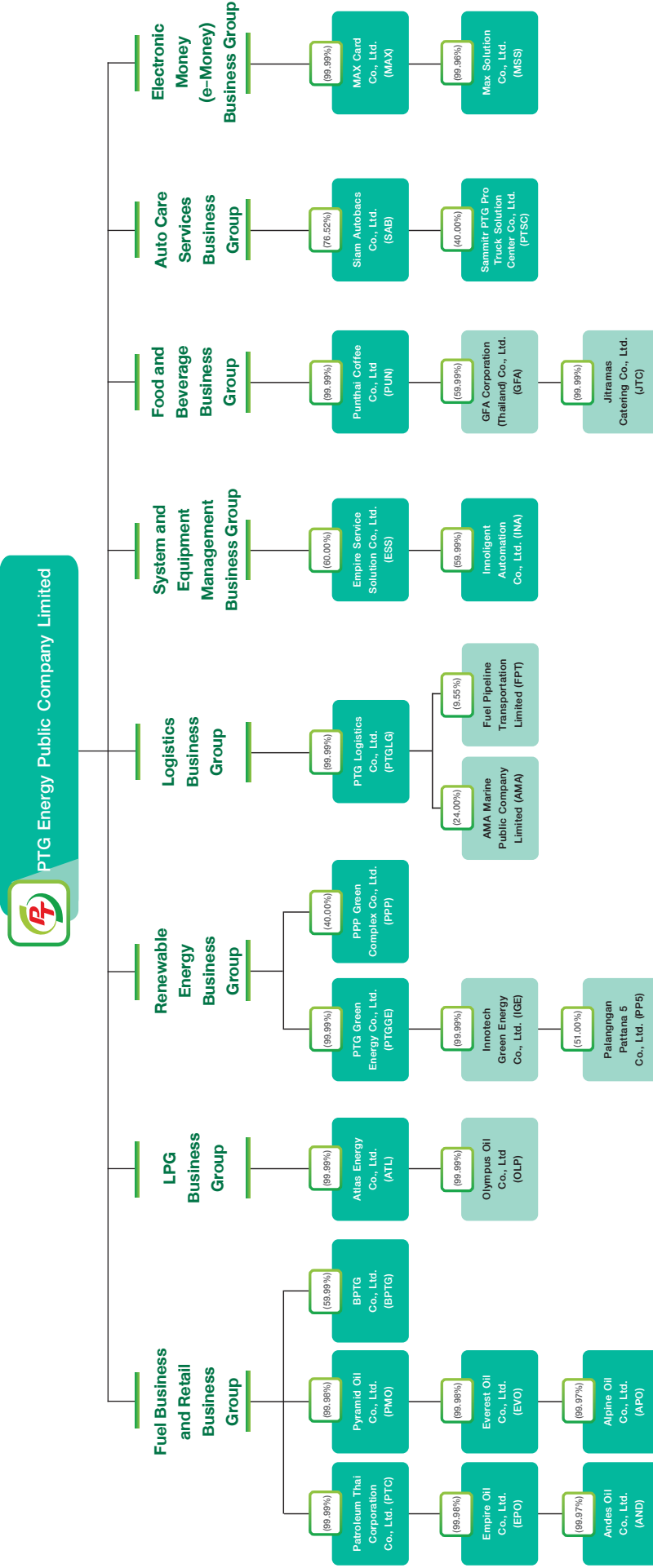
1. Wholesale in which customers come to accept fuel.
- 2 Wholesale delivered by the Company.

Customers who can use wholesale delivery services are from transportation, industry, agricultural and construction contracting groups, etc.

The Company has a PT Max Card membership base that is continually growing. In addition, the Company organizes sales promotions to encourage customers in the target group to increase fuel purchase volumes along with offering privileges to customers and business allies.



Business Structure of PTG Energy Public Company Limited (as of December 31, 2020) (Disclosure 102-5)

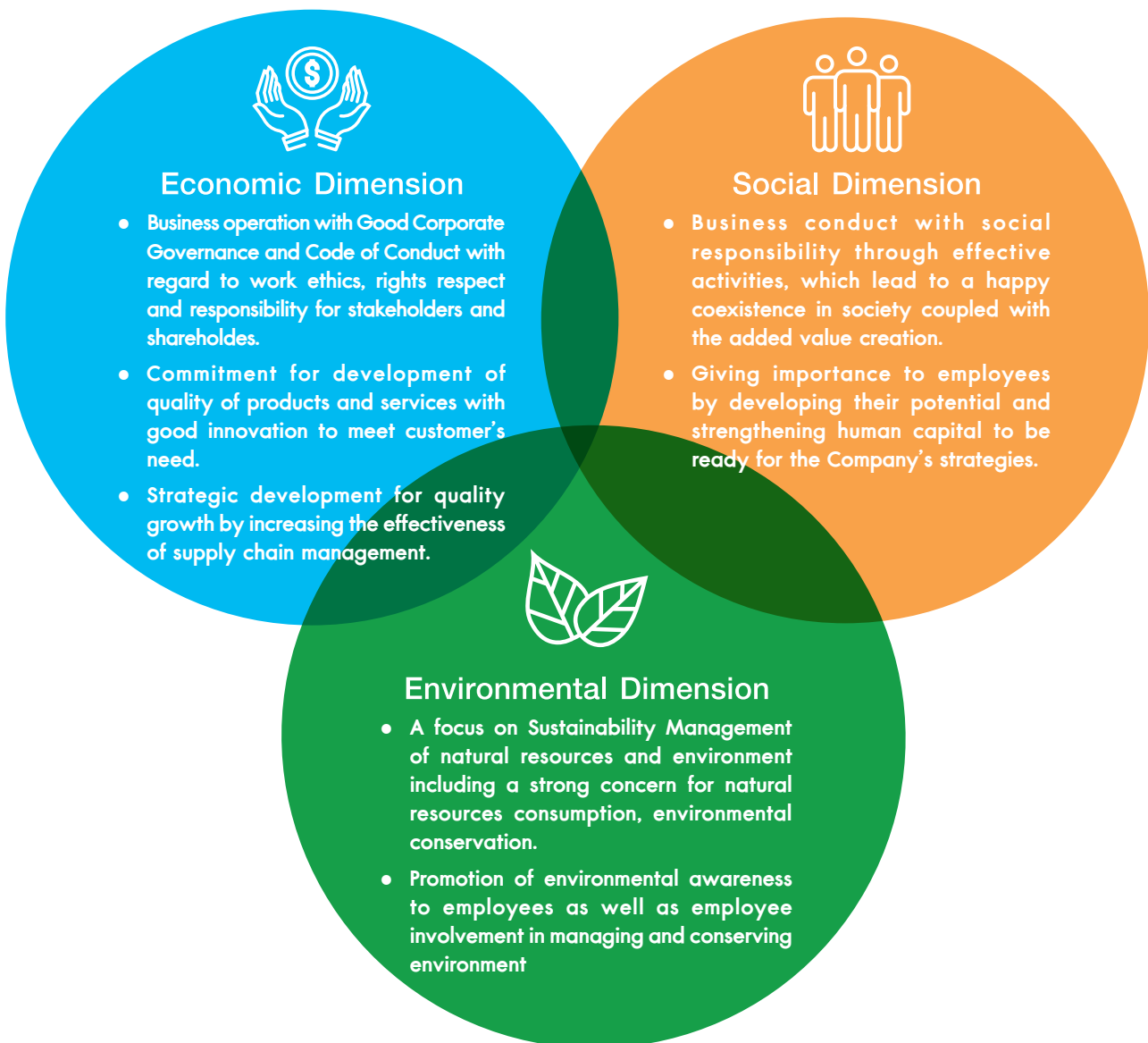


Business Policies and Strategies for Sustainability (Disclosure 102-20)

PTG Energy Co., Ltd. is determined to drive the organization sustainably by building balance between the Company's development and growth, corporate governance, risk management, performance efficiency enhancement and value-building with the Company's stakeholders with coverage of sustainable development issues in the economic, social and environmental dimensions.

In 2020, the Company continually carried out sustainable development work by determining the organization's sustainable management policy, reviewing significant sustainability issues of business operations and giving consideration to stakeholders' expectations to prioritize expectations and include expectations in determining work guidelines for the organization's development and modifying performance to achieve goals effectively (Disclosure 102-29).

Sustainability Management Policies



Sustainability Management Framework

(Disclosure102-19, Disclosure102-22)

Corporate Governance Committee: The 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: The team consist of President and Chief Executive Officer as the Chairman. The associated management departments consist of the Corporate Communication Department, the Procurement Department, the Safety and Environment Department, the Corporate Governance Department, the System Management and Quality Assurance Department, the Information Technology Department and the Legal Department. The Office of Transformation and Innovation is tasked with supporting work in the area of good governance and driving sustainable management by specifying planning to be aligned with the organization’s 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.



(Board of director)



(Corporate Governance Committee)



(Corporate Governance Management Team)

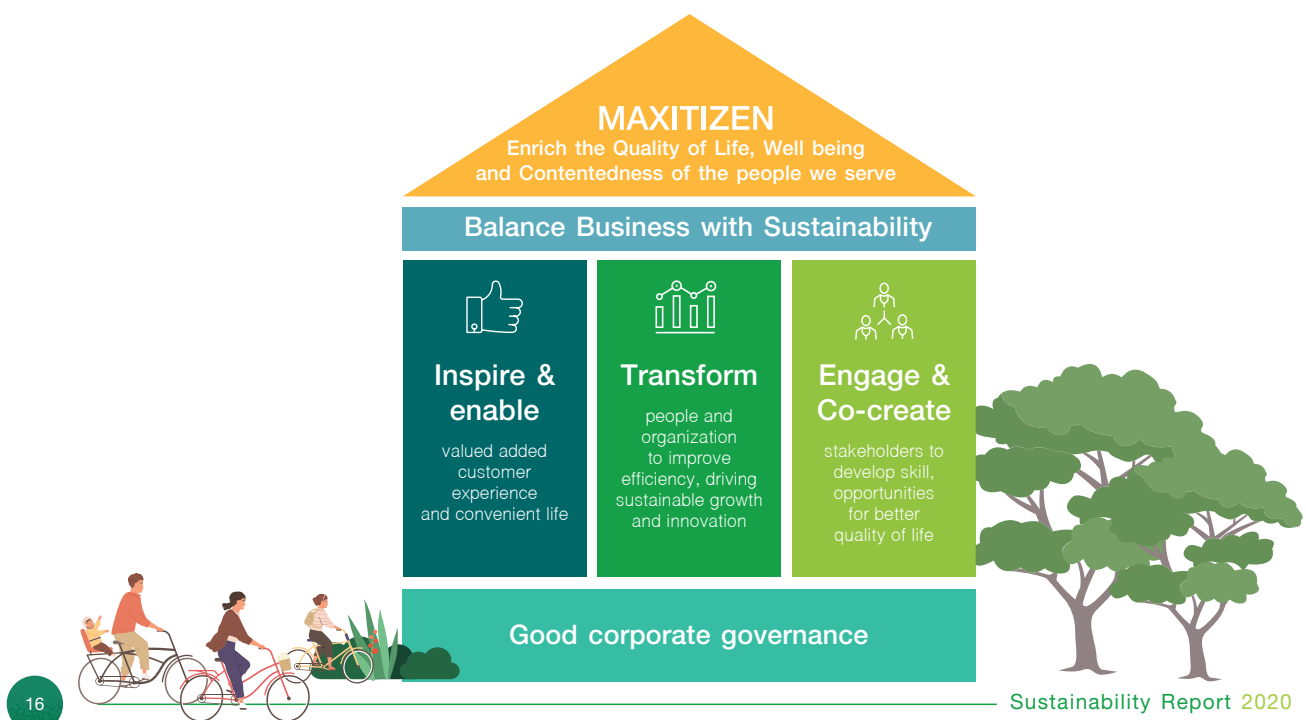


(Corporate Sustainable Development Team)

Strategies for Sustainable Development

In 2020, the Company reviewed sustainability strategies to be consistent with the Company’s work strategy and objectives. The Company is determined to deliver value to all of the stakeholders to “Yu Dee Mee Sook” (MAXITIZEN Enriching the Quality of Life, Well-being and Contentedness) in order to drive the organization with sustainability in every dimension based on corporate governance along with developing and building economic and social value at the same time under three main pillars of work consisting of developing goods and services to meet society’s basic needs (Product & Market), improving productivity in the value chain and developing local communities and society (Cluster Development). The Company has three main work strategies consisting of :

1. New and Convenient Customer Experience Enhancing Strategy
2. Employee Development Strategy to drive organization toward effectiveness and sustainability
3. Stakeholders, Community, and Society Relationship Development Strategy to enhance better quality of life





Stakeholder Engagement

(Disclosure 102-43)

The company always recognizes an importance of stakeholders' engagement and believes that they have a stake in our 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.

Procedures of a Stakeholder Analysis

1. Identify stakeholders, their roles and importance to the Company

The stakeholders play an importance role in business operation success and sustainability. Hereby, it is essential to identify key stakeholders 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, security and environment.

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 Corporate Sustainable Development Team. The results are; then, submitted and reported to the Corporate Governance Management team and the Corporate Governance Committee for approval. (Disclosure 102-21)

In 2020, the Company has classified internal and external stakeholders into 7 main groups: shareholders, customers, employees, business partners, communities, government sectors, and 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 |
|---|---|---|--|
| 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, Analysts Visiting The Business. | <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 and Crisis Management |
| Customers (Products and services purchasers)  | Customer Satisfaction Survey, Customer Visit, Call Center (1614), Whistleblowing, Customer Complaints, Online Social Media, CRM Campaign, Facebook ,Mobile App | <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"> - Relationship Management and Responsibility to The Company' Customers - Business and Social Innovation |
| 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, Meeting of the Safety Committee, Employee Satisfaction Assessments, CEO Talk, Supervisor And Employee Feedback Activities. | <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 - Safety and Working Environment - Business and Social Innovation - Statistics of Business Performance (Economic Aspects) |
| 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, Examination ESG Audit. | <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 |
| Communities (People living in neighborhood area of the companies)  | A Visit to Communities Through Social Activities, Participation in Meetings with Communities, Complaints from Community Members, Emergency Plan Drills, Employees and Communities Living Around the Business Facility 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"> - Participation with Community and Society - Resources and Environmental Management |
| Government Sectors (Concerning government sectors)  | Participation in government sectors' meetings, explanation of opinions on joining projects when letters are received from the government sector. | <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 |
| 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 and Crisis Management - Statistics of Business Performance (Economic Aspects) |

Materiality Assessment of Sustainability Issues

The Company conducted an assessment to determine materiality 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 materiality issues and concerns regarding sustainability

In this stage, the materiality issues of business sustainability in the dimension of economy, social, and environment, as well as the expectation of stakeholders, business trends, and significant issue from peers are identified.

2. Prioritizing the materiality issues of sustainability

The findings of materiality issues and concerns were taken for prioritization based on the expectation of the stakeholders

and their impact on business operations. The issues were categorized into 4 levels of priority ranging from Highest, High, Medium, and Low level respectively. This report covers issues in the high and fair levels only.

3. Materiality Validation

Specify consistency between materiality issues and report sections based on GRI standards, collect summaries of key sustainability issues and present summaries to Executive Management as the Corporate Governance Work Group to review, consider and certify assessment of significant issues and considering for approval for disclose in the Company's annual sustainability report. In 2020, the Company reviewed materiality assessment of 2019 to determine the content of this report. Two issues were added from the previous year in the economic and social dimensions consisting of continual business and performance growth and work safety and environment. Furthermore, the Company changed the names of issues to be more suitable for the organization's context consisting of relationship management and responsibility to customers, business and social innovation, participation in communities and society and climate management.

Materiality Issues of 2020 (Disclosure 102-44, Disclosure 102-47)



Materiality Issue and Indicators

The Company ranked significance of 13 issues and specified the following indicators for consistency with GRI standards for preparing sustainability reports:

| Sustainability Issue | Groups of Stakeholders | | | | | | | Company Indicators | Consistency with GRI | Consistency with SDGs |
|--|------------------------|-----------|-----------|-----------|---------------------|-------------------|----------------------|--|----------------------|-----------------------|
| | Shareholders | Employees | Customers | Suppliers | Community & Society | Government Sector | Financial Institutes | | | |
| 1. Corporate Governance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | - Results from Corporate Governance Reports (CGR). - No. of significant corruption complaints via whistle blowing channels. | 205-3 | 16 |
| 2. Risk and Crisis Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | - Ratio of risk management, follow-up and review at the agency level. | 102-30 | 16 |
| 3. Supply Chain Management | | | ✓ | ✓ | | | | - Supplier code of conduct ratio of key suppliers who acknowledged the supplier's code of conduct. - Critical Supplier that has assessed on Environment, Social, Governance (ESG) audit | | 8,12,16 |
| 4. Business and Social Innovation | | ✓ | ✓ | | ✓ | | | - No. of innovation promotion projects (KAIZEN) | | 7, 9 |
| 5. Business Expansion and Continual Growth in Performance | ✓ | ✓ | ✓ | | | | ✓ | - Clear oil sales volume (Same Store Sale). | | 8 |
| 6. Relationship Management and Responsibility to Customers | | ✓ | ✓ | | | | | - Franchise customer satisfaction. | | 8 |
| 7. Human Resource Management | | ✓ | | | | | | - Level of employees' engagement the organization. - Ratio of trained employees. - Ratio of trained executives. | 404-1 404-2 | 4,8 |
| 8. Participation in Communities and Society | | ✓ | | | ✓ | ✓ | | - No. of activities for social and community development. - No. of employees, who participated in activities for society. - Community satisfaction from participation in activities. | | 1, 3, 8, 15 |
| 9. Work Safety and Environment | | ✓ | ✓ | ✓ | ✓ | | | - Rate of accidents. | 403-2 | 3 |
| Environment Management and Effective Use of Resources | | | | | | | | - No. of significant fines for environmental law violations. | 307-1 | |
| 10. Climate Management | | | | | | | | - Ratio of incidents caused by fuel spillage from operations in processes with significant impact (Tier 1 and Tier 2*) on soil and water sources. | 306-3 | |
| 11. Energy Conservation | | ✓ | ✓ | ✓ | ✓ | ✓ | | - Ratio of electricity to fuel sales through fuel depots. | 302-1 | 6, 7,12 ,13 |
| 12. Water Consumption | | | | | | | | - Ratio of electricity cost to fuel sales through COCO stations. | | |
| 13. Garbage, Waste and Pollution | | | | | | | | - Ratio of water to fuel sales through fuel depots. | 303-5 | |

Support for Sustainable Development Goals (SDGs)

The Company is committed to operating the business with sustainability, responsibility to the environment and society along with promoting stakeholder involvement in activities organized by the Company. The Company promotes care for society and communities, preservation of the environment and opinions of stakeholders of every company group in order to have sustainable development consistent with the United Nations Sustainable Development Goals (SDGs). The Company considered and found 11 out of 17 goals to be consistent with the Company's operations consisting of Sustainable Development Goals No. 1, 3, 4, 6, 7, 8, 9, 12, 13, 15 and 16.


| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
|----------|-----------|----------------------|--------|-------------------------|---|
|----------|-----------|----------------------|--------|-------------------------|---|

Economic Dimension

| | | | | | |
|---|--|--|---|--|---|
| <p>7 : Guarantee access to modern energy for all at affordable, reliable and sustainable prices.</p>  | <p>7.2 Increase renewable energy ratios in the world. 7.3 Increase rates of modifications to energy efficiency.</p> | <p>Business and Social Innovation</p> | <p>- The Palm Complex Project (Business Model Innovation)</p> | <p>- A major biodiesel production site for the Company. - Palm fruits can be converted into fiber to generate electricity. - Earned 40%</p> | <p>- Generate clean energy consistent with the zero waste concept, which is environmentally-friendly and reduces air pollution.</p> |
| <p>8 : Promote continual, comprehensive and sustainable economic growth with full employment and valued work for all.</p>  | <p>8.1 Maintain economic growth. 8.2 Increase economic diversity, technology and innovation levels along with emphasizing creation of added value and support for use of labor in the industrial sector.</p> | <p>Management of Relationships and Responsibilities to Customers</p> | <p>- Survey customer satisfaction to improve customer service quality with sustainability. - Use Big Data to analyze customer groups in order to have more understanding of consumer groups. - Product and service quality control. - Have channels for accepting service complaints.</p> | <p>- Create satisfaction among old customer groups and promote creation of new customer bases. - Greater understanding of customers to launch campaigns that meet customer needs.</p> | <p>- Consumers receive goods and services that meet consumer needs with quality.</p> |
| | <p>8.7 Use effective measures to eradicate forced labor, human trafficking and end use of child labor in every form.</p> | <p>Supply Chain Management</p> | <p>- The Company had suppliers prepare self-assessment forms for suppliers by having suppliers complete self-assessment forms. - The Company has ESG audits of critical suppliers to provide recommendations for suppliers to make improvements to ESG work processes.</p> | <p>- Develop and improve the company's processes. - Build good customer relationships for sustainable growth together. - Conduct business with suppliers in compliance with the law.</p> | <p>- Promote environmental, social and corporate governance management of suppliers. - No human rights violations occurred.</p> |

| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
|----------|-----------|----------------------|--------|-------------------------|---|
|----------|-----------|----------------------|--------|-------------------------|---|

Economic Dimension

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| <p>9 : Create infrastructure resistant and flexible to change while promoting comprehensive and sustainable industry development.</p>  | <p>9.2 Support all-round and sustainable industrial development.</p> <p>9.4 Improve infrastructure and modify industry to have sustainability by increasing efficient resource consumption and using cleaner and more environmentally-friendly technologies and industrial processes.</p> | <p>Business and Social Innovation</p> | <ul style="list-style-type: none"> - Innovation projects and the Internal Incubation Venture committee provide opportunities for employees make presentations and work by concretely using design thinking. - Max Service Project - The Palm Complex Project (Business Model Innovation) is a project that promotes development of environmentally-friendly products with operations under a zero waste production concept. - The Company received the silver and bronze award from the Thailand Kaizen Award 2020 - The Supply Chain Operation References Project (SCOR) - The Productivity Initiatives Program for enhancing work efficiency. | <ul style="list-style-type: none"> - Increase work efficiency. - Reduce employee workloads and use of time to create added value for the organization. - Manage costs to have the highest effectiveness. - Develop goods and services that meet customer needs. - Reuse all leftover items to create benefit. | <ul style="list-style-type: none"> - Max service Meet customer needs and solve customer pain points when road accidents occur or when customers run out of fuel with the Max Service. - Reduce waste in the production process with environmental impact by reusing waste as clean renewable energy. |
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| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
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|----------|-----------|----------------------|--------|-------------------------|---|

Economic Dimension



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|--|---|--------------------------------|--|---|--|
| <p>12 : Guarantee sustainable production and consumption models.</p>  | <p>12.7 Promote sustainable development of procurement.</p> | <p>Supply Chain Management</p> | <ul style="list-style-type: none"> - The Company has supply chain management processes. - Sustainability risk assessment of critical suppliers. - The Company prepared the Supplier Code of Conduct and had suppliers sign in acknowledgement. - The Company had suppliers prepare self-assessment forms for suppliers by completing self-assessment forms. - The Company had ESG audits of critical suppliers to provide recommendations for suppliers to make further development and modification to improve ESG work processes. | <ul style="list-style-type: none"> - The Company's business operations are consistent with goals. - Build confidence in business operations with suppliers to build added value for the organization to grow with sustainability. | <ul style="list-style-type: none"> - Supplier companies operate business with consideration given to the society and environment. |
|--|---|--------------------------------|--|---|--|



| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
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Economic Dimension

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|---|---|----------------------------|--|---|---|
| <p>16 : Promote a peaceful society that facilitates sustainable development for all persons to access justice processes and build effective and responsible institutions for every person to access at every level.</p>  | <p>16.5 Reduce corruption and bribery in every form. 16.6 Develop effective institutions with responsibility and transparency at every level.</p> | Corporate Governance | <ul style="list-style-type: none"> - The Company organizes corporate governance management structures and appointed the Corporate Governance Committee to govern the Company's group's operations in line with corporate governance principles. - The Company has measures for accepting complaints and clues without impact on informants or the person who reported clues. - The Company supports the Board of Director to join trainings and activities to improve basic knowledge and capabilities for the Company's business operations. | <ul style="list-style-type: none"> - Good management of corporate governance. - Anti-corruption measures. | <ul style="list-style-type: none"> - Reduce corruption in society in the government sector and in the private sector. |
| | | Supply Chain Management | <ul style="list-style-type: none"> - The Company prepared the Supplier Code of Conduct and had suppliers sign in acknowledgement. | <ul style="list-style-type: none"> - Build confidence in business operations among suppliers. | <ul style="list-style-type: none"> - Suppliers operate business with transparency and reduce corruption to support anti-corruption actions in society. |
| | <p>16.7 Create a guarantee that there will be a decision-making process with responsibility, coverage, participation and good representation at every level of decision-making.</p> | Risk and Crisis Management | <ul style="list-style-type: none"> - Organization risk management according to the COSO-ERM 2017 risk management framework consistent with the Company's corporate governance principles. - Organization and function risk assessment. - ESG risk management. | <ul style="list-style-type: none"> - The Company can manage organization risks at an acceptable level. - Good management in a crisis. - The Company created confidence among stakeholders that the Company can operate the business continually. | <ul style="list-style-type: none"> - Reduced ESG risks with impact on the environment, society and corporate governance. |

| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
|--|---|--|--|--|--|
| Social Dimension | | | | | |
| 1 : End poverty in every form in every area.  | 1.4 Create a guarantee that every man and woman including poor and vulnerable groups have equal rights of access to economic resources including basic services. | Participation in Communities and Society | <ul style="list-style-type: none"> - Projects to support occupations for handicapped persons. - Projects to support employment of the elderly. - Projects in which PT opens vendor areas to be used for free for one month to build occupations for local people. - Projects to help Thais create occupations to increase income with the Mu Tod Kod Kor franchise. - The PT Pantry of Sharing Project. - The PT LPG Fight the Crisis for Taxis project. | <ul style="list-style-type: none"> - The Company gains work from hiring handicapped persons and the elderly. - Expand customer bases from cooperation with various agencies. | <ul style="list-style-type: none"> - Create income for handicapped persons and the elderly. - Help and support persons in difficulty due to a crisis. |
| 3 : Create a guarantee of good health and promote good living conditions for every person of every age.  | 3.4 Reduce premature death from non-communicable disease through disease prevention and treatment and support for good mental health and living conditions. | Participation in Communities and Society | <ul style="list-style-type: none"> - PT Volunteer Camp, "We care, leave no one behind" Project consisting of activities such as volunteer doctors, eyesight measurement of the elderly and visits with bedbound patients, etc. - Safety improvement projects consisting of the Fire Escape to Assembly Point Project, the Student Firefighting Instruction Project and the Traffic Cone Delivery Project | <ul style="list-style-type: none"> - Good relationships with communities to make the Company operated in business operations. | <ul style="list-style-type: none"> - Communities have good living conditions and more happiness. - Community members have access to medical examinations. - Promote knowledge on safety for students. |
| | 3.5 Promote prevention of substance abuse including narcotic drugs and dangerous use of alcohol. 3.6 Reduce the number of deaths and injuries from road accidents. | Safety and Work Environment | <ul style="list-style-type: none"> - The Company organized safety training. - Annual emergency plan drills. - Firefighting plan and fire evacuation drills in gas stations. - Public hearings. - Safety and environment audit and training in gas stations. - Projects to promote knowledge among employees to create awareness and ability to manage work environment risks. | <ul style="list-style-type: none"> - The Company's employees have good health and work safety. | <ul style="list-style-type: none"> - Surrounding communities have safety from the Company's operations. |

| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
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Social Dimension

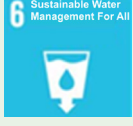

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|---|--|---|---|--|---|
| <p>4 : Create a guarantee of quality education with coverage and equality for all and support learning opportunities throughout life.</p>  | <p>4.4 Increase the number of youths and adults with relevant and necessary skills including technical and occupational skills for employment, valued work and entrepreneurship.</p> | <p>Human Resource Management</p> | <ul style="list-style-type: none"> - Projects for developing capacity of high ranking executives and employees. - The Company developed knowledge and capabilities of personnel at gas stations, convenience stores, mini marts, PunThai coffee shops and Coffee World. - The Company organized training on standards for unloading clear gasoline with 16 steps. - The Company organizes training to prepare assistant managers of LPG gas stations and gas shops. | <ul style="list-style-type: none"> - The Company's personnel have work skills and can work effectively. | <ul style="list-style-type: none"> - The Company's personnel have quality and learning opportunities with effects on life and quality of society. - Create safety in surrounding communities. |
| <p>8 : Promote continual, comprehensive and sustainable economic growth with full employment and valued work for all.</p>  | <p>8.2 Increase economic diversity, technology and innovation levels along with emphasizing creation of added value and support for use of labor in the industrial sector.</p> <p>8.5 Achieve full employment and productivity for every woman and man including youths and disabled persons along with equal wages for work with equal value.</p> | <p>Human Resource Management</p> | <ul style="list-style-type: none"> - Preparation of annual surveys of employees' engagement to the organization. - Equal treatment without discrimination of gender, age, religious and political beliefs. - The Company develops personnel capacity by organizing training for high ranking executives and employees. | <ul style="list-style-type: none"> - Employees have engagement to the organization, skills and knowledge to use in working with the highest efficiency. - Reduced employee resignation rates. | <ul style="list-style-type: none"> - Equal employment opportunities. - The Company's personnel have quality and learning opportunities with effects on life and quality of society. |
| | | <p>Participation in Communities and Society</p> | <ul style="list-style-type: none"> - Disabled Persons' Occupation Support Project. - Older Adult Employment Project. | <ul style="list-style-type: none"> - The Company received products made by handicapped persons and use products in business operations. - The Company has personnel with expertise and experience. | <ul style="list-style-type: none"> - Promote and improve quality of life for handicapped persons to be able to support themselves and families. - Develop human resources that will develop society and the country in the long term. - Create opportunities and career choices along with generating income for disabled persons. |

| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
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Social Dimension



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|--|--|---|--|--|--|
| <p>15 : Protect, restore and support sustainable use of land ecosystems, sustainable forest management, end soil deterioration and restore soil, and end loss of biodiversity.</p>  | <p>15.2 Promote use of sustainable forest management principles to restore forests and increase forest planting.</p> | <p>Participation in Communities and Society</p> | <ul style="list-style-type: none"> - The PT Volunteer Camp, "We care, leave no one behind" Project consisting of activities such as PT creates lungs for communities, support and modify community areas, build awareness of environment conservation, etc. - Projects for improving the environment and biodiversity consist of the Irrigation Dam Construction Project, the Soil and Water Conservation Project, the Beach Waste Collection Project and the "You Take Care of the Forest and We Take Care of You" Project. | <ul style="list-style-type: none"> - Build relationships and unity between the Company and communities. | <ul style="list-style-type: none"> - Reduce environmental impact and improve the environment. - Build good environments and living conditions for people in communities. |
|--|--|---|--|--|--|

Environmental Dimension

| | | | | | |
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| <p>6 : Guarantee sustainable water use, water management and sanitation for all.</p>  | <p>6.3 Modify water quality by reducing pollution, eliminating waste disposal in water sources and emissions of chemicals and hazardous materials, reduce ratios of untreated wastewater drainage by half and significantly increase recycling and reuse of wastewater.</p> | <p>Effective environment management and use of resources.</p> | <ul style="list-style-type: none"> - Activities to reduce uncleanliness of wastewater from gas stations. - Activities to reduce water use at gas stations. | <ul style="list-style-type: none"> - The Company's gas station wastewater disposal quality standards were evaluated. - Reduced expenses from water use. | <ul style="list-style-type: none"> - Promote effective use of water resources. - Reduced environmental impact on communities nearby gas stations including health impacts on employees working in gas stations. |
| <p>7 : Guarantee access to modern energy for all at affordable, reliable and sustainable prices.</p>  | <p>7.2 Increase renewable energy ratios in the world. 7.3 Increase rates of modifications to energy efficiency.</p> | <p>Effective environment management and use of resources.</p> | <ul style="list-style-type: none"> - Project to campaign for saving electricity costs at the Head Office. - The Gas Station Solar Roof Project. | <ul style="list-style-type: none"> - Reduce expenses from use of electricity. | <ul style="list-style-type: none"> - Promote effective use of electricity resources. - Reduce global warming problems. |

| Goal No. | Objective | Sustainability Issue | Action | Benefit for the Company | Benefit for Society and the Environment |
|----------|-----------|----------------------|--------|-------------------------|---|
|----------|-----------|----------------------|--------|-------------------------|---|

Environmental Dimension

| | | | | | |
|--|--|---|---|---|---|
| <p>12 : Guarantee sustainable production and consumption models.</p>  | <p>12.2 Sustainable management and effective use of natural resources. 12.4 Environmentally-friendly management of all types of chemicals and waste. 12.5 Reduce waste creation at large volumes by preventing, reducing use, recycling and reusing.</p> | <p>Effective environment management and use of resources.</p> | <ul style="list-style-type: none"> - Check gas station environment quality. - Green Meetings Project at the Head Office. - Project to exchange old paper for new paper. - Use of e-documents. - Retreaded Tires Project. | <ul style="list-style-type: none"> - Reduce the Company's expenses from the Company's projects. - Enhanced work efficiency. | <ul style="list-style-type: none"> - Promote cost-effective use of resources and reduce environmental impact. - Control and reduce volume of waste with environmental impact. |
| <p>SDG 13 : Work urgently to combat climate change and impacts.</p>  | <p>13.3 Build awareness and capacity of humans and institutions to ease climate change, adapt and reduce impacts.</p> | <p>Effective environment management and use of resources.</p> | <ul style="list-style-type: none"> - Project to exchange old paper for new paper. - The Gas Station Solar Roof Project. - Project to reduce expenses from using B10 diesel in place of B7 diesel for transports. | <ul style="list-style-type: none"> - Reduced expenses for the Company from the Company's projects. | <ul style="list-style-type: none"> - Reduce greenhouse gas emissions with impact on the environment. |





Economic Dimension



Corporate Governance



Sustainable Development Goal Support



SDG 16: Peaceful, fair and undivided society.

- 16.5 Reduce corruption in position, duties and bribery in every form.
- 16.6 Develop effective institutes with responsibility and transparency at every level.

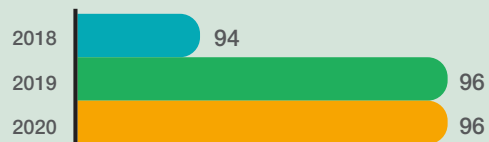


Remarks: In 2020, the Company received 21 complaints on discrepancies with corporate governance principles. The complaints have been registered, accepted and settled. In addition, summaries of results have been notified to complainants in 21 complaints and no significant complaints for the organization were found.

Goals and Performance 2020

(Disclosure 205-3)

Goal : Assessment Results in the Corporate Governance Survey Project for Registered Companies (CGR) at **96%**



Goal: No case of corruption complaints through significant whistleblowing channels.

No. of Significant Corruption Complaint through Whistleblowing Channels



Significance (Disclosure 103-1)

The Company is committed to be an organization with corporate governance, business ethics, transparency and accountability in order to create added value for the business and in consideration of all stakeholders by promoting and developing practice guidelines in compliance with corporate governance principles to be consistent with international standards and the Organization for Economic Co-operation and Development (OECD) including practice guidelines of the Office of the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand. The Company focuses on governance in five sections consisting of 1) consideration of shareholder rights; 2) equitable treatment of shareholders; 3) stakeholder roles; 4) disclosure of information and transparency; and 5) the Board of Directors' responsibility consistent with 8 principles of the CG Code.

CG Code (Corporate Governance Code)



Work Guidelines (Disclosure 103-2)

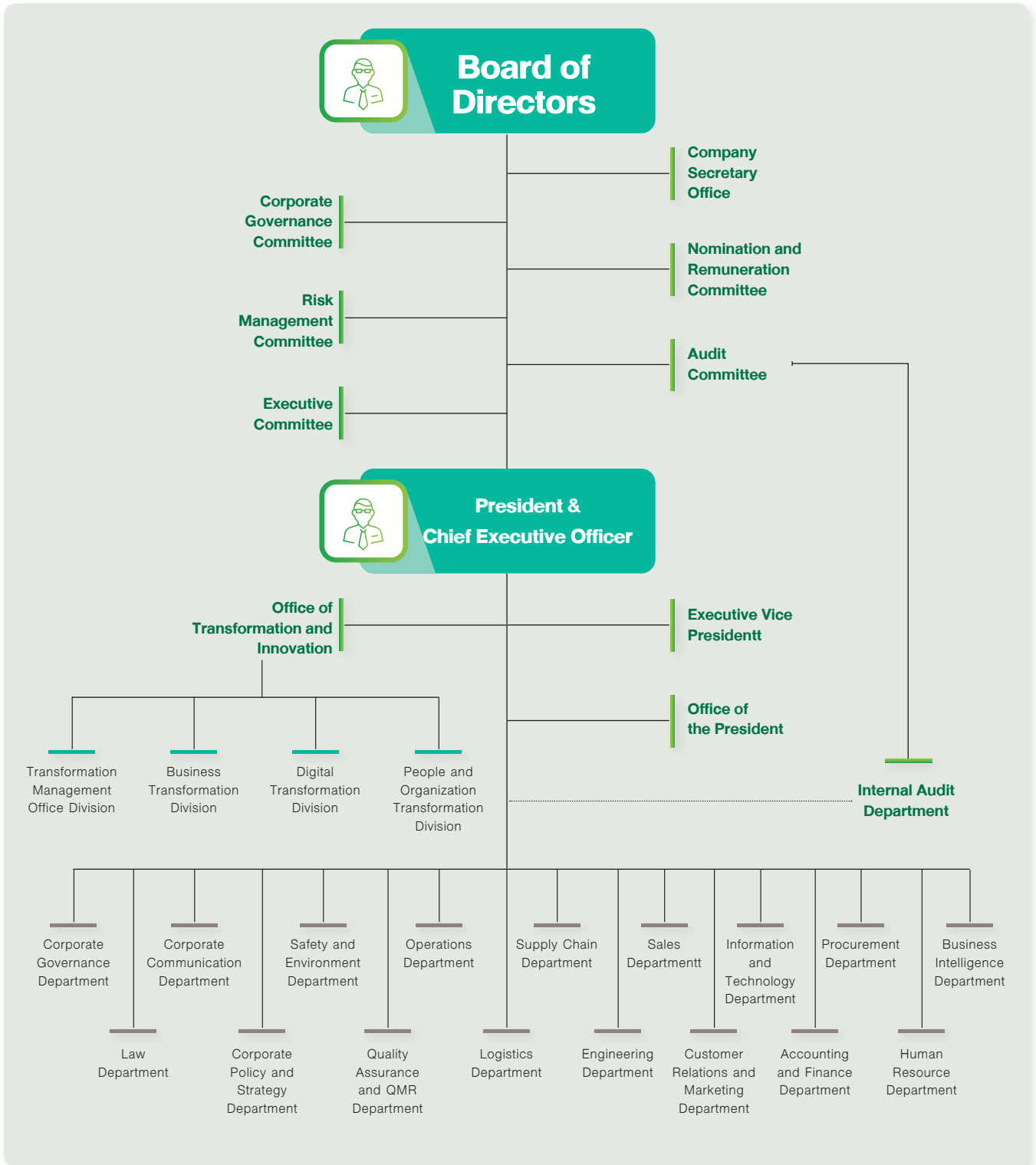
The Board of Directors organizes management structure in the area of corporate governance. In addition, the Company appointed the Corporate Governance Committee to govern operations of the Company's group to be consistent with corporate governance principles including principles of sustainable management, anti-corruption principles and business ethics. Moreover, the Corporate Governance Committee reviews and modifies policies concerning corporate governance to suit the business environment and be consistent with guidelines specified by the Stock Exchange of Thailand or governing agencies in order to improve corporate governance guidelines to meet international standards and report performance to the Board of Directors.



Performance (Disclosure 103-3)

Corporate Structure for Good Governance (Disclosure 102-18, Disclosure 102-22, Disclosure 102-23, Disclosure 102-26)

The Board of Directors recognizes roles and responsibilities of the Board of Directors as an organization leader in creating sustainable value for the organization by supporting and promoting use of innovation and information technology in order to build value for the business and create value for stakeholders. In 2020, the Board of Directors approved modification of the corporate structure by adding the Office of Transformation and Innovation Transformation to drive the organization and create effective management, long term ability to complete, manage and adapt to the changing circumstances.



Significant Information of the Board of Directors

The Board of Directors currently has

10 directors



Female

2 directors



Male

8 directors



Non-executive Directors

8 directors

80%



Executive Directors

2 directors

20%



Independent Directors

4 directors

40%

The Board of Directors has four sub-committees.

The Board of Directors appointed 5 sub-committees as follows:

Executive Committee

4 directors



non-executive directors

2 directors **50%**

Audit Committee

3 directors



independent directors

3 directors **100%**

Recruitment & Remuneration Committee

3 directors



independent directors

2 directors **67%**

Corporate Governance Committee

3 directors



independent directors

2 directors **67%**

Risk Management Committee

5 directors



executive directors

5 directors

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

To ensure effective governance of committee affairs, the Board of Directors requires annual performance assessments. Assessments in 2020 had the following results.

| | Board of Directors | Audit Committee | Management Committee | Risk Management Committee | Corporate Governance Committee | Recruitment and Remuneration Consideration Committee |
|-------------------------------------|--------------------|-----------------|----------------------|---------------------------|--------------------------------|--|
| No. of Meetings | 8 | 11 | 12 | 5 | 5 | 5 |
| Meeting Attendance | 100 | 100 | 100 | 100 | 100 | 100 |
| Performance Assessment by Committee | 99.36 | 98.90 | 100 | 99 | 100 | 97.67 |

Director Recruitment

(Disclosure 102-24)

Policies, Criteria, Methods and Processes in Recruiting Directors, Sub-committee Directors, President and Chief Executive Officer.

The Recruitment and Remuneration Consideration Committee considers qualifications of persons, who will be directors, sub-committee members, the President and Chief Executive Officer, a managing director and any other positions equivalent to the aforementioned position by considering knowledge, experience and special expertise in areas with benefit for the Company including dedication of time and effort in the performance of duties by directors, sub-committee directors, President and Chief Executive Officer, managing directors and any other positions equivalent to the aforementioned positions.

2. The Recruitment and Remuneration Consideration Committee specifies methods for recruiting, selecting and nominating persons with qualifications suitable to the organization's specific characteristics and in compliance with associated regulations and laws to hold positions as directors, sub-committee directors, the President and Chief Executive Officer, managing directors and any other positions equivalent to the aforementioned positions to be presented to the Board of Directors and/or the annual general meeting of shareholders, depending on the case, in order to consider appointments.

3. The Recruitment and Remuneration Consideration Committee considers all qualifications of independent directors according to criteria of the Capital Market Regulatory Committee, the Stock Exchange of Thailand and any other related notifications.

4. The Board of Directors allows shareholders to nominate persons with appropriate and complete qualifications specified by law to be considered for appointment as directors in advance of the annual general meeting. The Board of Directors made the following specifications of qualifications and prohibited characteristics:

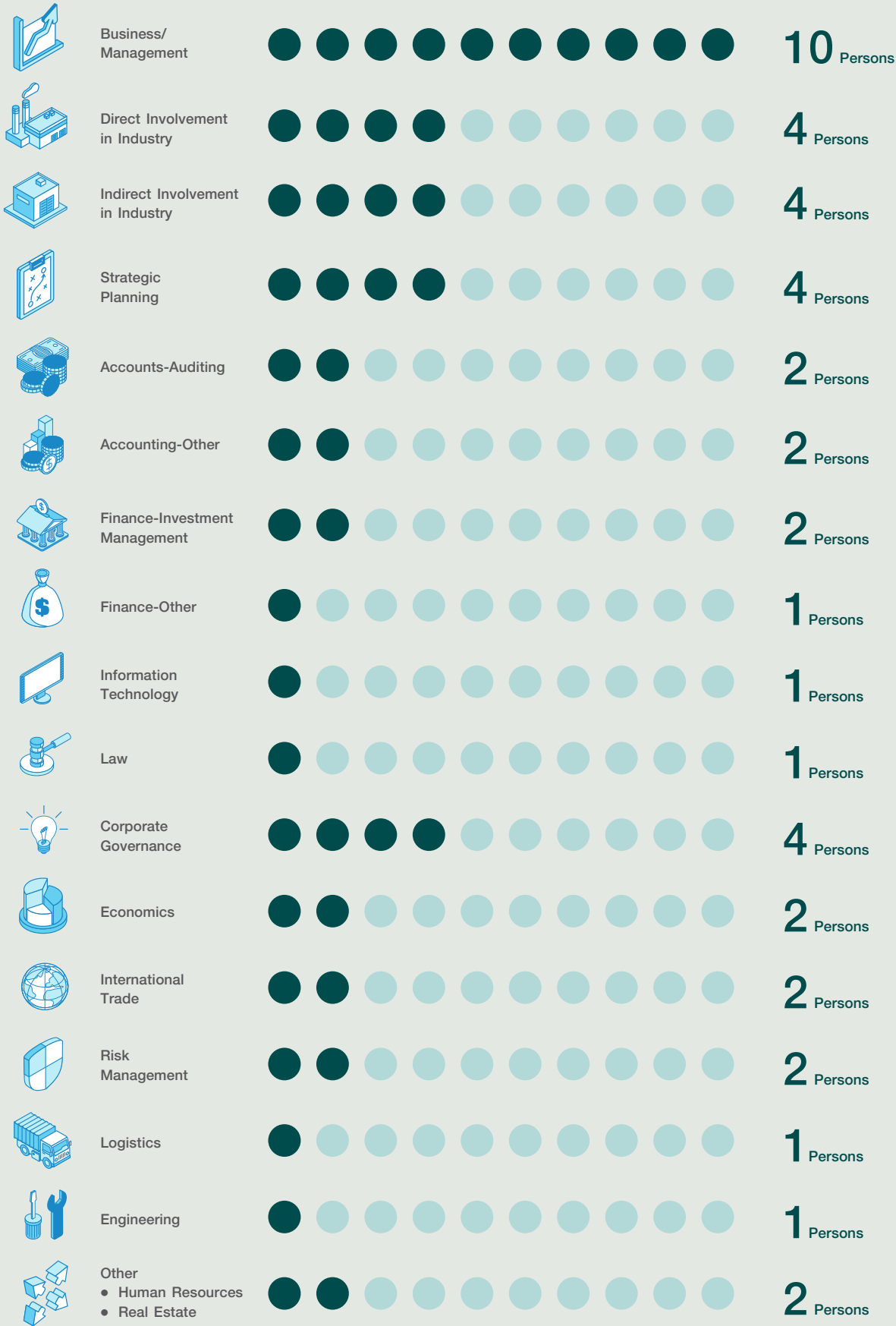
- (1) Correct qualifications and no prohibited characteristics pursuant to public company limited laws, laws on securities and exchanges and any other related laws including regulations and corporate governance principles of the Company.

- (2) Directors must possess business knowledge, capabilities and experience, including professional skills and special expertise, and understanding of the Company's business characteristics according to the Board Skill Matrix, which consists of knowledge and skills in the area of business management, strategic planning, financial accounting and investment, economics, technology, international trade, transportation, law, corporate governance, risk management and engineering sciences.
- (3) Leadership and far-reaching vision including morals, ethics and positive attitude toward the organization.
- (4) Nominees must be able to fully dedicate time, be at an appropriate age, have complete physical and mental health, ability to regularly attend Board of Director meetings and prepare in advance of meetings. Nominees must have creative participation in meetings, straightforwardness, daring in expression opinions at meetings and/or be a famous entrepreneur with good work and ethical backgrounds including acceptance from society.
- (5) Nominees must not be persons prohibited from holding positions as directors and sub-committee members according to specifications made by associated government agencies or have characteristics that show lack of suitability to be entrusted with management of businesses with the public as shareholders.
- (6) Nominees must consider other suitable qualifications consistent with director components and structure according to the Company's business strategy through a transparent process to build confidence among shareholders.

5. The Recruitment and Remuneration Consideration Committee prepares succession plans for high ranking executives in the positions of the President and Chief Executive Officer, the Managing Director and any other positions equivalent to the aforementioned positions.

6. The Board of Directors and/or the annual general meeting of shareholders (not including directors who are stakeholders), depending on the case, considers approval.

Knowledge, Skills and Experience



Board of Directors Capacity Development (Disclosure 102-27)

The Company supports the Board of Directors to join trainings and activities to develop the following basic knowledge and capabilities for the Company's business operation:

| Courses | Training Managers | No. of Directors in Courses |
|--|--|-----------------------------|
| Update of Certified Public Accountants' Reports and Auditing Standards | GTO Training Co., Ltd. | 1 |
| Security Management Course for High Ranking Executives (Sor. Wor. Por. Or. Mor. Sor. SML), Class 1 | Association of the Thai National Defense College Under the Royal Patronage of His Majesty the King | 1 |
| Advanced Insurance Science Course (Super AIS), Class 1 | Office of the Insurance Commission | 1 |

Business Code of Conduct and Anti-Corruption

The Board of Directors reviews and modifies the anti-corruption policy and the business code of conduct guideline including associated practice guidelines on an annual basis in order to be consistent with legal specifications and specific characteristics of industrial business operations. Furthermore, the Company stated intentions to join the Thailand Private Sector Collective Action Coalition against Corruption. The Company signed the Anti-corruption Declaration of the Thailand Private Sector Collective Action Coalition against Corruption on 28 October 2014. The Company received a renewal of membership in Thailand's Private Sector Collective Action Coalition against Corruption on 5 November 2018 from the Institute of Directors and the Company is making preparations to enter the certification renewal process in 2021 (Disclosure 102-16).

The Company operates the business with transparency under the anti-corruption policy and the business code of conduct guideline. In addition, the Company communicates the following associated policies and practice guidelines to the Company's stakeholders:

- The Company communicated the policy of giving or receiving gifts or property or any other benefit by sending letters to notify customers, suppliers and benefactors to ask for cooperation in abstaining from giving New Year's Day gifts and organizing parties annually.

- The Company requires the critical suppliers to sign and acknowledge the Supplier Code of Conduct.
- The Company requires directors, executives and employees to sign and acknowledge the business ethics manual in order for personnel in the Company's group to adhere as work guidelines and have understanding of good practice guidelines with standards, quality, morals and transparency consistent with the Company's governance principles.
- The Company supports internal agencies to participate in activities of related governance agencies by participating in the Live – Road to Join CAC seminar on 15 September 2020 organized by the Institute of Directors in order to study data concerning laws with impact on business operations. If the Company does not have appropriate anti-corruption mechanisms including cases studies and recommendations on methods for specifying policies and practices including risk assessment methods, self-assessment form preparations, audits and monitoring and processing methods, which are instruments for preventing corruption in the organization.



- The Company organizes orientation courses for new employees on the topics of resistance against corruption, business code of conduct and risk management. The Company had 155 new employees, who participated in the course and organized training in the Enhance Value with Corporate Governance & Risk Management Course for present employees for at least once per year (Disclosure 205-2).

Whistleblowing Complaint Procedure (Disclosure 102-17)

The Company requires preparation of whistleblowing and complaint policy as an instrument to help the Company acknowledge complaints of actions in violation of laws, rules, regulations or the Company's business ethics from employees and outside persons in the past year.

Whistleblowing and complaint channels



Website:

www.ptgenergy.co.th



Electronic Mail Address:

whistleblower@pt.co.th



Regular Mail Address:

Secretary, Board of Directors,
PTG Energy Public Co., Ltd.,
No. 90, CW Tower A, 33rd Floor,
Ratchadaphisek, Huay Khwang,
Huay Khwang, Bangkok, 10310

Complaint Management Process



Complaints Reported by:

Outside stakeholders and employees



Actions Under whistleblowing and complaint policy

The Secretary of the Board of Directors notifies associated agencies to consider checking facts or follow-up on correction of complaints.

- Protective measures for persons, who reported clues or complaints without disclosing information to complainers.
- Agencies or examiners of complaints report results to the Secretary, Board of Directors



Complaints Accepted Through:

Channels for whistleblowing or complaints:

- The Company's website at www.ptgenergy.co.th.
- **Email:** whistleblower@pt.co.th.
- **Letter:** Secretary of the Board of Directors, PTG Public Co., Ltd., No. 90, CW Tower A, 33rd Floor, Ratchadaphisek Rd., Huay Khwang, Huay Khwang, Bangkok, 10310.



Reports

- Summarize and report corruption complaints to the Audit Committee on a quarterly basis.
- Summarize and report business ethics complaints to the Corporate Governance Committee on a quarterly basis.

Risk and Crisis Management



Support for Sustainable Development



SDG 16 Promote a peaceful and inclusive society that facilitates sustainable development for every person's access to the justice process and create an effective and responsible institution that

16.7 Create a guarantee that there will be a decision making process with responsibility, coverage, participation and good representation at every level of decision-making.

Goals and Performance 2020

Goal : Risk Management, Monitoring and Risk Review at the Unit Level (100%)



Significance (Disclosure 103-1)

Current changes caused by various factors may have potential impact on business operations in the economic, social, environmental, legal and technological areas. Furthermore, emerging risks are a challenge for the Company's current business operations. Therefore, the Company recognizes the importance of risk management and considers risk management to be an important part of business operations that are interconnected at every level including at the corporate, departmental and procedural levels. Effective risk management increases opportunities and reduces uncertainty of overall performance, build added value for the organization and stakeholders in sustainable growth.

Management Guidelines (Disclosure 103-2)

Currently, consumers are showing more interest in the environment, causing energy-related businesses to need significant adaptation because more consumers are turning to use clean energy and renewable energy. In addition, technology plays a significant role in life with effects on consumer behaviors including continual and rapid changes in consumers' daily lives. This causes entrepreneurs to have to produce products or services to be modern, quick and consistent with consumer demand at all times. This is a significant challenge for the Company to grow the business in the current situation. Therefore, the Company modified the process to be faster and more effective by changing work methods from manual methods to use more technology or become more automatic in order to reduce risk of potential human error. Furthermore, the Company developed mobile application software to facilitate and speed customers in using services. Apart from environmental and technological challenges, the Company also has challenges from oil price fluctuations caused by external factors such as international wars or global economic recession, which have caused the global crude oil price to have risen significantly. However, in Thailand, the government has a fuel price fund to maintain stability of domestic retail fuel prices, which mitigated impacts.

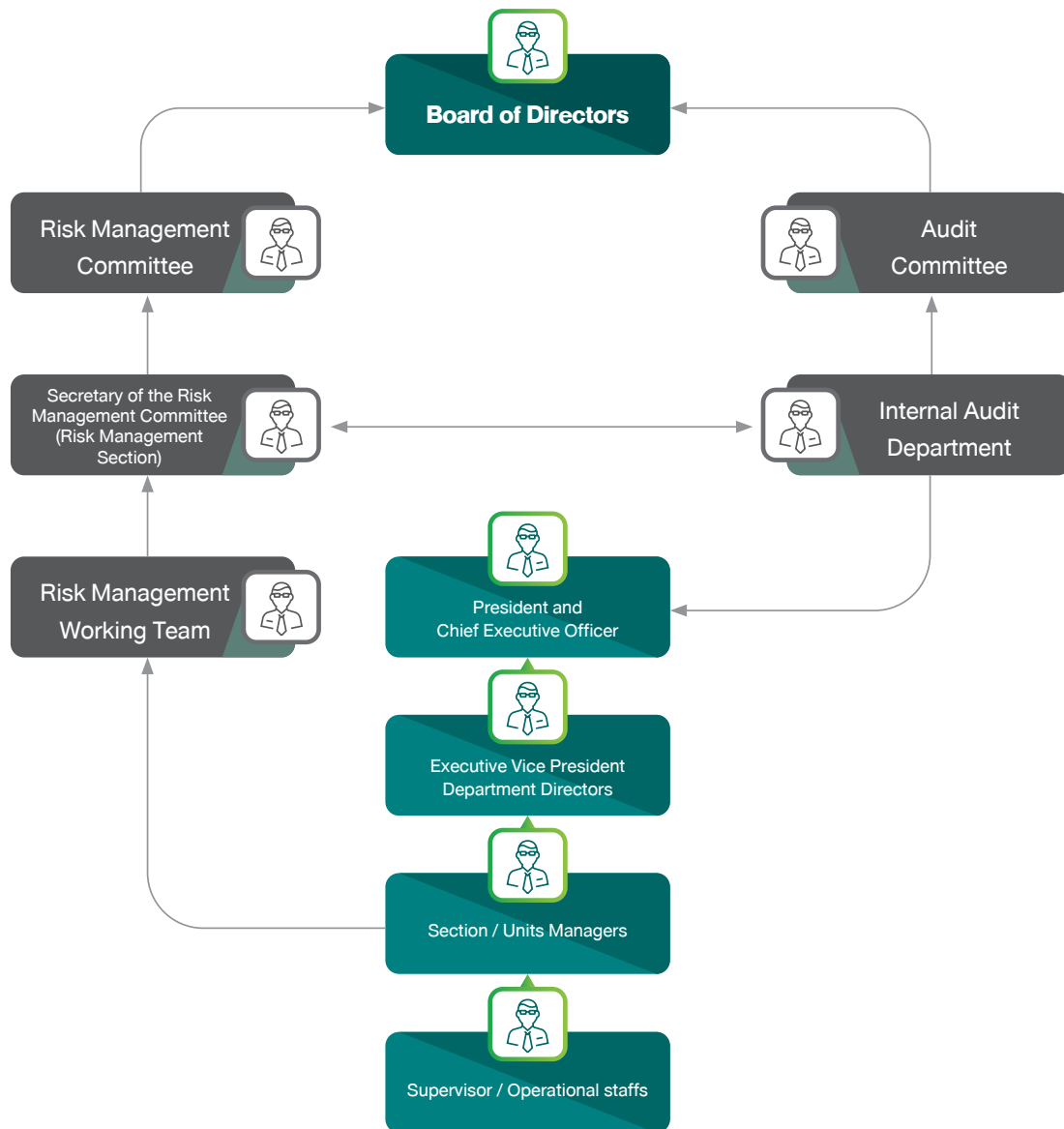
Furthermore, the COVID-19 pandemic in 2020 had effects on the global economy including Thailand's economy, causing the country's tourism sector to contract greatly due to tourists delaying travels to the country. This has effects on many types of business operations. These economic fluctuations have reduced consumer purchasing power in line with economic conditions. Consumers are not spending money. In addition, domestic and international travel have declined significantly, causing fluctuations in oil supply and demand during the COVID-19 pandemic with effects on the Company's business operations, which are considered a significant risk in the Company's business operations.

In the aforementioned situation, the Company's business operation must cope with various risks at the corporate level, which may prevent the business from achieving specified goals. Therefore, the Company recognizes the importance of risk management and considers risk management as part of the corporate culture in order to reduce risks and prevent or mitigate potential damage. Furthermore, the Company places great importance on risk management based on international standards of the Committee for Sponsoring Organizations of the Treadway Commission (COSO). The Company requires enterprise risk management within the COSO-ERM 2017 risk management framework, which is consistent with the Company's corporate governance principles.

In addition, the Company requires risk management in the area of sustainability risks related to environmental, social and governance issues (ESG) by integrating ESG issues with enterprise risk management (ERM).

Furthermore, the Company specified the enterprise risk management policy for employees at every level to comply and, in order to have effective risk management, the Company appointed the Enterprise Risk Management Committee with the President and Chief Executive Officer as the Chairman to determine risk management policies, scopes, govern and support enterprise risk management in line with business strategies and goals, promote and support risk management as part of the corporate culture along with reporting risk status, analyses, assessments and risk management to the Board of Directors and the Audit Committee continually.

Risk Management Structure (Disclosure 102-30)



Risk Management Guidelines




(Disclosure 102-11)

The company uses risk management framework of COSO Enterprise Risk Management - Integrating with Strategy and Performance. Enterprise Risk Management must be performed with strategic planning to add value for the organization. The Company analyzes risks that will impact the Company continually, particularly in the area of the environment, society and governance (ESG). The Company considers risks from internal and external contexts and stakeholders' needs and expectations along with making concrete risk management plans with coverage of the entire organization. The Company hopes to reduce risks to acceptable level and to build confidence among stakeholders that the Company will be able to operate the business continually under changes that may occur and impact the organization.

Furthermore, the Company appointed the Risk Management Committee to coordinate with the Risk Management Section to implement risk management policies and system in practice at the units level. The Company is responsible for directing units to follow risk management processes by specifying, analyzing, assessing and managing risks along with monitoring and reporting progress of risk management plans at the units level, coordinating and communicating risk management measures to the persons responsible in addition to summarizing reports to the Risk Management Committee on a quarterly basis to achieve success according to the organizations objectives, short term goals and long term goals with sustainability.

Performance (Disclosure 103-3, Disclosure 102-15)

In 2020, the Company specified and assessed risks at the corporate level, prepared key risk indicators (KRIs) and specified acceptable risk levels under appropriate risk management measures in addition to providing training and instruction on risk management for the Risk Management Working Team, which represents each business unit, to implement in practice.

| Sustainability Dimensions | Risks |
|--|---|
| <p>Economic</p>  | <ul style="list-style-type: none"> ● Competition risks. ● Market and oil price fluctuation risks. ● Risks from expanding investments in existing and new businesses. ● Business continuity management risks. ● Economic fluctuation risks caused by the COVID-19 pandemic. |
| <p>Social</p>  | <ul style="list-style-type: none"> ● Human resource management risks. ● Risks from impact of changes in government policies, laws, rules and regulations. ● Community and social safety risks. |
| <p>Environmental</p>  | <ul style="list-style-type: none"> ● Potential environmental impact risks. |

The Company recognizes risks with potential impact on current and future business operations or emerging risks with potential impact on the Company’s financial status and performance including loss of the ability to compete. Therefore, the Company identified emerging risks including sustainability risks, environmental, social and governance risks in the economic, social and environmental dimensions along with measures for managing potential risks such as risks from technological changes, climate change that cause droughts and floods with potential effects on business operations, etc. The Company’s emerging risks are as follows:



Emerging Risks (Disclosure 102-29)

Risks from Technological Changes

Currently, innovation and technological changes (disruptive technologies) are gaining influence because every business uses new technology to enhance work efficiency and build capacity to be competitive. In addition, technology facilitates daily life. In the New Normal, the digital world is gradually expanding. Furthermore, information technology systems are an important element of the Company to manage business processes and various operations. Therefore, potential IT risks are another topic that the Company must prepare to cope with threats from cyber-attacks and management of information technology in the Company to support business growth.



Impact on the Company:

Rapid adaptation to changes in modern technology may allow the Company to make technological preparations and develop innovations including responses to human behaviors in the digital age. In addition, cyber-attacks may terminate the Company's operations

Risk Management Measures:

The Company has information technology risk management and specifies information technology policies approved by the Board of Directors as the Company's overall information technology management guidelines with coverage of an IT security policy for preventing cyber-attacks. In addition, the Company monitors new technologies to analyze impact on business, develops information technology systems to enhance work process efficiency and develops the Company's mobile application to be able to meet consumer needs such as gas station location searches, member card point checks, point exchanges or transfers, etc. The Company uses robotic process automation (RPA) in work processes to reduce time and errors, making work more effective. Furthermore, the Company prepared an IT Disaster Recovery Plan to ensure information technology operation continuity when threats occur and the Company tests and reviews plans for consistency with the current situation.

Risk from Climate Change

Currently, climate change is a risk with significant challenge for business operations and is likely to have significant economic, social and environmental impact, because ineffective use of resources or preparation for impact such as droughts or floods that cause loss of life and property. In addition, significant temperature changes have effects on agricultural production. The aforementioned factors have reduced oil consumption through domestic gas stations, particularly in the agricultural sector, or cause the Company to be unable to deliver fuel and open gas stations in flooded areas. Furthermore, PM 2.5 pollution is currently a problem mostly caused by combustion engines and burning of materials. Due to the effects of climate change, the public and private sectors, including society, promote the use of renewable energy to support clean and environmentally-friendly energy. In addition, the government sector has a policy to support electric vehicles to reduce use of private vehicles and minimize the pollution problem.

Impact on the Company:

Impact on business opportunity as a result of lower fuel requirements. Also, the company may encounter problems in shipping fuel in areas subject to the impact of natural disasters.

Risk Management Measures:

To manage potential impacts, the Company looks for opportunities for investing in new businesses related to the current business such as an integrated oil palm business to build on the renewable energy business, the automobile and large truck service and repair center, the food and beverage business, etc. Furthermore, the Company has a project to install solar roofs at gas stations to reduce electricity consumption and greenhouse gas emissions.



Business Continuity Management Risks

Due to various potential uncertainties in the present time such as natural disasters, human disasters or from the COVID-19 pandemic in 2020 that cause effects on several types of business operations, some businesses that were severely affected or had insufficient preparations for the aforementioned situation may not be able to continue business operations. In addition, the aforementioned situation caused fuel supply and demand to fluctuate in the COVID-19 pandemic with effects on the Company's main business operations. These are significant risks in the Company's business operations, and such threats may have various impacts on safety of lives, property, society, nearby communities and confidence among stakeholders.



Impact on the Company:

Without preparations, the Company's business operations may be terminated and unable to work continually.

Risk Management Measures:

The Company prepared for potential crises. Concerning the COVID-19 pandemic, the Company assessed the situation and potential impact on business operations such as gas station fuel transportation and the Company's other businesses including impact on employee and stakeholder safety and health to determine measures and plans for business operations in various situations. Furthermore, the Company prepared crisis management plans in various situations to prevent incidents such as fire prevention and suppression plans, sabotage prevention plans and medical emergency plans, etc. The Company holds annual drills in the Company including with the government sector and associated outside agencies in order to build confidence among stakeholders that plans can be implemented if a crisis occurred. The Company also prepared a Business Continuity Plan (BCP) to manage risks that may cause the business disruption. The plan is reviewed to cover the COVID-19 pandemic, which may have changes from various factors such as pandemic severity and government measures, etc. Moreover, plans are tested annually as preparation to enable the Company to have effective business continuity if a crisis occurs.

Environmental, Social and Governance Risks (ESG)

Potential Environmental Impact Risks

The Company's business operations may have activities that cause environmental impacts and global warming such as fuel transports, which emit carbon dioxide. Therefore, the Company prioritizes environmental impacts and management to reduce carbon dioxide and greenhouse gas emissions as well as reduce energy consumption from the Company's business operations in various areas.



Impact on the Company:

If the Company's business operations impact the environment, the Company will have impacts on the Company's image, reputation and stakeholders' confidence in the Company's business operations.

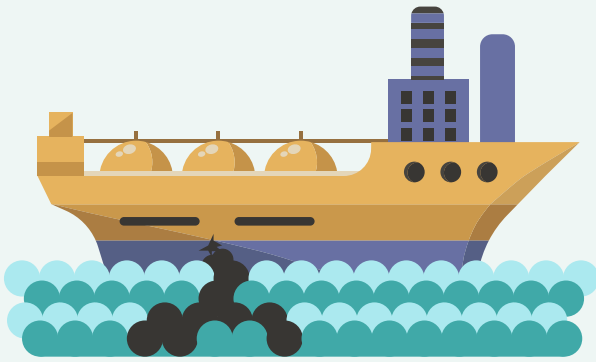
Risk Management Measures:

The Company conducted a project to construct energy-saving gas stations and install solar rooftops to generate electricity for gas stations as a measure to promote use of clean and renewable energy. The LED light has been utilized to reduce energy consumption along with distributing B10 diesel at gas stations for large trucks and transports at PT gas stations to support the government's sustainable energy policy and to create a mechanism for promoting use of diesel with higher biodiesel components to reduce pollution from dust particles in the air. Furthermore, the Company installed Vapor Recovery Unit (VRU) at fuel depots, gas stations and fuel transports in areas with vapor control along with arranging for tests and analyses of hazardous chemical concentrations in workplaces and hazardous chemical storage facilities by arranging for outside companies to test environment quality in service stations to manage risk of potential environmental impacts from the Company's operations.



Risks from Fuel Spillage in Work Processes

Fuel and chemical spillage are an important topic in term of situation management because fuel and chemical spillage at large amounts or constant spillage can cause impacts on living organisms and human health including the local economy, society and environment.



Impact on the Company:

Fuel spillage may cause impact on the Company's image, reputation and stakeholders' confidence in the Company's business operations.

Risk Management Measures:

Therefore, the Company recognizes the importance of spillage prevention along with preparations for emergency responses, monitoring and inspection of tools, equipment, tanks and pipe maintenance, safety and readiness. Furthermore, the Company joined the Oil Industry Environmental Safety Group Association (IESG), which has the objective to improve standards and develop employees in the areas of safety and the environment including promoting cooperation between entrepreneurs in large petroleum businesses in the area of preventing and solving problems from oil spilling into water sources and ground including emergency suppression. Furthermore, the Company specified measures for preventing and correcting problems from fuel spilling into rivers for depots capable of accepting fuel by water such as the Mae Khlong Fuel Depot and the Chumphon Fuel Depot. The Company holds annual drills to eliminate port pollution. Furthermore, the Company supports the internal and the external agencies involved in order to be prepared for any potential emergency situation.



Community and Social Safety Risks

The Company is engaged in the fuel and LPG energy gas business by giving primary consideration to community, social and environmental safety. The Company assesses risks and potential impact from constant changes in external and internal environments in order to modify work processes and prepare more supporting plans along with developing and improving safety and environmental standards. From assessment of risks in the area of safety for the community, society and the environment, risk areas requiring significant protection and control were found to be fuel depots, gas stations, LPG stations and fuel transports because fuel and LPG are flammable materials. If employees work with negligence, employees may cause accidents such as spillage, explosions and fires, etc., which can cause damage to lives, property and the environment.



Impact on the Company:

Potential distrust from community members and society, negative complaints for the Company's business operations, which pose effects on the Company's image, reputation and stakeholders' confidence including financial status and performance of the company significantly.

Risk Management Measures:

The Company has specified proactive measures to prevent safety risks of the community, society and the environment. The Company improves risk management by preparing main risk control systems such as activities for promotion and building recognition of danger (Kiken Yochi Training), specification of key risk indicators to monitor and warn an important control activities, use of the behavior-based safety system to reduce employees' risk behaviors. In the area of gasoline and LPG station safety, the Company prepared manuals and handbooks on methods for preventing danger and suppressing incidents for station employees in addition to annual emergency plan drills. In the area of oil depot safety, the Company provide explanations on safety rules before entering flammable areas, etc.

Furthermore, the Company is preparing the ISO 14001 international occupational health and safety management standards and ISO 45001 environment management system standards at the Mae Khlong Tank Farm and the Phitsanulok Tank Farm to effectively improve work standards. In addition, the Company made insurance to cover potential damage along with continually creating understanding, hearing opinions and building good relationships with communities living in areas close to fuel depots

Risk Management Culture Promotion

The Company is determined to support and promote risk management culture. The Company continually provides knowledge and understanding in the risk management process and guidelines for the directors, executives and employees in addition to preparing media to advertise risk management knowledge, risk factors and disseminate to employees at every level. The Company prepares and sends news to executives to acknowledge the risk situations in various areas. Risk management training is also provided to executives, the Risk Management Working Team and employees to build awareness and participation among personnel at every level to be responsible in the organization's risk management in order to become a part of a culture that leads to added value for the organization and stakeholders.



Supply Chain Management



Sustainable Development Goal Support



SDG 8. Promote continual business growth with full coverage, sustainability, employment and valued work for every person.

8.7 Use effective measures to eradicate forced labor, human trafficking and end use of child labor in every form



SDG 12 : Create a guarantee of a sustainable production and consumption model.

12.7 Promote sustainable development of procurement.

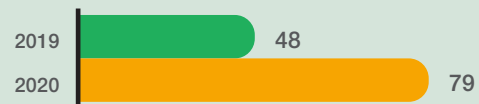


SDG16 Peaceful, fair and undivided society.

16.5 Reduce corruption and bribery in every form.

Goals and Performance in 2020

Goals : Critical Suppliers Who Acknowledge the Supplier Code of Conduct (70%)



Goal: 9 critical suppliers has been processed with Environmental, Social, Governance (ESG) audit by the Company



No. of Suppliers Who Had an ESG Audit: 8 suppliers

Significance (disclosure 103-1)

The Company is committed to manage the supply chain effectively by focusing on management and building good relationships with suppliers. The Company support suppliers to engage in business with ethics in compliance with the Company's regulations and procurement methods for cost management benefits, performance efficiency, promotion of the Company's competitive capacity and continued cooperation in business operations including participation in responsibility for society, communities and the environment in addition to jointly planning business capacity development to achieve business growth with sustainability.

In addition, the Company specified procurement work steps and supplier performance assessment after delivery of products and services in order to ensure that product purchases, sub-contracting and service hiring are correct and appropriate according to designated criteria. Moreover, the Company selects new vendors or service providers effectively and is confident that there will be capacity assessment for current vendors service providers or approved supplier list consistently.

The Company prepared supply chain risk management processes to consider potential risks from suppliers' operations and jointly determine risk management guidelines to prevent impact on the Company's business operations in order for business operations to be consistent with goals.

Management Guidelines (disclosure 103-2)

The Company has systematic, fair and transparent procurement and supplier selection policies and guidelines. Moreover, the Company strictly adheres and follows the Supplier Code of Conduct, which covers human rights, safety, occupational health and the environment including responsibility to society in order to prevent and reduce potential risks for business operations, society and the environment.

Performance (disclosure 103-3)

Supplier Management

The Company prepared the Supplier Code of Conduct with coverage of economic, social and environmental issues. Furthermore, the Company communicated the Supplier Code of Conduct including the anti-corruption policy in the oil business and the non-oil business to critical suppliers to use as practice guidelines in operating the business with ethics, consideration of human rights, corporate social responsibility and compliance with standards for safety, occupational health and the environment. The Company monitors compliance with the Supplier Code of Conduct by preparing self-assessment forms for suppliers and conduct site visit of significant partners as well.

| Self-assessment for Suppliers | | | |
|---|---|--|---|
| Business Ethics | Labor Practices and Human Rights | Safety and Occupational Health | Environment |
| <ul style="list-style-type: none"> ● Corporate governance. ● Fair business operations. ● Conflicts of interest. ● Maintaining confidential information. ● Use and care of intellectual property. ● Anti-corruption. | <ul style="list-style-type: none"> ● Non-discrimination. ● No use of forced labor. ● Protection of labor rights. ● Wages, benefits and working hours. | <ul style="list-style-type: none"> ● Work safety and environment. ● Personal protective equipment. ● Preparations for emergency situations. | <ul style="list-style-type: none"> ● Compliance with environmental laws, rules, regulations and standards. ● Worthwhile use of resources with reduced environmental impact. ● Corporate social responsibility. |

In 2020, the Company was in the process of developing information technology systems to support sustainability work with suppliers by specifying the Supplier Code of Conduct and self-assessment forms in the area of the environment, society and governance (ESG) in the system to assess new suppliers before procurement with the Company. Furthermore, the Company assessed current suppliers at specified times. The aforementioned information technology system development also used to modify work processes and enhance procurement effectiveness while facilitating suppliers.



Supplier Risk Management

The Company developed a process for managing supply chain risks with coverage of suppliers in the oil procurement group, the general procurement group, the engineering procurement group and the non-oil business procurement group. The Company organizes critical supplier groups based on product and service procurement value and the significance of products and services for the Company's business operations. Furthermore, the Company developed a sustainability risk assessment criteria for suppliers in order to assess sustainability risks of the critical suppliers, who may have ESG risks and cause environment, society and governance impact in the dimension of sustainability development. The Company's agencies involved in ESG work such as the Safety and Environment Department, the Human Resources Management Department, the Corporate Governance Department and the Quality Assurance and Management Department. Moreover, procurement units of every business unit conducted ESG audits of suppliers' performance based on the Supplier Code of Conduct specified by the Company along with visiting facilities of critical suppliers in order to manage potential risks from suppliers and grow together with sustainability.

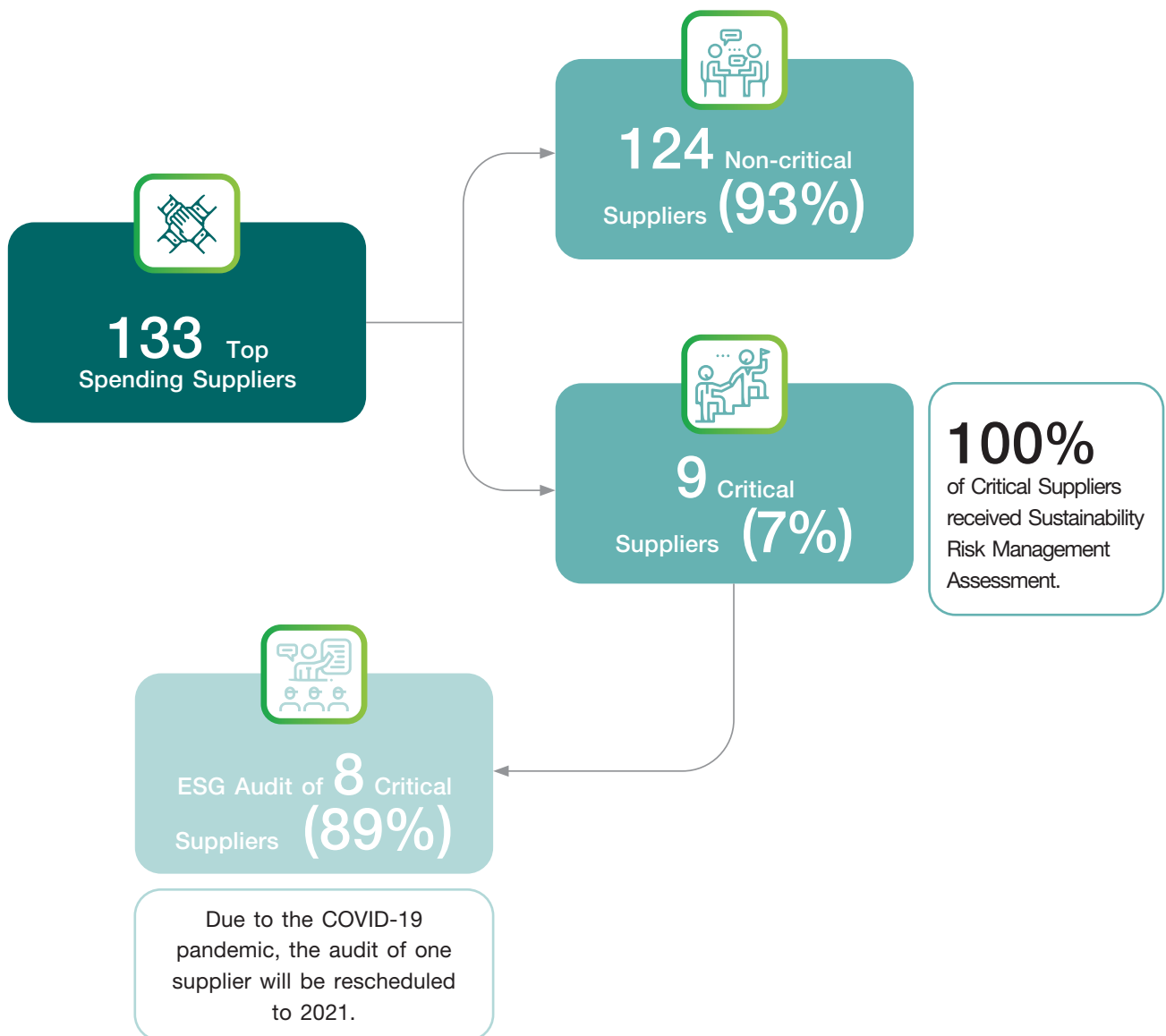
Supply Chain Risk Management Process



In 2020, the Company classify supplier groups in order to divide suppliers into critical suppliers and non-critical suppliers. The Company had 133 suppliers with product/service procurement value in the top spending group, who make up 80 percent of total procurement value in each business unit. In addition, the Company considered the importance of products/services for the Company's business operations including supplier dependence level. This enabled the Company to form a group of 9 critical suppliers, who make up 7 percent of the Company's main suppliers. The Company analyzed and assessed sustainability risks of all critical suppliers, The main risk issues consisting of risk from suppliers' business operations with potential impact on the environment, risk of impact

on surrounding communities from work facilities or factories, risk from failure to deliver products/services on time, etc. The ESG audit team performed ESG audits of suppliers and visited the facilities of 8 critical suppliers in 2020, which accounted for 89 percent of 9 critical suppliers. Due to the COVID-19 pandemic, the Company had to reschedule an ESG audit of 1 critical supplier and the Company plans to conduct an audit in 2021.

After completing ESG audits of suppliers, the Company sent audit reports to supplier companies to advise them on ESG work processes and reduce risk of impact on business operations.



Supplier Capacity Development and Relationship Building

The Company continually promotes and builds good relationships including participation with major and minor suppliers through meetings to discuss work guidelines, meetings to explain changes on steps of work and hear opinions and recommendations from suppliers. In 2020, the Procurement Department held 5 meetings with contractors in order to be able to deliver products and services effectively along with participating in relationship building activities organized by suppliers in the economic, social and environmental domains. Furthermore, the Company communicates business guidelines, sustainability management guidelines and procurement policy including anti-corruption and business ethics policies to all suppliers. In addition, the Company organized suppliers by considering value of products and service purchases. Critical suppliers according to the criteria are required to sign and acknowledge business ethics for suppliers' companies in order to use business guidelines to make practices consistent with the Company's policy.

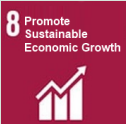
For ESG audits of suppliers, the Company provided advice and recommendations in developing ESG work processes in order to reinforce sustainability development capacity among supplier companies and use recommendations as work guidelines in the area of sustainability. Furthermore, suppliers shared and provided recommendations concerning work guidelines, allowing the Company's team to learn, improve and modify work processes as a positive sharing of work experience and building of good relationships to enable sustainable business operations and growth.



Customer Relations Management & Responsibility to Customers



Sustainable Development Goal Support



SDG 8 Promote continual business growth with full coverage, sustainability, employment and valued work for every person.

- 8.1 Maintain economic growth.
- 8.2 Increase economic diversity, upgrade technology and innovations along with focusing on building value and supporting use of labor in the industrial sector.

Goals and Performance in 2020

Goal : **80%** Franchise Customer Satisfaction



Remarks: "Franchise customers" means dealer-owned and dealer-operated gas stations. DODO gas stations purchase fuel from the Company and oil trader subsidiaries pursuant to Article 10. The Company provides recommendations and support for the aforementioned oil distribution representatives such as station plan designs, investment, and management.

Significance (Disclosure 103-1)

The challenges in current business operations are not only to develop quality and different innovation. This is because consumer behavior is currently more diverse and complicated, the Company is determined to gain in-depth understanding of consumer behaviors in order to meet consumers' needs and be more resonate with customers while maintaining corporate social responsibility and the environment to create confidence and maximize satisfaction among customers by presenting modern information technology as part of product and service development along with building good relationships with customers continually in the long term.

Management Guidelines (Disclosure 103-2)

To enable the business to overcome challenges and develop into new businesses under the model of customer-centric products or services with primary understanding of consumer feelings and needs , that reinforce returns and create good added value for the organization with security and sustainability. The Company, hence, develops more effective customer relations guidelines to promote satisfaction and customer engagement by implementing the Customer Relationship

Management (CRM) system to manage customer relationships. In addition, the Company created the Customer Satisfaction Survey Working Group to use opinions and recommendations to modify and develop products and services to better meet customer needs and design programs that answer each customer group or Nano Segments with coverage.

Furthermore, the status of customer data will be turned into Big Data to be used in analysis to build greater consumer understanding, so campaigns and services can be designed that resonate with the needs of individual groups of customers. The models will involve both using customer data to expand to behavior analysis for designing campaigns and services meeting the needs of customers, including campaigns with various ally shops. The needs of allies will be analyzed by a team of data scientists for consideration of which types of customer behavior best resonate with trade partners or company allies before developing into campaigns. At the same time, the company is firmly committed to seeking new business allies in order to constantly create new experiences for customers by using a technology called "geo-fencing", which is a system that creates fences around shops and sends promotions to consumers passing by in the area for vicinity of those shops.



Customer Data Privacy Protection

The Company recognizes and respect customers' personal data. confidentiality and use of insight information are significantly addressed in the business code of conduct. The Company respects customers' personal data. Customers' marketing, procurement and service data is kept confidential and access to data is restricted to only approved persons. Disclosure or transfer of the aforementioned data to other persons must not be violations of legal rights and must have consent from the owner of data in advance.

In 2020, the Company made preparations to support the Personal Data Protection Act by forming a working group on governing compliance with personal data protection laws to monitor and specify measures because the Company recognizes the importance of care for customer data including all stakeholders to have confidence that the Company's actions concerning personal data is in compliance with the aforementioned law.

Product and Service Quality Control

To improve standards, safety, cleanliness and professional services for customers, who come to use the Company's services along with aiming to build service station excellence, the Company prepared service standards and gas station service operation manual to control service quality. In addition, in the area of quality, the Company's fuel products are sent directly from the Thai Oil Refinery and passed quality testing with the highest EURO 4 standards, when using modern fuel quality testing systems with the highest efficiency. Furthermore, the Company took the following actions to develop and improve services:

- Mystery Shopper controls service standards and gas station image.



- The Service Master project delivers excellent services to customers, promotes corporate image and boosts the sales of gas stations with the project's special promotions, namely giving premium items away to customers, who are PT Max Card members. The extras the company intends to give away to customers have been selected from products including custom-ordered products in which the company's employees have participated in design such as sun-dried bananas and butter-baked mangoes, etc.

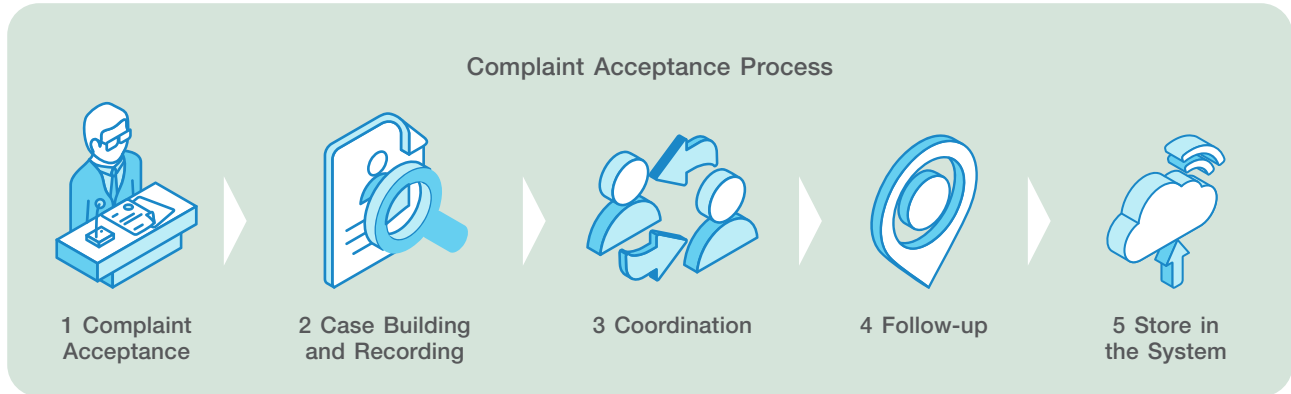


- Mobile lab test units test gas at every PT gas stations nationwide to give customers confidence that PT gas is at full volume and always have fresh quality.



Service Complaint Acceptance

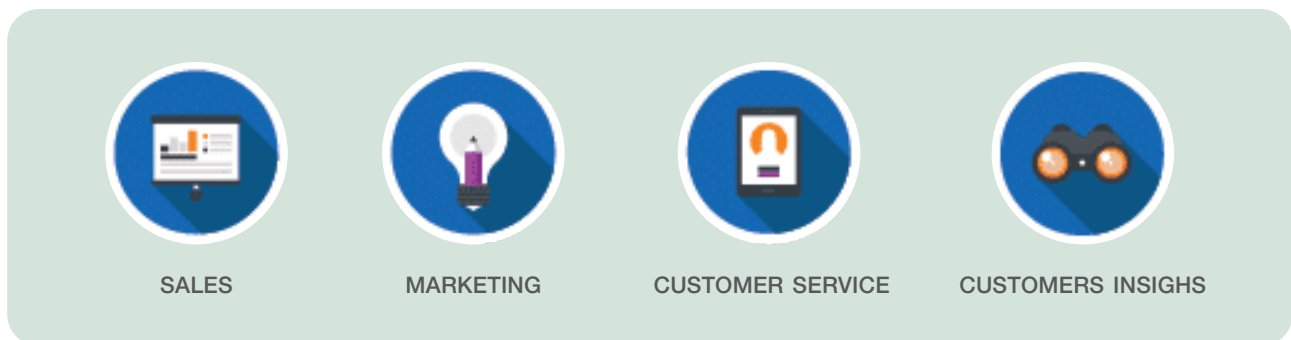
The Company has channels for receiving service complaints and recommendations via multiple channels such as PT Call Center 1614, Facebook (PT Station) and the Max Reward Mobile Application. The Customer Relationship Management (CRM) is used in case management to create a system for complaints in order to be able to respond to customer complaints and recommendations and resolve complaints effectively to give service users satisfaction and confidence in the Company's service.



Performance (Disclosure 103-3)

CRM System Improvement Project

To support growth in business, the number of card members, service points and business connections with a growing number of allies in the future, the Company uses information technology systems in customer relationship management in order to have accurate, fast and modern customer data analysis and be able to support marketing strategies with technology and data that reach customer groups and fit with individual customers. Furthermore, the project is an instrument that will drive the Company to become a marketing leader and enable the Company to support and cooperate with business partners effectively in the long term.



Work Process

- Work units can use CRM data to search for in-depth data from customers to organize customer groups and plan strategies with more accuracy.
- Modify promotions to support new markets that will specify conditions for setting promotions and limits of each promotion.
- Improve processing efficiency to support higher workloads.
- Modify transaction gateways to enable systems to work and share data.

Customer Segmentation and Journey Project

Current consumer behaviors are significantly changed due to a more convenient access to media or technology, giving customers more choices and causing expectations and experience to be vitally important in maintaining brand loyalty for the purpose of analyzing and seeking in-depth customer data for actionable insights.

Therefore, the Company prepared the Customer Segmentation and Journey Project to use data to create benefit and impressive travel experiences for customers along with increasing sales from true understanding of customers' journey.

The Company made the following plans to develop scopes of work for 5 main businesses consisting of the fuel business (PTC), the cooking gas business (OLP), Max Mart, PunThai Coffee and Coffee World:

1. Customer Segmentation

Target customer groups are divided by criteria according to age, gender, education, address, income, attitude and preferences, etc.

2. Customer Persona

The characteristics of target groups analyzed based on gender, habits, occupations, lifestyles, understanding, thoughts and attitudes of customers reveals knowledge about the personas of customers, who use services and build understanding in terms of direct communications with target groups.

3. As Is Journey

Current consumer and customer thought processes or journeys when using the company's products and services.

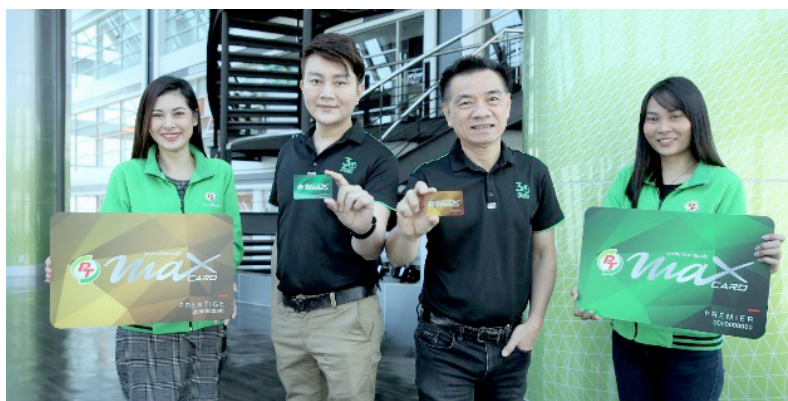
4. To Be Journey & Recommendation

Desirable thought processes or routes of consumers in the future to answer the questions of customer needs, customer expectations and solutions including creating good customer experiences to build sales, maintain existing customers and add new customers in the future.

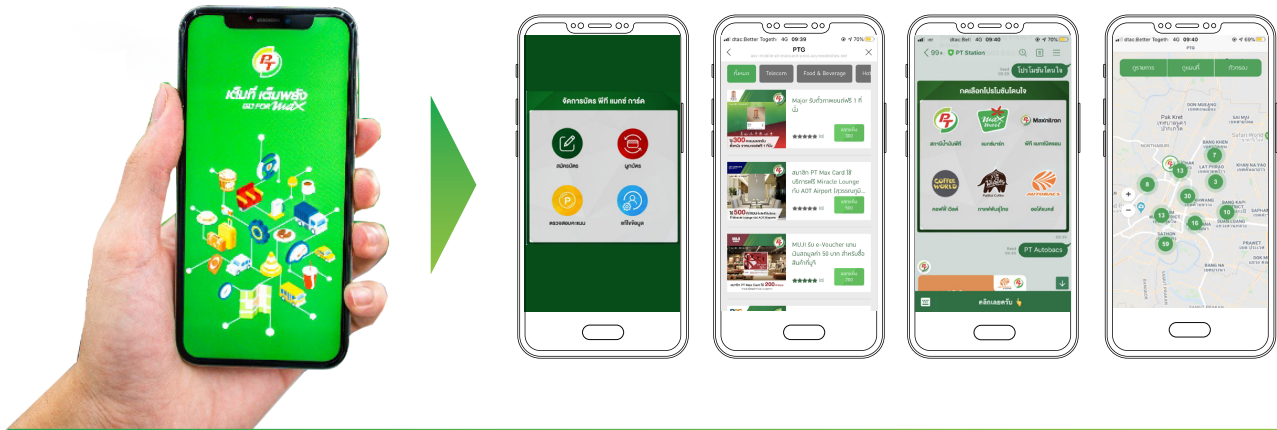
Build on Card Membership: From Max Card to Prestige Card

In addition to designing new services and campaigns with Business partner to develop responses needs of each customer group, the Company builds the membership cards from the Max Card to the Prestige Card by analyzing customers, who regularly use gas station services and have experience in using services from companies in the PT group such as PunThai Coffee and Max Mart, etc. Therefore, the Company has a goal to present more special privileges for this group of members.

PT Prestige Max Card holders are required to be a members that use gas station or LPG station services continually for more than 12 months and use services in stores that accept Max Cards such as PunThai Coffee, Coffee World or Max Mart at least once. Member levels will be adjusted every year. If members use cards according to specified conditions, card members will automatically receive Prestige-level privileges in the next year.

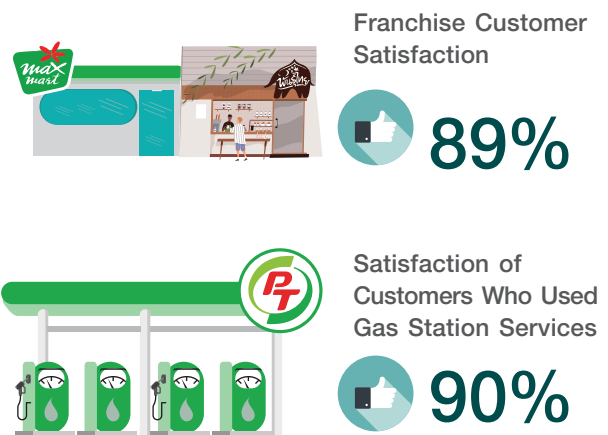


In 2020, the number of PT Max Card members grew continually to over 14.8 million members. Customers can exchange points via multiple channels such as the PT Max Rewards mobile application, USSD, Line Business Connect “PT Station” Line PT Station, Call Center 1614 and PT gas stations nationwide.



Customer Satisfaction Survey

The Company conducts annual customer satisfaction surveys and created a customer satisfaction survey work group to modify customer service quality with sustainability. The target groups of surveys are franchise customers and customers who came to use services at service stations. In 2020, the Company used an international standard system called “Net Promoter Score” (NPS) to measure customers’ long term engagement to the Company and customer satisfaction. Customer satisfaction is measured at the touch point in the case of gas station customers, enabling reflection and measurement of customers’ feelings at the touch point by sending SMS messages to customers, who came to use services. The Company uses data and results including consumer needs and expectations to modify and improve internal and external processes to continually create excellent experiences.



Business and Social Innovation



Support for Sustainable Development Goals



SDG 7 : Guarantee access to modern energy at affordable, reliable and sustainable prices for every person.

- 7.2 Increase renewable energy shares in the energy consumption balance.
- 7.3 Increase energy efficiency modification rates.



SDG 9 Create infrastructure resistant and flexible to change while promoting comprehensive and sustainable industry development.

- 9.2 Support all-round and sustainable industrial development.
- 9.4 Improve infrastructure and modify industry to have sustainability by increasing efficient resource consumption and using cleaner and more environmentally-friendly technologies and industrial processes.

Goals and Performance 2020

Goal : No. of Innovation Promotion Projects (Kaizen):
100 Projects



Significance (disclosure 103-1)

Whereas the Company has always promoted use of innovations and technology in the business, we adhere to full understanding of situations, problems or customer needs before presenting solutions for the aforementioned problems and taking action by using new processes or technologies to give every person an opportunity to “Yu Dee Mee Suk” (live well and be happy) including customers, suppliers, society or all of the Company’s employees along with creating added value and advantage in business competition.

Management Guidelines (disclosure 103-2)

In 2020, the Company designed and developed the foundation of this adherence by beginning from employee development in the organization in order to have knowledge, understanding and ability to modify innovation processes quickly in order to manage changes in business environments

and consumer behaviors while enabling business operations to continue effectively and meet stakeholder demands with balance. In the Innovation Boost Camp Project, which consists of theoretical learning and workshops with employees from different branches of work, the Company creates new innovation projects that do not focus on only creating economic benefit while recognizing the importance of creating and delivering value to all stakeholders with coverage of community living conditions, society, labor, quality of life improvement and care for the environment.

Furthermore, the Company manages knowledge through a process of systematic continual improvement by including knowledge management as part of the organization’s quality policy and measuring results through annual Kaizen projects with a focus on participation from all employees to seek new guidelines and carry out activities in order to continually improve work methods and environments.

Performance (disclosure 103-3)

● Business Innovation Internal Incubation Venture Innovation Projects and the Internal Incubation Venture Committee

The project offers employees the opportunity to make presentations and work by using design thinking concretely. Employees will learn through flaws, problem-solving and success throughout the project.

In addition to the Innovation Boost Camp, employees in all sectors are supported to continually present and experiment with new projects. Not only the employees will be learn and modify work to be consistent with changes, they will create new business opportunities and possibilities.



Improvements to Expand Results

Besides the establishment of the Office of Transformation and Innovation to create new innovations and changes for the organization, the Company established the Internal Incubation Venture Committee with high ranking executive representatives playing a major role in driving every innovation project to maximize work effectiveness in all of the Company's innovations.

Summary of All Projects in the Internal Incubation Venture in 2020

Received Innovation Projects: **95** Projects
Selected and Carried Out Projects: **18** Projects

Sustainably Links with External

Moving quickly after improving work readiness enables the Company to reach a new understanding problems and needs in addition to creating problem-solving guidelines through continual presentation of new projects, processes, products and services. The Company has strategy themes and missions covering the following scope:

1. Connection: The Company is a center connecting local people and the business network to build on products and services that link local products and resources to new markets, distribute income and build the economy together.
2. Strengthen Wellness and Well-being: The Company creates new centers to promote health for Thais to widen access to health innovations or services for treatment and prevention promotion.
3. Develop Opportunities: The Company is a center for Thais to improve quality of life through building skills, necessary knowledge and capabilities and create opportunities for equal access to sustainable development.
4. Unmatched Convenience and Value-added Customer Experience: The Company delivers more convenient and meaningful experiences for our customers through new models of products, services and methods.

Throughout this time, the Company has remained committed to developing many innovation projects through cooperation with communities, institutes and agencies by considering comprehensive sustainable development for the benefit of the Company, customers, suppliers and society under the objective to support good and happy living conditions for Thais in the present and in the future.



- **Process Innovation & Improvement Supply Chain Operation References (SCOR) Project**

Because the Company's group is engaged in the LPG fuel business including coffee shops and convenience stores to meet customer needs. Supply chains must be managed effectively to provide sufficient products for consumer demand along with appropriate cost management in the organization. Therefore, the Company created the Supply Chain Operation References (SCOR) Project to improve work efficiency in the system.

The Company made plans to improve work in the fuel business and non-fuel business supply chains by designing management in the following 4 areas:

1. **Processes:** Processes are designed to work as a straight thought process (direct processing) that is lean by using maximum value from cost-effective use of resources, reducing redundancy non-value added tasks.
2. **Performance:** Each work process has clear indicators to monitor performance in areas including areas that affect customers (reliability and responsiveness) and internal management (agility, cost and asset management). Furthermore, the Company specifies goals to improve work efficiency in every area.
3. **Practices:** The Company's work guidelines include emerging, best and standard practices to determine work guidelines and development of systems and instruments to enable more effective monitoring and modifications.
4. **People:** The Company impose Skill and Supply Chain for every necessary work position and plans to train PTG group employees to have suitable knowledge and skills for working in the supply chain with maximum efficiency.

Benefits

1. **Standard Processes for All Supply Chains:** standard processes and improvement projects used by supply chain leaders to improve work efficiency in the entire system.
2. **Performance Dashboard and Monitoring:** Development of a performance dashboard as an instrument for executives and employees in monitoring work efficiency in various areas including End-to-End of Supply Chain with regular monthly reports.
3. **IT Roadmap:** To enhance work efficiency, IT system development was planned in the area of Analysts and Planning including systems that help employees perform work more effectively.
4. **HR Development Plan:** A plan for improving employee skills in each position such as Demand Planning and Fulfillment, Inventory Management and Logistics Planning and Execution, etc.

Productivity Initiatives Program

One of the Company's core values is continuous improvement. We encourages and supports continuous work improvements by organize the Productivity Initiatives Program with an objective for all departments to initiate projects in order to enhance work efficiency with effects on customer service, income generation and cost reduction. The Company expects the program to be able to add value and benefit for the organization continually and sustainably. Furthermore, the objective is to modify work as cooperation between departments to support collaborative working in the organizations.

The program was organized by the Process Transformation Section and the program's guidelines have been communicated to every department for acknowledgement. In addition, the Company provides training for employees in order to implement Lean and Six Sigma principles in modifying work processes to increase efficiency and recommend use of some technologies to support employees work by emphasizing digitalization such as robotic process automation (RPA), workflow and mail merge, etc.

In 2020, frontline and support departments presented more than 50 participating projects, many from frontline and support agencies was able to create value and benefit in the area of services, added income and cost reduction with a total value of more than 10 million baht. Moreover, the Company has large projects in the process of implementation that are expected to be able to create significant value and benefit in the future.

Project Examples

1. **Robotic process automation (RPA)** to reduce employee workloads and allow employees to use time to do work and create added value for the organization.
2. **The Data Flow ETL Tool (Extract-Transform-Load)** extracts data from multiple sources to connect and modify data to be in a single format, which will make quality of data used in management more accurate.
3. **Fraud detection** by developing instruments for auditing and preventing corruption.
4. **Maintenance process modification** to make repairs at accurate points and reduce unnecessary repair costs.
5. **A centralized ordering system** to analyze product purchases accurately and many other processes.

Thailand Kaizen Award 2020 Project

The Company support employees to participate in the 2020 Thailand Kaizen Award. In this year, 5 achievements received the award as follows:

1. Smart Lube Warehouse: Technology is used to manage engine oil stock at depots. This achievement is from the Fuel Depot Operations Department. Khon Kaen Fuel Depot received the Silver Award and the Popular Vote Award for Kaizen Service.
2. Easy API: In this achievement, an application was prepared for calculating and converting specific gravity scores from the American Petroleum Institute (API). This achievement is from the Station Operations Section and received the Silver Award in the Kaizen Service category.
3. Mobile LAB System: Web App and the PTG LAB Application are developed for use in the quality checking process at gas stations. This achievement is from the Quality System Assurance and Management Department and received the Silver Award in the Kaizen Service category.
4. Water Filter for Gas Station Consumption: This achievement is from the Station Operations Section and received the Bronze Award in the Genba Kaizen category.
5. Fuel Sample Crate Lifting Risk Reduction: This innovation is for reducing risk from moving fuel sample crates up-down from oil distribution facilities. This achievement is from the Fuel Depot Operations Department. Surin Fuel Depot received a Bronze Award for Genba Kaizen.

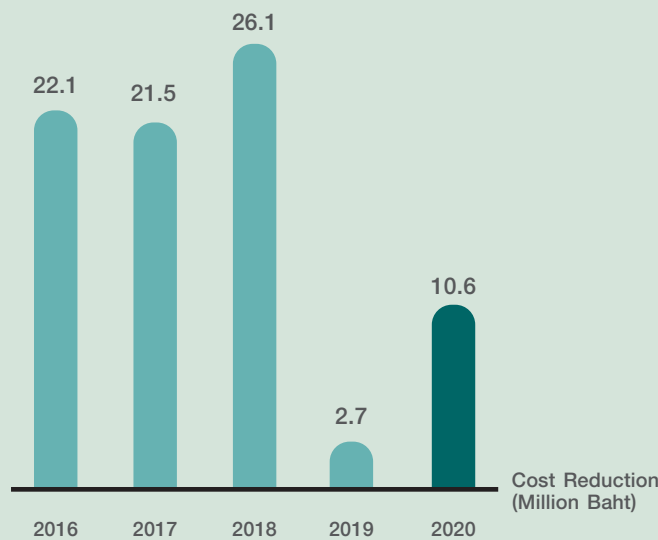


Silver Award & Popular vote
Result: PTG Smart Lube Warehouse



Silver Award
Result: Easy API

Comparison table of the cost reduction that has been increasing from 2014-2020





- **Service Innovation**
Max Project - The solution for Urbanites' Pain Points

The Company analyzes members' behaviors and develops Max Service, which is an emergency water filling delivery service to solve customers' pain points when a vehicle has a road accident. Most vehicle breakdowns are found to have problems from battery damage or the vehicle ran out of gasoline and the owner does not know who to call. When combined with network strength, nationwide gas station coverage is the beginning of this campaign. Max Card members can call 1614 and an employee will drive a motorcycle to fill gas onsite with a service fee of 100 baht. This service has a range within a radius of 10 kilometers from a PT gas station.

- **Business Model Innovation**
Palm Complex Project

The company is having a major source of income from oil, which is the main business and driving toward a vision to be a full-service energy company in the country. The company, hence, would like to expand business to cover palm oil production that underline the operation from beginning to an end as strive to become a center for the palm oil industry. In addition, the Company sees the potential of the palm oil industry as being supported by the government and being environmentally-friendly, therefore the company has developed the Palm Complex Project.

The project is considered to be the first and the most modern integrated palm oil production project in Thailand by combining all industries in the palm oil supply chain in one place to support the zero waste concept from palm fruit selection with high oil from local farmers to the extraction process to acquire high quality palm oil through the refining process to purify palm oil to be suitable for use as precursor raw materials in producing vegetable oil for consumption. Biodiesel refined by the system in production can extract methanol for use in the process with raw glycerin as a byproduct from biodiesel production. Furthermore, the Company is able to distill glycerin to have purity at 99.7% in order to meet high demand among customers in the cosmetics, food and drug industry, which seeks premium-grade glycerin sources with basic zero waste public utilities for using palm fruits to create maximum benefit and reduce environmental impact from waste in the production process. Palm fruits are converted into fibers that become biomass fuel for generating 7 megawatts of electricity to support the Company's production with electricity generated by the Company. The electricity generated is comparable to electricity used by 17,545 households. Moreover, the Company built water storage and a closed wastewater treatment system that creates biological methane fuel to be used as energy in place of fuel oil. In addition, the Company has a 100,000-ton tank farm to reserve palm fruits in order to create raw material security and a location advantage capable of integrating logistics costs, causing this Palm Complex Project to be an important production site in producing biodiesel for the Company along with creating profit from investment at 40%.

The Palm Complex Project uses combined technology from Malaysia, Italy and Thailand in working to produce each category of products to meet market needs. The project is able to produce palm oil for consumption at the amount of 150,000 kilograms per day, 520,000 liters of biodiesel and 45 tons of pure glycerin per day.



| | | | | |
|--|--|--|--|--|
| <p>PALM OIL MILL</p> <ul style="list-style-type: none"> ✓ 325 TPD CPO production ✓ 50 TPD CPKO production  | <p>PALM OIL REFINERY</p> <ul style="list-style-type: none"> ✓ 600 TPD RPO production ✓ 200 TPD Olein production  | <p>BIODIESEL & GLYCERIN</p> <ul style="list-style-type: none"> ✓ 450 TPD B100 production ✓ 55 TPD Glycerin production  | <p>TANK FARM</p> <ul style="list-style-type: none"> ✓ 100,000 tons Storage capacity ✓ 3 months of feedstock security  | <p>POWER PLANT</p> <ul style="list-style-type: none"> ✓ 7 MVV electricity production ✓ Biogas production steam generation  |
|--|--|--|--|--|

The integrated palm project began from selecting raw materials from farmers to sell. Palms are collected from over 200 rai of palm plants cultivated by the Company and some plots are able to harvest palm fruits to supply the Palm Complex Project. Raw material and product storage warehouses are separated in the same area. Storage warehouses can store 100,000 tons and can reduce production cost fluctuations in periods with palm shortages in the production system.

The main customer group for biodiesel (B100) products is refineries such as Thai Oil and IRPC, etc. Concerning olein, the main market for olein is repacker customers (70%) with the remainder being industry customers (30%). The Company has plans to increase the ratio of industry customers by 10% and plans to build the brand in products capable of adding value of products. In the area of pure glycerin, the Company focuses on export markets (100%).

This project's income comes from the main product, which is biodiesel (B100), with an income ratio of 77%. Olein for consumption has an income ratio of 13% with the remaining 10% of income being from pure glycerin used as a precursor substance in the pharmaceutical, cosmetics and soap industry and other products.

In 2020, PTG Energy Public Co., Ltd. had income from B100 sales at 353,153,604.50 million baht (based on a shareholding ratio of 40%), because the Company was able to operate the business at full production capacity with a positive factor from the government's policy to promote use of B10 diesel as the country's main diesel fuel, causing use of biodiesel (B100) in the country to grow. Furthermore, the Company purchases fresh palm fruit bunches (FFBs) from farmers to support farmers' income. In addition, we was able to produce clean environmentally-friendly biodiesel to reduce air pollution from engine combustion along with reducing greenhouse gas emissions, particularly carbon dioxide, while reducing dependence on foreign crude oil imports. Technologies used in the project will cause biodiesel products and olein to have quality that meet the European standards.



Social Dimension



Human Resource Management



Support for Sustainable Development Goals



SDG 4 : Create a guarantee of quality education with coverage and equality for all and support learning opportunities throughout life.

4.4 Increase the number of youths and adults with relevant and necessary skills including technical and occupational skills for employment, valued work and entrepreneurship.



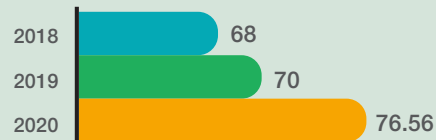
SDG 8 : Support continual economic growth with full coverage and sustainability of employment including valued work for every person.

8.2 Increase economic diversity, technology and innovation levels along with emphasizing creation of added value and support for use of labor in the industrial sector.

8.5 Achieve full employment, productivity and valued work for every woman and man including youths and disabled persons along with equal payment of wages for work with equal value.

Goals and Performance 2020

Goal : Employee Engagement to the Organization at 73.5%



Remarks: The Company did not survey employee engagement to the organization in 2018.

Goal: Ratio of Trained Employees at 60%



Remarks: Trained employees at the level of branch staffs/ managers up to the senior section manager/ region manager level. Due to the COVID-19, situation the proportion of employees who received training decreased from the previous year.

Goal: Ratio of Trained Executives at 90%



Remarks: Trained management include section manager and executive manager.

Significance (Disclosure 103-1)

Throughout the past, in addition to recognizing the importance of business operations with responsibility to society, care for employees is one of the most important mission at the Company. The Company focuses on business operations with care and attention to develop and improve personnel skills and capacity at every level to have coverage and connection with the organization's goals and strategies in order to be able to grow with the organization with sustainability.

Management Guidelines (Disclosure 103-2) Care for Employees

Returns and Welfare Benefits

The Company manages appropriate returns and welfare benefits for employees by surveying and comparing payment of returns between employees inside and outside the organization in order to be able to compete and create fairness inside and outside the organization. To maintain and incentivize employees, payments are made by considering the organization's annual performance including consistency with long-term business goals in order to build security for employees and sustainable growth for the organization.

The Company has job evaluations and prepares a salary structure to build confidence in management of returns in addition to motivating employees to work with effectiveness and growth in duties with the organization's growth.

Short-term Incentive

The Company has a policy emphasizing pay for performance. This is an important strategy for managing returns in the current era in order to motivate the organization's employees to create achievements and clearly special work goals and indicators, making human resource management more effective. The Company pays short-term incentives in the following models to suit work characteristics of employees' responsibility.

- 1) Performance Bonus - The Company specified a variable pay bonus payment model by giving primary consideration to employee performance compared to a goals in order to give the organization's employees a shared goal in pushing the organization to achieve goals while also considering individual performance.

- 2) Sales Zone Management Incentive – This incentive is paid to motivate supervisors to take care of teams, subordinates and build morale for teams to work at full capacity along with pushing teams to achieve specified goals.
- 3) Rewards from Product Sales and Services, Branch Expansions or New Customers (Incentive/ Commission Plan) – The Company pays incentive to employees at gas stations, coffee shops or convenience stores and commissions to the sales team, who are highly important personnel and work units in generating income for the organization. Payments are made based on ability to generate income for the organization and are made monthly, quarterly or on a case-by-case basis based on short-term goals for success in that instance.

Long-Term Incentive

The Company has a policy to incentivize employees to create results for the organization in the long-term by granting stock options in the Company at specified prices, meaning employees who hold shares will gain more added value corresponding to the Company's profits based on stock value and earnings per share including annually rises in dividends based on the Company's improvements in yearly performance.

Welfare Management

In addition to short-term and long-term monetary returns including delivering good welfare in maintaining employee wellbeing along with care during illness or emergencies to create good quality of life for employees, the Company holds elections of welfare committees in business facilities to represent workers in work areas and the Head Office. In addition, the Company supports employees to form groups to hold discussions with the organization to think and recommend good welfare for employees in the organization. The organization provides the following welfare benefits for employees. (Disclosure 102-41)

- 1) Support benefits for work expenses such as employee uniforms, traveling costs, allowances, lodging expenses and the cost of food and beverages.
- 2) Full healthcare benefits including treatment and care expenses, annual health examinations and exercise facilities for employees in the workplace including exercise equipment for employees to maintain good health and full work efficiency.
- 3) Support benefits during accidents, emergencies or natural disasters with effects on employees.
- 4) Discount benefits for purchasing products under the Company's brand to reduce employee expenses.
- 5) The Company organizes a provident fund to provide long-term care for employees, allowing employees to save 3-15% per month to build security in post-retirement life.
- 6) Various activities are held in the organization to support employee participation inside and outside the organization and create engagement between employees, executives and communities around the Company's location.



Human and Labor Rights

The Company recognizes the importance of human rights and labor practices for employees at all levels. The Company promotes and avoids any action in violation of human rights in addition to treating employees fairly in compliance with labor laws and associated regulations. The Company focuses on providing knowledge for employees at the starting, medium and high supervisory levels to have accurate and thorough understanding and compliance with human rights principles through appropriate instruments and technology. In the area of training, employees receive instruction from internal lecturers from the Employee Relations and Internal Communications Section and outside lecturers from the Office of Labor Welfare and Protection.

The Company has equitable treatment in every hiring process from recruitment to payment of wages, working hours, holidays, assignments, performance assessments, training and development, progress planning and other topics without preferential treatment. In addition, the Company does not use forced labor, labor from human trafficking or illegal child labor including punishments that are physical or mental torture. The Company recruits and selects ordinary people to be the organization's employees. and treats every group of persons equally without discriminating gender, age, religious and political beliefs by strictly complying with statutes of labor laws.

Furthermore, the Company has work units that function to examine and report human rights violations in addition to continually provide knowledge on human rights in the organization to ensure that business operations do not participate or avoid actions in violation of human rights. Furthermore, the Company provides an internal channel for employees such as the Welfare Benefits Committee, employee opinion boxes and channels for outside persons such as the Company's website, telephone and letters, etc.





Ratio of Wages between Women and Men

The Company continues to offer equal employment in addition to paying wages without gender discrimination. The Company sets wages and returns for male and female employees at equal rates and considers only employee capabilities and the position of work.

Personnel Recruitment

The Company recognizes the importance of increasing channels for recruiting and selecting more appropriate and capable personnel such as cooperation with Provincial Employment Offices to recruit personnel in order to support the Company's business expansion in that area. For example, the Company recruits personnel living in the area, where gas stations are located in order to create work for communities and provide opportunities for personnel to live with the family along with promoting service minds among selected personnel.

Capacity Development

The Company gives importance to human resource development to prepare personnel to be up-to-date with business changes and challenges being confronted by the Company, modify management systems and personnel development systems to support business growth. In addition, the Company promotes work expertise and increasing skills and knowledge. as well as recognizes the importance of providing training for management, operations and support personnel along with supporting highly capable personnel to have career progress opportunities to grow with the organization's success.

The Company divides development into two groups consisting of executives and clearly linked personnel who are effective from a process of selection, capacity assessment and the Company prepared systematic personnel development plans.

- 1) The executive group (section managers and up) is managed as future leaders of PTG Energy to support the organization's growth. Executives are highly important drivers. Therefore, capacity development for high ranking executives is designed quantitatively and qualitatively. A personnel committee at the company level has the duty and responsibility to specify work directions and career management strategies for high ranking executives in cooperation with the Human Resource Management Department and decide on key cooperation issues for the Company's human resource governance strategies and directions to be consistent with the organization's business direction.
- 2) For employee (section managers or equivalent personnel and lower), work is managed and developed based on business operation needs of each department to support future business directions in terms of suitable training models and rotations of duties and responsibilities in the career path in order to allow employees to develop new skills and expertise from experience in positions and duties along with making appointments to promote personnel to suit personnel duties, responsibilities and capabilities. Furthermore, the Company has conducts personnel development surveys in order to analyze data to prepare for an effective annual training plans to be consistent with personnel and work unit needs as much as possible along with creating effective personnel development consistent with the personnel development strategy.

Performance Assessment

To achieve goals in every year of business operation, the Company is committed to improving and developing the Performance Management System (PMS) divided into the following 3 parts:

1. Corporate KPI are indicators at the organization level.
2. Function KPI are indicators of performance by position or person.
3. Expectation behaviors are an assessment of behaviors based on corporate values. The Company included corporate values as part of performance assessment. Good values promote more effective work behaviors and support the organization to achieve specified goals and strategies.

In 2020, to drive the business to achieve goals according to outlined strategies, the Performance Management System was improved by building consistency between Corporate KPI and Functional KPI to have directions and business operations in the same goal along with linking Functional KPI of each department to function with coordination in support of main corporate KPI goals.

For success from cooperation from every department in the organization, assessment results are used to accompany consideration to adjust salaries, bonus payments and positions to be consistent with performance at the organization level.

Building Corporate Culture

The Company strongly recognizes the importance of creating a corporate culture capable of promoting employee work behaviors and methods to support the organization's long-term goals and create a work atmosphere that supports the overall view. Therefore, communication and activities for emphasizing behaviors consistent with corporate culture must be carried out continually and regularly with modifications to suit target groups in the organization while having external communication and not only internal communication to attract persons who are interested in and values to work with the Company in the future.

The year of 2020 is an important year for the organization's changes in work ideas. The organization modified visions and missions to be consistent with the strategic team of Yu Dee Mee Suk (live well and be happy), which will determine the organization's directions in seeking new business. Therefore, corporate values must be improved to be consistent with new visions and missions.

Thus, the Company has prepared a process to find new corporate values by holding a culture canvas workshop to gather opinions and feelings of executives and employees for analysis with the organization's new goals, visions and missions. This resulted in the organization's new value to:

Do Your BEST is the Company's new corporate values and consists of the following values:

- Break Through the Limit: Break through all limits and overcome every barrier.
- Embrace Empathy: Empathize with the recipient and pay attention to every need.
- Succeed Together: Link every value and create success together.
- Cultivate Trust: Create an atmosphere of trust in one another.

These 4 values will support work in the organization, which has diversity of age, gender, religion and culture, to operate in the business in the same direction with security and sustainability. All 4 new corporate values were communicated at the PTG Business Outlook 2021 event on 17 December 2020.

Performance (Disclosure 103-3) Organization Employee Engagement Promotion

The Company believes that creating good relationships between employees and the organization is an excellent enhancement of the organization's efficiency. Therefore, the Company conducts annual surveys of employees' engagement to the organization to test employees' feelings, attitude and recommendations for the organization to modify in various views. The organization and supervisors pull significant issues in survey results to make improvements in order to increase engagement to the organization. Although the organization encountered difficulties in managing the COVID-19 pandemic in 2020, the Company continues to recognize the importance of all employees and adheres to corporate governance principles. Therefore, the Company has a policy to treat employees equally and fairly by requiring appointments, transfers and retention of returns and benefits to support employees' lives with the highest degree of normalcy and happiness.

The following activities were carried out to promote engagement to the organization:

- 1) The annual survey of employee engagement to the organization of 2020 was conducted to allow the organization, work units and the Human Resources Department to learn employees' thoughts, attitude and feelings toward the organization in order to use the aforementioned results to analyze strengths for building and reinforce weaknesses from employees' demands to make PT a good place to work where employees are attached, committed, dedicated and intend to work.
- 2) To be consistent with safety measures against the COVID-19 pandemic and because the organization understands employees' diverse lifestyles, particularly differences in employees' commute to work, the organization issued offsite work guidelines or Flexi-Place to provide safety for employees and enable employees to create work-life balance. These practice guidelines also promoted authorization, trust and responsibility among supervisors and employees.

- 3) Special activities and projects were held such as “My Boss My Friends & My Birthday”, “12 Zodiac Signs: PT Does Good Deeds and Makes Merit”, “A Good Figure is Not for Sale. If You Want One, You Need to Go to a PT GYM” and “Smile Friday”. The Company modified procedures and methods for consistency with the situation and employee safety.

Fit body is Not for Sale. If You Want One, You Need to Go to a PT GYM



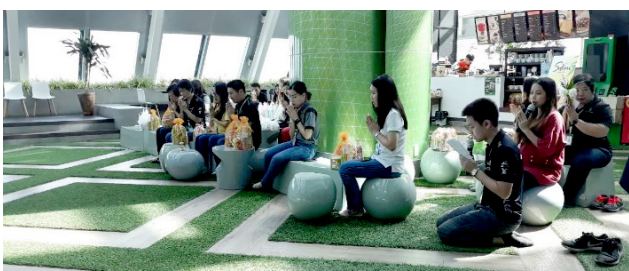
My Boss, My Friends & My Birthday

The Company encourages all employees to congratulate colleagues who share birthdays in the same month and organizes this activity as a monthly activity.



Zodiac Signs: “PT Does Good Deeds and Makes Merit”

The Company supports and promotes opportunities for employees to make merit and participate in activities to support religions on work days by inviting monks to accept donations in the Company’s area every month.



Happy Money, Happy Retirement Challenge Project

The Company organized the project to promote employee awareness of savings, debt management and investment to create returns and savings in emergencies in order for employees to have savings for expenses without difficulties. The Company cooperated with the Stock Exchange to provide media, instruction and lecturers to offer instruction to 349 employees, who were interested to participate in the project in 2020. All employees received instruction in 4 e-learning courses with qualified expert lecturers from the SET as lecturers.



Due to project achievement in 2020, the Company sees a good opportunity to build on the project to benefit employees. Therefore, the Company organized 3 projects to expand results from the Happy Money Project consisting of the Debt Clinic Project, the Online Course Project on Savings and Investment and the Savings and Investor Model Creation Project in the organization as a tool for driving employees' financial happiness in 2021. The Company hopes that employees will be able to work without anxiety or financial problems.

Work Environment Maintenance and Annual Employee Health Checkups

The Company is committed to maintain work environments and conducting regular employee health check-up to enable employees to work effectively. Moreover, the Company has allocated common spaces and exercise spaces for employees and employees' families along with welfare benefit stores in the area.



Support for Employees to Do Good and commit to anti-corruption

The Company hopes for employees to work honestly by adhering to corporate values as a center at work, in work life and in daily life along with complying with anti-corruption laws. The Company specifies anti-corruption policies and practice guidelines in addition to encouraging acknowledgement by executives and employees at every level in order for executives and personnel to not commit or accept any form of corruption in any case by promoting positive behaviors through "PT People Do Good from the Heart" activities.



Employee Satisfaction Assessment in Company's operational and other related areas.

The Company sees the importance of workers' needs and satisfaction in every sector. Employee satisfaction assessment is an important issue that cannot be neglected. The goal of assessing employee satisfaction is to give the organization awareness of employees' needs and points for modification and improvement to meet workers' needs or satisfaction, which will lead to higher productivity and work efficiency when employees work happily. Thus, the Company has been assessing employee satisfaction annually.

Employee Development

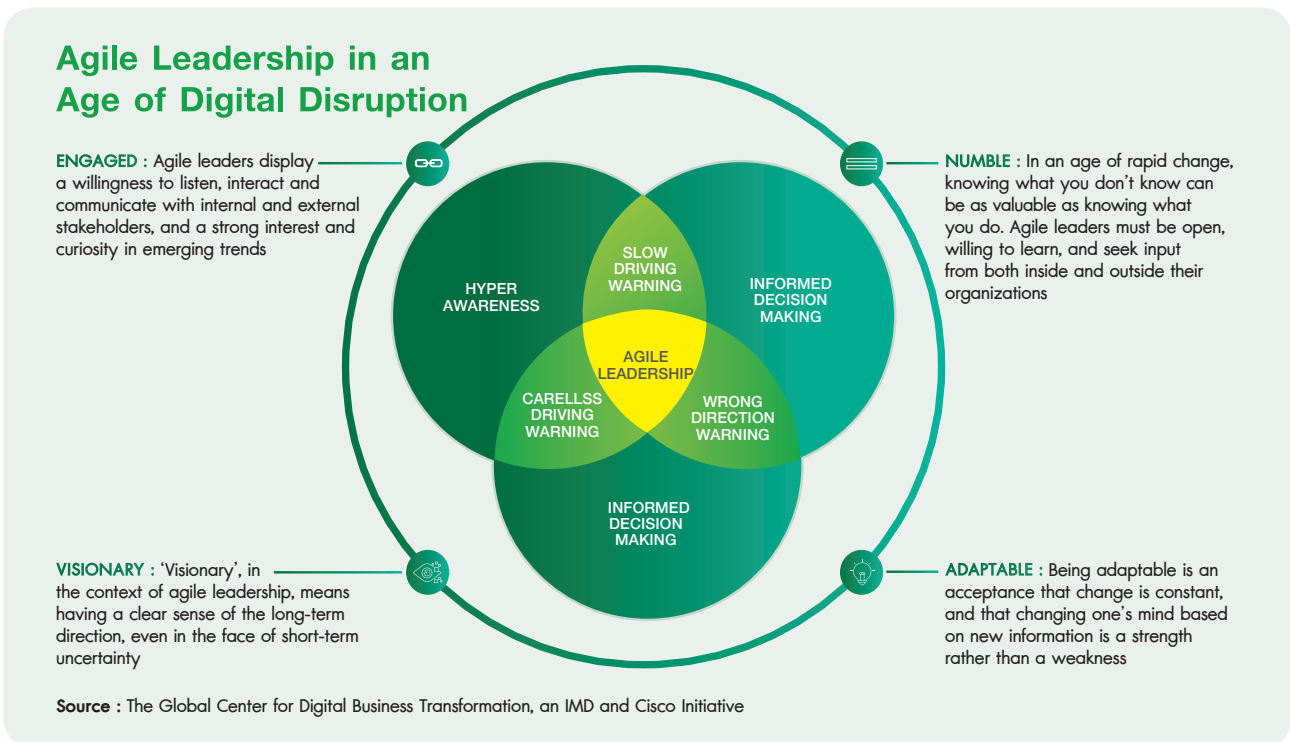
In the area of learning among personnel in the organization, the Company makes clear and systematic personnel training and development plans to provide opportunities for executives and personnel to learn throughout the working live. This will provide valuable capital for the organization because belief in the power of learning will become a gateway to opportunity in driving the organization's growth with security and sustainability. The Company offers learning opportunities to personnel at every level through the following courses (Disclosure 404-2):

Projects for Improving Capacity of High Ranking Executives

1) Leadership Development Program 2020

Objective: To develop high ranking leaders to have collaborative management guidelines and connect with stakeholders based on the Agile Leadership theory by aiming for the organization to successfully drive toward goals.

Project Information: In developing leaders' capacity to be ready for more complex and competitive business changes, leaders must modify new concepts and work methods to be flexible, agile and fast in responding to consumer needs along with being able to coordinate work quickly in order to drive and create response to current businesses.



Expected Outcomes

Expected outcomes from the Leadership Development Program can be divided into 3 topics based on the following levels of high ranking executives:

1. M3 and M4 Executives

Increase broad views to reinforce clear strategic concepts and plans for the future and encourage a work culture with daring in exchanges of opinion, trust and engagement to the organization.

2. M2 Executives

Remove barriers and create environments that promote capacity for creativity, innovation and cooperation in addition to increase leadership effectiveness in the areas of strategy, innovation and leading changes in the organization.

3. M1 Executives

Increase capabilities of subordinates to lead to increases in subordinates' efficiency and effectiveness along with developing communication and cooperation to create better results.

2) Executive Assessment Project to develop suitable competency (PsyTech)

Objective: To use instruments with standards and experts, who provide consultation and recommendations in assessing capacity of executive employees and reflect development requirements with accuracy while moving with consistency with the organization's vision and mission in addition to supporting employees and executives to know personal capacity and development needs in order to create future prosperity and growth.

Project Information

1. Prepare the following 4 competencies for future leadership to become determinants of planning and development guidelines:
 - **Visionary:** Study trends of changes, seek new business opportunities, specify long-term strategies to create competitive advantage for the organization.
 - **Adaptability:** Flexibility and agility in adapting to changes, creative thinking and daring to do new things quickly.
 - **Engagement:** Work with cooperation, support and assistance for associated work units under a goal to benefit the overall organization along with building participation and hearing different opinions.
 - **Growing People:** Support and promote development of team capabilities by giving new challenging assignments and providing recommendations, feedback information and job instruction for teams.
2. Use psychological measuring instruments accredited with international standards for self-assessment to reflect deep capabilities not easily shown such as personality, drive (value and motivation) and beliefs, etc.

Expected Outcome: The organization will receive an instrument accredited with standards for use in the organization to prepare future leadership who will become part of the organization and high ranking executives will have self-reflection to see strengths and points requiring development.

3) 360 Degree Assessment Project to Enhance Expected Behavior

Objectives:

1. To use instruments that meet standards and experts who provide consultation and recommendations on assessment of employees' and executives' capacity and reflect development needs along with moving forward according to the organization's vision and mission.
2. To assess capacity of executive employees and use capacity to determine development guidelines.
3. To help and support employees and executives to know personal capacity and development needs in order to create future prosperity and growth.
4. To monitor development progress when compared between years.

Project Information

1. Prepare competencies for future leadership that will determine planning guidelines.
2. Determine new guidelines for the organization's behaviors and values.
3. Use 360-degree assessment instruments accredited with international standards to assess behavioral expressions. Assessments are self-assessments and assessments of people around that high ranking executive such as supervisors, colleagues and subordinates to show behavioral expressions from multiple views in order to reduce bias and increase accuracy.

Expected Outcomes

1. The organization will receive instruments that meet standards for use in the organization to prepare high ranking executives, who will become part of the organization.
2. High ranking executives receive feedback data reflecting behavioral expressions from multiple views to see strengths and points that should be developed, enabling executives to make individual development plans consistent with guidelines and goals specified by the organization and know of development progress to be aware of gaps in development.

In addition to improving executive capacity for current work goals, to enable the organization to continue growing with sustainability, PTG Energy laid foundations and designed structures to enable the Company to continue the business in the future by carrying out the Succession Plan Project with goals as follows:

Succession Plan Project

The Company makes succession plans to prepare personnel with knowledge, capabilities, capacity and outstanding and acceptable achievements to hold important positions or become future leaders of the organization based on the Company's direction and strategies by using the following steps:

1. Communicate with executives at the department level and up to create understanding and recognition of the importance of succession plans and processes.

2. Specify critical positions by considering criteria specified by the Company.
3. Specification of successors considers potential, readiness and competency suitable for holding each critical position. The Company gives first consideration to personnel in the Company.
4. Prepare courses to develop selected successor personnel to have knowledge, capabilities, capacity and readiness to become a future leader of the organization

The Company reviews the Succession Plan on an annual basis to be confident that the Company will have leaders with knowledge, capabilities and capacity to guide the organization in outlined directions and strategies.

Employee Capacity Development Project

The Company provides training in various areas to improve employee capabilities and develop employee capacity at every level along with making personnel development the heart of the organization's strategic plans with expectation to create employee engagement to the organization and turnover rate reduction as followed:

| No. | Training Type | No. of Courses Times | No. of Persons |
|-----|---|----------------------|----------------|
| 1 | New Employee Orientation (Onboarding Program) | 9 | 123 |
| 2 | In-House Training - Increase capacity in the organization by designing courses to fit trainees. Employees can select courses fitting duties and responsibilities and employees can implement knowledge from courses at work. | 19 | 552 |
| 3 | Public Training - Increase capacity by providing offsite training from experts from other agencies to create knowledge and improve employees to be able to work effectively. | 37 | 117 |
| 4 | PTG Academy on Tour (Theme: People Awareness by DISC) - Aim for employees to learn peoples' behaviors based on the principle of working effectively in various work contexts such as by learning strengths, weaknesses, communication methods and motivations including self-assessment and techniques for analyzing others. | 2 | 77 |

| No. | Training Type | No. of Courses Times | No. of Persons |
|--------------|---|----------------------|----------------|
| 5 | Sharing Inspiration - Part of learning and development of employees at every level through reputable individuals is for employees to have more learning and recognition of themselves, learn what employees want, have clear goals and guidelines in building motivation, personal empowerment and motivate others at the same time. | 2 | 291 |
| 6 | Self-learning - Self-learning among S1-S5 employees is integrated via learning platforms. Employees can choose to learn along proficient guidelines and select learning models and courses. | - | 75 |
| Total | | 69 | 1,235 |



Sharing Inspiration: Make 1 Have More Than 24 Hours by Mr. Kan Kantataworn on 19 February 2020

Development of Gas Station Personnel Knowledge and Capacity

The Company develops employee capacity to push and drive the business to be consistent with outlined strategies and goals including growth in gas station personnel career paths. The Company's four methods are divided into the following :

1. Train employees in work knowledge and standards to give employees knowledge, understanding and ability to perform work correctly according to the Company's standards and regulations.
2. Use work manuals as a work standard and guideline for gas station personnel.
3. Use media such as infographic videos to help employees learn and drive branch sales.
4. Hold activities to promote and push for proper work consistent with goals.



Sharing Inspiration: New Day, New Goals, New You by Miss Treechada Petcharat on 3 December 2020.

Training to Prepare Gas Station Assistant Manager

The Company provided theory and practical work knowledge and systems training for 308 new assistant branch managers at gas stations.



Training to Prepare Liquid Petroleum Gas Station (LPG) Assistant Managers

The Company provides training for new assistant branch managers including first line employees, cashiers and capable first line employee supervisors to be selected and have the opportunity to be fast tracked to become assistant managers of gas stations. In 2020, the Company had 80 trainees.



Training on Standard of 16 steps to Clear Fuel Offloading

To ensure that customers receive the correct type of clear fuel for vehicles, there must be control in order to work correctly from the beginning since receiving clear fuel from fuel transports. Therefore, the PTG Academy team provided instruction for employees assigned to receive clear fuel at branches in order for clear fuel acceptance to be consistent with standards and for PT customers to receive quality fuel. The Company trained 449 trainees from gas stations directed by the Company.



Training and Preparation of Gas Shop Assistant Managers

The Company provides training for new assistant branch managers, gas truck drivers and potential sales promotion employees to be able to work effectively. In 2020, 156 new assistant branch managers participated in the training.



Mini Mart Personnel Capacity Development

The Company aims to improve personnel capacity to create responses to convenience store business operations, which are another business of the Company. PTG Academy aims to create sustainable and permanent learning. In 2020, the COVID-19 pandemic occurred and became an important situation in increasing online learning with the following procedures and courses:

1. The preparation course for mini mart branch assistant managers is offered to new employees on a monthly basis including mini mart employees, who have capacity and are seen by executives to have opportunities on the career path. Fast-tracked assistant managers of mini marts also receive training in this course. The learning model in this course focuses on having trainees learn, study, analyze, perform group activities and experiment with following roles, duties and responsibilities in addition to practicing performing duties in real branches that are open for service with mini mart managers as instructors for on-the-job training before work. PTG Academy monitors trainees by coaching trainees at branches.
2. The course for promoting service and sale skills in regional managers, mini mart managers, assistant managers and store employees (cashiers), who are the core of the mini mart convenience store business' growth aims to create continual development in order to meet customer demands and manage rapidly changing social situations.
3. The POS system course was developed and modified to be more effective in order to manage business growth. Thus, the associated personnel must learn and develop skills in this area.
4. Online courses created in response to the COVID-19 pandemic for mini mart assistant managers and employees (cashiers) including courses involving the system for storefront sales.
5. PTG Learn and Know Good Job @Max Mart is a learning media with a model, which encourages self-learning and is open for personnel in every position and work unit to learn and use in practice at PTG branches.
6. Use media such as infographic videos to help employees learn and drive branch sales.



Knowledge and Capacity Development of Pun Thai Coffee and Coffee World Personnel

In addition to the main fuel business, the Company is committed to improve food and beverage business services in Pun Thai Coffee and Coffee World by emphasizing sustainable learning including beverage mixing and cooking steps and processes in stores. In 2020, the Company had the following processes and courses:

1. The Company offered the Pun Thai Be Barista course to baristas at Pun Thai Coffee shops at every level. In addition, supervisors and store managers are required to learn baristas work processes. This course's learning model consists of theory and practical learning. After being trained, baristas will be able to mix beverages, cook food and manage stores according to the Company's standards.
2. The Pun Thai Refresh course was created to review knowledge, understanding and work steps of baristas at Pun Thai Coffee shops to ensure that performance is consistent with the Company's specified standards.
3. The Company offered the Coffee World Be Barista course to baristas at Coffee World shops at every level. In addition, supervisors and store managers are required to learn baristas work processes. This course's learning model consists of theory and practical learning. After being trained, baristas will be able to mix beverages, cook food and manage stores according to the Company's standards.
4. The Coffee World Refresh course was created to review knowledge, understanding and work steps of baristas at Coffee World shops to ensure that performance is consistent with the Company's specified standards.
5. The food sanitation course is a public training for all personnel working at both brands' branches in compliance with ministerial regulations of the Ministry of Public Health, which require persons who come into contact with food or persons involved with food from the processes of preparation, cooking, distribution and service including washing and storing containers and equipment to be trained. The course was provided in Bangkok, surrounding provinces and the northeastern region.

6. Coaching on site is another job instruction and learning channel for branch employees. The PTG Academy coaches at branches including newly opened branches and operating branches in the areas of service, every work step in the branch and communication of new information for employees to know.

7. PTG Learn and Know Good Job @F&B is a learning media with a model which encourages self-learning and is open for personnel in every position and work unit to learn and use in practice at PTG branches.

8. Use media such as Infographic videos to help employees learn the processes of mixing beverages, cooking food, working and driving branch sales.



Safety and Work Environment



Sustainable Development Goal Support

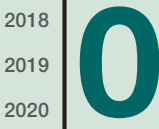


SDG 3 Build a guarantee for good health and promote good living conditions.

- 3.5 Promote prevention of substance abuse and dangerous use of alcohol.
- 3.6 Reduce the number of deaths and injuries from traffic accidents.

Goals and Performance 2020

Goal: 0 accidents



Remarks: Accidents of employees in PTG Energy Group (Head Office) are calculated from when employees stopped working for more than one day.



Significance (Disclosure 103-1)

The Company operates its business by recognizing the importance of safety and strictly complies with the law. The Company has a Safety and Environment Department to handle safety, particularly in the area of employee work with potential impact on employee safety and the safety of other persons involved. Moreover, the Company has prepared work handbooks and hazard prevention handbooks in addition to educating and holding emergency plan drills for personnel inside and outside the organization by organizing activities with government agencies.

Management Guidelines (Disclosure 103-2)

The Company has made annual safety, occupational health and work environment development plans to use as guidelines for management and work in the areas of safety, occupational health and the environment to be consistent with the current condition. The Company reviews policies on quality,

security, safety, occupational health and the environment along with giving assignments for policies to be carried out in order for work to be successful and effective to promote work safety for employees at all levels. Furthermore, the Company promotes knowledge and understanding with priority given to work safety for employees at all levels in addition to providing safety knowledge for people outside the organization such as people in communities and schools, etc.

Performance (Disclosure 103-3)

The Company organizes training in safety, occupational health and work environment courses for employees at every level to give employees knowledge, understanding and ability to correctly and safely use knowledge and understanding at work. The Company does this with an aim to promote safety awareness and lead to the creation of a culture of safety in the organization with sustainability. In 2020, 5,649 employees were trained with the following details:

1. Fire Prevention and Suppression Course

The fire prevention and suppression course features content specifically in the area of fires, whether if it was elements of fire, types of fire, fire suppression methods, fire extinguisher use, management of emergencies in business facilities, including first aid for people endangered by emergencies in business facilities. Furthermore, the Company has holds firefighting and fire evacuation drills along with inviting associated government agencies such as firehouses, hospitals, police stations and rescue units to practice simulated for events when a fire occurs in business facilities.

Basic Firefighting Training
22 October 2020



Advanced Firefighting Training
17-18 February 2020



Fire Fighting and Fire Evacuation Drills 17-18 March 2020 at
Damnoen Saduak 3 PT Gas Station, Ratchaburi



2. Safety, Occupational Health and Work Environment Course

The safety, occupational health and work environment course is focused on creating employee understanding of dangers, risks, incidence of work-related diseases and potential direct and indirect losses including preventive measures and work methods to create safety. Instruction is provided from before work begins or changing work characteristics for employees at all levels in the Company.

Safety, Occupational Health and Work Environment Course Training for New Employees on 21 October 2020



Safety, Occupational Health and Work Environment Course Training for New Employees on 21 October 2020



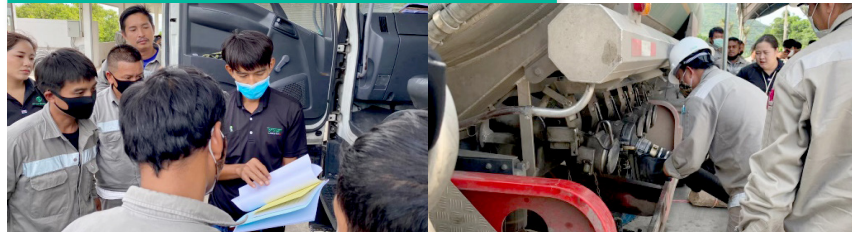
3. Worker Courses on Fuel Control

Worker courses on fuel control are divided by business type such as gas stations, liquid petroleum gas stations, liquid petroleum gas packing factories, liquid petroleum gas distribution shops, fuel depots and fuel transportation tanks, etc. The courses consist of basic knowledge of fuel and emergency management such as emergency plans for fuel spillage, emergency plans for liquid petroleum gas leaks, emergency plans for floods, emergency plans for fires and emergency plans for medical emergencies, etc., including specifications and laws related to fuel control.

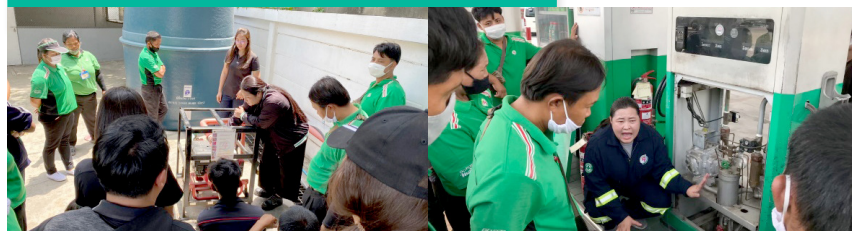
Training in the Liquid Petroleum Gas Distribution Shop and Storage Facility Worker Course on 26-27 October 2020



Training in the Fuel Transportation Tank Worker Course on 2-3 July 2020



Training in the Liquid Petroleum Gas Packing Station Worker Course on 24-25 June 2020



Training in the Gas Station Worker Course on 12-13 November 2020



4. Other Courses

In addition to the mentioned courses, the Company provides training in other courses such as the ISO 45001:2018 Internal Auditor course to educate employees to prepare management systems in the area of safety and occupational health standards.

Table of Data on Safety, Occupational Health and Work Environment Training in 2020

| Course | Classes | Employees | Satisfaction toward Projects |
|--|------------|--------------|------------------------------|
| Fire Prevention and Suppression Courses | | | |
| Basic Firefighting | 10 | 668 | 94.18% |
| Advanced Firefighting | 1 | 30 | 92.80% |
| Use of Fire Extinguishers and Gas Station Emergency Response | 317 | 1,143 | 97.26% |
| Firefighting and Fire Evacuation Drills (Gas Packing Facilities) | 1 | 21 | 96.17% |
| Emergency Response Full Scale Exercise | 3 | 127 | 95.47% |
| Safety, Occupational Health and Work Environment Courses | | | |
| Safety, Occupational Health and Work Environment | 42 | 962 | 96.66% |
| Safety Officers at the Supervisory Level | 10 | 486 | 96.94% |
| Safety Officers at the Management Level | 10 | 330 | 96.01% |
| Safety, Occupational Health and Work Environment Committee | 2 | 56 | 95.12% |
| Courses for Workers Related to Fuel Control | | | |
| Gas Station Worker | 15 | 1,324 | 96.37% |
| Fuel Transportation Tank Worker | 5 | 149 | 97.15% |
| Liquid Petroleum Gas Distribution Shop and Storage Facility Worker | 2 | 74 | 99.50% |
| Liquid Petroleum Gas Packing Station Worker | 4 | 235 | 97.09% |
| Other Courses | | | |
| ISO 45001:2018 Internal Auditor | 1 | 44 | 97.66% |
| Total | 423 | 5,649 | 96.78% |

Emergency Plan Drills, Annual fire fighting and Evacuation drill

The Company places importance on reducing loss of life, property and the environment. Therefore, the Company organizes emergency plan drills to provide guidelines for emergencies, aid for injured persons or persons who encountered incidents, create expertise for trainees and use mistakes in training to make further improvement. The Company organizes emergency plan drills at 13 places consisting of Samutsongkram Fuel Depot, Saraburi Fuel Depot, Chumphon Fuel Depot, Lampang Fuel Depot, Pak Thong Chai Fuel Depot, Khon Kaen Fuel Depot, Phitsanulok Fuel Depot, Nakhon Sawan Fuel Depot, Surin Fuel Depot, Saraburi Transportation Office, Sriracha Transportation Office, distribution centers and packing facilities.



The Company holds firefighting and fire evacuation drills in every gas station and liquid petroleum gas station for at least once a year to build employees skills and enable employees to effectively respond to potential fire emergencies and in compliance with the law.



2020 Goal : Firefighting and fire evacuation drills held in 1,824 branches.

Performance: 1,833 branches



Firefighting and Fire Evacuation Drills at Tha Maka PT Gas Station on 8 June 2020



Annual Firefighting and Fire Evacuation Drills in Gas Stations



Public Hearings

The company has a public hearing to receive the opinions of people involved, including communities in the areas near every branch of new liquefied petroleum gas service stations to be opened. The Company has taken the following actions aimed at holding public hearings and for the safety of nearby communities:

1. Prepare data to build confidence in the area of safety during gas station construction.

- Clearly fence station construction sites.
- Prepare personal protective equipment (PPE) for work.
- Provide safety knowledge by training contractors.
- Provide safety officers to work at construction sites.
- Check contractors' work in the area of work safety.
- In cases where contractors perform high risk work, contractors must send emergency plans to the Company.
- Prepare fire extinguishers at various points in work places with risk of sparks to stop incidents at the beginning.

2. Hearings of Community Opinions

The Company heard opinions from communities in the area nearby the Bang Na-Trad 19 Gas Station at Bang Chalong Sub-district Administrative Organization.



3. Contractor Safety Inspections



4. Work Safety Training for Contractors



5. Readiness Inspections Before Opening New Stations



6. Preparation and Communication of Safety Regulations for Contractors

The Company has prepared work safety handbooks for controlling contractor work with risks in order to allow contractors, who will perform construction work to use as safety and work environment guidelines and apply it correctly and completely pursuant to the law along with reporting accidents to the Company. This handbook covers contractors performing construction work within the following scope:

- PTG Energy Public Co., Ltd.
- Petroleum Thai Corporation Co., Ltd.
- Olympus Oil Co., Ltd.
- Atlas Energy Co., Ltd.
- Max Marts convenience stores.
- PunThai Coffee shops.
- Coffee World Coffee World shops.
- Autobacs, tire change and engine oil change service center.
- ProTruck, a large commercial truck maintenance and repair center.
- Max Camp sites.
- PTG billboards.
- Fuel and liquid petroleum transportation company groups.
- Commercial areas.

7. Communicate Safety Specifications in Selecting Contractors of Gas Stations with Full Commercial Services (Model A)



8. Solar Roof Construction Safety Check

- Every construction contractor to install solar roofs is required to pass safety training before beginning construction.
- Contractor companies are required to fence construction sites and install clearly visible safety signs.
- Supervisor must be stationed at work sites when having solar roof installation.
- Employees are required to wear personal protective equipment (PEE).



Getting Ready for ISO 14001:2015 & ISO45001:2018 Certification

The Company is firmly committed to certification of safety and environmental standards to show that the Company operates business with social and environmental responsibility. In addition, certification enables the Company to set the scope for management of occupational health, safety and the environment. It is also a response to the needs of the Company's stakeholders. The Company has taken the following actions:



Safety and Environment Check and Training at Service Stations

The Company recognizes the importance of the safety and environments of employees and customers, who come to use the services at service stations. Thus, we conduct inspections to detect risks and the cause of various hazards likely to have impact on the safety and occupational health of employees, customers or might result in damage or loss of Company assets, including the properties of customers, who come to use our services, This can happen anywhere in our service stations, whether in the buildings, dispensing areas or gas pumps. Furthermore, we use the information obtained on hazards for corrections, improvements and findings preventive measures before accidents or incident occur at service stations in order to report to the Company's Safety and Environmental Committee. The Safety and Environmental Department conducts the safety and environmental inspections and training for every business group at our service stations as follows:

- Petroleum Thai Corporation Co., Ltd. (PTC)
- Olympus Oil Co., Ltd. (OLP)
- BPTG Co, Ltd. (BPTG)
- Atlas Energy Co., Ltd. (ATL)
- PunThai Coffee Co., Ltd. (PUN)
- GFA Corporation (Thailand) Co., Ltd.

Inspections and Gas Station Safety and Environment Training



Reporting and Monitoring on Safety and Environmental Problems at the Gas Station

The Company reports data on inspections and follows up on gas station safety and environmental problems via the Power BI system used for data analysis and in-depth business data, creating clearer pictures of data, accurate, fast and effective data analysis along with enabling data management via a dashboard in real-time by working with the Safety PT Service Program for flexible application in business operations. Furthermore, the Company has been able to reduce employee working hours along with reducing paper use by 100 percent. In addition, the Company is able to specify data access rights for users, creating high safety in using data. Executives, regional managers and district managers can access data at all times.

Employee Knowledge Promotion to build awareness and ability to manage Work Environment Risk Project

One Suggestion, One More Safety Project

The One Suggestion, One More Safety project enabled employees to find risks and prevent hazards potentially causing accidents to occur with the aim of raising safety awareness among all employees concerning personal safety and the safety of the people around them by selecting 4 safety recommendations, namely work conditions, boosting efficiency in the areas of safety, health and lower accident rates. In addition, the company offering guidelines for solving those 4 problems through the following 3 channels: completing online forms, printing forms to be filled out by downloading with use of the QR Codes on PR posters or receiving forms at the Service Station Section. Suggestions will be considered and voted on by the Safety Committee and awards will be given to people, who offer suggestions approved by the Committee. Some problems are solved by the work units/agencies involved.

Project Results: Although there were some barriers, the organizers were able to offer good solutions for problems until the project goals were achieved, employees were able to find risks, prevent hazards potentially causing accidents and all employees gained awareness about personal safety and the safety of the people around them. Based on the results of the aforementioned activities, the activities were received well, which has led to pride in having taken part in this activity and raising greater safety awareness.

One Suggestion
One More Safety Project



PT Safe Life Safe Riding Project

The PT Safe Life Safe Riding Project is a project prepared by the Company because many employees need to travel to gas stations by various modes including foot travel, private vehicles or buses, all of which have traveling risks. The major cause of accidents is riding motorcycles to gas stations. Some employees have risk behaviors such as lack of experience and driving skills, which may cause them to have accidents and high risk of death.

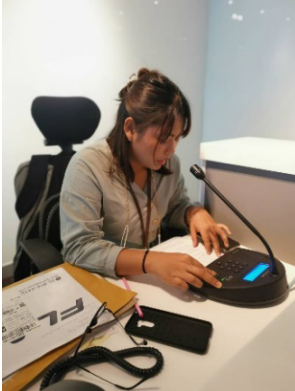
Therefore, the Company has organized the PT Safe Life Safe Riding Project to focus on preventing and solving significant problems by providing knowledge and creating understanding to build awareness of motorcycle riding safety by reaching employees with risks from riding motorcycles to create understanding of road safety.

PT Safe Life Safe
Riding Project



Safety News and Safety Talk Project

The Safety News and Safety Talk project aim to create safety news to foster conscientiousness and build awareness, so more employees recognize the importance of safety. The project is held every month to communicate safety news from both inside and outside the organization by selecting currently prominent topics or stories close to employees by publicizing the news via email and the Company’s website. In addition, we broadcast the news via the sound system at our Head Office and we ask questions, so people can win prizes, too.



Safety News and Safety Talk Project



White PT Gas Station (White Factory) Project and the Standards on the Prevention and Solution of Drug Problems Project.

The Company joined with the Provincial Department of Labor Protection and Welfare in holding activities in compliance with our policy for substance abuse prevention and solutions for drug problems at workplaces for businesses in the PT Energy group. The results of the project were awards and certificates from the provincial governor. Participation in this project will be able to prevent and solve drug problems in the workplace; 113 PT gas stations participated in the project.



“Safety Start: Safety Starts with Us” Project to Build Perception, Modify Behaviors and Reduce Accidents.

The Company recognizes the importance of reducing accidents. Therefore, the Company organized the “Safety Start: Safety Starts with Us” Project to build perception, modify behaviors, reduce accidents, encourage and build conscientiousness along with creating awareness of accident prevention among fuel transport drivers and working employees by having fuel depot staffs write work plans to create perception, modify behaviors and reduce accidents along with organizing activities in plans to create safety for employees.

Statistics of danger or work related illness in 2018-2020 are as follows:

| Company | 2020 (employees) | 2019 (employees) | 2018 (employees) |
|--------------------------------------|---------------------|---------------------|---------------------|
| PTG Energy Public Co., Ltd. | 1 | 1 | 0 |
| Petroleum Thai Corporation Co., Ltd. | 21 | 13 | 0 |
| PTG Logistics Co., Ltd. | 2 | 0 | 1 |
| Olympus Oil Co., Ltd. | 1 | 0 | 0 |
| Atlas Energy Co., Ltd. | 1 | 0 | 0 |
| Total | 26 | 14 | 1 |

Remarks: In 2020, statistics showed 26 employees to have been in danger or became ill at work. Of this number, 24 employees had minor injuries while two employees were injured by a natural disaster and a traffic accident. Nevertheless, the Company specifies concrete accident control and prevention measures with safety training, basic firefighting training and regular fire emergency and evacuation plan drills to build safety awareness and reduce work-related accidents.



Participation with Communities and Society



Sustainable Development Goal Support



SDG 1 : End poverty in every form in every area.

1.4 Create a guarantee that every man and woman including poor and vulnerable groups have equal right of access to economic resources including basic services.



SDG 3 : Create a guarantee of good health and promote good living conditions for every person of every age.

3.4 Reduce premature death from non-communicable disease through disease prevention and treatment and support for good mental health and living conditions.



SDG 8 : Promote continual, comprehensive and sustainable economic growth with full employment and valued work for all.

8.5 Achieve full employment and productivity for every woman and man including youths and disabled persons along with equal wages for work with equal value.

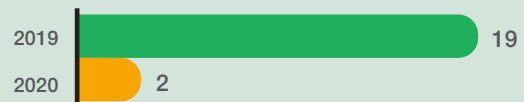


SDG 15 : Protect, restore and support sustainable use of land ecosystems, sustainable forest management, end soil deterioration and restore soil, and end loss of biodiversity.

15.2 Promote use of sustainable forest management principles to restore forests and increase forest planting.

Goals and Performance in 2020

Goal : No. of Activities for Community and Society at 10 Activities



Goal: No. of Employees Participated in Activities for Society at 220 Employees



Goal : Satisfaction of Communities Which Participated in Activities for Society at 80%



Remarks: This represents only satisfaction of communities which participated in activities for society in the 1st PT Volunteer Camp, "We care, leave no one behind" Project No2.

Significance (Disclosure 103-1)

Sustainable operation of the Company's business is not only procurement of products or services that satisfy customers and work without causing impact on stakeholders, the economy, society and the environment but also responsibility to society in every part inside and outside the Company. Therefore, the Company is committed to operating the business by always participating and building good relationships with the community as a part of improvements to quality of life and living conditions of community members and society alongside the Company's growth.

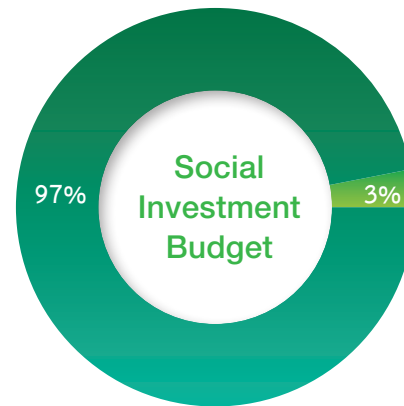
Management Guidelines (Disclosure 103-2)

In working to follow corporate social responsibility guidelines, the Company applied principles from the United Nations Sustainable Development Goals (SDGs) as a guidelines to implement activities with the highest effectiveness. The Company aims to solve problems and meet community needs by giving primary consideration to impact on communities from the Company's business operations in order to lead to a happy coexistence with value creation for the Company and stakeholders in every sector including the economic, social and environmental sectors. This also includes shareholders, employees, society, communities, where the Company is located, suppliers or persons involved in the business, who are likely to create an impact on the Company's business or be affected by the Company.

Over the past year, the Company has carried out projects and remained continually involved in improving quality of life among community members and the environment. For example, the Company developed occupations for persons, who are waiting for opportunities, promoted health and hygiene and conserved natural resources and the environment along with providing support for stakeholders, who were affected by disasters and the COVID-19 pandemic.

In February 2020, COVID-19 outbreaks occurred in Thailand with impact on the Company's activities. Therefore, the Company needed to reschedule activities for the health and safety of the personnel involved, including community members. After the situation began to improve in mid-2020, the Company was able to organize activities for society under the framework of care for participants and employees and social-distancing criteria. The Company provided hand sanitizer alcohol gel and masks, except in cases when the Company have to recorded images or performed certain field activities, etc.

Performance (Disclosure 103-3)



- Corporate Social Responsibility Project¹
28,092,693 million baht
- Donations²
816,462 million baht

- Remarks:
1. Increase in financial support for corporate social responsibility projects not including advertisement and public relation expenses.
 2. Donations are for public charity, sports, education and other contributions.



Economic, Social and Environmental Development Projects

Project: PT Volunteer Camp, “We care, leave no one behind”



The Company has conducted business and grown with Thais for over 30 years. The Company recognizes the value on distributing support for society in improving quality of life for members of society including support in the areas of the environment, education, public health and living conditions of community members.

In 2020, the Company conducted survey to explore expectations and problems of communities, where the Company is engaged in business or nearby areas. The Company used survey results to develop and modify public benefit activities for communities and society. In this year, the Company brought employees to support development of education quality, promote health and hygiene, improving living conditions of community members and modify community areas to become green zones. Support for all of the aforementioned activities is under the PT Volunteer Camp, “We care, leave no one behind” project. PTG gives importance to this project and one of the Company’s missions is to offer social assistance and support in every area, where the Company has business operations.

Concerning activities for society under the PT Volunteer Camp, “We care, leave no one behind” project, in this year, the Company support development of education quality, promotion of health and hygiene, improvement of community members’ living conditions and modification of community areas to become green areas for two times in the following cases:

1. The communities of Ban Krok Wa and Ban Don in Pak Thong Chai, Nakhon Ratchasima, because the communities are located nearby PT fuel depot.

2. The community of Ban Wang Nam Khiao in Ubonsap, Wang Nam Khiao, Nakhon Ratchasima, because the community is located close to a PT fuel depot.

Throughout the duration of work in the area, the Company received good cooperation from communities. The Company organized the following community support activities to benefit the inhabitants:

1. PT volunteer doctor unit activities to promote public health and hygiene among community members.
2. Eye examinations for the elderly to improve living conditions of community members and support the elderly to be able to live more conveniently.
3. PT creates lungs for the community, supported and modified community to be green zones and built awareness of environment and forest conservation
4. Sports equipment and educational media deliveries to promote and support improvements in education quality and children.

The Company organizes activities for public benefit in order to provide assistance and support based on necessity in various areas to relieve suffering and promote quality of life among people in society along with conserving the environment by adhering to the principle of PT creating physical happiness, mental happiness and enable society to live together happily. Due to the COVID-19 outbreak since the beginning of the year, the Company held two activity sessions.

| Projects | Activity Venues | No. of Participants (person) | Executives and Employees (person) | No. of Volunteer Hours (hours) | % of Participant Satisfaction |
|--|---|------------------------------|-----------------------------------|--------------------------------|-------------------------------|
| PT VOLUNTEER CAMP, "WE CARE, LEAVE NO ONE BEHIND" NO. 1/2020 | Ban Don Community Pak Thong Chai, Nakhon Ratchasima | 120 | 66 | 396 | 99.60 % |
| | Krok Wa Community Pak Thong Chai, Nakhon Ratchasima | 140 | 66 | 330 | 97.24 % |
| PT VOLUNTEER CAMP, "WE CARE, LEAVE NO ONE BEHIND" NO. 2/2020 | Wang Nam Khiao Community Wang Nam Khiao, Nakhon Ratchasima | 300 | 101 | 505 | 92.89 % |

PT Volunteer Camp, "We care, leave no one behind" No. 1/2020

The company has organized activities at Ban Don community and Ban Krok Wa in Pak Thong Chai, Nakhon Ratchasima, activities were held on two days on 11 September 2020 at Ban Don School and on 12 September 2020, At Ban Krok Wa School, Nakhon Ratchasima, with 260 attendees and 66 executives and employees from the Company.



Scan the QR code to view video footage of the first activity.



PT Volunteer Medical Unit Activities for Promoting Public Health and Hygiene among Community Members

In volunteer medical unit activities to promote public health and hygiene among community members in Ban Don and Ban Krok Wa communities, there are 120 activity attendees with the following work steps:

- Screening of background/blood pressure, weight, height and temperature.
- Health check-ups with the medical team to check and screen ordinary diseases such as oral examinations, blood pressure examinations, blood tests and thyroid examinations, etc.
- Accept medications from pharmacists according to doctors' orders.

Remarks: In the case of persons, who came to be examine and might require continual treatment or exhibit symptoms of special diseases, inquiries of rights were made with the hospital and volunteer medical units coordinated to refer to the hospital, where examined persons is entitled.



Eye Examinations for the Elderly, Improving Living Conditions among Community Members and Support the Elderly with More Convenient Daily Lives

This activity had 140 participants. The team conducting eye examinations to prepare glasses for the elderly performed basic eyesight measurements with a computer. Detailed measurements consisted of measuring farsightedness/ shortsightedness/astigmatism. The elderly also waited to select frames and receive glasses.



PT Creates Lungs for the Community, Support and Modifie Community as Green Zones and Raise Awareness on the Environment

Ban Don School

| | |
|-------------------------------|------------|
| Forest Planting Activities | : 100 tons |
| Vegetable Planting Activities | : 50 tons |
| Tire Deliveries | : 30 tires |
| Tilapia Deliveries | : 200 fish |



Ban Krok Wa School

| | |
|--|----------------|
| Forest Planting Activities | : 100 tons |
| Vegetable Planting Activities | : 50 tons |
| Chicken Deliveries | : 10 Chicken |
| Tilapia Deliveries | : 2,000 fish |
| Giving Fairy Mushroom Varieties Activities | : 200 Mushroom |



Sports Equipment and Educational Media Deliveries to Enhance Educational Quality and Children development

Ban Don School: The Company delivered sports equipment and educational media to the school and offered 10 scholarships valued at 2,000 baht per scholarship.

Ban Krok Wa School: The Company delivered sports equipment and educational media to the school and offered 10 scholarships valued at 2,000 baht per scholarship.



PT Volunteer Camp, “We care, leave no one behind” No. 2

In organizing the PT Volunteer Camp activities; “We care, leave no one behind” No.2, the company divided the activities into two days on 27 November 2020 at Kaeng Maka Stream and on 28 November 2020 at Ban Wang Nam Khiao, Wang Nam Khiao, Nakhon Ratchasima, with 300 community members participating in the activity and 101 executives and employees of the Company.



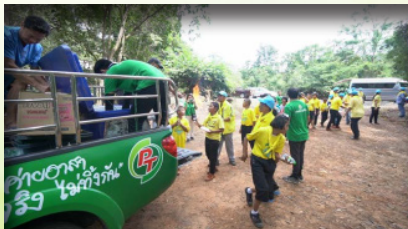
Scan the QR code to view video footage of the second activity.

The PT Volunteer Camp, “We care, leave no one behind” was aimed at creating activities with public benefit for communities and society. The Company led employees to support development of education quality, promote health and hygiene, improve living conditions among community members and modify the community’s areas to increase green zones in 17 sub-districts in Ubom Sap, Wang Nam Khiao, Nakhon Ratchasima. The sub-districts were as follows:

- | | |
|-------------------------|-----------------------|
| 1. Ban Ba Yai | 10. Ban Noan Liam |
| 2. Ban Non Ngiu | 11. Ban Takud Rang |
| 3. Ban Ba Dan | 12. Ban Noan Samong |
| 4. Ban Noan Dang | 13. Ban Huay Ta Prom |
| 5. Ban Wang Nam Khiao | 14. Ban Sab Tao |
| 6. Ban Huay Nam Kem | 15. Ban Nong Wang |
| 7. Ban Noan Sa-nga | 16. Ban Noan Sri Tong |
| 8. Ban Hua Khao Thong | 17. Ban Sab Plu |
| 9. Ban Udom Sap Pattana | |

PT Creates Lungs for the Community, Support and Modifie Community to be Green Zones and Built Awareness of Environment and Forest Conservation

PT creates lungs for the community, modifies community spaces to increase green zones and build awareness of environment and forest conservation along with planting edible trees to create an edible road at Kaeng Maka (ancient footprints) in community tourism sites to allow community members to collect fruits to eat and sell in order to live. Moreover, the Company cooperated with villagers to plant a forest and create lungs for Wang Nam Khiao City Hall by planting 100 cassod, rosewood and yang na trees to create an environment and provide food for community members in the area.



Sports Equipment and Educational Media Deliveries to Enhance Educational Quality and Children Development

The Company supported development of education quality by supporting the following eight schools in Udom Sap Sub-district:

1. Ban Ba Yai School
2. Dan Udom Wittaya School
3. Ban Nong Samong School
4. Ban Sab Tao School
5. Ban Noan Liam School
6. Ban Wang Nam Khiao School
7. Ban Huay Nam Kem School
8. Ban Nong Wang School

The Company granted 40 scholarships with 2,000 baht each to students, who performed well but lacked funds. The Company also delivered education equipment, sports equipment, first-aid kits and vegetable garden seeds to all eight schools.



Moreover, the Company organized activities such as games to accept necessary items, trees-for-smiles activities and handout rewards to children and villagers, who participated in this activity.



The tree-for-smiles activity to give 300 mulberry trees to people from each community that participated in this activity.



Bedridden Patients Visits

The Company visited and supported bedbound patients in ten households in Udom Sap community. At the same time, the Company gave medicine, rice, drinking water and necessary items to patients to provide basic support and relief along with asking about symptoms, offering advice and encouraging patients to build morale among the elderly, persons waiting for opportunities, bedbound patients and relatives in the area in order to live on with hope.



Environment and Biodiversity Development Project

Irrigation Dam Construction Project

Irrigation dams were constructed to create balance for the environment and water aquatic animals. During floods, dams can slow water flow and store water for use in dry seasons by saving water, draining water and storing water for communities to use for domestic consumption and agriculture. Because Ban Tha Si community is a cultural tourism site with nature conservation learning activities and a significant historical site, the Company organized the irrigation dam construction project at Ban Tha Si, Ban Dong, Mae Moh, Lampang, for the objective of conserving valuable natural resources and building unity between the Company and communities.

Participants in Activities

| | |
|--|-----------------|
| PTG Energy Public Co., Ltd. Employees: | 20 participants |
| Ban Tha Si Community: | 50 participants |



Soil and Water Conservation Project

Water is important for communities in Samrong Sub-district because water is used in agriculture. The Company organized the Soil and Water Conservation Project with cooperation from the Samrong Tambon Administrative Organization by planting vetiver grass according to royal ideas for conservation and to prevent and solve problems from soil erosion along with improving the environment. Because vetiver grass roots are deep and long, vetiver grass roots filter sediment, reduce strength of flood water, preserve soil surface and increase organic materials for the soil along with strengthening soil structure.

Participants in Activities

Employees of PTG Energy Public Co., Ltd.,

- Surin Fuel Depot: 23 participants
- Samrong Tambon Administrative Organization: 30 participants
- Thap Kra Bue School (teachers and students): 35 participants
- Ban Samrong School (teachers and students): 20 participants



Beach Waste Collection Project

Kho Son Beach is a beach near Chumphon city. The beach is a resting place and a workplace for people in the area and outside the area. Because of the site's proximity to the city, the area has many types of waste from waves and improper waste disposal such as plastic bags, plastic bottles and glass bottles, etc. Therefore, the Company joined with Ban Kho Son School in Tha Yang, Muang, Chomphon, to organize the Beach Waste Collection Project at Ban kho Son, Muang, Chumphon, with the objective of having employees and community members participate in cleaning Ban Khon Son Beach by helping to build awareness, maintain cleanliness and make the area more attractive.

Participants in Activities

- Employees of PTG Energy Public Co., Ltd. Chumphon Fuel Depot: 20 participants
- Ban Kho Son School (teachers and students) 60 participants

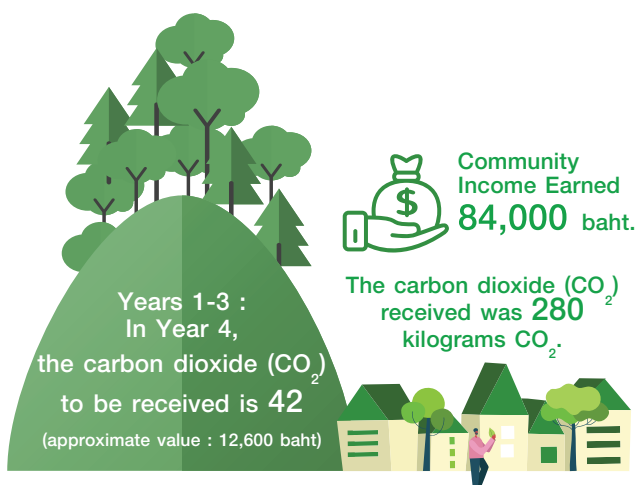


“You Take Care of the Forest and We Take Care of You” Project

The Company is involved in developing a mechanism for sustainable carbon dioxide absorption in forests of communities in Chiangrai, Phayao and Mae Hong Son. This project is part of the guideline for cooperation between the government sector, the capital market private sector and the civil society sector to push forward with national strategies and reform plans along with supporting communities that were successful in taking care of forests, able to build on occupations and promote forest fire prevention mechanisms along with planning calculation plots and carbon dioxide storage values to build motivation for conservation of natural resources, forest fire prevention and reduction and generate income for sustainability for communities.

In 2020, the Company participated in the “You Take Care of the Forest and We Take Care of You” Project, enabling the project to help communities plan the T-VER system for measuring volume of carbon credits stored in the community forest area of 14 rai. This carbon credit is expected to increase by 280 tons of carbon dioxide equivalents over 20 years or generate an income of 84,000 baht for the community. Due to the aforementioned support, the community will receive 25,200 divided into 12,600 baht in financial support from the Community Forest and Quality of Life Development Fund and 12,600 baht for carbon credits in Years 1-3.

Remarks: The Company will receive carbon credits created in Years 1-3 in Year 4 after an audit by a central agency. The estimated carbon credits is 42 tons of carbon dioxide equivalents (valued at 12,600 baht).



Safety Improvement Project

Fire Drill to Assembly Point Project

The Company organized social and environmental responsibility activities in the Fire Drill to Assembly Point Project for vocational health and safety students in the School of Public Health at Suranaree University of Technology with a total of 86 participants divided into 8 company personnel and 78 outsider.

Because places such as office buildings, residences, schools or universities may have fires, PTG Energy Public Co., Ltd. sees that “if small fires can be controlled, the severity of damage will be reduced”. Thus, the Company recognizes the importance of basic fire extinguishing by employees at every level in the organization and sees the importance of this in surrounding communities. The Company began the Fire Escape to Assembly Point Project to create a channel for transferring knowledge to communities.

The project has the objective to provide students with knowledge on fire prevention and suppression in education facilities, which may cause damage to persons, communities, property and the environment. The project builds awareness in the area of safety, occupational health and work environment along with creating work safety models that will cause participants to give first consideration to safety.



Student Firefighting Instruction Project

The Company organized the Fire Escape to Assembly Point Project for students from the Faculty of Physical Education, Department of Public Health, who were majoring in occupational health and safety at Srinakharinwirot University, on 28 February 2020. The project had 66 participants, divided into 8 company personnel and 58 outside persons. Satisfaction rate from participants in the project was at 95.3 percent.



Traffic Cone Delivery Project

Because the Company prioritizes road safety, the Traffic Cone Delivery Project for Then Mi Police Station in Surin is organized to deliver 50 traffic cones in order to facilitate police officers to perform duties and organize local road safety rules in order to effectively solve traffic problems for the community and road users, who pass through the area of Surin Fuel Depot.



Occupational Development Project

Disabled Persons' Occupation Support Project

In the past, disabled persons are often view as a burden for care taker and society. Hence, the assistant given for their relieve were in the form of financial support. The Company recognizes the importance of disabled persons and aims to promote and improve their quality of life by building on capabilities, improving capacity and occupational skills to enable disabled persons to support themselves and their families along with developing human resources to improve society and the country in the long term. The Company supported disabled persons' occupations in the following 2 models:

1. The Company employs 20 disabled persons in the following companies:
 - 1.1 PTG Energy public Co., Ltd: 1 disabled person.
 - 1.2 Petroleum Thai Corporation Co., Ltd: 16 persons.
 - 1.3 PTG Logistics Co., Ltd: 1 person.
 - 1.4 Olympus Oil Co., Ltd: 2 persons.
2. The Company provided vocational training and hiring services for 110 disabled persons in Nakhon Nayok, Chanthaburi, Nakhon Ratchasima and Phetchburi.

| Project Name | Company | Site | No. of Disabled Persons |
|---|--------------------------------------|-------------------|-------------------------|
| 609-hour Tailor Training Course Project | Petroleum Thai Corporation Co., Ltd. | Nakhon Nayok | 55 |
| | | Chanthaburi | 55 |
| Thai Traditional Massage for Health Project (for persons with visual disabilities) | Petroleum Thai Corporation Co., Ltd. | Nakhon Ratchasima | 6 |
| | | Phetchburi | 6 |
| | | | |

609-hour Tailor Training Course Project was aimed at enabling trainees to use knowledge from training to apply to work in factories, companies, shops or use knowledge and abilities to get a job in the communities. After completing the course, trainees will have many abilities such as learning of principles in working and preventing danger from work, basic knowledge of equipment and sewing machines, basic sewing machine use and maintenance, design and tailoring of shirts, skirts, pants and cloth bags, etc. After completing the course, trainees received sewing machines and occupational supplies.



Closing Ceremony of the Tailoring Course, the Certificate Award Ceremony and Sewing Machine Delivery to Disabled Persons, who completed the course at the Training Center, Association of the Physically-handicapped, Chanthaburi Province



Healthy Thai Traditional Massage Project

In addition to increasing driving safety for service users, who come to rest during a long distance trip, PT MAX CAMP, the first rest stop in Thailand, offers relaxing massage services for PT MAX Card members. The Company hires visually-handicapped persons, who were trained and certified in the field of massage to generate income and improve quality of life among local disabled persons in addition to providing vocational opportunities and choices for visually-handicapped persons. Currently, the Company offers massage services for customers at two PT gas stations consisting of the Sikhio 1 Branch PT Gas Station in Nakhon Ratchasima with six handicapped persons and the Khao Yoi 1 Branch PT Gas Station in Phetchburi with six disabled persons.

Onsite Employee Vest Purchase Orders from the Eastern Region Disabled Persons' Association

As a result of the 609-hour Tailor Training Course Project, some disabled persons used knowledge to start private businesses and formed a disabled persons' group to accept tailoring commissions with the Eastern Region Disabled Persons' Association acting as coordinators to provide consultation. The company supports the disabled persons' group by making purchase orders of vests for onsite employees to create opportunities and career choices along with generating income.



In 2019, the Company ordered 6,300 vests with a total value of 774,000 baht.

In 2020, the Company ordered 300 vests with a total value of 54,000 baht.

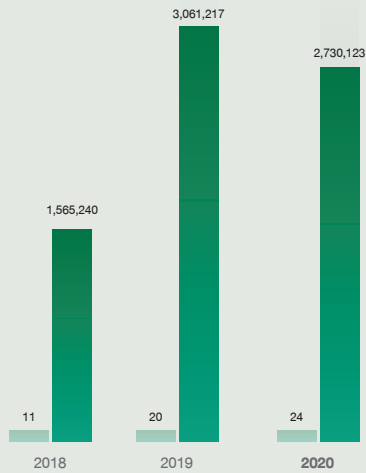


Disabled Persons' Hiring Value of PTG Energy Public Co., Ltd.



No of People
24

Hiring Value
2,730,123



Elderly Adult Employment Promotion Project

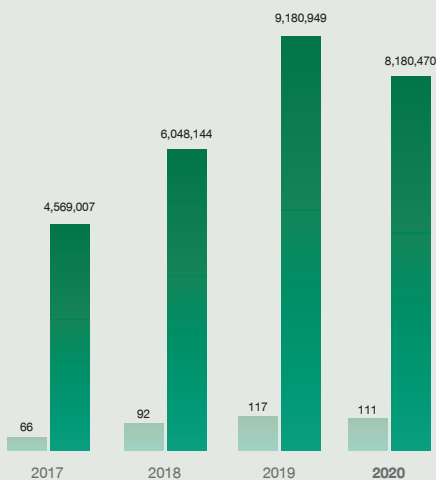
The Company initiate policies to promote and support appropriate job that match with elderly and thier experience to generate secure income by hiring them in the headquarter, gas stations, fuel depots and fuel transportation businesses, etc.

Older Adults' Hiring Value of PTG Public Company Limited



No. People
111

Hiring Value (baht)
8,180,470



PT 1-month Free Vendors' Area Project

To support local job and community nearby gas stations, the Company has a policy to allow entrepreneurs, who want to have occupations and income to sell in PT gas stations for free for one month. The project took place on 1 June-31 July 2020. The goal is to have 200 shops and entrepreneurs participate in the project.



Project to Help Thais Build Occupations to Add Income in the "Mu Tod Kod Kor" Franchise

The Company is committed to provide jobs and build income for persons impacted by the COVID-19 pandemic and push society to move forward. In 2020, the Company joined with Food Passion Co., Ltd. to build on support by finding and providing locations for the Mu Tod Kod Kor Franchise in PT gas stations throughout the country. Furthermore, the Company does not charge rent in the first two months and reduces rent by 50 percent in Months 3-5. Currently, there are 18 branches with a goal to accept applications from 29 franchise entrepreneurs in the project.

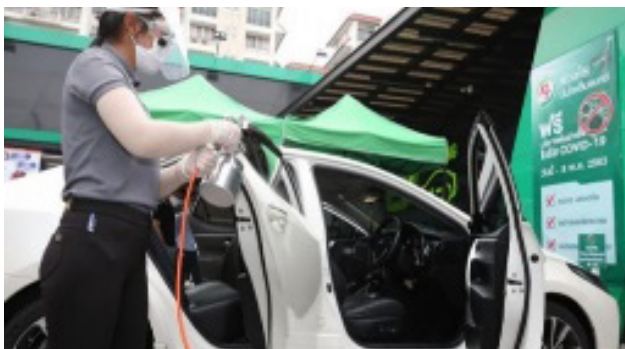


The Project initiated to support people affected by the COVID-19 pandemic

Free COVID-19 Disinfectant Spraying at LPG Stations Project

The Company organized a project to express concern for the public, by providing disinfectant spraying for taxis and customer to minimize the risks from getting infected by the COVID-19 and to build confidence for service users, who needed to travel. The services were offered at PT's LPG stations starting on 8 April 2020 for Bangkok and its surrounding areas, and on 15 May 2020 for outer provincial stations until 31 July 2020 at all 194 service stations after the new outbreak of COVID-19 was severe resulting in higher numbers of people becoming infected.

Furthermore, the Company organizes daily COVID-19 disinfection projects in areas used by the public such as restrooms, resting areas including equipment, particularly during the New Year's festival, when large numbers of people take tours, travel back home and use services. The Company hopes that the aforementioned activity can help Thai society and people along with reducing risk and spreading of COVID-19 by helping to return the situation to normal as quickly as possible in order for Thai people to live well and happily throughout the year.



PT Project Forward Concerns Give away free lunch boxes

Due to the COVID-19 pandemic outbreaks in several provinces in Thailand, the Company saw the impact on taxi drivers, who use LPG services and customer outbreak. The pandemic caused the Company to organize a project to reduce cost of living for taxi drivers through the "PT Cares and Gives Free Meals" at PT's LPG gas stations in order to reduce expenses of taxi drivers impacted by the situation.

In this free meal offer, taxi drivers, who are PT Max Card members and use LPG gas services at 37 PT gas stations in Bangkok, Nonthaburi, Pathumthani and Samutprakarn were able to pick up meals to eat immediately. The Company purchased meals for distribution from restaurants that rent the area of PT gas stations and nearby restaurants as another method for supporting restaurants.



PT Pantry of Sharing Project

The Company organized the PT Pantry of Sharing Project to install pantries of sharing as a centers in delivering necessary consumer goods. The Company aims to help society and Thais in difficulty nearby PT's LPG gas stations. In addition, we received cooperation from Ek-Chai Distribution System Co., Ltd., Tesco Lotus and suppliers of MAX Mart, a convenience store in LPG gas stations, which supplied consumer goods to fill pantries of sharing to deliver goods to persons troubled by the situation.



Gas Station Tenant Support Project

To increase liquidity for PT gas station tenants and enable them to continue business operations, the Company reduced rent and structure taxes for three months in April-June 2020 for all tenants, who made full payments or had been requested for 50% reduction. In the case of beauty, massage, spa and lottery shop tenants, they may ask to use discounts less than 50 percent and were exempt from rent and structure taxes for 2 months in April-May 2020.

PT LPG “Fight Crisis for Taxis” Project

The Company carried out support projects to reduce occupational and living costs for taxi drivers by offering special discount coupons valued at 1,100 baht, which can be used as a discounts for the cost of gas, fuel, engine oil and cooking gas, etc. The Company has a goal to offer support to 10,000 taxi drivers in the project or 45 percent of taxis that use LPG in Thailand.

The project is implemented from 1 December 2020- 1 January 2021 only on Mondays-Saturdays at the time of 8:00 am – 5:00 pm. at 50 PT LPG gas stations in Bangkok and surrounding provinces. When Max Card members use taxi services with PT Taxi Rewards symbols, they will receive 20 points while new customers, who applied for membership through QR codes on taxis that successfully joined the project received 100 points that can be accumulated for use as a discount for the Company's products and services and a relief for expenses-increase of taxi drivers' income.



Corporate Social Responsibility Projects in the Past Year

| Areas | Activities |
|---|---|
| Safety  | <ul style="list-style-type: none"> - Fire Escape to Assembly Point Project at Suranaree University of Technology - Student Firefighting Instruction Project at Srinakharinwirot University - Traffic Cone Delivery Project at Then Mi Police Station, Surin - Reflective Vest Delivery Project at Song Police Station, Phrae |
| Environment  | <ul style="list-style-type: none"> - Beach Waste Collection Project, Chumphon - Irrigation Dam Construction Project, Lampang - Soil and Water Conservation Project in Surin - Offerings and Merit-making Project in Saraburi - The 5 Sor. CSR Project in Khon Kaen - The Unite to Continue Thai Traditions and Care for the Environment Project, Samutsongkram. - The Jor. Por. Project to Unite and Do Good for Education Facilities, Nakhon Sawan - PT Volunteer Camp “We care, leave no one behind” Project, Nakhon Ratchasima - “You Take Care of the Forest and We Take Care of You” Project |
| Education  | <ul style="list-style-type: none"> - The Bilateral Vocational Training Project |
| Health  | <ul style="list-style-type: none"> - PT Volunteer Camp, “We care, leave no one behind” Project, Nakhon Ratchasima |
| Occupation  | <ul style="list-style-type: none"> - Disabled Persons’ Occupation Support Project - Older Adult Employment Project - The PT 1-month Free Vendors’ Area Project - Project to Help Thais Build Occupations to Add Income in the “Mu Tod Kod Kor” Franchise - The PT x Chay4 Noodle 2-month Free Sales Project |
| Disasters and Other Areas  | <ul style="list-style-type: none"> - The PT LPG “Fight Crisis for Taxis” Project - Free COVID-19 Disinfectant Spraying at LPG Stations Project - PT Project Forward Concerns Give away free lunch boxes - PT Pantry of Sharing Project - Gas Station Tenant Support Project - The Drinking Water Delivery Project at Denchai Highway Police Service Unit, Phrae - The Sharing Project for Children at the Home for Girls in Saraburi. - Donation of 16,200 bottles of drinking water to help flood victims in Loei. - Donation of 32,400 bottles of drinking water to help flood victims in Nakhon Ratchasima. |



Environmental Dimension



Effective Environment Management and Use of Resources



Sustainable Development Goal Support



SDG 6 Guarantee sustainable water use, water management and sanitation for all.

6.3 Modify water quality by reducing pollution, eliminating waste disposal in water sources and emissions of chemicals and hazardous materials, reduce ratios of untreated wastewater drainage by half and significantly increase recycling and reuse of wastewater.



SDG 7 Guarantee access to modern energy for all at affordable, reliable and sustainable prices.

7.2 Increase renewable energy ratios in the world.
7.3 Increase rates of modifications to energy efficiency.



SDG 12 Guarantee sustainable production and consumption models.

12.2 Sustainable management and effective use of natural resources.
12.4 Environmentally-friendly management of all types of chemicals and waste.
12.5 Reduce waste creation at large volumes by preventing, reducing use, recycling and reusing.



SDG 13 Work urgently to combat climate change and impacts.

13.3 Build awareness and capacity of humans and institutions to ease climate change, adapt and reduce impacts.

Goals and Performance 2020

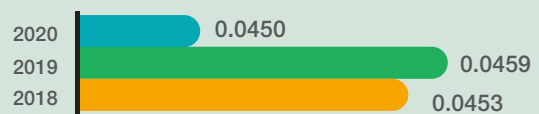
Goal : 0 significant fines for violations of environmental laws



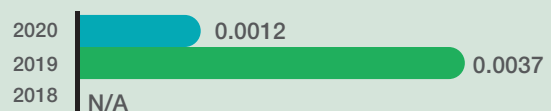
Goal : 0 incidents of oil spill from operations with severe impacts (Tier 1 and Tier 2) on soil and water sources



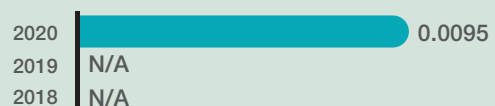
Goal : Ratio of electricity cost to fuel sales through COCO gas stations at 0.0418 baht/liter



Goal : Ratio of electricity volume to fuel sales through fuel depots at 0.0012 watts/liter



Goal : Water volume to fuel sales through fuel depots at 0.0099 cubic meters/liter



Significance (Disclosure 103-1)

The Company is committed to be a leader in providing energy services with responsibility to the environment and society. The Company recognizes the importance of effective resource management by carrying out projects to reduce environmental impact while taking responsibility for communities and society including all of the Company's stakeholders.

Management Guidelines

(Disclosure 103-2, 403-1)

The Company has a policy to manage quality, security, safety, occupational health and the environment to be in compliance with laws including other specifications and international standards used to govern, supervise and control work processes. There is also process and product improvement that motivate workers to have awareness on risk management and opportunities in the area of quality, security, occupational health and the environment (QSSHE), which is a major part of the business operations. Therefore, the Company specified the policy on quality, security, safety, occupational health and the environment with the following details:

- 1) The Company is committed to have total quality management in distributing products and services meeting specifications in order to increase satisfaction by meeting customer needs and expectations.

- 2) The Company is committed to manage security, safety, occupational health and the environment to be in compliance with laws including other specifications and international standards implemented by the Company to prevent accidents, injuries, illness, and environmental impact on the stakeholders.
- 3) The Company is committed to enhance employee participation, consultation, two-way communication and participation in decisions in the business operations.
- 4) The Company is committed to modifying work processes to be effective in order to be consistently productive.

The Company integrates specifications in ISO9001, ISO 14001 and ISO 45001: 2018 standards in one single standard and uses such standards as part of the work process, base for organizing work processes and a guidelines for improving environmental management standards in order to connect work processes and results, achieve strong corporate management system and create clearer frameworks. Furthermore, the Company plans to request accreditation for the integrated management system with a goal of being accredited by 2021 at the Mae Khlong Fuel Depot and the Phitsanulok Fuel Depot.

Performance (Disclosure 103-3)

Gas Station Environment Quality Testing

The Company specifies activities to measure and analyze environment quality along with preparing reports of measurement results to learn environment quality situations and problems with potential impact on communities nearby gas stations including health impact on employees working in gas stations. Environment quality testing is divided into water quality testing and air quality testing as follows:

1. Wastewater Quality in Gas Stations

Examining measure of waste water quality from gas station are divided into the following 5 parameters.

| Parameters | Standard Values |
|--|-----------------|
| 1. Acidity and alkalinity (PH) such as construction of new grease traps (cement reactions to water). | 5.5-9.0 |
| 2. Temperature (°C) | - |
| 3. COD (mg/L) such as leaks from restroom water pipes. | < 200 |
| 4. Total suspended particles (mg/L) such as particles from leaves and dust. | < 60 |
| 5. Oil and grease (mg/L) such as oil spill at distribution yards or greasy food scraps. | < 15 |

2. Air Quality in Gas Stations

Examining measures of air quality standard within gas station are divided into 4 following parameters.

| รายการ | ค่ามาตรฐาน |
|--|-----------------------|
| 1. Particles of Every Size Capable of Reaching and Accumulating in Air Sacs in Lungs | < 5 mg/m ³ |
| 2. Benzene | < 1 ppm |
| 3. Methyl Tertiary Butyl Ether | < 50 ppm |
| 4. All Volatile Organic Compounds | - |

Air Pollution Prevention and Reduction Measures

1. Install Vapor Recovery Unit (VRU) at fuel depots, gas stations and fuel transports in areas with fuel vapor control.
2. Install gas measuring devices at fuel depots to measure fuel vapors.

Green Meeting Project at the Head Office

The Company is currently implement ISO14001 system to be aligned with international standards. Therefore, the Company applied green meeting guidelines concretely to maximize the use of resource that help reduced environmental impact. The Company has participated in the Green Meetings Project with the Thai Environment Institute and business development organizations for sustainable development to take part in reducing environmental impacts and received the Green Meetings Certification



Green meetings are a model for organizing meetings, seminars and training by using resources for maximum benefit and reducing environmental impact. The Company recognizes the importance of the following steps of meetings, seminars and trainings:

1. Meeting invitations and advertisement.
2. Preparation of documents accompanying the meeting.
3. Site and equipment preparations.
4. Food and beverage preparations.
5. Other preparations to promote energy conservation and reduce waste.



The activity to reduce wastewater uncleanliness at the Gas Station

The environmental officials from the Office of Environment has inspected 14 of the PT gas stations and 7 stations passed wastewater sample testing. The Company is carrying out projects to reduce uncleanliness of wastewater from gas stations through Kaizen projects. Wastewater uncleanliness will be reduced by using natural treatments. According to studies of research data, Azolla Microphylla cultivated by the Department of Agriculture was able to reduce water uncleanliness. Experiments with Bang Yai 3 Gas Station found Azolla Microphylla to be able to reduce water uncleanliness by 37 percent after four weeks. Furthermore, the Company has guidelines for enhancing efficiency in reducing wastewater uncleanliness by inventing model wastewater treatment devices and expanding uncleanliness reductions to other gas stations.



The activity to reduce Water Consumption at the Gas Station

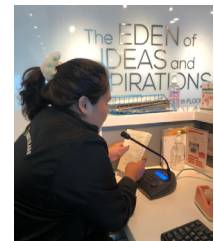
The Company recognizes the importance of reducing water consumption and promoting effective use of resources through Kaizen projects. Employee at gas station employees have invented water filters to reduce water consumption by reusing water through the Reuse, Reduce and Recycle concept (3Rs). Water used for washing hands was run through filters to reuse water by watering plants and using water in toilets with a goal of recycling 10 percent of water at gas stations per month. Initially, water filters were invented at Manorom Gas Station and results will be expanded at Wang Noi 3 Gas Station. In consequence, water was reused at a mean of 18 percent per month. Furthermore, expense at the gas station were reduced by 5,220 baht per year or a mean of 435 baht per month.

Project Campaign for Electricity Cost Saving at the Head Office

The Company is committed to consistently manage and reduce electricity costs by designing of measures and guidelines along with communicating with employee on every Friday about the proper method for using electricity. Furthermore, in 2020, the Company specified a goal in using electricity at average cost per person to not be higher than in 2019.

Electricity Cost Saving Measures and Guidelines at the Head Office

1. Weekly public relations.
2. Campaigns to turn off unused lights.
3. Installation of signs at points such as co-working spaces to build awareness among employees and outside persons in the area to turn off lights after use.
4. Organization of “Do You Know Who?” activities for employees to participate by responding to questions for rewards.
5. Regular advertisements and inspections to reduce as much in unnecessary expenses as possible.



“โทรธแล้วนะ!! ค่าไฟพุ่งสูงปรี๊ดดดด”
หลังเลิกใช้พื้นที่ ปิดไฟด้วยนะ...



“เมื่อใช้ห้องประชุมเสร็จแล้ว อย่าลืม! เก็บเก้าอี้ให้เรียบร้อยด้วยนะ...”

อ๊ะ อ๊ะ อ๊ะ...!! ตาวิเศษเห็นนะ
ใช้งานแล้วไม่ปิดไฟ ต้องเสียค่าปรับนะจ๊ะ 500 บาท/ครั้ง
ถ้าไม่ยอมเสียค่าปรับ !! อย่าลืมปิดไฟทุกครั้งหลังใช้งานจ้า...

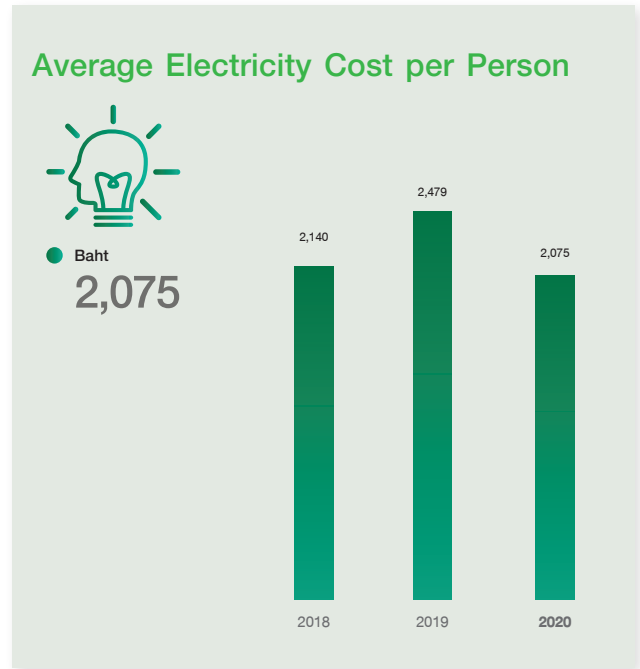
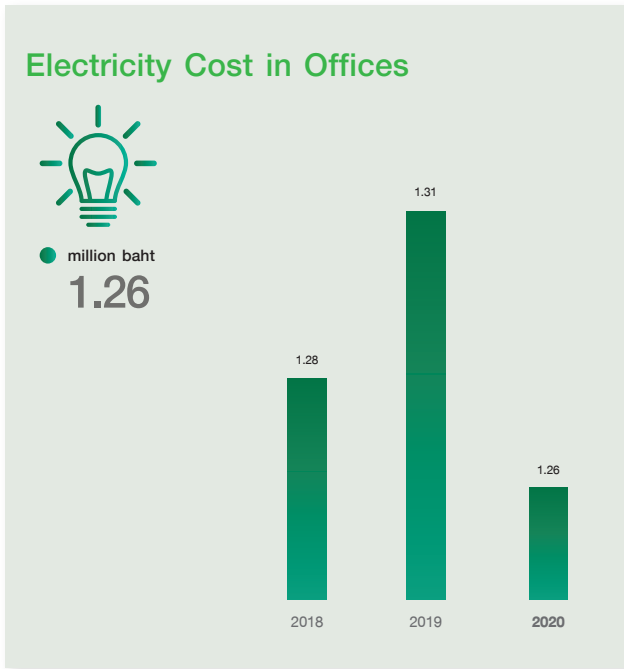
เริ่มปรับแล้ว!! ตั้งแต่วันนี้

สอบถามเพิ่มเติม : แผนกสนับสนุนและบริการกลาง
Ins. 0 2168 3377 ต่อ 100, 111 หรือ 741-743

Credited by



Summary of Electricity Costs at PTG Energy Public Co., Ltd. Head Office



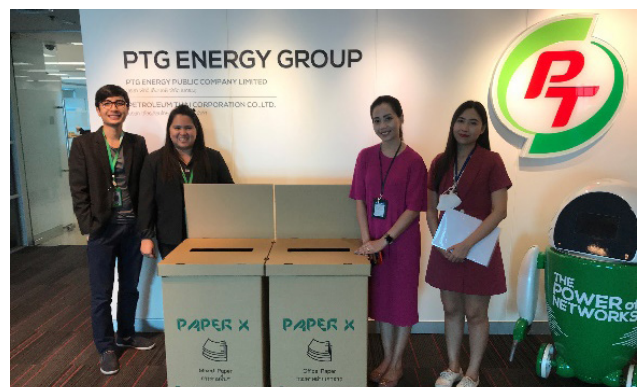
| Year | 2018 | 2019 | 2020 |
|--|---------|---------|---------|
| Amount of Electricity Used (Kwh) | 237,850 | 218,283 | 210,414 |
| Electricity Cost (million baht) | 1.28 | 1.31 | 1.26 |
| Average Electricity Cost (baht/person) | 2,140 | 2,479 | 2,075 |

Remarks: The goal in 2020 is for average electricity cost per person to be lower than 2019. In 2020, the average electricity cost per person was 2,075.33 baht/person, a decline from 2019 by 403.6 baht or 16 percent.

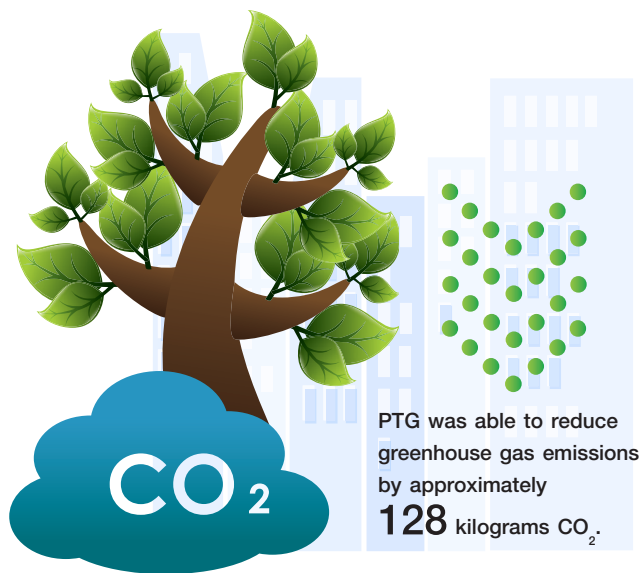
Project to Exchange Old Paper for New Paper

The Company organized the Project to Exchange Old Paper for New Paper and joined the Perks from Trash & Care the Whale Project, which is a project that support by the Stock Exchange of Thailand to manage waste within CW tower in order to reduce the volume of waste within CW tower released to the public. The Company sends used paper to the CW Tower Building Management Department and SCG Co., Ltd. to reuse on three occasions and the Company will be in the project continually. This will help reduce greenhouse gas emissions and global warming. The Company brought the following amounts of paper to join the project:

| | | |
|----------------------|-------------------|-----------------|
| 1 st Time | SCG Co., Ltd. | Qty.: 115 kg. |
| 2 nd Time | CW Tower Building | Qty.: 123.4 kg. |
| 3 rd Time | CW Tower Building | Qty.: 116.3 kg. |



The waste at CW tower that collect by the Company is at the total amount of 239 kilograms, or 25% of all waste received by CW Tower. Based on the calculations of the Stock Exchange of Thailand, the company was able to reduce greenhouse gas emissions by 128 kilograms CO₂ equivalent from a total of 512 kilograms CO₂ equivalent.



The use of of Electronic Documents (e-Documents)

The Company recognizes the importance of using the resources with maximum efficiency and uses of technology. Hence, the Company replace paper work with e-document. The document for new employee training and within HR system is transform into an electronic form to reduce the use of paper. In the first stage, the Company reduced paper use by 17,990 sheets of paper with a value of 4,320 baht and results are being expanded to other activities in order to make every system possible paperless. This activity has help to reduce resource consumption and mitigate impact of global warming. Furthermore, the use of the electronic documents enabled more simple information searches or checks and fewer errors while being consistent with the organization’s international practice guidelines in becoming a green organization.

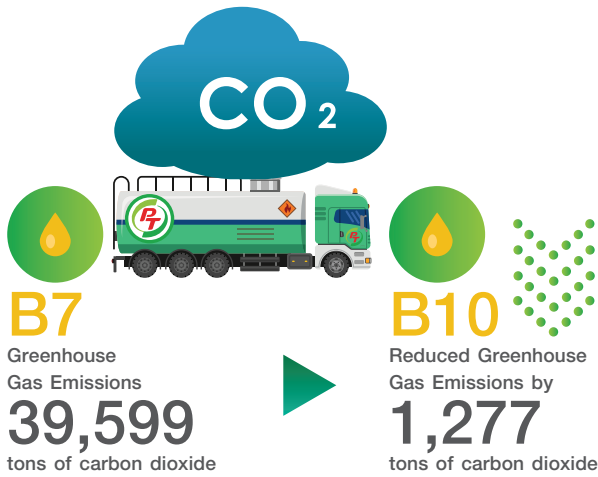
Gas Station Solar Roof Project

The Company aim to install solar roofs in order to generate electricity, reduce electricity costs and mitigate environmental impact. In 2020, the solar roofs are used in 7 gas stations. The Company’s total goal in reducing greenhouse gas emissions in 2021 is 296 tons of carbon dioxide equivalents. Furthermore, the Company has prepare to launch solar roof installation project at 22 more stations, bringing the total to 29 stations. This would lead the Company to achieve 6,794 tons of carbon dioxide equivalent reduction from 2021-2027.



The project to reduce expense by using B10 Diesel for Transport instead of B7 Diesel

In 2020, the Company initiate the policy to promote use of B10 diesel in place of B7 diesel in 502 semi-trailer trucks and ten-wheeled trucks used to transport fuel, causing expenses to drop by 50,717,638 baht, a 17.23-percent reduction in expenses. In addition to reducing expenses, the Company was able to reduce environmental impact. The use of B7 diesel in transports caused greenhouse gas emissions to reach 39,599 tons of carbon dioxide equivalents per liter. “However, when changing to use of B10 diesel in transports it caused greenhouse gas emissions to reach 38,322 tons of carbon dioxide equivalents per liter. As a result, the Company was able to reduce greenhouse gas emissions by 1,277 tons of carbon dioxide equivalents per liter.

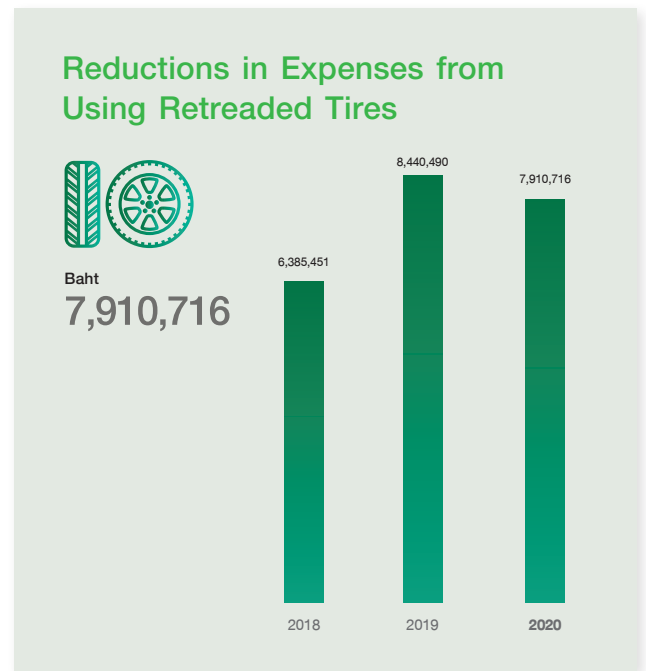


Remarks: Greenhouse gas emissions are calculated from activities that create greenhouse gases multiplied by greenhouse gas emission coefficients cited from the Thailand Greenhouse Gas Management Organization (TGO).

Retreading Tire Project

The Company organized the Retreading Tire Project continually for four years since 2017. The Retreading Tire Project uses expired tires from Izusu haulers, Volvo haulers and trailer ends to retread tires in order to enhance tire’s efficiency and reduce the volume of waste from expired tires. As a result, the Company was able to reduce use of new tires and save expenses from recycling and using old tires.

In 2020, the Company has a goal to reduce expenses from using 1,000 tires valued at 6,817,892 baht. In 2020, a total of 1,152 tires were retreaded, enabling the Company to save 7,910,716 baht in expenses. This reduction in expenses is less than 2019 by 6.69 percent due to low cost of new tires, causing new tires to be purchased at lower prices. Moreover, the number of retreaded tires declined because old tire frames cannot be retreaded.





Awards



Product of the Year 2020

The Company received an award from Product of the Year Awards 2020 organized by Business+ magazine in cooperation with the College of Management, Mahidol University (CMMU). Selection, survey and market research for this award was performed by experts based on academic principles with votes from consumers for 36 companies in 14 product categories. The Company received the award in the Energy and Public Utility of the Year group and in the Gas Station Products Group from PTG's determination to become a leader in energy business services with outstanding services that have standards and the highest coverage of all of Thailand.



SET Awards

The Company received the Outstanding Investor Relations Award in the group of companies in the stock exchange with a stock market value of 10,000-30,000 million baht from having outstanding performance in the area of investor relations for the second consecutive year. Furthermore, the Company was listed on the Thailand Sustainability Investment list for the third consecutive year at SET Awards 2020 organized by the Stock Exchange of Thailand and the Money & Banking Journal.



Kaizen awards

The Company received six awards at Thailand Kaizen Award 2020 organized by the Thai-Japan Technology Promotion Association for the fifth consecutive year. The Company received 2 Bronze Awards, 2 Silver Awards and first Popular Vote Award, reflecting the management ability in line with the policy to enhance work efficiency and support organization personnel involvement in improving work processes to increase competitive capacity.



Franchise Businesses Meeting Criteria for Upgrading Management Quality Standards



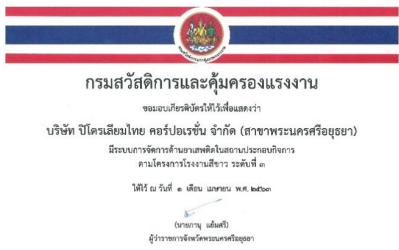
PunThai Coffee Co., Ltd. and GFA Corporation (Thailand) Co., Ltd. are companies under Company's group, which received awards for franchise businesses that met criteria for upgrading franchise business management quality in 2020. The event was held to improve business capacity of Thai franchise businesses and continually increase opportunity for future growth to build economic value for the country.



4th Thailand Labour Management Excellence Award



The Company and Petroleum Thai Corporation Co., Ltd. received the Thailand Labour Management Excellence Award of 2020 for the 4th consecutive year from the Department of Labour Protection and Welfare, Ministry of Labor. The Company recognizes the importance of labor relations management and employees, who prioritize working together with generosity, support, appropriate and fair sharing of benefits, resulting in the creation of a good labor relations system in the business facility.



Certificate for Drug Prevention and Problem-solving Business

The Company and Petroleum Thai Corporation Co., Ltd. received the Certificate for Drug Prevention and Problem-solving Facility in the White Factory Project of the Labour Welfare and Protection Office for 158 stations. The certificates were awarded to facilities, which carried out activities to promote knowledge and understanding in preventing and solving drug problems along with expanding results to communities around business facilities.

Certification



The Company was ranked as a “Excellence” in the Corporate Governance Report of Thai Listed Companies 2020 for the third consecutive year by the Thai Institute of Directors.



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).



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 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.



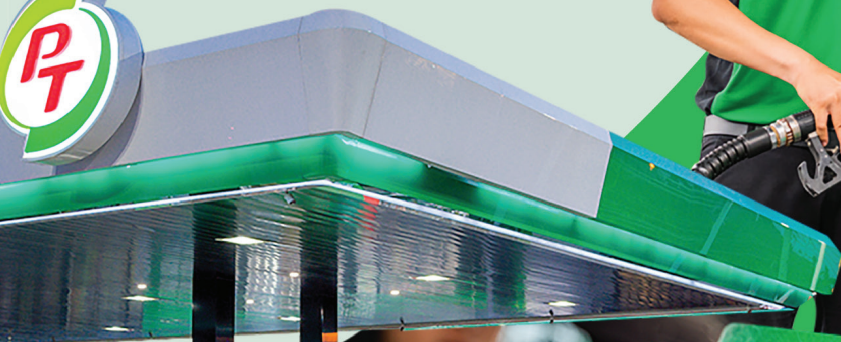
Remarks: The Company is currently under consideration for accreditation with the certification mark after laboratory modifications.



“อยู่ดี”



มีสุข”



Performance Statistics

Economic

| GRI | Company's Operational Information | 2017 | 2018 | 2019 | 2020 |
|-----------|---|-------------|-------------|-------------|------------|
| GRI 201-1 | Direct Economic Values | | | | |
| | Economic Performances (million baht) | | | | |
| | Revenue from sales and services | 84,624.59 | 107,829.28 | 120,026.69 | 104,422.71 |
| | Total revenue | 84,904.78 | 108,142.00 | 120,291.46 | 76,357.68 |
| | Net profit | 913 | 624 | 1,560.68 | 1,906.18 |
| | EBIDA | 3,070.68 | 3,512.73 | 5,272.72 | 6,315.24 |
| | Financial Position (million baht) | | | | |
| | Current assets | 3,909.46 | 3,937.26 | 4,850.02 | 3,858.64 |
| | Total assets | 17,985.38 | 20,939.73 | 22,651.87 | 42,037.40 |
| | Current liabilities | 8,275.47 | 10,892.33 | 11,614.32 | 84,858.71 |
| | Total liabilities | 15,463.91 | 12,866.83 | 15,944.38 | 34,057.47 |
| | Issued and paid-up capital (million shares) | 1,670 | 1,670 | 1,670 | 1,670 |
| | Equity | 5,118.54 | 5,475.82 | 6,707.49 | 7,979.92 |
| | Information of Financial Ratios | | | | |
| | Return on equity (%) | 18.87 | 11.85 | 25.81 | 25.96 |
| | Return on assets (%) | 8.23 | 5.31 | 10.36 | 5.89 |
| | Net profit margin (%) | 7.39 | 6.90 | 8.25 | 10.15 |
| | Current ratio (times) | 0.47 | 0.36 | 0.42 | 0.45 |
| | Debt to equity ratio (times) | 2.52 | 2.84 | 2.40 | 4.27 |
| | Information of Common Stocks | | | | |
| | Par value per share (baht) | 1 | 1 | 1 | 1 |
| | Book value per share (baht) | 2.92 | 3.15 | 3.77 | 4.53 |
| | Earnings per share (baht) | 0.55 | 0.37 | 0.93 | 1.14 |
| | Economic Values of Allotment | | | | |
| | Selling and administrative expenses (million baht) | 5,278.49 | 6,710.63 | 7,907.31 | 7,819.65 |
| | Remuneration and employee's welfare (million baht) | 1,858 | 2,254.86 | 2,552.41 | 2,791.91 |
| | Tax (baht) | 153,832,571 | 119,626,154 | 359,442,038 | 424,885.83 |
| | Dividends paid to shareholders (baht/share) | 0.17 | 0.20 | 0.50 | 0.50 |
| | Dividends paid for annual company's operations (million baht) | 283.9 | 334 | 835 | 835 |

- Note :**
1. Financial statements of PTG Energy Public Company Limited as of December 31, 2020
 2. Remuneration and employee's welfare of PTG Energy Public Company Limited excluding Directors and Executives of the company and its subsidiaries

| GRI | Performance Data | 2017 | 2018 | 2019 | 2020 |
|-----------|--|------|------|------|------|
| GRI 205-3 | No. of Complaints Inconsistent with Corporate Governance, Moral and Business Ethics Principles | N/A | 2 | 9 | 21 |

Remarks: In 2020, there are 21 complaints concerning inconsistencies with corporate governance principles. All 21 complaints have been registered and settled. In addition, all 21 complaints have been summarized for the complainants and none of them were found to be significant to the organization.

Social

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 | | 2020 | |
|-------|--|----------|----------|----------|----------|--------|----------|--------|----------|--------|
| | | | Male | Female | Male | Female | Male | Female | Male | Female |
| 102-8 | Number of Employee | | | | | | | | | |
| | Total number | Manpower | 12,915 | | 14,956 | | 17,017 | | 17,283 | |
| | | | 5,297 | 7,618 | 5,744 | 9,212 | 6,361 | 10,656 | 6,431 | 10,852 |
| | | % | 41.01 | 58.99 | 38.41 | 61.59 | 37.38 | 62.62 | 37.21 | 62.79 |
| 405-1 | Number of Employees by level of Operations | | | | | | | | | |
| | Management level | Manpower | 65 | 27 | 66 | 32 | 76 | 44 | 84 | 49 |
| | | % | 70.65 | 29.35 | 67.35 | 32.65 | 63.33 | 36.67 | 63.16 | 36.84 |
| | Supervisor level | Manpower | 152 | 134 | 159 | 153 | 179 | 193 | 1,107 | 1,405 |
| | | % | 53.15 | 46.85 | 50.96 | 49.04 | 48.12 | 51.88 | 44.07 | 55.93 |
| | Operation level | Manpower | 5,078 | 5,078.00 | 5,519 | 9,027 | 6,106 | 10,419 | 5,240 | 9,398 |
| | | % | 40.51 | 59.49 | 37.94 | 62.06 | 36.95 | 63.05 | 35.80 | 64.20 |
| | | | | | | | | | | |
| | Operational Information | Unit(s) | 2017 | | 2018 | | 2019 | | 2020 | |
| | Number of Employees by Age | | Manpower | % | Manpower | % | Manpower | % | Manpower | % |
| | 15-20 years old | | 1,840 | 14.25 | 2,117 | 14.15 | 2,264 | 13.30 | 1,857 | 10.74 |
| | 21-30 years old | | 5,428 | 42.04 | 6,234 | 41.68 | 7,228 | 42.48 | 7,433 | 43.01 |
| | 31-40 years old | | 3,486 | 27.00 | 3,958 | 26.46 | 4,399 | 25.85 | 4,569 | 26.44 |
| | 41-50 years old | | 1,670 | 12.93 | 1,972 | 13.19 | 2,307 | 13.56 | 2,520 | 14.58 |
| | 51-60 years old | | 466 | 3.61 | 608 | 4.07 | 723 | 4.25 | 805 | 4.66 |
| | Over 61 years old | | 23 | 0.18 | 67 | 0.45 | 96 | 0.56 | 99 | 0.57 |

| GRI | Operational Information | Unit(s) | 2017 | | 2018 | | 2019 | | 2020 | | |
|-------------------|--|----------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | | | Men | Women | Men | Women | Men | Women | Men | Women | |
| 401-1 | New Employees | | | | | | | | | | |
| | Total new employees | | 14,086 | | 18,925 | | 18,408 | | 13,893 | | |
| | New employee | Manpower | 6,161 | 7,925 | 8,010 | 10,915 | 7,864 | 10,544 | 5,912 | 7,981 | |
| | Rate of new employment hired | % | 116.31 | 104.03 | 139.45 | 118.49 | 123.63 | 98.95 | 42.55 | 57.45 | |
| | Number of New Employees by Age | | | | | | | | | | |
| | 15-20 years old | Manpower | 2,417 | 2,113 | 3,277 | 2,930 | 3,033 | 2,624 | 1,965 | 1,805 | |
| | | % | 45.63 | 27.74 | 57.05 | 31.81 | 47.68 | 24.62 | 33.24 | 22.62 | |
| | 21-30 years old | Manpower | 2,321 | 3,590 | 2,985 | 4,908 | 3,195 | 4,874 | 2,633 | 3,811 | |
| | | % | 43.82 | 47.13 | 51.97 | 53.28 | 50.23 | 45.74 | 44.54 | 47.75 | |
| | 31-40 years old | Manpower | 1,013 | 1,521 | 1,223 | 2,050 | 1,120 | 2,002 | 916 | 1,545 | |
| | | % | 19.12 | 19.97 | 21.29 | 22.25 | 17.61 | 18.79 | 15.49 | 19.36 | |
| | 41-50 years old | Manpower | 343 | 540 | 425 | 772 | 401 | 797 | 340 | 629 | |
| | | % | 6.48 | 7.09 | 7.40 | 8.38 | 6.30 | 7.48 | 5.75 | 7.88 | |
| | 51-60 years old | Manpower | 51 | 131 | 83 | 202 | 93 | 183 | 55 | 173 | |
| | | % | 0.96 | 1.72 | 1.44 | 2.19 | 1.46 | 1.72 | 0.93 | 2.17 | |
| | Over 61 years old | Manpower | 16 | 30 | 17 | 53 | 22 | 64 | 3 | 18 | |
| | | % | 0.30 | 0.39 | 0.30 | 0.58 | 0.35 | 0.60 | 0.05 | 0.23 | |
| | Resigned Employees | | | | | | | | | | |
| | Total resigned employees | | | 11,466 | | 16,269 | | 15,992 | | 13,641 | |
| | Resigned employees | Manpower | | 4,950 | 6,516 | 7,102 | 9,167 | 6,946 | 9,046 | 5,737 | 7,904 |
| | Rate of resignation | % | | 93.45 | 85.53 | 123.64 | 99.51 | 109.20 | 84.89 | 42.06 | 57.94 |
| | Number of Resigned Employees by Age | | | | | | | | | | |
| | 15-20 years old | Manpower | | 2,027 | 1,722 | 2,781 | 2,353 | 2,655 | 2,162 | 1,795 | 1,567 |
| | | % | | 38.27 | 22.60 | 48.42 | 25.54 | 41.74 | 20.29 | 31.29 | 19.83 |
| | 21-30 years old | Manpower | | 1,919 | 2,960 | 2,674 | 4,259 | 2,796 | 4,305 | 2,536 | 3,773 |
| | | % | | 36.23 | 38.86 | 46.55 | 46.23 | 43.96 | 40.40 | 44.20 | 47.74 |
| | 31-40 years old | Manpower | | 747 | 1,255 | 1,155 | 1,716 | 1,025 | 1,731 | 934 | 1,661 |
| | % | | 14.10 | 16.47 | 20.11 | 18.63 | 16.11 | 16.24 | 16.28 | 21.01 | |
| 41-50 years old | Manpower | | 207 | 411 | 404 | 626 | 362 | 642 | 394 | 705 | |
| | % | | 3.91 | 5.40 | 7.03 | 6.80 | 5.69 | 6.02 | 6.87 | 8.92 | |
| 51-60 years old | Manpower | | 43 | 99 | 70 | 166 | 88 | 147 | 73 | 177 | |
| | % | | 0.81 | 1.30 | 1.22 | 1.80 | 1.38 | 1.38 | 1.27 | 2.24 | |
| Over 61 years old | Manpower | | 19 | 32 | 18 | 47 | 20 | 59 | 5 | 21 | |
| | % | | 0.36 | 0.42 | 0.31 | 0.51 | 0.31 | 0.55 | 0.09 | 0.27 | |

| GRI | Operational Information | Unit(s) | 2017 | | 2018 | | 2019 | | 2020 | |
|-------|--|----------|-------|-------|-------|-------|-------|--------|------|--------|
| | | | Men | Women | 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 | | 10,852 |
| | Exercising maternity/paternity leave employees | Manpower | | 215 | | 302 | | 356 | | 343 |
| | Number of returned maternity/paternity leave employees | Manpower | | 212 | | 292 | | 267 | | 285 |
| | Returned maternity/paternity leave employees receiving further 12-month contract | Manpower | | 138 | | 149 | | 266 | | 205 |
| | Retention rate of maternity/paternity leave employees | % | | 64.19 | | 49.34 | | 74.72 | | 59.77 |

| GRI | Operational Information | Unit(s) | 2017 | | 2018 | | 2019 | | 2020 | |
|-------|--|------------------|-------|--|-------|--|---------|--|--------|--|
| | | | | | | | | | | |
| 404-1 | Number of employee training hours | | | | | | | | | |
| | Total number of hours | Hours | 9,447 | | 4,120 | | 102,671 | | 67,715 | |
| | Average training hours per person per year | Hours per person | 15.14 | | 18.72 | | 28.56 | | 20 | |
| | By operational level | | | | | | | | | |
| | Management level (M1-UC) | Manpowe | N/A | | N/A | | 146 | | 132 | |
| | Supervisor level (S1-S5) | | N/A | | N/A | | 2,203 | | 964 | |
| | Operation level (O1-O5) | | N/A | | N/A | | 1,246 | | 2,281 | |

Remarks: No. of training hours of employees of PTG Energy Co., Ltd., Petroleum Thai Corporation Co., Ltd., Atlas Oil Co., Ltd., Olympus Oil Co., Ltd., PunThai Coffee Co., Ltd. and GFA Corporation (Thailand) Co., Ltd.

Safety and Occupational Health

| GRI | Operational Information | Unit(s) | 2017 | | 2018 | | 2019 | | 2020 | |
|-------|---------------------------------------|---------------------------------|------|--|------|--|------|--|------|--|
| | | | | | | | | | | |
| 403-9 | Injury Frequency Rate (I.F.R.) | | | | | | | | | |
| | Fuel Truck Drivers | Times/ million kilometers | 1.61 | | 1.34 | | 1.5 | | 1.35 | |
| | Operational Employees | Times/ million hours | 0.75 | | 0.47 | | 0 | | 2.15 | |

Environment

Energy

| GRI | Operational Information | Unit(s) | 2017 | 2018 | 2019 | 2020 |
|-------|-------------------------------|-----------|---------|---------|------------|-----------|
| 302-1 | Total electricity consumption | Kilowatts | N/A | N/A | 58,368,399 | 5,098,632 |
| | Head Office | | 262,779 | 237,850 | 218,283 | 210,414 |
| | Work Areas | | N/A | N/A | 58,150,115 | 4,888,219 |

Remarks: Amount of electricity consumed in work areas covers gas stations (Petroleum Thai Corporation Co., Ltd.) and fuel depots (PTG Energy Co., Ltd.).

Greenhouse Gas Emissions

| GRI | Operational Information | Unit(s) | 2017 | 2018 | 2019 | 2020 |
|-------|-------------------------|-----------------------------------|------|------|------|--------|
| 305-1 | Direct Greenhouse Gases | Ton of Carbon Dioxide Equivalents | N/A | N/A | N/A | 38,322 |

Remarks: Greenhouse gas emissions in Scope 1 counts only greenhouse gases created by B10 oil combustion in transportation by PTG Logistics Co., Ltd.

Oil and Chemical Spills

| GRI | Operational Information | Unit(s) | 2017 | 2018 | 2019 | 2020 |
|-------|--|---------|--------|--------|------|------|
| 306-3 | Transportation Using the Company's Trucks Oil Spills | Liter | 30,420 | 42,620 | 150 | 0 |

Compliance with Environmental Laws

| GRI | Operational Information | Unit(s) | 2017 | 2018 | 2019 | 2020 |
|-------|--|---------|------|------|------|------|
| 307-1 | Quantity or value of significant fines for environmental law violations. | Times | N/A | N/A | 0 | 0 |

GRI Content Index

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 | 8 |
| 102-2 | Activities, brands, products, and services | 9, 10 |
| 102-3 | Location of headquarters | 12 |
| 102-4 | Location of operations | 12 |
| 102-5 | Ownership and legal form | 14 |
| 102-6 | Markets served | 10 |
| 102-7 | Scale of the organization | 10 |
| 102-8 | Information on employees and other workers | 123 |
| 102-9 | Supply chain | 13 |
| 102-10 | Significant changes to the organization and its supply chain | 3 |
| 102-11 | Precautionary principle or approach | 40 |
| 102-12 | External initiatives | 21-28 |
| 102-13 | Membership of associations | 8 |

Strategy

| | | |
|--------|---------------------------------------|-------|
| 102-14 | Statement from senior decision-maker | 4, 5 |
| 102-15 | Key impacts, risks, and opportunities | 41-47 |

Ethics and Integrity

| | | |
|--------|--|-------|
| 102-16 | Values, principles, standards, and norms of behavior | 36-37 |
| 102-17 | Mechanisms for advice and concerns about ethics | 37 |

Governance

| | | |
|--------|---|--------------------------|
| 102-18 | Governance structure | 32 |
| 102-19 | Delegating authority | 16 |
| 102-20 | Executive-level responsibility for economic, environmental, and social topics | 15 |
| 102-21 | Consulting stakeholders on economic, environmental and social topics | 17-18 |
| 102-22 | Composition of the highest governance body and its committees | 16,32 |
| 102-23 | Chair of the highest governance body | 32 |
| 102-24 | Nominating and selecting the highest governance body | 34 |
| 102-25 | Conflicts of interest | Annual Report Pg.172-187 |
| 102-26 | Role of the highest governance body in setting purpose, values, and strategy | 16, 32 |

| GRI Standard | Description | Sustainability Report (Page / URL) and Remarks (Omission / Comment) |
|-------------------------------|---|---|
| Governance | | |
| 102-27 | Collective knowledge of highest governance body | 36 |
| 102-28 | Evaluating the highest governance body's performance | 34 |
| 102-29 | Identifying and managing economic, environmental and social impacts | 15, 41-47 |
| 102-30 | Effectiveness of risk management process | 40 |
| 102-32 | Highest governance body's roles in sustainability reporting | 3 |
| 102-38 | Annual total compensation ratio | 122 |
| Stakeholder Engagement | | |
| 102-40 | List of stakeholder groups | 17-18 |
| 102-41 | Collective bargaining agreements | 68 |
| 102-42 | Identifying and selecting stakeholders | 17-18 |
| 102-43 | Approach to stakeholder engagement | 17-18 |
| 102-44 | Key topics and concerns raised | 19-20 |
| Reporting Practice | | |
| 102-45 | Entities included in the consolidated financial statements | 3, 122 |
| 102-46 | Defining report content and topic boundaries | 3 |
| 102-47 | List of material topics | 19 |
| 102-48 | Restatements of information | - |
| 102-49 | Changes in reporting | 19 |
| 102-50 | Reporting period | 3 |
| 102-51 | Date of most recent report | 3 |
| 102-52 | Reporting cycle | 3 |
| 102-53 | Contact point for questions regarding the report | 3 |
| 102-54 | Claims of reporting in accordance with the GRI Standards | 3 |
| 102-55 | GRI content index | 127-130 |
| 102-56 | External assurance | - |

| GRI Standard | Description | Sustainability Report (Page / URL) and Remarks (Omission / Comment) |
|--------------|-------------|---|
|--------------|-------------|---|

Economic

GRI 201: Economic Performance

| | | |
|-------|--|-------|
| 103-1 | Explanation of the material topic and its boundary | 9-11 |
| 103-2 | The management approach and its components | 10-11 |
| 201-1 | Direct economic value generated and distributed | 122 |

GRI 205: Anti-Corruption

| | | |
|-------|--|-------------|
| 103-1 | Explanation of the material topic and its boundary | 31 |
| 103-2 | The management approach and its components | 31 |
| 103-3 | Evaluation of the management approach | 32, 36-37 |
| 205-2 | Communication and training about anti-corruption policies and procedures | 37 |
| 205-3 | Confirmed incidents of corruption and actions taken | 30, 37, 123 |

Environment

GRI 302: Energy

| | | |
|-------|--|----------|
| 103-1 | Explanation of the material topic and its boundary | 112 |
| 103-2 | The management approach and its components | 112 |
| 103-3 | Evaluation of the management approach | 114-116 |
| 302-1 | Energy consumption within the organization | 111, 126 |

GRI 305 : Emissions

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its boundary | 112 |
| 103-2 | The management approach and its components | 112 |
| 103-3 | Evaluation of the management approach | 115-117 |
| 305-1 | Direct (Scope 1) GHG emissions | 126 |

GRI 306: Effluents and Waste

| | | |
|-------|--|--------------|
| 103-1 | Explanation of the material topic and its boundary | 112 |
| 103-2 | The management approach and its components | 112 |
| 103-3 | Evaluation of the management approach | 112, 114-117 |
| 306-3 | Significant spills | 126 |

GRI 307: Environmental Compliance

| | | |
|-------|--|----------|
| 103-1 | Explanation of the material topic and its boundary | 112 |
| 103-2 | The management approach and its components | 112 |
| 103-3 | Evaluation of the management approach | 112 |
| 307-1 | Non-compliance with environmental laws and regulations | 111, 126 |

| GRI Standard | Description | Sustainability Report (Page / URL) and Remarks (Omission / Comment) |
|--------------|-------------|---|
|--------------|-------------|---|

Social

GRI 401: Employment

| | | |
|-------|--|--------|
| 103-1 | Explanation of the material topic and its boundary | 68 |
| 103-2 | The management approach and its components | 68, 70 |
| 103-3 | Evaluation of the management approach | 70 |
| 401-1 | New employee hires and employee turnover | 124 |
| 401-3 | Parental leave | 125 |

GRI 403: Occupational Health and Safety (2018)

| | | |
|-------|--|---------|
| 103-1 | Explanation of the material topic and its boundary | 82 |
| 103-2 | The management approach and its components | 82 |
| 103-3 | Evaluation of the management approach | 82-92 |
| 403-1 | Occupational health and safety management system | 89, 112 |
| 403-9 | Work-related injuries | 125 |

GRI 404: Training and Education

| | | |
|-------|---|-------|
| 103-1 | Explanation of the material topic and its boundary | 68 |
| 103-2 | The management approach and its components | 68 |
| 103-3 | Evaluation of the management approach | 74-80 |
| 404-1 | Average hours of training per year per employee | 125 |
| 404-2 | Programs for upgrading employee skills and transition assistance programs | 74-80 |

GRI 405: Diversity and Equal Opportunity

| | | |
|-------|--|-------------|
| 103-1 | Explanation of the material topic and its boundary | 68-69 |
| 103-2 | The management approach and its components | 70 |
| 103-3 | Evaluation of the management approach | 70, 104-105 |
| 405-1 | Diversity of governance bodies and employees | 104, 123 |



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