PTG ENERGY PUBLIC COMPANY LIMITED

Sustainability Report 2024

AI TRANSFORMATION
IN THE AGE OF UNCERTAINTY

"To Increase **Opportunities** with Our Communities"

Content

"To provide superior **experience** and convenience."

About This Report

PTG Energy Public Company Limited (PTG) has published its sixth annual sustainability report. The purpose of this report is to disclose the company's sustainability management processes, along with its performance in environmental, social, and governance (ESG) areas, to provide stakeholders and interested parties with transparent information. The report covers the period from January 1, 2024, to December 31, 2024.

Reporting Framework

The 2024 Sustainability Report follows the Global Reporting Initiative (GRI) Standards 2021 (Core Option) and GRI 11: Oil and Gas Sector 2021. It outlines the company's contributions toward the United Nations Sustainable Development Goals (SDGs), demonstrating PTG's commitment to fostering economic, social, and environmental development in a balanced manner. The report reflects PTG's alignment with the needs and expectations of all stakeholders.

Content and Scope of the Report

This report has been prepared according to the GRI Standards, based on the results of stakeholder feedback collected through PTG's designated engagement channels. It encompasses the PTG Energy Group and subsidiaries where PTG holds at least 75% ownership or has control.

In 2024, PTG has revised and expanded the disclosed information to enhance transparency and improve sustainability reporting as follows:

1. Expanded Contractor Information

- PTG has disclosed information regarding contractors in compliance with GRI 2-8: Workers Who Are Not Employees, showing the number of non-employee laborers and how labor is managed throughout the value chain.

2. Anti-Corruption Disclosure

- GRI 205-2: Disclosed the number of employees who have received training on anti-corruption policies.
- GRI 205-3: Reported cases of corruption that were investigated and verified as genuine.
- Provided detailed reporting on costs associated with fines resulting from corruption cases to ensure greater governance transparency.

3. Environmental Data Disclosure

- Water data including water withdrawal, water discharge, and water consumption is reported across the operations of the head office, oil depots, distribution centers of PTG Energy Public Company Limited, PTG Logistics Co., Ltd., and company-owned service stations under Petroleum Thai Corporation Co., Ltd.
- Air pollution data covers company-owned service stations operated by Petroleum Thai Corporation Co., Ltd.
- Oil spill data includes incidents at oil depots of PTG Energy Public Company Limited and company-owned service stations under Petroleum Thai Corporation Co., Ltd.
- Hazardous and non-hazardous waste data is reported for the head office, oil depots, and distribution centers under PTG Energy Public Company Limited and PTG Logistics Co., Ltd.
- Greenhouse gas emissions (Scope 1—3) reporting boundaries remain unchanged from 2023, covering companies within the PTG Group: PTG Energy Public Company Limited, Petroleum Thai Corporation Co., Ltd., and PTG Logistics Co., Ltd. Data is collected from the following areas:
    - Head Office
    - Oil depot operations
    - Service stations
    - Company-owned distribution centers
- In 2024, the company expanded its disclosure of Scope 3 GHG emissions, in accordance with GRI 305-3. Emission categories were classified and recalculated to include only material categories, enhancing transparency and reinforcing efforts to reduce environmental impacts across the value chain.

Report Assurance

The information disclosed in the 2024 Annual Sustainability Report has been reviewed and validated by senior management from all subsidiaries and relevant departments to ensure the report's accuracy, completeness, and balance. It covers all material topics and responses to stakeholders. While the company did not engage a third-party for external assurance, certain environmental data has been certified by private organizations registered with relevant government agencies to guarantee the credibility, accuracy, and transparency of the reported information.

Additionally, in 2024, PTG Energy Public Company Limited (PTG) received certifications for the following management systems: Quality Management System (ISO 9001:2015), Occupational Health and Safety Management System (ISO 45001:2018), Environmental Management System (ISO 14001:2015). These certifications apply to the scope covering the receipt, storage, and distribution of fuel products at 9 of PTG's oil storage facilities, representing 100% of PTG's total oil storage operations.

Contact Information

For additional information, inquiries, or suggestions, please contact

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This sustainability report is an integral part of PTG Energy Public Company Limited's 2024 Annual 56-1 One Report, available for access and download at www.ptgenergy.co.th

Reader Feedback Survey:

We welcome your feedback. Please scan the QR code to share your comments and suggestions on the 2024 Annual Sustainability Report. Your input will help us improve and refine our reporting for the upcoming years.

Companies Covered Within the Report

No.	Company	% Equity	Energy	GHG Emission	GHG Reduction	Water	Waste Water	Air Emission	Waste	OHS	Human Rights
1	PTG Energy Pcl.	100.00	✓	✗	✓	✓	✓	✗	✓	✓	✓
Fuel Business and Retail Business											
2	Petroleum Thai Corporation Co.,Ltd.	99.99	✓	✓	✓	✓	✗	✓	✗	✓	✓
3	Pyramid Oil Co., Ltd.	99.98	◉	◉	◉	◉	◉	◉	◉	◉	◉
4	Alpine Oil Co., Ltd.	99.97	◉	◉	◉	◉	◉	◉	◉	◉	◉
5	Empire Oil Co., Ltd.	99.98	◉	◉	◉	◉	◉	◉	◉	◉	◉
6	Everest Oil Co., Ltd.	99.98	◉	◉	◉	◉	◉	◉	◉	◉	◉
8	BPTG Co., Ltd.	59.99	✓	✓	✓	✓	✓	✓	✗	✗	✓
LPG Business											
9	Atlas Energy Pcl.	99.99	✗	✗	✗	✗	✗	✗	✗	✓	✓
10	Olympus Oil Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✓	✓
Renewable Energy Business											
11	PTG Green Energy Co., Ltd.	99.99	✗	✗	✓	✗	✗	✗	✗	✓	✗
12	Max Venture Co., Ltd.	99.99	✓	◉	◉	◉	◉	◉	◉	◉	◉
13	Palangngan Pattana 5 Co., Ltd.	85.99									

No.	Company	% Equity	Energy	GHG Emission	GHG Reduction	Water	Waste Water	Air Emission	Waste	OHS	Human Rights
14	PPP Green Complex Pcl.	40.00									✓
15	Thai Paiboon Equipment Co., Ltd	10.00									
Food and Beverage Business											
16	Punthai Coffee Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✓	✓
17	GFA Corporation (Thailand) Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✓	✓
18	GOSUBWAY Co., Ltd	99.80	✗	✗	✗	✗	✗	✗	✗	✗	✗
19	GOLUCK Co., Ltd.	70.00									
20	Jitramas Co., Ltd.	99.99	✗	✗	✗	✗	✗	✗	✗	✗	✗
21	Whole Gain Co., Ltd	54.99									
22	Greenovate Co., Ltd.	24.00									
Logistics and Warehouse Business											
23	PTG Logistics Co., Ltd.	99.99	✓	✓	✗	✓	✗	✗	✓	✓	✓
24	AMA Marine Pcl.	24.00									
25	Threesixty Supply Chain Company Limited	14.29									
System and Equipment Management Business											
26	Empire Service Solution Co., Ltd.	60.00									
27	Innoligent Automation Co., Ltd.	59.99									
Auto Care Services Business											
28	Siam Autobacs Co., Ltd.	76.52	✗	✗	✗	✗	✗	✗	✗	✓	✓
Electronic Money (e-Money) Business											
29	Max Card Co., Ltd.	99.99	✓	✗	✗	✗	✗	✗	✗	✓	✓
30	Max Solution Service Co., Ltd.	99.96	✓	✗	✗	✗	✗	✗	✗	✓	✓
31	MAX Me Corp Co., Ltd.	99.97	✓	◉	◉	◉	◉	◉	◉	◉	◉
32	Maxbit Digital Asset Co., Ltd.	35.00									
33	Paisan Capital Co., Ltd.	33.33									

Symbols

Companies that disclose their sustainability performance in the 2024 Sustainability Report, where PTG Energy Public Company Limited holds more than 50% of the shares or has management authority. These companies are core businesses of the company, operating in Thailand, with notable achievements in environmental impact, safety, and human rights.

The company, which has an office at PTG Energy, does not engage in manufacturing

✓ The information is disclosed in the report.

✗ Data has not been collected.

◉ The information is not significant to the business operations and does not impact the overall performance of PTG.

Company Status Text Colors:

Blue — Subsidiary (holding more than 50% of shares)

Orange — Associate Company (holding more than 20% but not exceeding 50% of shares)

Purple — Purple: Joint Venture Company

Message from the CEO and Managing Director

(signature)

(Mr. Pitak Ratchakitprakarn)
Chief Executive Officer
and Managing Director
PTG Group

PTG Energy
Your collaboration is the key driving force behind our ability to overcome challenges, seize new opportunities, and move toward a sustainable future together. Let us continue working together to create value and happiness for communities, society, and the environment in all aspects

The past year has presented both significant challenges and opportunities for PTG. Key challenges include shifts in the energy landscape, such as the rise of electric vehicles (EVs) and the growing demand for clean energy, which have impacted the need for traditional fuels. Additionally, volatile global oil prices and increasingly stringent environmental regulations, like carbon taxes, have created further pressure on business operations. At the same time, changing consumer behaviors and heightened expectations around ESG (Environmental, Social, and Governance) have required businesses to quickly adapt, particularly in technology, service offerings, and environmental impact reduction. Despite these challenges, these circumstances have also opened up opportunities for PTG to innovate and differentiate itself by offering services and products that align with the needs of modern consumers. Under the "one-stop service station" concept, we have expanded beyond traditional fuel stations to become comprehensive service hubs, featuring Punthai Coffee shops, Max Mart convenience stores, and a range of digital services. PTG is committed to being a leader in sustainability, driving positive change for our business, communities, and the environment, while remaining agile and ready to navigate the evolving landscape in the years ahead.

As the world shifts toward carbon reduction and a clean energy economy, PTG understands its crucial role in advancing global sustainability goals. We are equally focused on creating value for all our stakeholders. To this end, we have committed to achieving Carbon Neutrality by 2030 for Scope 1 and Scope 2 emissions. This ambitious target is supported by a robust, multi-faceted strategy, focusing on three key approaches to drive our progress:

Reduce: Minimize greenhouse gas emissions from internal operations, for example, by promoting energy conservation across facilities and enhancing energy efficiency at our fuel stations. As part of this initiative, PTG has implemented solar roof installations at all of its locations. Currently, 147 PT service stations have been equipped with solar panels.

Reforestation: Actively support reforestation and ecosystem restoration efforts, such as planting coffee alongside other economic crops and perennial trees, as well as conserving mangrove forests. In 2024, PTG joined a mangrove reforestation project aimed at generating carbon credits, while also signing a Memorandum of Understanding (MoU) with the Department of Marine and Coastal Resources and the Thailand Mangrove Alliance. This collaboration seeks to integrate efforts from all sectors to ensure the long-term conservation and restoration of mangrove ecosystems.

Re-adjust Portfolio: The shift to renewable energy presents PTG with new opportunities to expand its non-oil business portfolio. Renewable energy is one of the eight core sectors PTG is focusing on for future investments. As part of this strategy, PTG is placing a strong emphasis on clean energy solutions, such as waste management and community-based waste-to-energy projects. These initiatives not only help reduce waste and methane emissions but also generate up to 6 megawatts of energy. The commercial operations of these plants are expected to begin in 2025.

In addition, PTG has signed a strategic partnership with Thai Paiboon Equipment Co., Ltd. to manage and produce Refuse-Derived Fuel (RDF). This initiative is in line with our company's vision of improving the quality of life in communities through effective waste management. By doing so, we aim to create healthier living environments for both the community and the ecosystem, while also fostering opportunities for future business growth. This collaboration also opens up avenues for expanding into new business sectors. Moreover, PTG has joined forces with the Electricity Generating Authority of Thailand (EGAT) to install EV charging stations at our fuel stations. By 2024, we have already installed over 190 charging stations, with ongoing efforts to explore new opportunities, such as developing charging infrastructure for electric trucks, to stay ahead of future market trends.

On the governance front, we are fully committed to conducting our business in a transparent and sustainable manner. To uphold these principles, PTG has established a dedicated Corporate Governance and Sustainability Committee and put in place a robust anti-corruption policy. In 2024, PTG successfully renewed its membership in the Thai Private Sector Collective Action Coalition Against Corruption (CAC) for the third consecutive time. This certification underscores our commitment to transparency and our efforts to prevent corruption within the organization.

When it comes to corporate social responsibility, we believe that business success must go hand in hand with community and societal development. PTG has been actively engaged in a range of social initiatives through our "PTG, Leaving No One Behind" program. These initiatives cover a broad spectrum of activities, including providing scholarships, supporting the health and well-being of the elderly, and empowering local farmers. In 2024, PTG entered into a partnership with the Princess Mother's Foundation, the Department of Forestry, and the Bank for Agriculture and Agricultural Cooperatives (BAAC). The goal of this collaboration is to develop forest areas and promote the sustainable cultivation of Arabica coffee and other economic crops. This will help conserve existing forests, create new ones, and preserve the country's rich biodiversity. Additionally, it will provide farmers with improved incomes and better livelihoods. PTG will also purchase Arabica coffee and other crops directly from local farmers, supporting their income while adding value to the Punthai Coffee brand, a key part of PTG's business.

"As the CEO and Managing Director of PTG Group, I would like to express my heartfelt gratitude to our shareholders, employees, partners, and all stakeholders for your unwavering support and trust in PTG Energy. Your collaboration is the key driving force behind our ability to overcome challenges, seize new opportunities, and move toward a sustainable future together. Let us continue working together to create value and happiness for communities, society, and the environment in all aspects."

"To help and co-create **growth** and **opportunities** for communities in an increasingly disruptive world."

Summary of Key Sustainability Achievements for 2024

Economic Growth

Revenue from sales
226,383 million baht

Net profit (for the year):
1,042 million baht

Dividend per share:
0.35 baht per share

EBITDA
THB **6,197** million baht

Good Corporate Governance

No significant fraud complaints reported through the whistleblowing channel

CAC CERTIFIED Renewal of the Anti-Corruption Collaboration (CAC) certification for the **third** consecutive year

No instances of non-compliance with laws having a material impact

No significant cyberattacks affecting business operations

Delivering Value and Positive Experiences Across the Supply Chain

Cost savings from process improvement projects:
110 million baht

Customer satisfaction:
82.24% for business clients,
93.85% for consumer clients

27 partners engaged in ESG knowledge-sharing activities

ESG assessments conducted on **13** key suppliers

Driving Organizational Excellence

Safety

Lost Time Injury Frequency Rate (LTIFR) per 1 million working hours:
Employees: **0.605**
Contractors: **0.45**

Occupational Illness Frequency Rate (OIFR) per 1 million working hours:
Employees: **1**

Human Rights

No legal complaints regarding human rights violations

31.74% of business activities assessed to have moderate human rights risk

978 new branch managers trained on labor laws and human rights

Human Resources

Total employee training hours:
525,919 hours

Employee engagement score: **81%**

Creating Shared Value with Society and the Environment
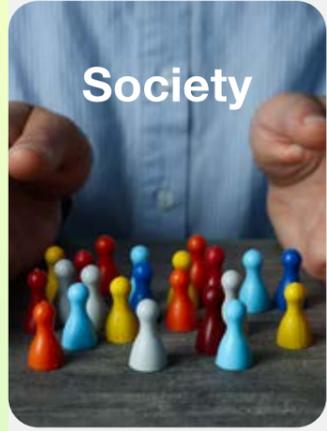
Society

Community satisfaction with social initiatives
96.70%

Volunteer hours from participation in the "PT, Leaving No One Behind" project: **200** participants, totaling **1,600** hours

Total value of donations and support (money and goods):
179 million baht

Promoting local raw materials and generating income for farmers through agricultural product purchases:
87 million baht

Employment value for persons with disabilities: **25.10** million baht, and for the elderly: **46.40** million baht

Total trees planted: **1,700** under the "PT, Leaving No One Behind" project

Environment

Number of significant oil and chemical spills (greater than 100 barrels per incident): **0**
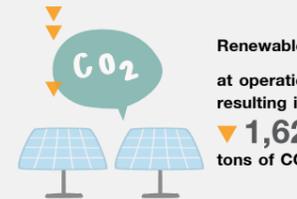
Renewable energy used from Solar Roof at operational sites: **3.71** million kWh, resulting in a reduction of **1,624** tons of CO_2 equivalent per year

EV Charger stations installed: **190**

100% of waste and hazardous waste properly disposed of

Greenhouse gas reduction from the Low Emission Support Scheme:
19,768 $kgCO_2e$

Certification of Environmental Management System (ISO 14001:2015) for **9** fuel storage facilities covering the receipt, storage, and distribution of fuel products

Participation in a mangrove planting project for carbon credits: **90.05** rai
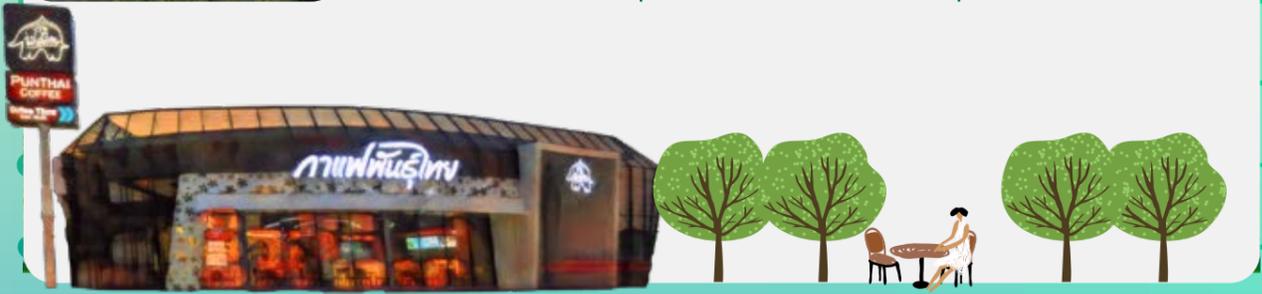
About PTG

On March 21, 1988, Paktai Chueplerng Public Company Limited was established with the noble aim of managing fuel depots and supplying fuel to communities, fishermen, and industrial plants in the southern provinces of Thailand. By 1992, the Company embarked on its journe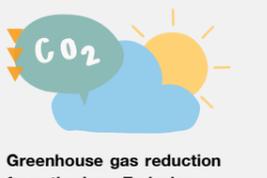y into the gas station business under the stewardship of Petroleumthai Coporation Co., Ltd. In 1995, the Company was listed on the Stock Exchange of Thailand as Paktai Chueplerng Public Company Limited, later rebranded as PTG Energy Public Company Limited in 2011. Since then, it has expanded its operations in both oil and non-oil sectors, covering every corner of Thailand.

Vision

Enriching the quality of life, well-being and contentedness of the people we serve.

Mission

Create growth opportunities with partners and communities everywhere in the energy business and expand into a full range of services to fulfill happiness and quality of life for everyone.

Corporate Value: BEST

B E S T

Breakthrough the Limit:
We firmly believe that anything is achievable. We dare to challenge every limitation that comes our way because we are bold thinkers, risk-takers, and innovators. This includes actively seeking out and seizing every opportunity to progress towards a consistently better working environment. We embrace a culture of flexibility, adaptability, and a willingness to swiftly learn from failures.

Embrace Empathy:
We strive to understand and empathize with the needs of our customers and colleagues at all times. We are committed to seeing the world through their perspectives, asking questions, observing, and listening attentively to comprehend their thoughts, feelings, and desires. This enables us to respond promptly and exceed expectations. We actively seek feedback to continuously improve and go beyond what is expected.

Succeed Together:
We are united in our pursuit of shared goals and collective success. Through collaborative efforts and a spirit of cooperation, we harness our combined expertise to maximize outcomes. We support cross-functional teamwork, foster effective communication, and work together harmoniously to achieve optimal results.

Cultivate Trust:
We conduct ourselves with integrity, making decisions that consider long-term implications. We cultivate a culture of trust within the organization by empowering our employees, respecting all levels of the workforce, and promoting transparency in our actions. We are mindful of the impact on stakeholders, earning the trust of all through our actions and decisions, now and into the future.

Basic Company Information

Company Name: PTG Energy Public Company Limited
Stock Ticker: PTG
Business Type: Energy and Utilities
Date of Establishment: March 21, 1988
Company Registration Number: 0107538000703
Registered Capital: THB 1,670,000,000 บาท
Head Office Location: 33rd Floor, CW Tower A, 90 Ratchadaphisek Road, Huai Khwang Subdistrict, Huai Khwang District, Bangkok 10310

Website: www.ptgenergy.co.th
CEO: Mr. Pitak Ratchakitprakarn
Number of Employees: 25,619 (as of December 31, 2024)

Organizational Membership
- Organizational Membership
- -The Federation of Accounting Professions
- Thai Listed Companies Association
- Thai Institute of Directors
- Petroleum Institute of Thailand (PTIT)
- Thai Chamber of Commerce and Board of Trade of Thailand
- Thailand's Private Sector Collective Action against Corruption (CAC)
- Oil Industry Environmental Safety Group Association (IESG)
- Investment Advisor Association (IAA)
- Thai Bond Market Association (ThaiBMA)
- Thai Health Promotion Foundation (ThaiHealth)
- Office of Labor Protection and Welfare, Bangkok Metropolitan, Area 5

Overview of PTG's Business:

1 OIL AND FUEL RETAILING BUSINESS

Oil Business

Fuel products of the Company and subsidiaries can bedivided into 2 main types as follows :

1. Diesel fuels, specifically high-speed diesel B7 (hereinafter called "diesel fuel")
2. Benzene fuels, which comprises octane-95 benzene, gasohol 95, gasohol 91 and gasohol E20 (hereinafter called "benzene fuel")

The Company primarily distributes diesel fuel, catering to the needs of commercial vehicle operators, who are significant customers both directly and indirectly. This emphasis on diesel fuel sales aligns with the prevalent vehicle types registered in Thailand, the majority of which utilize diesel fuel. Furthermore, the Company has strategically expanded its operations, particularly in Bangkok and surrounding areas, resulting in a notable increase in the proportion of Benzene fuel sales compared to 2021's figures.

RETAIL BUSINESS

In addition to oil trader through service stations, PTC serves as an investor and operator of Max Mart convenience stores, strategically positioned within PT COCO and DODO service stations. PTC meticulously selects suitable service stations based on several criteria:

1. Stations with high foot traffic and robust sales figures are prioritized.
2. Consideration is given to proximity to residential areas, commercial hubs, government buildings, and well-connected routes.
3. The station must have adequate space to accommodate a convenience store.

PTC has refined its approach to convenience store management to enhance operational efficiency and meet evolving customer demands. This involves modernizing building structures, upgrading store aesthetics, enhancing equipment, and diversifying product offerings to align with customer preferences. As of the end of 2024, the Company had successfully established 374 Max Mart branches. Moving forward, PTC aims to further expand the Max Mart footprint, ensuring comprehensive coverage across diverse regions to seamlessly integrate end-to-end services within PT service stations and effectively cater to user needs.

2 LPG GAS BUSINESS

The Company began its LPG distribution business in 2015 under Thai Petroleum Corporation Company Limited ("PTC"). In 2019, to enhance clarity in its LPG distribution operations, the Company restructured the business by appointing Atlas Energy Public Company Limited ("ATLAS") and Olympus Oil Company Limited ("OLP"), both subsidiaries of the Company, to handle the LPG distribution. Currently, ATLAS is an oil dealer under Section 7 of the Petroleum Act, B.E. 2543 (A.D. 2000), (Oil Dealer under Section 7) and operates LPG distribution across the household, transportation, and industrial sectors. ATLAS provides retail sales directly to consumers and wholesale distribution to smaller gas traders for resale to end customers. On the other hand, OLP is an oil dealer under Section 11 of the Petroleum Act, B.E. 2543 (A.D. 2000), and operates LPG distribution specifically in the transportation sector. OLP sells LPG to vehicle users through LPG stations managed by OLP itself (Company Owned, Company Operated, or COCO stations).

3 RENEWABLE ENERGY BUSINESS

The Company places a high value on sustainable energy practices and actively seeks to address the risks associated with petroleum-based energy shortages by investing in renewable energy ventures. Additionally, these investments serve as a means to support local farmers and promote public policies conducive to environmental conservation. PTG has made significant investments in various renewable energy enterprises, including a biodiesel operation that manufactures and markets environmentally-friendly products derived from palm oil, such as biodiesel (B100) and refined palm olein (ROL), in collaboration with PPP Greencomplex Public Company Limited (a joint venture of PTG) ("PPPGC"). Furthermore, PTG is engaged in refuse derived fuel (RDF) endeavors through PTG Green Energy Public Company Limited ("PTGGE"), Palangngan Pattana 5 Co., Ltd. ("PP5"), and Clean Community Co., Ltd. ("CCC"), all of which operate as subsidiaries of the Company.

4 OIL AND FUEL TRANSPORTATION BUSINESS

PTG Logistics Company Limited ("PTGLG"), a subsidiary of the Company, is registered as a fuel transporter under Section 12 of the Fuel Trade Act. It has invested in a fleet of large oil trucks, facilitating the delivery of fuel to COCO and DODO gas stations, as well as fulfilling orders from fuel wholesale businesses associated with the Company. Moreover, PTGLG transports oil between depots for efficient management. Additionally, PTGLG is exploring new business opportunities. Since 2020, the Company has been actively considering investments in different types of trucks to meet the demands of oil transportation and expand its presence in transportation services for other products.

5
SYSTEM MANAGEMENT AND ADMINISTRATION BUSINESS

Innoligent Automation Co., Ltd. (INA) focuses on developing equipment and systems for sales management and customer data collection. Originally implemented only at COCO service stations, the systems have now expanded to include:

- Sales Management System: Expanded installation to over 190 DODO stations for improved operational efficiency.
- Auto Tank Gauging System: Installed at 47 COCO stations in the central region (Phase 1), scheduled for completion in January 2025. This system enhances accuracy in fuel inventory monitoring and order management, as well as detecting issues like water contamination in tanks.
- Mobile POS System: Developed to integrate with existing POS systems for Max Me Corp. (MEC), aiming to improve service speed at fuel stations. Phase 1 is scheduled for completion by June 2025.
- Fleet Management System: Developed to support logistics businesses with large vehicle fleets. Currently used by the company's fuel transportation business and external clients, with implementation at over 50 refueling points nationwide.

6
FOOD AND BEVERAGE BUSINESS

Punthai Coffee
Punthai Coffee is a Non-Oil business under PTG's subsidiary, launched its first branch in 2012. With over 1,300 branches nationwide, the brand is known for its uniquely Thai identity and use of high-quality local ingredients sourced from across the country, supporting local farmers. It offers a variety of signature drinks and has expanded into premium coffee products, including "Rak Lok Drip Coffee" and "Thai-Ricano" specialty coffee. The business also promotes a franchise model to expand further, making it easier for individuals to own a Punthai Coffee shop.

Coffee World
Managed by GFA, a PTG subsidiary acquired in 2017, Coffee World rebranded in 2022 with the concept "Co-Value Creation from World Inspirations." For 2025, the brand aims to enhance competitiveness by targeting office workers who seek premium, fast-service coffee in energizing spaces. It plans to expand to key "destination points" such as business districts, office buildings, private hospitals, and community centers.

Subway
As of April 1, 2024, PTG's subsidiary, Golak Co., Ltd., acquired the Master Franchise rights for Subway in Thailand. This strategic move expands PTG's Non-Oil portfolio while aligning with modern consumer trends toward healthier, high-quality, and convenient food options. The collaboration supports long-term growth by combining global branding with local market potential.
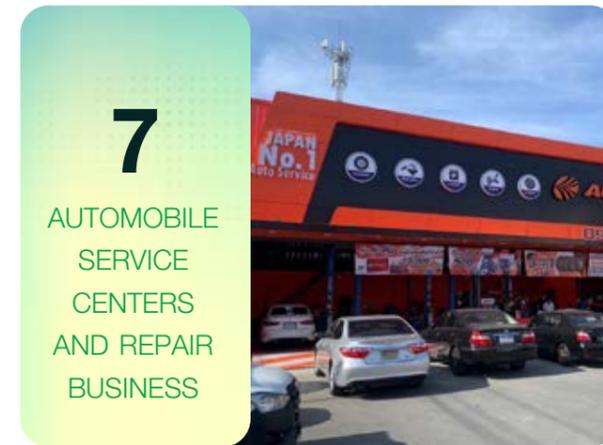
7
AUTOMOBILE SERVICE CENTERS AND REPAIR BUSINESS

The automotive service and maintenance business is operated by Siam Autobacs Co., Ltd. ("SAB" or "Autobacs"), a subsidiary of the Company. It is a comprehensive, high-quality auto service and maintenance center from Japan, offering a full range of products and services, including well-known tire brands from Japan and Europe, premium engine oil, performance-enhancing lubricants for automobiles, batteries, shock absorbers, brake pads, car care chemicals, and Japanese-style decorative accessories, etc.

8
ELECTRONIC FINANCIAL SERVICE BUSINESS (e-MONEY)

For its electronic money service or e-Money business, the Company has established Max Card Co., Ltd. ("MAX"), Max Me Corp Co., Ltd. ("MMC"), and Max Solution Service Co., Ltd. ("MSS"), subsidiaries aimed at enhancing the capabilities of the electronic financial system through the Max Me app developed for e-Wallet services. This initiative includes managing customer memberships and products under the Company's purview through the PT Max Card, developed on a digital platform offering various benefits across purchases, services, and categories such as food, drinks, shopping, and travel, with the option to earn points across more than 235 partnering outlets

Business Unit Locations

PTG Energy Public Company Limited operates both retail fuel and non-oil businesses, offering services across Thailand. The company boasts a robust infrastructure, including oil storage facilities, transportation systems, and a network of service stations.

Transportation and Maintenance Facilities

PTG operates a transportation business under PTG Logistics Co., Ltd., which supports its fleet operations through 5 maintenance centers located at fuel depots and 3 service centers. The fleet includes:

Note: The Pak Phanang oil storage facility in Nakhon Si Thammarat has ceased operations due to lower fuel sales in the region.

Transportation and Maintenance Facilities

PTG operates its transportation business under PTG Logistics Co., Ltd., which manages two transportation centers, five maintenance centers at oil depots, and three vehicle management centers. The fleet consists of a total of 756 vehicles, comprising:

- 534 fuel transport trucks
- 175 gas transport trucks
- 47 other cargo transport trucks

PT Fuel Station Network

There are a total of 2,229 PT fuel stations, categorized as follows:

- Company-operated stations (COCO: Company Owned, Company Operated) — 1,865 stations
- Franchise stations (DODO: Dealer Owned, Dealer Operated) — 364 stations

Bangkok and Vicinity

183 service stations
- **178** COCO stations
- **5** DODO stations

Head Office

90 CW TOWER A, 33rd Floor, Ratchadaphisek Road, Huai Khwang Subdistrict, Huai Khwang District, Bangkok 10310
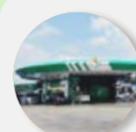
Northern Region

466 service stations including
- **383** COCO stations
- **833** DODO stations

Lampang Oil Depot Capacity: 3.87 million liters
102 Moo 10, Pong Saen Thong Subdistrict, Mueang Lampang District, Lampang Province 52100

Central Region

145 service stations including
- **124** COCO stations
- **21** DODO stations

Mae Klong Oil Depot and Fuel Oil Testing Lab Capacity: 113.69 million liters
88 Moo 1, Vithan-Vithi Road, Bang Chakrang Subdistrict, Mueang District, Samut Songkhram Province 75000

Nakhon Sawan Oil Depot Capacity: 6.65 million liters
74 Moo 8 Muanghak Subdistrict, Phayuha Khiri District, Nakhon Sawan Province 60130

Phitsanulok Oil Depot Capacity: 7.69 million liters
76/4 Moo 2 Phitsanulok-Buengphra Road, Buengphra Subdistrict, Mueang Phitsanulok District, Phitsanulok Province 65000

Nong Kae Oil Depot Capacity: 5.30 million liters
6 Moo 9, Phahonyothin Road, Nong Khai Nam Subdistrict, Nong Khae District, Saraburi Province 18140

Northeastern Region

702 service stations including
- **564** COCO stations
- **138** DODO stations

Surin Oil Depot Capacity: 6.2 million liters
165 Moo 6, Sumrong Subdistrict, Mueang Surin District, Surin Province, 32000

Pak Thong Chai Oil Depot Capacity: 12.52 million liters
333 Moo 12, Ngiew Subdistrict, Pak Thong Chai District, Nakhon Ratchasima Province 30150

Nam Phong Oil Depot Capacity: 7.69 million liters
No. 291, Village No. 1, Mittraphap Road, Kut Nam Sai Subdistrict Nam Phong District, Khon Kaen Province 40310
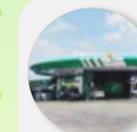
Eastern Region

226 service stations including
- **186** COCO stations
- **40** DODO stations

Sriracha Fleet
192/105 Moo 5, Nong Kham Subdistrict, Sriracha District, Chon Buri Province 20230

Western Region

251 service stations including
- **212** COCO stations
- **39** DODO stations

Southern Region

248 service stations including
- **212** COCO Stations
- **36** DODO Stations

Chumphon Oil Depot Capacity: 26.54 million liters
167 Moo 1, Tha Yang Subdistrict, Mueang Chumphon District, Chumphon Province 86120

Pak Phanang Oil Depot Capacity: 19.80 million liters
96/5 Moo 4 West Pak Phanang Subdistrict, Pak Phanang District, Nakhon Si Thammarat Province 80140

PTG Value Chain

Oil Business

Procurement — Oil Procurement
Transportation (Inbound-Outbound) — Oil Transportation
Storage — Oil Depots
Marketing and Services — DODO operators and dealers; PT Service Station; Jobbers and Other Customers
Individuals/Consumers (End user)

Other Businesses

Raw material and supplies procurement for retail business → Raw Materials and Equipment Transportation → Distribution Warehouse → Auto Maintenance Services; Convenience stores; Food and beverages; Food and Beverage Franchisees

Natural Gas Procurement → LPG Transportation → Gas Depots / Gas Filling Plants → LPG stations (COCO); Gas Filling Plant; Manufacturer; Cooking Gas Tank Stores (COCO)

Business Co-value Creation

Input	Business Activities throughout the Value Chain	Output	
		To the Company	To Stakeholders
Financial Capital • Sales and Service Costs: 211,043 million baht • Total Debt: 42,470 million baht • Cash Flow from Operations: 4,469 million baht	**Vision** To be the most trusted platform energizing quality and empowering opportunity filled life.	• Total Revenue: 226,383 million baht • EBITDA: 6,198 million baht • Net Profit: 1,042 million baht	• Shareholders' return rate: 11.50% • Profit per share: 0.61 baht per share • Dividend payment per share: 0.35 baht per share • Income tax paid: 448 million baht
Production Capital • Assets, Land, Buildings, and Equipment: 37,873 million baht • Total Assets: 51,752 million baht	**Sustainability Development Strategy**	• Volume of Oil Sales: 6,708 million liters • Number of Oil and Gas Service Stations Increased from 2023: 28 branches	• Customer satisfaction survey results: 82.40% for business customers and 95.85% for consumer customers
Natural Resource Capital • Electricity Consumption: 87,602 megawatt-hours • Water Consumption: 2,823 megaliters • Groundwater consumption: 722 megaliters • Amount of Waste: 223 tons	วิสัยทัศน์ เชื่อมให้ทุกคนได้มีโอกาสเข้าถึงชีวิตที่ "อยู่ดี มีสุข" ในทุกด้านของช่วงชีวิต ขับเคลื่อนพีทีจีและชุมชน พร้อมยกระดับคุณภาพชีวิตให้เติมโตอย่างยั่งยืน	• Electricity cost savings from solar roof installation: 14 million baht • Properly disposed of non-hazardous waste and environmentally friendly waste without environmental impact • **No** fines imposed for environmental impact	• Reduction in greenhouse gas emissions from solar roof installation at service stations: 1,624 metric tons of carbon dioxide equivalent • Total trees planted: 1,700 trees under the PT Volunteer Camp project
Human Capital • Number of Employees: 25,619 people • Training Expenses: 42.12 million baht • Promotion of Workplace Safety • Number of Productivity Initiative Projects: 116 projects	การส่งมอบประสบการณ์ที่ดีและมีคุณค่าตลอดห่วงโซ่อุปทาน 1. มุ่งเน้นการสร้างประสบการณ์รูปแบบใหม่ที่สะดวกสบายและมีคุณค่าให้แก่ผู้มีส่วนได้เสียเพื่อการเติบโตทางธุรกิจในระยะยาว 2. การบูรณาการห่วงโซ่อุปทานโดยคำนึงถึงสิ่งแวดล้อม สังคม และหลักการกำกับดูแลกิจการที่ดี การขับเคลื่อนองค์กรสู่ความเป็นเลิศ 1. มุ่งสร้างสภาพแวดล้อมที่ปราศจากอุบัติเหตุจากการทำงาน 2. เคารพหลักสิทธิมนุษยชน 3. พัฒนาศักยภาพและความผูกพันของพนักงานเพื่อองรับการเติบโตของธุรกิจ 4. สร้างนวัตกรรมและปรับปรุงกระบวนการเพื่อองรับการเปลี่ยนแปลงและความท้าทายใหม่ ๆ การสร้างคุณค่าร่วมกับสังคมและสิ่งแวดล้อม 1. สร้างการมีส่วนร่วมและความร่วมมือเพื่อยกระดับคุณภาพชีวิตของชุมชนและสังคม 2. บริหารจัดการการเปลี่ยนแปลงของสภาพภูมิอากาศ 3. ยกระดับประสิทธิภาพเชิงนิเวศในการปฏิบัติการ	• Employee retention rate: 81% • Lost Time Accident (LTA): 0.605 • Revenue benefits from the Productivities Initiative project totaling 92.3 million baht	• Average training hours per person per year: 20.94 hours • 100% of regular employees evaluated based on performance indicators
Social Capital • Value of Donations and Support: 179 million baht • Social Activities Organized by the Organization: 4 times • Employment of Disabled and Elderly Individuals: 564 people • Human Rights Due Diligence conducted	การกำกับดูแลกิจการที่ดี มุ่งสร้างวัฒนธรรมการดำเนินธุรกิจอย่างมีความรับผิดชอบ โปร่งใส และตรวจสอบได้	• No complaints filed regarding human rights violations • No complaints from the community surrounding the business premises	• Community satisfaction survey results: 96.69% • Generated income for local eyewear retailers through community eyecare activities: 408,000 baht • Generated income for farmers from agricultural produce purchases: 76 million baht • Total value of employment provided to disabled individuals: 25.1 million baht and to the elderly: 46.4 million baht

Shareholding Structure of PTG Energy Public Company Limited

1.3.1 Shareholding Structure of PTG Energy Public Company Limited

As of December 31, 2024

PTG Energy Public Company Limited

Oil and Retail Business
- (PTC) (99.99%) Petroleum Thai Corporation Co.,Ltd.
- (PMO) (99.98%) Pyramid Oil Co., Ltd.
- (EPO) (99.98%) Empire Oil Co., Ltd.
- (EVO) (99.98%) Everest Oil Co., Ltd.
- (APO) (99.97%) Alpine Oil Co., Ltd.
- (BPTG) (59.99%) BPTG Co., Ltd.

LPG Business
- (ATL) (99.99%) Atlas Energy Pub Co., Ltd.
- (OLP) (99.99%) Olympus Oil Co., Ltd.

Renewable Energy and Investment Business
- (PTGGE) (99.99%) PTG Green Energy Co., Ltd.
- (MVT) (99.99%) Max Venture Co., Ltd.
- (PP5) (85.99%) Palangngan Pattana 5 Co., Ltd.
- (CCC) (75.99%) Clean Community Co., Ltd.
- (PPPGC) (40.00%) PPP Green Complex Pub Co., Ltd.
- (TPB) (10.00%) Thai Paiboon Equipment Co., Ltd.

Logistics Business
- (PTGLG) (99.99%) PTG Logistics Co., Ltd.
- (AMA) (24.00%) AMA Marine Pub Co., Ltd.
- (360) (20.00%) Threesixty Supply Chain Co., Ltd.

System and Equipment Management Business
- (ESS) (60.00%) Empire Service Solution Co., Ltd.
- (INA) (59.99%) Innoligent Automation Co., Ltd.

Food and Beverage Business
- (PUN) (99.99%) Punthai Coffee Co., Ltd.
- (GFA) (99.99%) GFA Corporation (Thailand) Co., Ltd.
- (GL) (70.00%) Go Luck Co., Ltd.
- (GS) (99.80%) Go Subway Co., Ltd.
- (GNV) (24.00%) Greenovate Co., Ltd.
- (JTC) (99.99%) Jitramas Co., Ltd.
  *Shares held through Alpine Oil Co., Ltd. ("APO")
- (WG) (54.99%) Whole Gain Co.,Ltd

Auto Care and Maintenance Services Business
- (SAB) (76.52%) Siam Autobacs Co., Ltd.

Electronic Money Business (e-Money)
- (MAX) (99.99%) Max Card Co., Ltd.
- (MSS) (99.96%) Max Solution Service Co., Ltd.
- (MMC) (99.97%) Max Me Corp Co., Ltd.
- (MAC) (59.99%) Max Alphabet Co., Ltd.
- (MDA) (35.00%) Maxbit Digital Asset Co., Ltd.
- (PSC) (33.33%) Paisan Capital Co., Ltd.

Legend:
- = Subsidiary Company=
- = Associate Company
- = Joint Venture Company
- = Listed Company in the Stock Exchange of Thailand

PTG and Sustainability Management

PTG and Sustainability Management
Sustainability Driving Structure

The Board of Directors is committed to advancing PTG towards a business model that prioritizes the economy, society, and the environment. To achieve this, the company has established a Corporate Governance and Sustainability Committee, along with a working group to oversee governance and sustainability efforts. These bodies act as key drivers to ensure the organization's sustainability aligns with standards and meets the expectations of all stakeholders.

- The Corporate Governance and Sustainability Committee is composed of independent directors. Their responsibilities include reviewing recommendations, establishing practices, and monitoring the organization's governance and sustainability performance. They also report their findings to the Board of Directors.
- The Governance and Sustainability Working Group is composed of the Chief Executive Officer, Managing Director, and senior executives from key departments, including Corporate Communications, Procurement, Safety, Quality Management Systems, Information Technology, Legal, Business Development and Corporate Sustainability, as well as Strategy and Transformation. This group plays a crucial role in promoting strong corporate governance and advancing sustainability management. They are responsible for defining strategies and practices that align with the business direction, overseeing and supporting sustainability initiatives to achieve organizational goals, driving ESG projects to ensure tangible outcomes, and enhancing transparency and governance standards in line with international best practices.

Pyramid diagram:
- Board of Director
- Corporate Governance Committee
- Corporate Governance Management
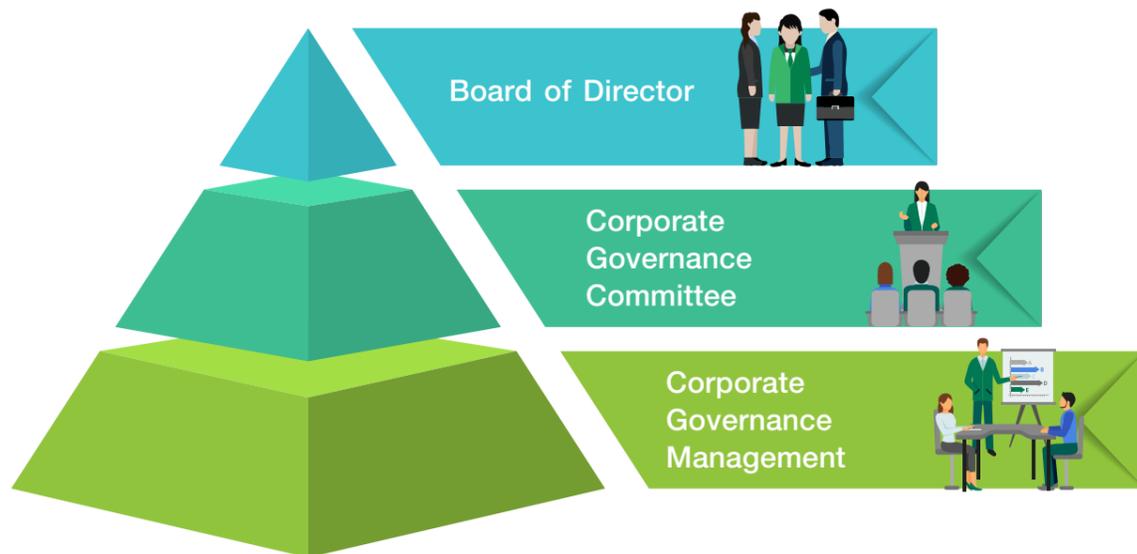
Sustainability Management Policy

The company is deeply committed to conducting its business in a responsible manner, ensuring positive impact for all stakeholders. This commitment is embedded in the organization's operational strategy, which aims to foster a sustainable balance between economic development, social responsibility, and environmental preservation.

As part of this dedication, the company has implemented and enforced a sustainability management policy that aligns with the United Nations Sustainable Development Goals (SDGs). This policy serves as a guiding framework for enhancing operational efficiency throughout the supply chain. Furthermore, the company actively engages employees in driving sustainability initiatives by promoting awareness and encouraging practices that support long-term sustainable objectives.

Economic Dimension

The company is committed to promoting strong corporate governance by conducting business with integrity and responsibility toward all stakeholders. It is focused on continuously improving products and services through innovative solutions that meet the evolving needs of customers. Additionally, the company places great emphasis on enhancing the efficiency of supply chain management to drive sustainable growth.

Social Dimension

The company is dedicated to operating responsibly within society, with a clear focus on creating added value that elevates the quality of life for communities and society as a whole, in a sustainable manner. Furthermore, it is committed to enhancing the potential and well-being of its employees, fostering a supportive work environment that encourages growth, well-being, and happiness within the organization.

Environmental Dimension

The company strives to manage natural resources efficiently to preserve the ecological balance and biodiversity for future generations. It actively promotes environmental consciousness among its employees, working to cultivate a corporate culture that prioritizes environmental conservation and sustainability across all aspects of business operations.

Corporate Sustainability Strategies

"Maxitizen"
Enriching the quality of life and contentedness of people we serve

Balance Business with Sustainability

Inspire and enable value-added experiences throughout the supply chain	Transform the organization towards excellence	Engage and Co-create value with society and the environment
- Focus on building relationships and promoting good quality of life for society and communities, as well as preserve the environmental.	- Focus on efficiency, safely, and fairly steering the organization while also building innovation capacity among personnel to effectively cope with possible changes.	- Focus on building relationships and promoting good quality of life for society and communities, as well as preserve the environmental.

Good Corporate Governance
Focus on building a culture of responsible, transparent, and auditable business operations to strengthen confidence for all groups of stakeholders.

Furthermore, the company has successfully translated its sustainability management policy into actionable steps throughout the organization. It has set both short-term and long-term goals, alongside a clear roadmap for its sustainability initiatives, aimed at addressing environmental, social, and governance challenges. These efforts are designed to align with and meet the expectations of all stakeholders. The details are as follows:

Corporate Sustainability Strategic Direction			Indicators	Short-term	Long-term	Performance of 2023	SGDs Related
	Good Corporate Governance	Cultivate a culture characterized by responsible, transparent, and accountable business practices	Significant whistleblowing complaints on fraud via whistleblowing mechanisms	0 case	0 case	0 case	16 (16.5, 16.6, 16.10) 9 (9.1) 8
			Instances of non-compliance with laws and regulations having a significant impact [1]	Not exceeding 3 cases	0 case	0 case	
			Instances of non-compliance with laws and regulations having a significant impact [1]	0%	0%	No cyberattacks have impacted business operations.	
	Inspire & Enable	Incorporate sustainability principles into the supply chain, focusing on environmental, social, and governance aspects	High-risk Tier 1 suppliers subjected to environmental, social, and governance (ESG) evaluations	70.00%	100.00%	61.36%	8 (8.1, 8.2, 8.7) 9 (9.2, 9.4) 16 (16.5, 16.6, 16.7) 17 (17.17)
		Encourage innovation and implement adaptable processes to address emerging changes and challenges	Revenue generated from innovation projects that have begun scaling within the business	Grew by 10.0%	Grew by 20.0%	Grew by 33.5%	
		Develop novel, user-friendly, and beneficial experiences for stakeholders to propel sustainable long-term business development	Customer satisfaction levels at fuel service stations[3]	90.00%	90.00%	95.85%	
		Strive to establish a safe work environment devoid of occupational hazards	Total Recordable Injury Rate (TRIR) per one million working hours[4]	0.63	0.315	0.135	3 (3.5, 3.6) 4 (4.4) 8 (8.2, 8.5, 8.7, 8.8) 11 (11.6)
			Lost Time Injury Frequency Rate (LTIFR) per one million working hours[5]				
			Employees	0.552	0.276	0.605	
			Contractors	0	0	0.45	
		Uphold the principles of human rights	Coverage of the company and its subsidiaries that have received training on human rights and labor issues[6]	80%	100%	98.41 %	
			Statistics on incidents where the company has been subjected to complaints or lawsuits for human rights violations	0 Case	0 Case	0 Case	
		Cultivate employee competencies and dedication to foster business expansion	Employee Engagement Survey of PTG Energy Group	70-75%	70-75%	81%	
			Employees trained to enhance their potential	67%	73%	100%	
			Effectiveness of employee training (average performance)	12 Hours Per Person Per Year	24 Hours Per Person Per Year	20.49 Hours Per Person Per Year	
	Engage & Co-create	Foster community engagement and acceptance of business endeavors	Community satisfaction with the company's social activities around the workplace	Over or Equivalent to 90%	Over or Equivalent to 90%	96.69 %	1 (1.4) 3 (3.4) 6 (6.3) 7 (7.2, 7.3) 12 (12.2, 12.4, 12.5) 13 (13.1, 13.2, 13.3) 15 (15.2)
			Communities engaged through the company's social initiatives	300 Communities	1,000 Communities	533 Communities (Accumulated from 2020)	
		Elevate environmental stewardship within operational practices	Use of renewable energy from solar rooftops at the operational sites[7]	3.70 million kWh	11 million kWh	3.71 million kWh	
			Reduction in greenhouse gas emissions due to the use of renewable energy from solar rooftops at the operational sites	1,600 Tons of Carbon Dioxide Equivalent Per Year	13,464 Tons of Carbon Dioxide Equivalent Per Year	1,624 Tons of Carbon Dioxide Equivalent Per Year	
			Installation of EV charging stations[8]	200 Locations	712 Locations	190 Locations	
			Significant oil spills impacting land or water resources[9]	0 Time	0 Time	0 Time	
			Imposition of substantial fines for significant violations of environmental laws[10]	0 Time	0 Time	0 Time	

Notes:

[1] Facts related to instances where the company receives an order from a government agency or a final court ruling imposing a financial penalty of 50,000 baht or more, or a prison sentence, on the company or its executives for violations of laws related to business operations.

[2] The percentage of cyber-attacks that have significant financial and non-financial impacts, where the company was unable to prevent the attack.

[3] Customer satisfaction regarding the purchase or use of products and services under the PT brand.

[4] Total Recordable Injury Rate (TRIR) for the PTG Energy Group.

[5] Lost Time Injury Frequency Rate (LTIFR) for the company and its subsidiaries.

[6] The percentage of employees trained on human rights and labor practices within the company and its subsidiaries (6 companies), including PTG Energy Public Company Limited, Petroleum Corporation Co., Ltd., Atlas Energy Public Company Limited, Olympus Oil Co., Ltd., Punthai Coffee Co., Ltd., GFA Corporation (Thailand) Co., Ltd., and Autobacs Co., Ltd. Each company and its subsidiaries must ensure that at least 80% of new operational staff receive training.

[7] The use of solar roof in operation areas of PTG Energy Public Company Limited, PTG Logistics Co., Ltd., Petroleum Corporation Co., Ltd., Olympus Oil Co., Ltd., BPTG Co., Ltd., Autobacs Co., Ltd., Jitramas Co., Ltd., and Punthai Coffee Co., Ltd.

[8] The number of EV Charger stations installed at PT service stations, covering Petroleum Corporation Co., Ltd., Olympus Oil Co., Ltd., and BPTG Co., Ltd.

[9] The volume of oil spills exceeding 100 barrels per incident that have significant adverse effects on land or water sources, covering the operation areas of fuel stations and oil depots.

[10] Complaints related to environmental law violations that have been officially received in writing from government agencies, with financial fines that have not yet been resolved, covering the operation areas of fuel stations and oil depots.

Stakeholder Engagement

PTG recognizes the critical importance of building and maintaining strong relationships with stakeholders, which are essential to creating long-term business value. To this end, the company has conducted a comprehensive stakeholder analysis to develop tailored engagement strategies. The process involves the following steps:

1. Identify key stakeholders who are crucial to the company's operations, evaluating their relationship to the business across the entire value chain.
2. Assess the positive and negative impacts of stakeholders on the business, as well as the effects the company's operations have on them, in order to develop effective engagement plans for each stakeholder group.
3. 3Prioritize stakeholders based on their level of impact on the business, considering financial, regulatory compliance, reputation, safety, and environmental factors.
4. 4Present the stakeholder analysis findings to the Corporate Governance Working Group and the Corporate Governance and Sustainability Committee for review, evaluation, and approval.

Stakeholders	Relevance to the Company	Business Value Chain			
		Procurement	Transportation	Storage	Marketing and Service
1. Customers	Consumers and authorized distributors with business rights				✅
2. Employees	Employees of the group of companies	✅	✅	✅	✅
3. Partners	Suppliers of goods and services	✅	✅		
4. Communities	Individuals or entities that may be impacted by the company's operations		✅	✅	✅
5. Shareholders	Shareholders, investors, legal entities, and institutions invested in the stock market				✅
6. Government Agencies	Policy makers, regulators, and licensing authorities related to the business	✅	✅	✅	✅
7. Financial Institutes	Providers of financial, investment, and credit services that support the company's business and projects				✅

Approach to Stakeholder Engagement

PTG conducts surveys to gather insights from stakeholders regarding the management of organizational sustainability issues. The feedback collected is then analyzed and used to refine and enhance business strategies, ensuring they align with the expectations of all stakeholders. The company evaluates key issues and assigns relevant departments to strengthen operational performance and engage stakeholders effectively through various channels and activities, as detailed below:

"To Enhance the Quality of Life of Our Customers"

	Customers	Employees	Partners	Communities	Shareholders/Investors	Government Agencies	Financial Institutes
Channels for Engagement	1. Customer satisfaction survey and customers meeting 2. Receive complaints through Call Center (1614) and social media such as Facebook and PT Max Me Reward mobile application	1. Employee engagement survey 2. Meetings of the Human Resources Committee, Welfare Committee, and Safety Committee 3. Assessment of salaries, wages, and reviews of the salary structure 4. Employee satisfaction surveys 5. CEO Talk Activity 6. Chit Chat Activity between superiors and subordinates 7. Complaint lodgement	1. Meeting with suppliers/contractors and visits to suppliers' establishments 2. ESG audit at suppliers' establishments 3. Complaint lodgement via Call Center (1614)	1. Surrounding community surveys to identify their needs 2. Community relations activities and CSR projects 3. Emergency drills with the surrounding communities 4. Complaint lodgment via Call Center (1614) 5. Public consultations before initiating the construction of service stations	1. Annual General Meeting of Shareholders 2. Analyst Meetings and Company Visits for Analysts 3. Quarterly performance results announcement 4. Domestic and international roadshow	1. Meetings with government agencies	1. Meetings with representatives from financial institutions. 2. Complete company surveys conducted by financial institutions.
Expectations of Stakeholders	1. Receive products and services of the right quality and quantity with on-time delivery. 2. Receive high quality services that meet the required standards and are safe to life and property.	1. Income, remuneration, and benefits 2. Decent workplace environment and work safety 3. Employee development and advancement 4. Business growth and its operational performance 5. Technological upgrades to maximize work performance.	1. Transparent, equitable, and compliant procurement. 2. Ensure fair compensation and timely payment.	1. Eco-friendly operations in respect of safety and neighborhood safety. 2. Improvement of life quality, income generation and knowledge sharing.	1. Ensuring parity in stock price returns, dividend distributions, and shareholder treatment. 2. Fostering sustainable business performance and long-term growth.	1. Adherence to regulatory frameworks, laws, and established policies. 2. Commitment to ethical practices and maintaining transparency in all business dealings. 3. Actively engaging in communication and collaboration with governmental entities.	1. Ensuring compliance with the contractual terms and conditions, as well as adhering to the regulations established by pertinent regulatory bodies. 2. Maintaining high standards of ethics and transparency in business operations.
Key Achievements	1. Expanded PT oil and gas service stations by 28 locations from 2023. 2. Increased the number of EV Charger service points to 190 locations and Max Camp rest areas to 106 locations. 3. Introduced Model A service stations nationwide. 4. Launched new products to cater to electric vehicle users, such as annual membership cards for EV owners. 5. Introduced the PTC Service Champion program to boost sales and enhance customer service. 6. Elevated service and cleanliness standards across all stations. 7. Provided 100% training for new employees based on Service Step criteria, ensuring proper fuel dispensing procedures are followed before starting work. 8. Implemented Safety Alerts to raise awareness of safety practices and communicate key safety initiatives, including Basic Safety guidelines and flood prevention measures to ensure customer protection. 9. Launched the Inno-Green project to develop a distinctive new service station model with high environmental standards, safety, and a customer-friendly experience. 10. Increased incentives for franchise (PTF) customers by creating programs that drive continuous and growing fuel purchases with PTG. 11. Segmented customers into Royalty and Non-Royalty categories, and implemented financial measures and benefits to encourage Non-Royalty customers to transition to Royalty status. 12. Fostered customer satisfaction through engaging activities within the organization. 13. Hosted PTF seminars to provide valuable business insights and knowledge. 14. Allocated budget to modernize stations, enhancing their appeal to franchise (PTF) customers. 15. Launch a station image and service inspection program for franchise customers.	1. Created a comprehensive Training Catalog to compile and provide relevant training courses for each department. 2. Established an Expert House to centralize and assign expert trainers from various departments for tailored knowledge-sharing. 3. Implemented the Human Capital Management (HCM) system to support efficient personnel development, streamline data management, track performance, and optimize employee growth planning. 4. Designed a Core Program offering essential training courses for employees at all levels. 5. Developed development programs based on role-based competency. 6. Continuously deliver the Transformational Leadership Program to align employee development with the Development Roadmap, and create Leadership Development Programs according to the leadership pipeline at each level. 7. Review the criteria for critical positions and the evaluation process to ensure alignment with the organization's evolving needs at least once a year, while tracking Individual Development Plans (IDPs) for key employees who influence career growth at least once a year. 8. Conducted assessments of the work environment and ensured health checks were done based on workplace risk factors. 9. Organize an annual employee engagement survey. 10. Launched the Retention Program to support Assistant Branch Managers, fostering confidence, engagement, and professional growth for new employees, thus improving job learning and morale to reduce turnover. 11. Expanded proactive recruitment strategies, including Direct Approach recruitment for critical positions within relevant industries.	1. Enhanced communication channels between partners and users across all business sectors through online platforms, facilitating product updates and vendor information, such as hosting Premium Town Hall events. 2. Conducted vendor visits to assess their capabilities and identified opportunities for enhancing existing partnerships. 3. Performed partner evaluations and ESG audits for key suppliers to strengthen collaboration on sustainable business practices, encouraging partners to implement Corrective Action Plans. 4. Optimized the bidding process to increase efficiency and ensure alignment with the company's strategic objectives. 5. Organized knowledge-sharing sessions to educate partners on sustainable business practices and operations. 6. Effectively communicated business ethics and corporate responsibility to key partners.	1. Organized corporate social responsibility (CSR) initiatives, such as the "PT, Leaving No One Behind" camp, held 4 times, and the "PT Volunteer: Beach Cleanup and Landscape Restoration" event at Chalathat Beach in Songkhla Province. These activities aimed to protect the environment, reduced marine pollution caused by waste, and restored balance to nature. 2. Distributed face masks to PT Max Cardholders of all types who refuel at any PT gas station in three northern provinces. 3. Conducted public consultations with nearby communities before initiating the construction of any new service stations. 4. Partnered with the Department of Internal Trade, Ministry of Commerce, to distribute shallots, onions, garlic, and mangosteen to "PT Max Card and PT Max Plus" members, helping to support local farmers and generate income for the agricultural community. 5. Collaborated with local communities to integrate regional products into new offerings at PT's Punthai Coffee Shops.	1. Organized analyst meetings to present quarterly financial results and participated in investor engagement events (SET Opportunity Day & SET Digital Roadshow). 2. Participated in roadshows organized by leading securities firms to connect with institutional investors, and arranged Investor Visits for retail investors to meet with company executives. 3. Conducted domestic roadshow activities to promote business understanding and engage with retail investors. 4. Prepared the quarterly Management Discussion & Analysis (MD&A), Quarterly Earnings Presentation, and Key Takeaways summary. 5. Hosted an annual Business Review session to share the company's strategic outlook and future plans. 6. Developed and distributed a factsheet through the company's website and official investor relations Line account, providing shareholders and investors with insights into business operations and financial performance. 7. Held a physical Annual General Meeting (AGM). 8. Addressed ESG evaluation requests from investors and shareholders. 9. Organized ESG Engagement sessions with analysts to discuss and exchange perspectives on the company's sustainable business practices. 10. Continuously enhanced the investor relations website to ensure it is modern, comprehensive, and reflects up-to-date.	1. Adhere to all relevant laws, regulations, and guidelines related to business operations in an appropriate and transparent manner. 2. Ensure environmental quality is managed in accordance with legal standards. 3. Actively engage in and support various initiatives and projects in collaboration with relevant government agencies. 4. Consulted with government officials to ensure adherence to local laws and regulations. 5. Oversaw the operations of various departments within the company to ensure they are carried out correctly and transparently, in full compliance with legal requirements, through the legal compliance auditing program. 6. Provided accurate and timely information to government authorities within the prescribed deadlines.	1. Strictly comply with the regulations established by financial institutions and issued by government authorities. 2. Provided precise and timely responses to queries raised by credit analysts. 3. Maintained strict adherence to the terms and conditions outlined in loan agreements and debentures.

Assessment of Key Sustainability Concerns

The company assesses critical sustainability concerns in accordance with the Global Reporting Initiative (GRI) guidelines to inform suitable management strategies for each issue. The following steps outline the company's process for identifying key sustainability concerns:

1 Identifying Key Sustainability Concerns
Identifying key sustainability issues relevant to the business by taking into account the expectations of all stakeholder groups, global business trends, and critical factors within the industry sector.

2 Prioritization of Key Sustainability Issues
Prioritizing the importance of sustainability issues into four levels of significance: Highest, High, Moderate, and Low.

3 Reviewing Sustainability Issues
Summarizing the findings of key sustainability issues and presenting them to the Board of Directors for evaluation and approval of the sustainability assessment results.

Sustainability Key Issues Assessment Results for 2024

Prioritization	Materiality Topics
1	Management of relationships and responsibility towards customers.
2	Cybersecurity and personal data protection.
3	Management of human resources.
4	Management of climate change impacts.
5	Management of environmental and resource efficiency.
6	Respect for human rights and equality.
7	Creating shared value with communities and society.
8	Occupational health, safety, and working environment.
9	Sustainable supply chain management.
10	Corporate governance and business ethics.
11	Adapting to the digital era and managing innovation.
12	Management of biodiversity.
13	Expansion of existing and new businesses.
14	Risk management and crisis response.

Economic Dimension · Social Dimension · Environmental Dimension

In 2024, the company conducted a review of key sustainability issues by analyzing business trends, environmental, social, and governance challenges, as well as significant issues within the same industry. The findings revealed that the top five issues most prioritized by stakeholders are: 1. Relationship management and customer responsibility. 2. Cybersecurity and personal data protection. 3. Human resource management. 4. Climate change management. 5. Efficient management of environmental resources. These key sustainability issues will be incorporated into the organization's risk identification process, alongside both internal and external factors that may arise, to identify potential organizational risks. Additionally, these issues will be used to reassess significant enterprise risks, as illustrated in the table below.

Key Issues	Risk Types	Linkage to Organizational/Departmental Risks
Management issues, relationships, and responsibilities to customers	Strategic risks	• Linkage to Organizational/Departmental Risks • Risk of oil shortages in meeting customer demand • Risks that may affect the organization's credibility and reputation
Cybersecurity issues and personal data protection	Operational risks	• Cybersecurity risks • Risks from adapting to emerging technologies • Risks from non-compliance with laws, regulations, rules, and policies related to business operations
Human resource management issues	Operational risks	• Risks from inadequate human resource management in response to organizational growth
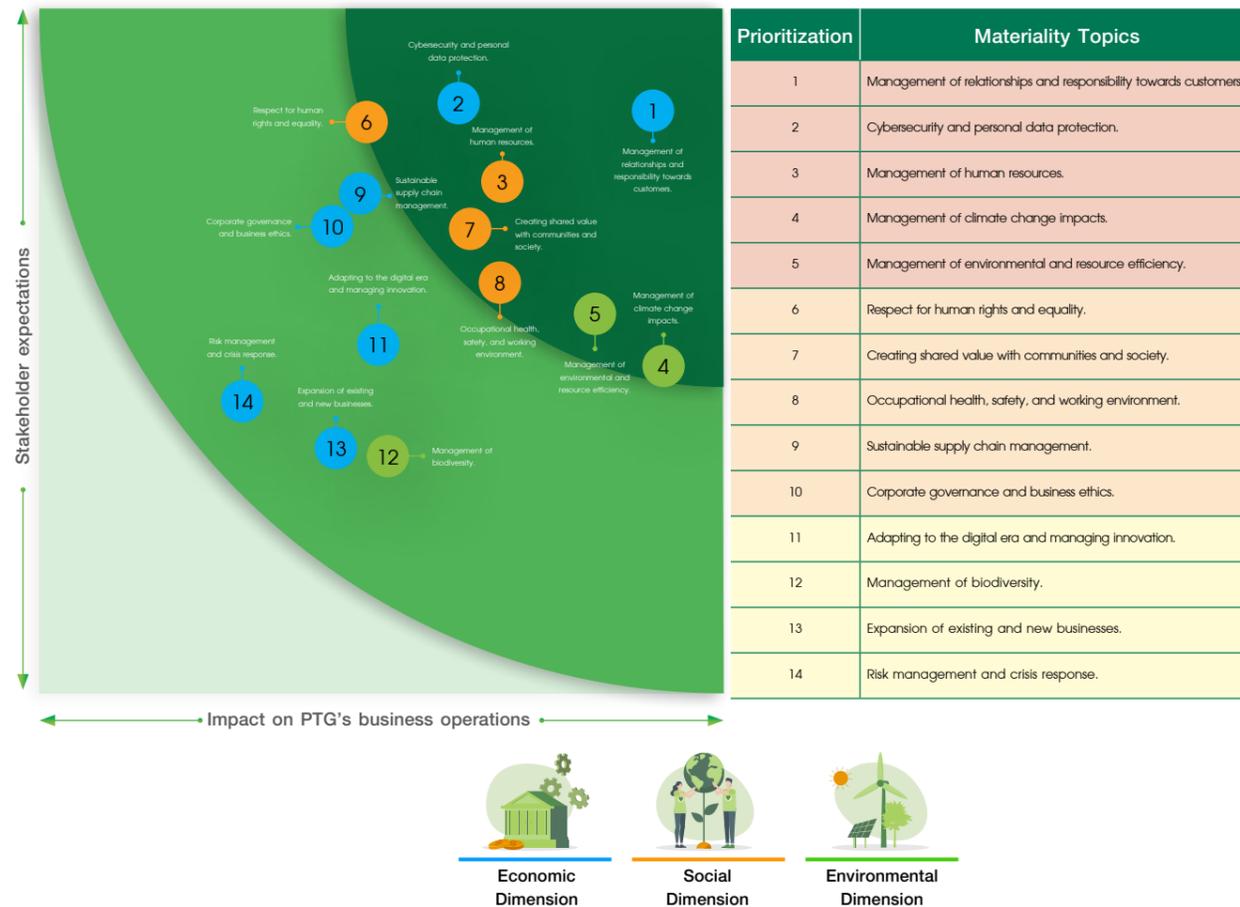
PTG's Double Materiality Assessment 2024

In accordance with the global standards outlined in the GRI Universal Standards 2021, the company has conducted a comprehensive assessment of its impacts on the economy, environment, and society (including human rights). This evaluation takes into account both the positive and negative effects resulting from the company's operations

Materiality	Potential Business Impacts/Business Impacts	Causes of Impacts	Financial Impacts	Internal Stakeholders	External Stakeholders	Human Rights Impacts
Governance ------------------------------------- GRI 102: Governance GRI 205: Anti-corruption	⊕ Strengthening trust and transparency within the company by adhering to higher standards, thereby reducing long-term legal risks. ⊖ Managing the challenges of cost control and operational complexity within the organization.	• Operations • Supply Chain	-	• Employees	• Customers • Partners • Communities • Shareholders • Government Agencies	6, 8, 9, 19, 24, 25, 27, 33
Risk Management and Crises ------------------------------------- GRI 102: Governance	⊕ Effectively handling various situations with stability and efficiency, which enhances stakeholder confidence and supports the company's long-term growth potential. ⊖ Potential for high costs and reduced operational flexibility if not managed properly.	• Products/Services • Supply Chain	• Fund from Operation (FFO) to Debt (%) • Debt to EBITDA	• Employees	• Shareholders • Communities • Environment • Partners • Customers	-
Cyber Security and Personal Data Protection	⊕ Enhancing stakeholder confidence, mitigating the risk of data breaches, and improving the company's compliance with legal requirements. ⊖ Significant investment costs in security systems and the complexity of adhering to regulatory requirements.	• Operations • Products/Services • Supply Chain	• Effect to reliability and business operations • Effect to the loss of expenses from lawsuits.	• Employees	• Customers • Partners • Communities • Government Agencies	11
Expansion of Existing and New Businesses ------------------------------------- GRI 201: Economic Performance	⊕ Enhancing revenue and ensuring long-term financial stability. ⊖ Risks associated with high costs, unprofitable investments, or increased management complexity, which could negatively impact the company's short-term performance and financial position.	• Operations • Products/Services	• Earning before taxes	• Employees	• Shareholders • Partners • Customers • Financial Institutes • Government Agencies	-
Customer Relationship Management and Responsibility ------------------------------------- GRI 416: Customer Health and Safety GRI 418: Customer Privacy	⊕ Increasing revenue, lowering customer acquisition costs, and building customer trust, which will drive long-term financial growth. ⊖ Poor relationship management could result in customer loss and higher expenses in acquiring new customers or improving services, potentially affecting the company's cash flow and profitability.	• Operations • Products/Services	• Revenue • Earning before taxes	• Employees	• Partners • Customers • Shareholders	19
Adapting to the Digital Era and Innovation Management	⊕ Creating positive impacts by enhancing efficiency, increasing revenue, and strengthening competitiveness. ⊖ Dependence on technology introduces risks, such as system failures or cyberattacks, as well as high investment costs and the potential for unsuccessful transformations. Investing in technology and innovation can incur substantial upfront costs and may impact financial performance if the return on investment is not achieved.	• Products/Services • Supply Chain	• Revenue	• Employees	• Customers • Partners • Communities • Shareholders	-
Supply Chain Management ------------------------------------- GRI 308: Supplier Environmental Assessment GRI 414: Supplier Social Assessment	⊕ Establishing strong relationships with partners and customers to boost competitiveness while reducing risks associated with environmental violations or unethical labor practices. Sustainable supply chain management can drive long-term efficiency and profitability when costs and risks are well-managed. ⊖ Short-term costs for system upgrades and partner selection may rise, accompanied by challenges in meeting stringent regulatory requirements.	• Operations • Products/Services • Supply Chain	• Effect to Earning Loss of PTG • Effect to Business Continues • Effect to operation cost	• Employees	• Customers • Partners • Shareholders • Environment • Communities	-
Workplace Safety and Environment ------------------------------------- GRI 403: Occupational Health and Safety	⊕ The company operates efficiently, minimizing accidents and work-related illnesses, while building trust among employees and stakeholders, enhancing its image and contributing to business growth. ⊖ Investments in safety and compliance with standards may increase short-term costs, with the potential risk of business disruptions due to accidents or illnesses resulting from unsafe working conditions.	• Operations • Products/Services • Supply Chain	-	• Employees	• Partners • Customers • Environment • Communities	1 , 25, 27,28
Human Resource Management ------------------------------------- GRI 401: Employment GRI 404: Training and Education	⊕ Enhancing work efficiency and boosting employee satisfaction, which positively impacts the business by reducing workforce shortages and improving market competitiveness. ⊖ A shortage of skilled employees can disrupt business operations or hinder growth, preventing the company from achieving its expansion plans.	• Operations • Products/Services	-	• Employees	• Partners • Customers • Environment • Communities	23, 25,29
Human Rights ------------------------------------- GRI 405: Diversity and Equal Opportunity GRI 409: Forced or Compulsory Labor 2016	⊕ Emphasizing human rights in business practices can improve the company's reputation, strengthen stakeholder trust, and reduce legal risks related to rights violations, though it comes with compliance costs. ⊖ Loss of trust from customers and business partners in the event of rights violations, such as fines or lawsuits.	• Operations • Products/Services • Supply Chain	-	• Employees	• Partners • Communities	-

Materiality	Potential Business Impacts/Business Impacts	Causes of Impacts	Financial Impacts	Internal Stakeholders	External Stakeholders	Human Rights Impacts
Responsibility to Society and Communities ------------------------------------- GRI 203: Indirect Economic Performance GRI 413: Local Communities	➕ Building stronger stakeholder trust, increasing market acceptance, and fostering long-term, positive relationships. ➖ Costs associated with project implementation and the risk of not fully meeting stakeholder expectations.	• Operations • Products/Services	-		• Communities • Customers • Partners	1, 23, 25, 28, 34
Climate Change Management ------------------------------------- GRI 305: Emission	➕ Enhancing the company's image and creating new business opportunities through the development of new technologies. ➖ Risks from failing to adapt to regulatory changes, with financial impacts including higher initial investment costs and the potential loss of revenue if the company cannot address climate change challenges.	• Operations • Products/Services • Supply Chain	• Debt-to-Equity Ratio	• Employees	• Shareholders • Communities • Partners	1, 23
Environmental, Waste, and Pollution Management ------------------------------------- GRI 306: Waste GRI 307: Environmental Compliance **Efficient Energy Usage** ------------------------------------- GRI 302: Energy **Water Management** ------------------------------------- GRI 303: Water and Effluent	➕ Strengthening brand image, increasing stakeholder confidence, ensuring legal compliance, reducing operational costs, and unlocking new business opportunities, both through market expansion and attracting investors. ➖ Poor environmental management may increase operational costs, complicate processes, and expose the company to potential fines or lawsuits for legal violations, negatively impacting both financial performance and stakeholder confidence.	• Operations • Products/Services • Supply Chain	-		• Shareholders • Partners • Government Agencies	31

*Reference: IFC Guide to Human Rights Impact Assessment and Management (HRIAM)

Item 1. Right to Life

Item 6. Equal Rights under the Law to Equal Protection under the Law and Non-Discrimination

Item 8. Right to Effective Remedy

Item 9. Right to Fair Trial

Item 11. Right to Privacy

Item 19. Right to Freedom of Opinion, Access to Information, and Freedom of Expression, including the Right to Speak or Express in what they think and Share their opinion with others, as well as receive accurate information

Item 23. Right to Access Social Welfare, such as Social Insurance

Item 24. Right to Work

Item 25. Right to Fair and Satisfactory Working Conditions

Item 27. Right to Adequate Standard of Living, such as Food, Shelter, Health Care, and Necessary Public Services for a Decent Standard of Living

Item 28. Right to Health

Item 29. Right to Education

Item 31. Freedom of Lifestyle Determination and Natural Resource Utilization

Item 33. Right to Freedom from Arbitrary Detention for Failure to Fulfill Contractual Obligations

Item 34. Rights of Migrants to Due Process in Case of Expulsion from the Territory

Corporate Governance

> **"** Operating with **responsibility, transparency, and fairness** forms the cornerstone of stakeholder trust and serves as the key to sustainable growth **"**

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Evaluation Results of Corporate Governance for Listed Companies (CGR) [1]	Excellent Level	95	94
Significant Instances of Non-compliance with Laws and Regulations	0	1 Case	0

Impacts on Stakeholders

The company is dedicated to upholding strong corporate governance with transparency, fairness, and accountability to all stakeholders. PTG prioritizes engagement through open channels and incorporates valuable feedback to continuously enhance its business strategies. By cultivating lasting relationships with partners, efficiently managing supply chain risks, and nurturing employee potential in a safe and equitable environment, the company ensures stable performance while building long-term trust and confidence.

Impacts on Business

Good corporate governance fosters transparency and credibility, allowing the company to manage risks effectively and adapt to business changes with agility. By promoting sustainable partnerships and strengthening relationships with stakeholders, it enhances the efficiency of its supply chain. Furthermore, adhering to international standards and embracing adaptable strategies drive strong performance, both in the short and long term, positioning the organization for competitive advantage and sustainable growth.

Note: [1] In 2023-2024, the company was not assessed for good corporate governance by the Thai Institute of Directors Association for two consecutive years due to failing to meet the required criteria.

Challenges and Actions
Challenges

Establishing an effective corporate governance system is essential for achieving organizational objectives and mitigating risks related to human rights violations and non-compliance with laws. This system incorporates structured processes for monitoring and controlling operations, integrating risk management, legal frameworks, regulations, and governance practices. A key challenge lies in integrating sustainability into corporate governance practices. This is vital for meeting stakeholder expectations and positioning the organization as a future leader in sustainability. By addressing these challenges, the company not only enhances stakeholder trust but also reduces risks, contributing to long-term business stability.
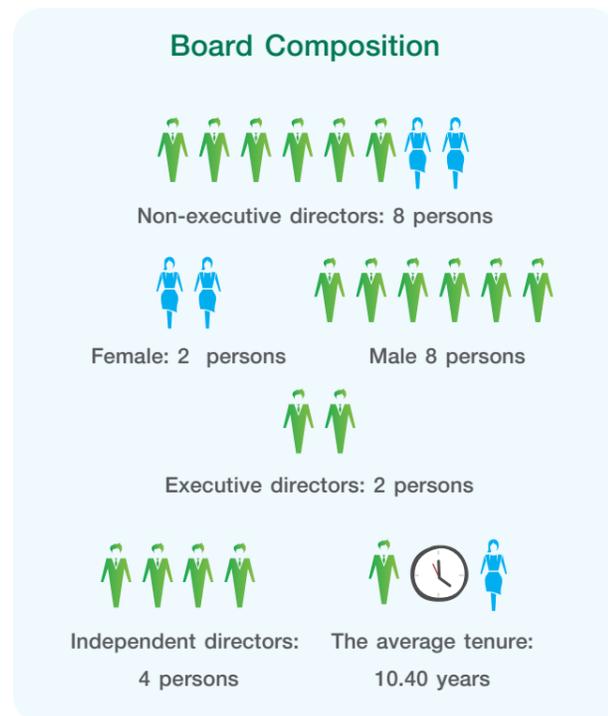
Actions
Board Composition

The Board of Directors is composed of 10 members, including 8 non-executive directors and 2 executive directors, with 4 of the directors being independent as defined by both the company's criteria and the Securities and Exchange Commission's regulations (as of December 31, 2024). All directors meet the required qualifications and have no disqualifying factors according to relevant laws and regulations. Furthermore, they possess diverse expertise, knowledge, skills, and experience that align with the company's business strategy. To ensure that directors can fully dedicate their time and perform their duties effectively, the company has implemented a policy that limits directors to serving on no more than five listed company boards. This approach ensures that the organization benefits from strong governance practices and complies with corporate governance principles.

The company has set up independent subcommittees that operate under the Board of Directors' oversight. These committees are as follows:

1. **Executive Committee:** 3 members, with 1 non-executive director.
2. **Audit Committee:** 3 members, all independent directors (100%).
3. **Nomination and Remuneration Committee:** 3 members, 2 of whom are independent directors (67%).
4. **Corporate Governance and Sustainability Committee:** 3 members, 2 of whom are independent directors (67%).
5. **Risk Management Committee:** 3 members, with 2 non-executive directors and 1 executive director.

Board Composition

Non-executive directors: 8 persons

Female: 2 persons   **Male 8 persons**

Executive directors: 2 persons

Independent directors: 4 persons   **The average tenure: 10.40 years**

Director and Executive Recruitment

PTG recognizes the importance of board diversity and carefully considers various factors such as the proportion of independent directors, female directors (gender diversity), race, nationality, religion, age, knowledge, expertise, and experiences relevant to the materials industry, as outlined in the Board Skills Matrix. The company also utilizes resources such as the Director's Pool and the Thai Institute of Directors (IOD) to ensure a well-rounded and diverse board composition that aligns with the company's strategic objectives.

Moreover, PTG is committed to achieving gender diversity on its board, aiming for at least 30% of board members to represent diverse gender identities, including male, female, and non-binary individuals. However, this target is flexible and will be adjusted based on the required skills and experience of the board members to meet the company's business needs.

Shareholders' Rights to Elect Directors

The company places a strong emphasis on good governance and transparency in its operations. Shareholders have the right to vote on the election of directors whose terms have expired within the year. This process helps maintain the stability of the board and prevents any sudden changes that could negatively impact the company's operations. This policy ensures that the Board of Directors remains accountable to shareholders while promoting effective governance practices. The election process is transparent, fair, and based on the qualifications, suitability, and competencies of the nominees, ensuring the board's composition aligns with the company's long-term strategy.

Criteria, Procedures, and Qualifications of Directors, Subcommittees, CEO, and Top Executives

1. The Nomination and Remuneration Committee evaluates the qualifications of individuals proposed to serve as board members, subcommittee members, the CEO, managing directors, and other equivalent positions. The committee emphasizes the value of board diversity, without any discrimination based on gender, age, race, nationality, religion, skin color, origin, cultural background, etc. The goal is to ensure that the board's composition is diverse and appropriate, based on the knowledge, experience, and expertise that will benefit the company. Additionally, the committee assesses the time and commitment each candidate can dedicate to effectively fulfilling their role.

2. The Nomination and Remuneration Committee defines the processes for recruiting, selecting, and nominating individuals who possess the appropriate qualifications for the company's needs and comply with relevant laws and regulations. Nominations are presented to the Board of Directors and/or the Annual General Meeting of Shareholders, as the case may be, for approval.

3. The Nomination and Remuneration Committee ensures that the qualifications of independent directors meet the requirements outlined by the Securities and Exchange Commission of Thailand (SEC) and other related regulations.

4. The Board of Directors provides shareholders with the opportunity to nominate suitable candidates who meet the qualifications and legal requirements for election as board members in advance of the Annual General Meeting. The company has clearly defined the qualifications and disqualifications for these nominations.

คุณสมบัติของกรรมการ

ด้านจริยธรรม

(1) Meets the required qualifications and does not have any disqualifying characteristics as outlined by the Public Limited Companies Act, the Securities and Exchange Act, and other relevant laws, including the company's regulations and corporate governance principles.

(2) Demonstrates strong leadership abilities, a broad and forward-thinking vision, a high standard of ethics and integrity, and maintains a positive attitude toward the organization.

ด้านความรู้ ความสามารถ

(3) Is able to fully dedicate time and effort, possesses good physical health and a sound mental state, consistently attends board meetings, prepares well in advance, contributes constructively in meetings, speaks candidly, has the courage to voice opinions, and/or is a renowned businessperson with a proven track record of ethical conduct, gaining societal recognition

(4) Possesses the necessary knowledge, skills, and experience in business operations, including directors with specialized expertise, a solid educational background, and a definite understanding of the company's industry, as outlined in the Board Skill Matrix. This includes expertise in business management, strategic planning, accounting, finance and investment, economics, technology, international trade, transportation, law, corporate governance, risk management, and engineering.

ด้านการมีส่วนร่วม

(5) Is not a person prohibited from holding a directorial position or serving on sub-committees, as defined by relevant regulatory authorities, nor someone who demonstrates characteristics that suggest an inability to be entrusted with the management of a public company.

(6) Takes into account other relevant qualifications that align with the board's composition and structure in accordance with the company's business strategy, ensuring a transparent process that instills confidence in shareholders.

5. The Nomination and Remuneration Committee develops a succession plan for senior executive roles, including the Chief Executive Officer (CEO), Managing Director, and other equivalent positions.

6. The Board of Directors and/or the Annual General Meeting of Shareholders (excluding any directors with a conflict of interest) will review and approve the plan as deemed appropriate.

Board Skill Metrix of 2024

Director's Name	ทักษะและประสบการณ์ทั่วไป														ทักษะและประสบการณ์เฉพาะทางธุรกิจ								ทักษะและประสบการณ์ด้านอื่นๆ						
	Business Management	Corporate Governance	Domestic / International Trading	Economics/ Capital Markets	Engineering	Finance/ Accounting	Information Technology	Legal	Marketing	People Management/ Leadership	Political Sciences/ Securities	Risk Management	Science . Digital Transformation	Artificial Intelligence / Robotics	Supply Chain Management	Energy Business	Retail Business	E-commerce Business	Real Estate Business	Bio-energy production	Agricultural biomass/waste	Renewable Power	Health, Safety & Sustainability	Strategic Planning	Internal Audit	Internal Control	Innovative Research & Development	Merger & Acquisition	Financial Technology / Banking
1. Mr. Teeranun Srihong	✓	✓	✓	✓	-	✓	✓	-	✓	✓	-	✓	✓	✓	-	✓	✓	✓	✓	-	-	✓	✓	✓	✓	✓	✓	✓	✓
2. Mr. Pitak Ratchakitprakarn	✓	✓	✓	✓	-	✓	-	-	✓	✓	✓	✓	✓	-	-	✓	✓	✓	-	-	-	-	✓	✓	-	-	✓	✓	-
3. Mr. Pongsak Vachirasakpanich	✓	✓	✓	✓	-	✓	-	✓	✓	✓	✓	✓	-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
4. Dr. Vuthichai Duangratana	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5. Mr. Supote Pitayapongpat	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6. Ms Yaowaluk Aramthaveethong	✓	✓	✓	✓	-	✓	-	✓	✓	✓	✓	✓	-	-	-	✓	✓	✓	✓	-	-	-	✓	✓	✓	✓	✓	-	✓
7. Mrs. Jarusrak Nitayanurak	✓	✓	✓	✓	-	✓	✓	✓	✓	✓	✓	✓	✓	-	-	✓	✓	-	✓	-	-	-	✓	✓	✓	✓	✓	-	✓
8. Mr. Krairawee Sirikul	✓	✓	✓	✓	-	✓	✓	✓	✓	✓	✓	✓	-	-	✓	-	-	✓	-	-	-	-	✓	✓	✓	✓	✓	-	✓
9. Dr. Chalermruth Narkvichien	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-	✓
10. Mr. Rangsun Puangprang	✓	-	✓	✓	-	✓	✓	✓	-	✓	✓	✓	✓	-	✓	✓	✓	-	-	-	-	-	✓	✓	✓	-	✓	-	✓
Total	10	9	10	10	4	10	7	8	9	10	9	10	7	3	7	10	8	7	6	5	4	5	9	10	9	9	8	9	7

Evaluation of the Board of Directors' Performance

PTG has established an annual performance evaluation for the Board of Directors, covering both individual members and the collective board as a whole. This process is designed to ensure continuous improvement and development in the Board's operations. The evaluation is carried out in two main formats: 1) Evaluation of the entire Board of Directors, and 2) Evaluation of subcommittees. Upon completion of the evaluation, a report will be generated, which includes the results, along with recommendations from the Board. This allows the company to leverage the feedback for future improvements, follow-ups, and to enhance the Board's effectiveness in its duties. The evaluation is based on six key areas as follows:

Key Components in the Evaluation of the Board of Directors' Performance:

1. Structure and Qualifications of the Board of Directors
2. Roles, Duties, and Responsibilities of the Board of Directors
3. Board of Directors Meetings
4. Dynamics of the Board's Performance
5. Relationship with Management
6. Development of Board Members

Board of Directors Performance Evaluation Results:

Overall board evaluation: **96.82%**

Individual self-assessment: **97.77%**

The details of the performance evaluation of the Board of Directors are provided in the 56-1 One Report for 2024, on page xx, under the section "Nomination, Development, and Evaluation of the Board's Performance."

To ensure the effectiveness of corporate governance, each director is expected to attend at least 75% of the board meetings held during the year.

Indicators	Board of Directors	Audit Committee	Executive Committee	Risk Management Committee	Corporate Governance and Sustainable Committee	Nomination and Remuneration Committee	Investment Committee
Number of Meetings (Sessions)	9	11	12	4	5	5	5
Meeting Format							
Physical	1	10	12	-	4	5	5
Hybrid	8	1	-	4	1	-	-
Attendance Rate (%)	98.89	96.66	100	100	100	100	100
Performance Evaluation Results by Committee (%)	96.82	98.90	100	100	100	100	99.44

PTG has implemented a comprehensive performance evaluation system for employees in key roles, including senior executives and the Chief Executive Officer (CEO). The evaluation process utilizes strategic management tools, such as the Balanced Scorecard (BSC), to assess the success of operations in alignment with the company's strategic plan, vision, and mission. The performance is evaluated from four key perspectives:

Financial Perspective
Indicators related to finance, such as return on investment (ROI), net profit, and sales volume.

Customer Perspective
Indicators related to customers or marketing, such as customer satisfaction, customer retention, and customer loyalty.

Internal Process Perspective
Indicators related to the organization's internal operations and processes, including project timelines, system response times (SLA), production processes, and service efficiency.

Learning and Growth Perspective
Indicators related to the organization's personnel, such as employee satisfaction and staff turnover rates.

Moreover, the company integrates its sustainability performance as a key component of the executive evaluation process (CEO or equivalent). This includes evaluating sustainability efforts based on participation in sustainability assessments conducted by the Stock Exchange of Thailand. PTG has established specific success indicators to achieve the following four objectives:

1. The company's vision and mission
2. Financial performance and success
3. Enhancing human resources capabilities to drive the company towards its goals
4. Fostering innovation and leading the company into new S-curve business opportunities

Corporate Indicators	CEO	Management	Employees
Financial Performance	✓	✓	✓
Productivity Initiative	✓	✓	✓
Sustainability Development	✓	✓	✓

Roles and Responsibilities of the Board of Directors

The company has established subcommittees that operate independently under the oversight of the Board of Directors. These subcommittees are tasked with ensuring that the management adheres to the highest standards of governance and ethics. The key responsibilities include:

Audit Committee	Corporate Governance and Sustainability Committee	Nomination and Remuneration Committee
• Review the financial reports to ensure that internal control systems are appropriate, effective, and in place. • Ensure that disclosures related to related-party transactions or potential conflicts of interest are accurate and complete. • Provide comprehensive summaries and offer recommendations to the Board of Directors.	• Provide guidance on establishing a corporate governance framework, anti-corruption policies, sustainability initiatives, and corporate social responsibility practices that align with the company's overall structure. • Review and update policies regularly to ensure they remain current and relevant, at least once a year. • Collaborate with management to assess compliance with corporate governance principles and policies. • Report findings and provide strategic recommendations to the Board of Directors at least on a quarterly basis.	• Ensure that the composition and size of the Board and its subcommittees are appropriate for the company's needs. • Develop and oversee a comprehensive succession plan for senior management positions. • Establish clear criteria and processes for selecting candidates for the Board of Directors. • Present recommendations to the Board of Directors for approval before submitting candidates for shareholder election.

Risk Management Committee	Executive Committee
• Oversee and support the execution of enterprise risk management and stakeholder engagement, ensuring alignment with the company's strategy and business objectives, while adapting to evolving market conditions. • Review risk management reports regularly. • Continuously monitor critical risks that could impact the organization. • Ensure that risk management practices are effective and appropriate across the organization.	• Define the company's policies, strategic direction, and core business operations, ensuring they align with economic conditions and competitive pressures, and submit them for approval by the Board of Directors. • Establish guidelines for resource allocation, budgeting, financial management, and investment policies. Ensure that these strategies are in alignment with the company's overall objectives and business goals.

Development of Board of Directors' Capabilities

PTG is committed to fostering the development of its directors by providing opportunities for training and skill enhancement. Directors are encouraged to participate in various programs, including those offered by the Institute of Thai Directors (IOD) and other relevant seminars related to the company's business. In 2024, four of the directors took part in training from IOD and other institutions, including:

- four of the directors took part in training from IOD and other institutions, including:
- The Board's Roles in Climate Governance (BCG) Program, Class 1/2024
- Director's Briefing: Essential Innovation Metrics for Board Members, 7/2024
- Online Director's Briefing 2/2024: Leading with Urgency — Climate Action for Boards
- The Art of Chairman-CEO Dynamics: Fostering Trust and Collaboration
- Senior Executive Program on Energy Science, Class 19
- Senior Executive Program on Urban Development, Class 12
- Twist and Turns: Rethinking in a Complex World
- Super Legal Business Administration Leadership Program (Super LBA Class 1)
- Leading Strategically & Storifying Your Vision
- Visionary Artificial Intelligence Partnership (V.A.I.P) by SPU, Class 1

Compliance Oversight Operations

Effective compliance oversight is a cornerstone of sustainable corporate governance. PTG is dedicated to ensuring strict adherence to all laws, regulations, and industry standards, both domestically and internationally. It has implemented a range of measures to ensure that all employees and relevant departments operate transparently and in full compliance with applicable rules. To monitor compliance, the company conducts regular assessments using a monthly Compliance Checklist, which is sent to the responsible departments for follow-up actions.

Furthermore, the company has established a Compliance Policy that serves as a framework for all employees, emphasizing strict adherence. Continuous training and communication are provided to ensure all staff understand the importance of regulatory compliance. Key measures include:

1. Ensuring the business group operates in full compliance with applicable laws and regulations, supporting the company's mission and contributing to sustainable growth. This benefits the organization, business partners, and the broader community by promoting inclusive opportunities for a higher quality of life.
2. Implementing a robust risk management framework for compliance-related risks, preventing potential issues arising from non-compliance, which could lead to financial loss or reputational damage.
3. Providing clear guidelines for compliance departments to oversee adherence to relevant laws, regulations, standards, and internal policies, ensuring consistent and responsible business practices across the group.
4. Supporting directors, executives, employees, and contractors in understanding their roles and responsibilities, fostering a culture that prioritizes compliance with laws and both internal and external regulations. Instilling a mindset and values that align with the company's core principles.

Performance Results from the Previous Year

No Violations or Complaints In the past year, the company has not faced any significant violations of laws or regulations, nor has it been penalized by any government authorities. Furthermore, there have been no ethical complaints that have affected the company's reputation

Business Ethics and Anti-Corruption

The Board of Directors has established a comprehensive business ethics and code of conduct manual to guide the actions of directors, executives, and employees across all levels. This code outlines ethical principles for interactions with employees, shareholders, customers, business partners, competitors, stakeholders, and society at large. It aims to ensure that the company operates with integrity, transparency, and accountability. Furthermore, the company has implemented a system for monitoring adherence to these ethical standards, with regular reports submitted to the corporate governance committee. This approach ensures ongoing oversight of ethical practices and promotes the effective management of any violations.

The company has consistently adhered to anti-corruption measures, certified by the Collective Action Coalition (CAC) under the Thai Private Sector Collective Action Against Corruption Initiative. The company signed the Declaration of Commitment to the initiative on October 28, 2014, and has successfully renewed its certification for the third time, effective from December 31, 2024, through December 31, 2027. This certification was issued by the Thai Institute of Directors Association (IOD).

Mechanisms for Receiving Complaints Regarding Violations of Business Ethics and Anti-Corruption Policies

PTG provides clear channels for stakeholders to submit complaints through the company's website and intranet. Stakeholders can raise concerns about any legal violations, regulatory breaches, or ethical misconduct in business practices. The company has established a structured process for managing and addressing these complaints as follows:

Procedure	Description
1. Complaint Reporting	Stakeholders and employees
2. Receiving Complaints	Available channels for whistleblowing or reporting complaints: Company website: www.ptgenergy.co.th Email: whistleblower@pt.co.th Mail: Board of Directors Secretary PTG Energy Public Company Limited 90 CW Tower A, 33rd Floor
3. Actions Under the Whistleblower or Complaint Reporting Policy	• The Board of Directors Secretary informs the relevant departments to initiate an investigation or follow up on the resolution of the complaint. • Protective measures are in place to ensure the confidentiality of whistleblowers, with strict non-disclosure of their identity. • The department or investigator reports the findings to the Board of Directors Secretary.
4. Reporting Results	• A summary of fraud-related complaints is presented to the Audit Committee on a quarterly basis. • A summary of business ethics-related complaints is submitted to the Corporate Governance Committee on a quarterly basis.

Communication of Business Ethics and Anti-Corruption in 2024

The company has strengthened its commitment to anti-corruption initiatives through the following actions:

The company organized an online training session on "**Anti-Corruption and Code of Conduct**," covering key topics such as business ethics, conflict of interest prevention, insider trading prevention, and anti-corruption practices. A total of 319 employees from across the group participated in this training, which aimed to enhance their understanding of conducting business with integrity, transparency, and a strong commitment to business ethics. The goal was to raise awareness among all employees about the importance of the anti-corruption policy and ensure they follow the correct practices. This initiative fosters a corporate culture that is transparent, sustainable, and compliant with global standards. The training also provided a platform for employees to exchange opinions and raise questions on related topics, helping them to clarify their roles and responsibilities, and empowering them to apply these principles effectively in their daily tasks for improved operational performance.

In addition, the company conducted an assessment to evaluate the level of corporate governance awareness among its employees. This assessment is part of the company's ongoing efforts to ensure business operations are ethical, transparent, and in line with good governance practices. In 2024, the average score for the assessment was 89.45%, indicating a high level of understanding and awareness among employees regarding corporate governance principles.

Moreover, the company reinforced its commitment to anti-corruption by communicating the "No Gift Policy" during festive seasons and other occasions. This policy was communicated not only to employees but also to subsidiaries and external parties, reaffirming the company's dedication to establishing high standards and ethical practices with all stakeholders.

Risk and Crisis Management

> We are **dedicated** to advancing risk management by integrating internationally recognized standards, while **embedding** risk management into our organizational culture. This approach is designed to create **added value**, enhance our ability to **adap** to change, and ensure sustainability for all stakeholders.

Targets and Performance

	2024 Targets	2024 Performance
Results of the employee awareness assessment on risk management	80%	89.46%
Success in implementing the business continuity management plan test.	100%	100%

Impacts on Stakeholders

PTG prioritizes risk management by considering the needs and expectations of stakeholders, using these insights to identify risks and ensure effective risk management that directly addresses and mitigates potential threats. Robust risk management fosters customer confidence in the continuity of services, strengthens employee morale and job security, minimizes risks that could affect financial performance and shareholder value, and nurtures strong relationships with partners and suppliers. It also reduces the impact on communities and the environment while building trust with regulatory authorities. In this way, effective risk management serves as a vital foundation for creating long-term sustainability and instilling confidence among all stakeholders.

Impacts on Business

Risk management is a critical driver of sustainable business operations. By effectively managing risks, organizations can reduce uncertainty in performance outcomes and proactively address potential risks that may impact operations. This ensures the business can continue to operate smoothly while achieving both short-term and long-term objectives. Additionally, robust risk management enhances organizational stability, creates added value, and supports long-term, sustainable growth.

Challenges and Actions
Challenges

Currently, PTG is facing a range of challenges that could impact its operations in both the Oil and Non-Oil sectors. The Oil business, which remains the company's core, is influenced by several factors resulting from shifts in the energy industry. These include the declining demand for fossil fuels due to the rise of electric vehicles (EVs), pressures to reduce greenhouse gas emissions, carbon taxation, intense competition from both large competitors and industry consolidation, all of which present challenges in maintaining market share. Additionally, global oil price fluctuations, international conflicts, economic downturns, and increasingly stringent environmental regulations further complicate the situation. As for the Non-Oil business, which the company is focused on expanding to increase revenue share in the future, it faces its own set of challenges. These include the need to adjust strategies to compete with market leaders, enhance brand recognition, and adapt quickly to the changing consumer preference for sustainability and innovation. Given these dynamics, effective risk management is essential and must be integrated into the company's operations to navigate the various challenges and changes that could impact its business.

Actions
Risk Management Structure

PTG has established an Enterprise Risk Management Working Group, consisting of senior executives and a Risk Management Committee, which includes members of the Board of Directors. The committee is responsible for setting policies, establishing frameworks, and overseeing the risk management process to ensure it aligns with the company's strategic objectives and business goals. It also works to integrate risk management into the company's culture to enhance effectiveness. In addition, a subcommittee, the Risk Management Working Group, has been formed, comprising Risk Coordinators from each department. This group is responsible for analyzing, assessing, and managing risks, as well as reporting on the progress of risk management within their respective departments and across the organization. The Risk Management Department serves as the secretariat for the Risk Management Committee, the Enterprise Risk Management Working Group, and the Risk Management Working Group, providing ongoing support for the company's risk management initiatives. The Risk Management Committee consistently reports on risk status, analysis, evaluation, and mitigation efforts to the Board of Directors and the Audit Committee, ensuring that risk management activities sustainably align with the company's short- and long-term objectives.

Risk Management Process

Internal Control Mechanism and Risk Monitoring

PTG has developed a robust risk management process to guide the entire organization and ensure active participation in standardized risk management practices. Risk management is determined to be a shared responsibility across the board of directors, executives, and employees at all levels, with each individual expected to be aware of the risks associated with their work. The principles and processes of risk management are integrated into daily operations. The company's risk management process involves continuous identification and assessment of risks from various factors that could impact the organization. These factors are evaluated within both internal and external contexts, considering stakeholder expectations, relevant laws, and regulations. A comprehensive risk management plan is developed to address these risks, with the goal of reducing them to an acceptable level. This helps to instill confidence in stakeholders by demonstrating the company's ability to operate smoothly despite potential changes. Risk management performance, at both the organizational and departmental levels, is monitored and reported at least quarterly to the Enterprise Risk Management Working Group and the Risk Management Committee. This process ensures effective oversight and alignment of risk management activities with the company's business strategy, helping to achieve the organization's objectives and goals. It also fosters the integration of risk management into the company's culture. Furthermore, the status of risks, along with their analysis, assessment, and mitigation strategies, are consistently reported to the Board of Directors and the Audit Committee.

In addition, PTG continuously reviews its risk management processes to ensure they align with the COSO framework and adapt to the evolving business environment. These processes are audited annually by external auditors to confirm their adequacy and effectiveness. Furthermore, the company analyzes risks across all dimensions, including environmental, social, and governance (ESG) factors. By aligning its Enterprise Risk Management (ERM) practices with international standards, PTG ensures that risk management is comprehensive, transparent, and effectively supports the organization's sustainable growth.

Sustainability-focused Enterprise Risk Management

Sustainability	Economical Aspect	Social Aspect	Environmental Aspect
Organizational Risk	Cybersecurity Risk	Human Resource Management Risk	Potential Environmental Impact Risk
Trends and Impacts	Cyber threats have become more frequent in recent years. If a company fails to implement sufficient measures or management strategies to address these risks, it can result in significant damage, affecting the company's reputation, credibility, and stakeholder trust. Moreover, it could lead to financial losses due to cyberattacks.	As the company undergoes rapid business expansion, the inability to recruit and develop a skilled, experienced, and capable workforce to keep pace with growth may hinder business operations and obstruct the achievement of long-term objectives.	As global attention on climate change intensifies, the company's excessive CO2 emissions without adequate management measures could damage its reputation and undermine stakeholder expectations. Furthermore, if CO2 emissions exceed government regulations, the company may face carbon taxes, which could lead to increased management costs and impact financial resources.
ระดับความเสี่ยงที่ยอมรับได้ (Risk Appetite)	Implement a robust and reliable IT system with strong cybersecurity measures to safeguard the company's reputation, assets, operations, and the confidentiality of critical information.	Develop and cultivate a skilled workforce capable of supporting the company's business expansion, ensuring that it is appropriately sized, well-equipped, and able to perform efficiently.	Operate the business with a strong emphasis on quality, safety, social responsibility, and environmental sustainability, while driving the organization towards its goal of achieving carbon neutrality.

Sustainability	Economical Aspect	Social Aspect	Environmental Aspect
Risk Management Approaches	• The company has established an IT Security Policy. • • Regular penetration testing is performed on critical company systems to prevent cyberattacks, and address security gaps pmptly. • • Cybersecurity awareness is actively promoted among employees through multiple internal communication channels and PTG Technology Day. • An IT Disaster Recovery Plan (DRP) is in place, with continuous reviews and tests, particularly focusing on cybersecurity, to ensure uninterrupted operations and rapid recovery in the event of a security threat.	• A comprehensive and systematic employee development plan has been established, tailored for both management and staff. This plan includes continuous skill development in innovation to align with the company's future business objectives. • A targeted development program for high-potential employees in key roles across various departments is in place to ensure a strong pipeline of successors. • Initiatives are conducted to reinforce the company's core values, fostering a culture where employees grow and thrive through these principles. Additionally, the Best Awards 2024 recognize employees at all levels who consistently deliver exceptional performance aligned with the company's values, serving as a powerful incentive for impactful contributions.	• The company has committed to achieving carbon neutrality by 2030. • The company has successfully registered a voluntary greenhouse gas reduction project under Thailand's T-VER standards with the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO), covering solar rooftop installations at 29 fuel and LPG stations. • The company is driving sustainability initiatives to reduce greenhouse gas emissions and offset carbon credits, including the use of biodiesel for transportation, waste separation for recycling, promoting sustainable coffee and economic crop cultivation, and implementing mangrove reforestation projects to generate carbon credits. • The company is actively exploring investment opportunities in emerging businesses aimed at reducing the impact of greenhouse gas emissions.

For more information on the company's risk management practices in business operations, please refer to the 2024 Annual Report, page 79-89

Environmental, Social, and Governance (ESG) Risk Management

PTG recognizes the significant impact that environmental, social, and governance issues may have. In response, the Board of Directors has delegated responsibility for overseeing ESG risks to the Risk Management Committee. This committee integrates ESG considerations into the company's broader Enterprise Risk Management (ERM) framework. The company has conducted a thorough analysis and risk assessment, and has implemented measures, contingency plans, and initiatives to mitigate both short-term and long-term risks, as detailed below:

1. Risks that may Impact the Environment

Type of Risk	Impacts	Measures
Operational Risk and Compliance Risk	The company's business operations may have environmental impacts that contribute to global warming, such as the operation of oil depots and oil transportation vehicles that emit carbon dioxide. If the company releases excessive amounts of carbon dioxide, leading to increased greenhouse gas emissions without proper management measures, it could damage the company's reputation and undermine stakeholder expectations. Furthermore, if the company exceeds the government's carbon emission limits, it will be liable for carbon taxes, which could significantly affect financial resources and increase management costs.	• The company is committed to reducing carbon dioxide emissions that contribute to greenhouse gases, aiming to mitigate climate change. In alignment with national energy policies, the company has developed a climate change management strategy that supports the transition to clean energy and the reduction of carbon emissions. The company has set a target to achieve carbon neutrality by 2030. • The company evaluates climate change risks following the Task Force on Climate-related Financial Disclosures (TCFD) guidelines and integrates these risks into its overall enterprise risk management framework. • The company has established a plan for calculating and reporting its organizational greenhouse gas emissions (Carbon Footprint for Organization). It has been certified for its carbon footprint across its headquarters, oil depots, transportation fleet, and service stations by the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO). • The company constructs energy-saving fuel stations and installs solar rooftops at service stations to generate electricity for on-site use. These efforts promote clean and renewable energy, and reduce electricity costs. The company has set a goal to reduce electricity consumption by 10% compared to the previous year, which will help decrease greenhouse gas emissions and address the risks associated with rising temperatures due to global warming. • The company has initiated projects focused on waste management and the generation of electricity from clean energy. These include the implementation of a waste sorting system to produce Refuse-Derived Fuel (RDF), a waste-to-energy power plant for electricity generation, and the production of soil conditioners from organic waste derived from the sorting process. • The company is proactively seeking investment opportunities in new businesses that contribute to mitigating greenhouse gas emissions. Additionally, the company participates in the Thailand Voluntary Emission Reduction Program (T-VER) through its solar rooftop projects. The company has launched several initiatives to reduce greenhouse gas emissions and develop sustainability programs aimed at offsetting carbon credits. These initiatives include installing electric vehicle charging stations in partnership with the Electricity Generating Authority of Thailand (EGAT), the Palm Complex project, using biodiesel for transportation, waste separation for recycling, promoting sustainable coffee and economic crop cultivation, and engaging in mangrove reforestation for carbon credits. • • The company has initiated projects focused on waste management and the generation of electricity from clean energy. These include the implementation of a waste sorting system to produce Refuse-Derived Fuel (RDF), a waste-to-energy power plant for electricity generation, and the production of soil conditioners from organic waste derived from the sorting process. • • The company is proactively seeking investment opportunities in new businesses that contribute to mitigating greenhouse gas emissions. Additionally, the company participates in the Thailand Voluntary Emission Reduction Program (T-VER) through its solar rooftop projects. The company has launched several initiatives to reduce greenhouse gas emissions and develop sustainability programs aimed at offsetting carbon credits. These initiatives include installing electric vehicle charging stations in partnership with the Electricity Generating Authority of Thailand (EGAT), the Palm Complex project, using biodiesel for transportation, waste separation for recycling, promoting sustainable coffee and economic crop cultivation, and engaging in mangrove reforestation for carbon credits.

2. Risks from Business Operations that may Impact Communities and Society

Type of Risk	Impacts	Measures
Operational Risk	The company operates in the energy sector, specializing in fuel oil and LPG gas, with a primary focus on ensuring safety for the community, society, and the environment. The company consistently evaluates the risks and potential impacts arising from changes in both external and internal environments, using this information to enhance operational processes and develop additional contingency plans. Furthermore, the company is committed to continuously improving safety and environmental standards. However, if employees fail to adhere to safety protocols and act negligently, incidents such as leaks, explosions, or fires could occur, resulting in significant harm to the lives and property of nearby communities. Such events may also negatively impact the company's reputation, financial stability, and overall performance.	• The company has strengthened its safety management system by implementing a comprehensive risk control framework for critical operations. This includes initiatives such as the Kiken Yoshi Training (KYT) to promote hazard awareness, establishing Key Risk Indicators (KRIs) to monitor and proactively alert on vital control activities, and adopting a Behaviour-Based Safety system to mitigate risky employee behaviors. These measures ensure that employees, as well as internal and external support teams, are well-prepared for any potential emergency scenarios. As part of this, the company prioritizes regular annual emergency drills. • The company has an established Crisis Management system.T • he company has clearly defined channels for receiving and addressing complaints, along with set procedures for responding to and managing those complaints. • The company consistently engages in efforts to build understanding, listen to feedback, and cultivate positive relationships with communities residing near its oil storage facilities. • The company has developed a robust corporate social responsibility (CSR) strategy aimed at cultivating strong ties with surrounding communities through projects focused on creating shared value and enhancing well-being. • The company's social initiatives are built around three key pillars: (1) Improving Quality of Life: This includes core activities like scholarship programs and projects that generate income for local communities. (2) Supporting the Elderly: Key activities include the "Community Eyeglasses" project (donating eyeglasses to the elderly) and vocational support programs for seniors. (3) Promoting Environmental Responsibility: Core initiatives include reforestation projects to create green spaces and wet waste separation programs to reduce global waste. • These three pillars fall under the "PT Volunteer Camp" program, which the company has consistently executed to drive growth alongside partners and communities. In 2024, the company received community satisfaction survey results exceeding the 90% target, highlighting the success of its social initiatives in maintaining strong community relations and support. This success is expected to continue and grow over the long term.

3. Risks from Compliance with Laws, Regulations, Rules, and Policies Related to Business Operations

Type of Risk	Impacts	Measures
Compliance Risk	Non-compliance, or partial compliance, resulting from the complexity of legal provisions, frequent changes in laws, misunderstandings of regulations, or the introduction of new laws and policies——such as the Personal Data Protection Act B.E. 2562 (A.D. 2019) (PDPA), ESG policies, and regulations on greenhouse gas emissions set forth in COP26-27——can lead to unclear interpretations and misapplication of legal requirements. This can have significant financial and operational impacts on the company, including penalties, suspension, or revocation of operating licenses, as well as potential harm to the company's reputation and public image.	• The company places a high priority on complying with all relevant laws, rules, and regulations to ensure its operations are conducted in a correct, reliable, transparent, and fair manner for all stakeholders. This includes continuous analysis and monitoring of government policies, laws, rules, and regulations that impact the business, with proactive planning for any potential changes. The company communicates new legal requirements and regulations to relevant departments through various channels, and collaborates with government agencies by attending meetings and seminars to stay informed and updated. • A task force has been established to oversee compliance with laws, regulations, and policies, tasked with reviewing compliance operations. In addition, a dedicated Compliance department has been created to manage the organization's overall compliance efforts. The roles, responsibilities, and structure of the Compliance department are clearly defined to ensure its independence in supervision. Written charters, policies, and procedures for compliance have been put in place to ensure the company's operations align with relevant legal and regulatory requirements. • To assess the legal compliance of the company group, compliance charts and checklists are used. The company also evaluates compliance with laws and obligations related to safety, occupational health, and environmental matters. • A Data Protection Officer (DPO) has been appointed, and a dedicated Data Protection Office has been established to set up measures, provide guidance, oversee operations, and ensure that the company complies with the Personal Data Protection Act (PDPA). This reassures data owners about the integrity and security of their personal data management. • The company consistently reviews and updates its policies, procedures, and legal documents to ensure compliance with the PDPA, including personal data protection policies and privacy notices, etc. • Information technology systems have been developed to prevent data breaches, while robust security measures have been implemented. • The company conducts an annual review of the Report on the Processing of Personal Data (ROPA) to ensure that personal data remains accurate, up to date, and complete, while also preventing any potential misunderstanding. • The Data Protection Office carries out site visits to assess personal data collection, use, and disclosure practices at fuel stations and oil depots, providing training, guidance, and evaluations to ensure compliance with the PDPA. • Training programs and awareness materials on the PDPA are regularly provided to employees to enhance their understanding of data protection laws and create awareness about the importance of adhering to legal requirements in all operations.

Emerging Risks

The company recognizes the increasing importance of identifying emerging risks to effectively navigate the evolving business landscape. These risks can undermine the company's competitiveness, financial stability, performance, credibility and overall reputation. To proactively address such risks, the company consistently monitors shifts in political, economic, social, environmental, legal, technological, and other relevant factors. By analyzing these changes, the company can identify potential risks that may affect its operations both in the short, medium, and long term. This enables the company to capitalize on new opportunities while minimizing the impact of future risks that could affect business continuity.

1. Risks from Laws, Government Policies, and Carbon Reduction Pressure

Type:	• Compliance Risk • Operational Risk • •Environmental Risk
Duration:	Short-term risk of 1-3 years
Description:	The government has set policies to support Thailand's transition toward net-zero carbon dioxide emissions, with specific targets outlined in the national energy plan to reduce greenhouse gas emissions in three key phases: 1. By 2030, reduce greenhouse gas emissions by 40%. 2. By 2050, achieve carbon neutrality. 3. By 2065, achieve net-zero greenhouse gas emissions. To achieve carbon neutrality, the government may introduce stricter policies and regulations, including carbon taxes, restrictions on fossil fuel use, and greater support for clean energy. These changes present potential risks for the company, as the energy sector, being the largest emitter of carbon dioxide, could be among the first industries subject to carbon taxes. Should the company exceed the government's carbon dioxide emission limits, it will face carbon tax liabilities, or potentially fines and operational restrictions, which could significantly impact its finances and operational expenses. Additionally, in the ongoing energy transition, many countries are ramping up efforts to reduce fossil fuel use in favor of clean energy through government policies. At the same time, consumers are increasingly prioritizing environmental responsibility and shifting towards cleaner energy. This trend could affect long-term oil demand. Society and consumers expect companies to reduce carbon emissions and adopt sustainable environmental policies. Failure to adapt may result in a loss of stakeholder confidence. Additionally, if the company releases a significant amount of carbon dioxide, contributing to greenhouse gas emissions without effective management measures in place, it could harm the company's reputation and fail to meet the expectations of its stakeholders

Impacts:	If the company emits a substantial amount of carbon dioxide, contributing to greenhouse gas emissions in the atmosphere without implementing proper management measures, it could severely impact the company's reputation. This may lead to dissatisfaction or a loss of trust from stakeholders. Furthermore, the company may need to revise its business strategy to ensure compliance and adapt to evolving policies and regulations, which could result in higher-than-expected investments in certain projects. This situation could also lead to increased costs in several areas, including: Higher management costs due to carbon taxes, a key measure used by governments worldwide to reduce greenhouse gas emissions. • Additional operational costs associated with mandatory greenhouse gas emissions disclosures, as required by government regulations or regulatory bodies. • Increased vehicle taxes based on carbon emissions levels. • Potential fines or legal claims for failing to comply with climate change-related legislation.
Measures:	The company is committed to reducing carbon dioxide emissions that contribute to greenhouse gases, aiming to mitigate climate change. It has established a climate change management strategy to support the national energy plan, which aims for Thailand to transition to clean energy and achieve net-zero carbon dioxide emissions by 2065-2070. The company has set a target to achieve carbon neutrality by 2030. The strategy for achieving this goal includes the following key initiatives: • The company evaluates climate change risks according to the Task Force on Climate-related Financial Disclosures (TCFD) framework, ensuring that risk management aligns with the company's overall risk strategy. It has also produced a comprehensive report analyzing the risks and opportunities arising from climate change, based on the TCFD principles. This includes identifying potential impacts on business operations and establishing measures to mitigate future challenges. • The company closely monitors shifts in policies and regulations, assessing the potential impacts of Carbon Tax. • The company invests in new businesses that benefit from laws related to climate change and focuses on increasing the share of gross profit from Non-Oil sectors. It also actively seeks partnerships with experts in clean technologies, particularly in the fields of waste management and waste-to-energy production. • The company participates in the Thailand Voluntary Emission Reduction Program (T-VER) through the solar rooftop project. • The company undertakes several projects to address the impact of greenhouse gas emissions, such as the installation of electric vehicle charging stations (EV Chargers) in partnership with EGAT. This is in line with government policies to promote clean energy. Other initiatives include the Palm Complex project, utilizing biodiesel for transportation vehicles, waste segregation for recycling, mangrove planting for carbon credits, and supporting sustainable arabica coffee cultivation and other economic crops.

2. Risks from AI Disruption

Type:	• Strategic Risk • Technological Risk
Duration:	Short-term risk of 1-3 years
Description:	The emergence of Artificial Intelligence (AI) technology has significantly impacted various sectors of society and the economy. In recent years, this technology has advanced rapidly, playing a pivotal role in transforming work processes, fostering innovation, and driving change across multiple industries. As such, the company must proactively prepare to address the challenges posed by AI while capitalizing on the opportunities it presents. If the company adopts AI in its operations, it may encounter the following risks: • The emergence of Artificial Intelligence (AI) technology has significantly impacted various sectors of society and the economy. In recent years, this technology has advanced rapidly, playing a pivotal role in transforming work processes, fostering innovation, and driving change across multiple industries. As such, the company must proactively prepare to address the challenges posed by AI while capitalizing on the opportunities it presents. If the company adopts AI in its operations, it may encounter the following risks: • Business Adaptation: The rapid evolution of AI technology could reshape the company's business model, including optimizing logistics management, offering more tailored products to meet market demands, and developing intelligent systems for enhanced customer service. Failure to adapt swiftly or develop AI capabilities in time could result in a competitive disadvantage, loss of market share, and a shrinking customer base in industries that are rapidly evolving. • Data and Cybersecurity Risks: Implementing AI requires vast amounts of data for processing and analysis. If the company lacks sufficient or high-quality data, the AI-driven outcomes may be inaccurate or unreliable. Moreover, the collection and analysis of customer data by AI could expose the company to cybersecurity risks, including data breaches and privacy violations. In the event of a data leak or cyberattack, the company could face significant legal and financial consequences. • Technological Uncertainty: AI technology is evolving rapidly and continuously, creating significant uncertainty. Investments in AI that may become obsolete or misaligned with future needs could lead to substantial business costs. • Talent Shortages: The transition to new technologies may highlight a shortage of skilled personnel with advanced knowledge in areas such as AI systems management, digital infrastructure, and clean energy technology. This gap in expertise could present long-term risks, causing delays in the company's ability to adapt to changing market dynamics, and ultimately hindering the company's competitiveness. • Trust and Reliability Concerns: Relying solely on AI for decision-making can be risky, as AI may struggle to process complex or exceptional situations. A failure or poor performance of AI systems could lead to misguided business decisions, disrupting operations, and potentially causing damage to the company's reputation and brand trust.
ผลกระทบ :	If the pace of technological advancements in Artificial Intelligence (AI) accelerates, the company may face challenges in adapting its business strategies and preparing for technological developments across various related sectors. This could hinder the company's ability to respond effectively to shifting consumer behavior in the digital age, causing missed opportunities and diminished competitiveness. As a result, the company's performance and growth could be negatively impacted. Furthermore, the company may be held accountable for legal and financial consequences in the event of data breaches or cyberattacks.

| Measures: | The company manages risks arising from the impact of Artificial Intelligence (AI) technology through the following measures:

• Regularly reviewing the corporate strategy and analyzing technological changes, as well as continuously exploring new technologies, to forecast technology strategies and guide the organization in adapting to emerging trends and changes in the business environment.

• Considering the establishment of policies and a governance committee to oversee the use of AI technologies within the organization, while also defining clear governance frameworks for utilizing data in AI platforms, ensuring that it aligns with the organization's Data Hub.

• Organizing PTG Technology Day to update employees on the latest technology trends, enhance their knowledge of emerging technologies, and raise awareness about cybersecurity. The event includes expert-led lectures and interactive booths, where employees can learn about AI-driven modern work, new communication methods, and ways to mitigate cyber threats. This initiative ensures that employees are equipped with the knowledge and tools to apply AI in their work effectively.

• Continuously advancing the strategy for building data analytics systems toward enterprise-wide AI adoption by leveraging AI technology on the Dataiku platform. This is used to develop a range of business solutions that facilitate data-driven decision-making, driving business sustainability. For example, the AI platform helps build predictive models integrated with the company's member database of over 20 million people to calculate Customer Lifetime Value (CLV), optimize personalized marketing efforts, reduce marketing costs, and save time in model development. These initiatives strengthen the company's competitive edge.

• Integrating AI technologies to enhance internal processes.

• The company has established a Personal Data Protection Office, which is responsible for overseeing and auditing personal data processing activities to ensure compliance with data protection laws. The company has defined data access rights, created clear protocols, and implemented a system for obtaining approval to use sensitive company data, with well-established approval procedures in place. |

Business Continuity Management (BCM)

In today's world, various threats exist that could trigger emergency situations at any time, potentially disrupting the company's ability to maintain continuous operations. These risks may result from natural disasters, accidents, political instability, terrorism, pandemics or emerging diseases, equipment failures, and other unpredictable dangers. Such events can lead to severe consequences, causing business operations to halt and making it impossible for the company to function as usual. To mitigate these risks, the company has implemented a Business Continuity Management (BCM) system, which serves as a crucial tool for managing potential disruptions that could affect business operations. The BCM framework is designed to ensure preparedness and provide a structured response to potential crises. The company's BCM plan includes the following components:

Business Continuity Management (BCM)

- Business Continuity Management Policy
- Scope of Governance
- Crisis Management Plan
- Business Continuity Plan
- IT Disaster Recovery Plan

Program Management

- Training
- Testing & Exercising
- Plan Development
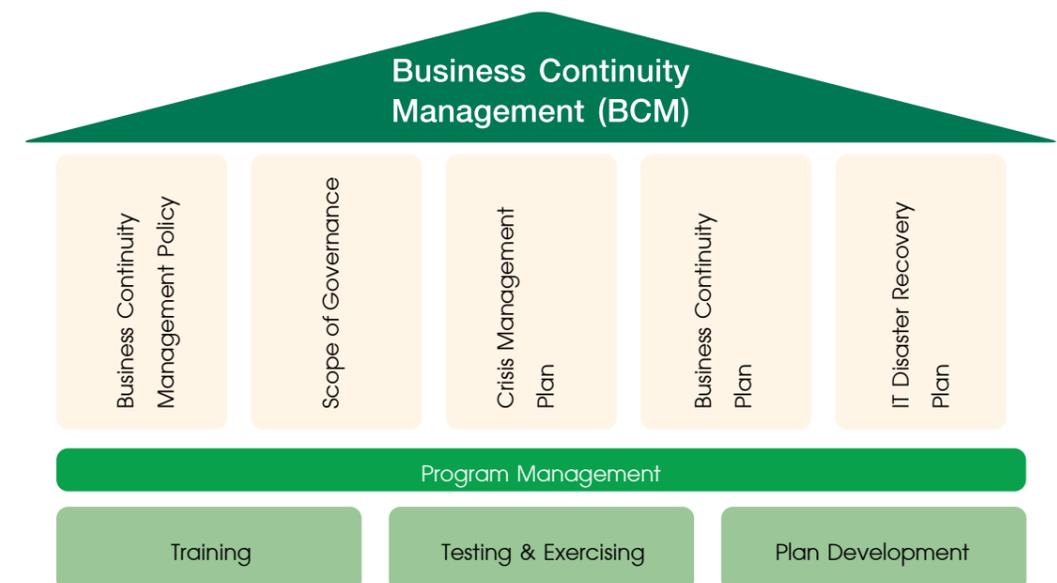
The company has a robust Business Continuity Management (BCM) policy, which is overseen by relevant committees, such as the Crisis Management Committee. The company has developed a comprehensive Crisis Management Plan and Business Continuity Plan (BCP) to ensure operations can continue under various potential scenarios. These plans are regularly reviewed and updated to remain relevant to the organization, business units, and subsidiaries, ensuring they are equipped to handle disruptions and continue operations seamlessly. Additionally, the company conducts annual testing of these plans to assess their effectiveness. Furthermore, the company has established an IT Disaster Recovery Plan to maintain continuous IT operations in the event of a threat. This plan is regularly tested and updated to ensure it remains aligned with evolving risks.

In 2024, the company conducted a simulation to test the Business Continuity Plan (BCP) as part of its preparedness strategy. In conjunction with this, the company organized training sessions on business continuity management. Led by the Safety and Environmental Department, these training sessions were designed to equip both executives and operational staff with the knowledge and skills needed to effectively respond to potential crises.

Risk Management in Product Development and Approval Processes

In evaluating investment opportunities across various projects, the company incorporates risk management as a critical criterion in the decision-making process. This involves analyzing, identifying, and assessing potential risks associated with each investment, along with developing comprehensive risk management plans for each project. The results of these risk assessments are presented to management, the Investment Committee, the Board of Directors, and the Executive Committee to guide their decisions on investment projects. Furthermore, when developing new processes or products, management and the relevant committees conduct thorough risk evaluations to inform their decision-making.

Establishing a Risk Management Culture within the Organization

The company is dedicated to fostering and promoting a culture of risk management by continuously educating the board of directors, executives, and employees on risk management processes and strategies. It regularly creates and distributes educational materials on risk management and various risk factors to employees at all levels to enhance their understanding. Additionally, updates on the current risk landscape are shared with executives to keep them informed. Risk management topics are also incorporated into the new employee orientation program, ensuring that employees gain an understanding of risk management from the very beginning of their tenure with the company.

The risk management task force, consisting of representatives from various departments, works closely with the risk management team to implement and communicate risk management policies and processes across the organization. This ensures that these policies are effectively integrated into the operations of each department. The task force also oversees the compliance process, ensuring that departments identify, analyze, assess, and manage risks, while continuously monitoring and reporting on risk management outcomes. This approach helps raise awareness of potential risks in daily operations and fosters a culture where employees at all levels recognize the importance of risk management. By encouraging active participation, the organization aims to integrate risk management into its core activities, creating added value for the organization and its stakeholders.

In 2024, a risk management training program was conducted to enhance the understanding of integrating risk management practices into the organization's operations. This training targeted the Board of Directors (including non-executive directors) and senior management. Furthermore, the risk management department organized its annual training session to provide employees and the risk management task force with knowledge about internal risk management. The training aimed to foster understanding of risk management within the organization. The effectiveness of the training was assessed through a risk awareness evaluation, which yielded a score of 89.46%.

Cybersecurity and Personal Data Protection

> "Cybersecurity and data protection are essential pillars in the digital world, as **secure data** is the cornerstone of trust and the foundation for business continuity"

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
A cyber-attack that has a significant impact on business operations.	0	0	0

Impacts on Stakeholders

Data security is a cornerstone of information technology systems, as organizations rely on safeguarding sensitive information from customers, partners, and employees. A breach or misuse of this data can severely undermine trust, damage business relationships, and jeopardize financial stability. This, in turn, directly impacts stakeholders such as shareholders, investors, board members, executives, and business partners and could result in fines, economic losses, and recovery expenses, all of which threaten the long-term growth and sustainability of the organization.

Impacts on Business

The adoption and integration of technology in business operations across the globe differ based on each organization's context, readiness, and various external factors, such as economic conditions, societal factors, and government policies. While technology is often leveraged for innovation and business growth, it also opens the door for malicious actors seeking to exploit it for fraudulent activities like phishing, reputation damage, and ransomware attacks. These cyber threats not only inflict financial losses but also result in the depletion of both tangible and intangible assets. For instance, a breach of trust can erode a company's hard-earned reputation and diminish the confidence of its customers.

Note: The percentage of cyberattacks significantly impacting business operations refers to incidents that cause substantial financial (profit) losses and non-financial damage (reputation), at a high level, and involve attacks that the company could not defend against.

Challenges and Actions

Challenges

In today's business landscape, digital technologies are widely integrated across production systems, operational networks connected to the internet, and employees' increasing reliance on technology. One notable development is the growing influence of Generative AI, which can create new content from existing data whether images, videos, audio, or text. However, the advanced capabilities of Generative AI also pose significant risks, such as data theft or disruption of production systems, potentially causing severe interruptions to business continuity, and damaging both the organization's credibility and public image.

Actions

Governance Structure for Information Security and Cybersecurity

PTG has implemented a robust governance framework for information security, which is structured across three levels: governance, management, and operational.

Roles		Competent Committees/Departments
Policy Level	• Define strategic direction and objectives	• Board of Directors
Management Level	• Supervise and ensure accuracy and precision in monitoring	• Enterprise Risk Management Committee • IT & Transformation Steering Committee
Operational Level	• Establish systems, procedures, and services for user compliance • Assess performance tracking and report risks to the risk management committee	• Information Technology Department

Approach and Process for Managing Information Security and Cybersecurity

The company has currently implemented an information technology policy that complies with the regulations of relevant regulatory authorities, Thai laws, and international standards, specifically ISO 27001:2013. This policy has been consistently reviewed and verified by both internal audit teams and external auditors, ensuring adherence to global standards.

The company has implemented a comprehensive policy for information security as part of its broader IT framework. This policy ensures that all personnel and stakeholders are aware of the importance of safeguarding information systems and their specific roles in managing potential risks. To ensure adherence, the company regularly conducts monitoring and control activities, including penetration testing, to uphold security standards.

Additionally, to prepare for and mitigate potential cybersecurity threats, the company has categorized vulnerabilities into four severity levels: Critical, High, Medium, and Low. Detailed action plans, procedures, and designated responsibilities have been established to address any incidents based on their severity.

4. Cybersecurity measures and response to cyber threats

In addition to the measures outlined above, employees can report any anomalies or security incidents caused by cyber-attacks encountered during operations through the "IT Service Center." The IT team will promptly address the issue according to the established incident reporting and escalation process. This includes clear communication and reporting to all relevant parties, from operational staff to senior management, ensuring continuous tracking and resolution until the issue is fully resolved.

Emergency Drills and Business Continuity Management

The company conducts an annual test of its Business Continuity Plan (BCP) to ensure operational resilience. In 2024, the company tested the plan with key departments, including Information Technology, Operations, Sales, Accounting and Finance, and its affiliates. The simulated scenario involved a cyber attack on the headquarters' main server, causing system downtime. In response, the relevant teams followed the business continuity procedures, while the IT department activated the IT Disaster Recovery Plan.

> The test results showed that the IT department efficiently followed the steps to resolve the cyber attack on the server. They successfully restored the data and ensured that all system information was accurate and complete. As a result, all departments were able to resume their operations without any issues.

Employee Performance Evaluation

The company has integrated the effectiveness of information technology security operations as a Key Risk Indicator (KRI), such as incidents that disrupt critical systems, causing temporary outages (Major Incident Count). This serves as a performance measure for the IT department, with regular quarterly reports on progress provided to the Risk Management Committee.

Fostering Cybersecurity Awareness and Organizational Culture

The company prioritizes clear communication of policies, roles, and responsibilities related to information security across all levels, from executives to staff both new hires and current employees. Managed by the IT department, these efforts aim to foster awareness, encourage vigilance, and provide employees with practical guidelines on how to address cybersecurity risks and respond effectively to potential threats.

Type of Communications	Description
Phishing Email Test	The company conducted IT security awareness tests among its employees and affiliated companies. In 2024, phishing email simulations were carried out, focusing on employees within the company and its subsidiaries, with testing conducted annually.
Cybersecurity training for new employees	Every new hire, across all positions within the company and its subsidiaries, undergoes a comprehensive training program. This includes an introduction to company policies, regulations, and foundational knowledge on cybersecurity, covering areas such as Physical Access Control, Information and Data Security, and Logical Security. A total of 24 physical training sessions were conducted, with 538 employees participating.
IT security training for employees across the group	Additionally, the company organized online training to raise cybersecurity awareness for both internal staff and subsidiary employees, with 130 participants.
Infographics	To further promote cybersecurity awareness, the company shared relevant updates and information through internal communication channels, while also assessing employee understanding through phishing simulation experiment.
PTG Technology Day	The company hosted the "PTG Technology Day" seminar, focusing on the latest technology trends and cybersecurity awareness. The event featured expert-led talks on technology updates and cybersecurity, as well as booths from leading service providers. In 2024, the seminar was held three times, with 650 attendees.

Examples of Infographics

PTG Technology Day 2024

Performance

Performance Results	Year	
	2023	2024
The number of complaints related to data security breaches.	0	0
The number of employees and customers affected by information security incidents.	0	0

Personal Data Protection

PTG places great importance on safeguarding personal data in accordance with the Personal Data Protection Act (PDPA), B.E. 2562 (A.D. 2019). We have implemented robust security measures, including a Privacy Policy, Privacy Notice, and protocols for handling data breaches. We also provide forms to allow data subjects to exercise their rights, ensuring that personal data of customers, partners, contractors, employees, and affiliates is protected to international standards.

The company collects, uses, discloses, and transfers personal data to third parties or internationally only with the explicit consent of data subjects. Customer-related marketing, purchase, and service information are kept confidential, with access restricted to authorized personnel only. Regular training sessions are conducted for employees to promote awareness and understanding of personal data protection.

In terms of internal control and corporate governance, PTG has established ongoing monitoring and auditing procedures, conduct by independent units. These units provide guidance, assess internal control systems, risk management practices, and corporate governance to ensure transparency and maintain trust in the operations. Any departments undergoing audits are required to fully implement corrective actions, with progress reports provided to the Corporate Governance and Risk Management Committees on a quarterly basis.

Promoting and Raising Awareness of Data Protection

Topic	Description
Review and improve personal data protection practices	Reviewed and updated six key practices to ensure alignment with personal data protection laws, including procedures for releasing CCTV footage to external parties, verified by relevant authorities and uploaded to the company's system.
Training and raising awareness on PDPA	• Delivered online training on personal data usage policies, with 147 participants. • Conducted company-wide training on personal data audits to update the ROPA report. • Administered quarterly PDPA knowledge tests and training in collaboration with PT Academy, yielding good-excellent results. • Produced and distributed media and posters to raise awareness about PDPA and personal data protection, promoting a culture of understanding across the company
Compliance audit project	Launched a PDPA audit program for oil depots and service stations, with online training and on-site audits conducted quarterly. In 2024, 50 service stations were audited, focusing on high-revenue locations across regions, along with 10 oil depot sites.
Provide consultation and solve complaint issues	Addressed complaints regarding the disclosure of CCTV footage, providing clarifications to the Personal Data Protection Commission (PDPC). The review process is currently pending.
Develop expertise in PDPA	Participated in 11 online training sessions and seminars hosted by government bodies to further enhance knowledge and practices in personal data protection.

Performance Results Related to Personal Data Protection

Topic	2022	2023	2024
The number of complaints received from data subjects	0	0	0
The number of complaints received from regulatory authorities	0	0	1
Monitoring the use of personal data of customers for purposes other than the primary purpose	No personal data of customers has been used for purposes other than those originally intended.	No personal data of customers has been used for purposes other than those originally intended.	No personal data of customers has been used for purposes other than those originally intended.
Coordination and cooperation with government agencies regarding the use of personal data	A total of 36 requests have been made by law enforcement for personal data (CCTV footage copies) to assist in criminal investigations.	A total of 50 requests have been made by law enforcement for personal data (CCTV footage copies) to assist in criminal investigations.	A total of 107 requests have been made by law enforcement for personal data (CCTV footage copies) to assist in criminal investigations.

Adapting to the Digital Era and Innovation Management

> PTG leverages **innovation** and **digital technology** to unlock new opportunities, expand its **Non-Oil** business, and enhance sustainable competitiveness

Impacts on Stakeholders

PTG prioritizes innovation to enhance its products and services, alongside building strategic partnerships with external collaborators to unlock new business opportunities. This approach helps stakeholders, including small business owners, auto repair shops, and market operators, reduce costs, boost revenue, and create sustainable economic growth within local communities.

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Revenue growth rate from business innovation[s1/]	20%	10%	33.5 %
Number of projects aimed at improving operational efficiency	–	320	273
Cost savings achieved through projects that optimize work processes	–	60	110

Impacts on Business

PTG accelerates its business growth by developing and testing new business models, while simultaneously refining operational processes and leveraging technology. This approach boosts its competitive edge and enhances its ability to adapt to market changes. By partnering with collaborators on pilot projects, the company reduces costs, increases operational efficiency, and effectively manages risks. As a result, PTG is able to expand its business sustainably, meet customer needs, and maintain a strong position in the industry.
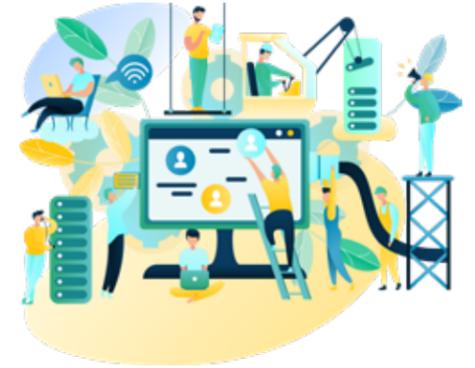
Note: [1/] The sale growth rate from the innovation business. Same-Store Sales Growth

Challenges and Actions
Challenges

Amid an economic slowdown and the increasing trend of technological advancements replacing manual labor, one of the key challenges faced by PTG is finding business partners who can grow alongside the company. In response to this challenge, PTG has forged partnerships with universities across the country by signing Memorandums of Understanding (MOUs) aimed at supporting the development of innovative business ideas from students. This initiative provides young entrepreneurs the opportunity to present their potential business plans to PTG's leadership, allowing the company to select and collaborate on projects that could lead to future business partnerships. Not only does this strategy foster innovation that aligns with market needs, but it also solidifies PTG's position as a leader in driving the innovation economy while nurturing a sustainable business ecosystem.

Actions
Innovation Management Strategy
Business Innovation

Innovation	Incubation และ Co-Creation	Investment
Establish new businesses by company's personnel.	Pilot new projects and new businesses with external partners.	Invest in new businesses that enhance performance and reduce costs for the organization.

Process Innovation

PTG is committed to continuously enhancing employee capabilities and developing valuable innovations. The company has established a clear management framework to support learning, development, and the practical application of creative ideas across the organization. The key approaches include:

1. Skill Enhancement and Practical Learning Opportunities

PTG emphasizes the development of its employees by providing them with the necessary tools and hands-on opportunities to apply their knowledge. Supported by the management team and the Process Transformation department, which offers guidance, monitors progress, and conducts regular evaluations and reports, this approach encourages a collaborative learning environment. Employees gain practical experience and work together during projects, applying the knowledge they gain to develop sustainable innovations that solve problems, add value, and contribute to long-term organizational growth.

2. Performance Evaluation in Three Key Dimensions

To ensure that our innovation strategies and operations deliver tangible and effective results, PTG employs a comprehensive evaluation framework based on three key performance dimensions:

Revenue Enhancement	Cost Reduction	Satisfaction Boosting
Develop innovations that generate new market opportunities and drive business efficiency	Optimize resource usage and minimize waste in processes	Elevate quality, speed, and the customer experience for both internal and external stakeholders

By emphasizing the development of employee capabilities and implementing clear performance metrics, we are confident that we will foster valuable innovations, driving the organization toward sustainable and steady growth in the future.

Process Innovation

Process Innovation			
Projects	Objectives	Indicators/Targets	Performance
Project to Optimize Syrup Production Process for Enhanced Operational Efficiency at Punthai Coffee Shops	To revamp the production process by switching from preparing syrup with brown and white sugar at each branch to using pre-made syrup. This change is to streamline the workflow, reduce raw material preparation costs, and improve consistency in both quality and taste.	Streamlined workflow, reduced raw material preparation costs, improved consistency in both quality and taste.	It resulted in a reduction of 83,055 hours in operational time across 243 branches.
Project to Optimize Oil Transportation Process to Reduce Costs and Improve Delivery Efficiency	To reduce waiting time losses during tanker truck transfers and lower transportation costs for service stations with high sales, located near refinery delivery points.	A decrease in overall transportation costs for the target service stations, as well as a reduction in waiting time losses during oil delivery.	It resulted in a reduction of 9.8 million baht for the transportation costs at the target stations.

Promoting Knowledge and Innovation Activities

Kaizen Activity Promotion Policy
The company has actively promoted Kaizen activities, divided into five categories: Kaizen Suggestion System, Genba Kaizen, Service Kaizen, Innovation Kaizen, and Yokoten Kaizen. A dedicated team is responsible for coordinating these Kaizen activities each year, working across five key departments: training and knowledge sharing, secretariat, and standardization.

To ensure continuous improvement, the company has developed a clear roadmap for each activity and conducts annual reviews using the SWOT analysis tool. This allows the organization to assess its strengths, weaknesses, opportunities, and threats, enabling effective adjustments to further enhance the efficiency of Kaizen initiatives.

Skill Development and Fostering Creative Thinking and Innovation in the Kaizen Process

1. Promote learning and skill development through comprehensive training programs that include problem analysis, improvement planning, and performance presentations. To further support this, an online learning system (E-Learning) is implemented, allowing employees to access training content at their convenience, anytime and anywhere. This approach provides flexibility and enhances accessibility, enabling employees to learn at their own pace.

2. Encourage creativity and innovation in processes by offering employees the opportunity to share their ideas and present new solutions for improving the Kaizen process. The focus on fostering creative thinking and integrating innovation into various activities ensures that employees feel engaged in the development process and contributes to improving overall work efficiency.

Cost savings achieved through initiatives to promote innovation knowledge and enhance work efficiency

- ● Productivities
- ● Kaizen

	2020	2021	2023	2024
Kaizen	16.1	3.6	8.1	18.3
Productivities	30	33	53.2	65.3

Unit : million baht
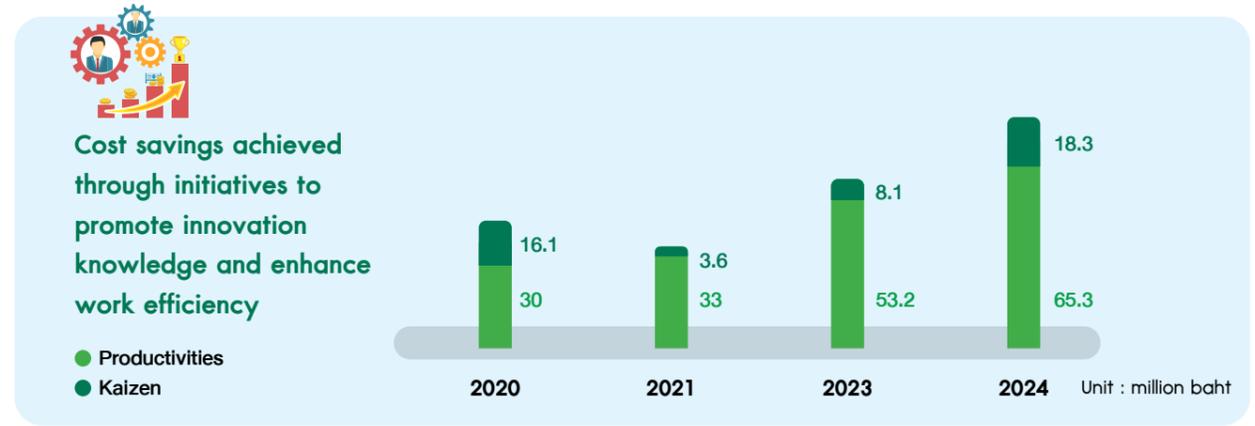
Promoting Business Innovation within the Organization

The company places significant value on fostering internal innovation by actively involving employees at all levels to develop initiatives that increase value, enhance competitiveness, and differentiate the business. As part of this approach, 10% of employees' key performance indicators (KPIs) are directly linked to innovation goals, creating a powerful incentive for employees to generate new ideas that drive long-term success and sustainability for the company.

To ensure the success of these innovation projects, the company has implemented a structured approach through the Business Incubation Journey, which covers every step of the process from idea generation, project feasibility assessment (Proof of Concept), to the gate approval process, and ultimately the project launch. At each stage, employees receive guidance and support from executives and innovation experts, maximizing the potential for success.
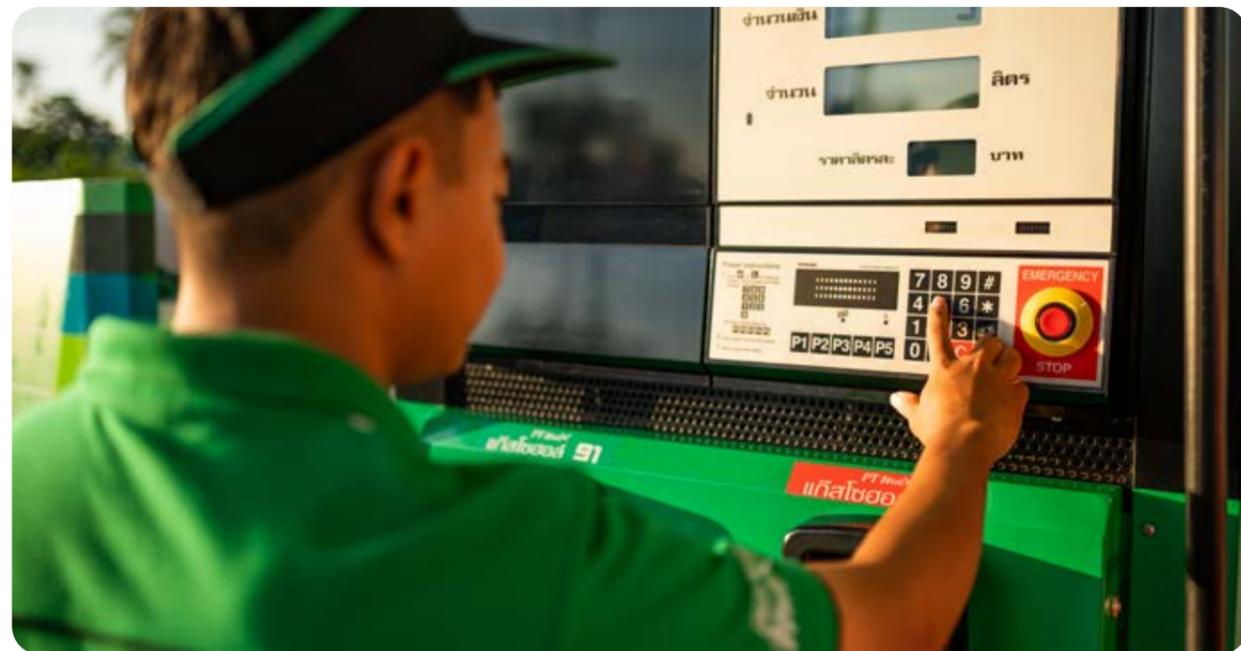
Additionally, the company has established the Internal Incubation Venture Committee, responsible for evaluating, reviewing, and advising on projects. This committee also continuously tracks the progress and outcomes of innovation initiatives. The combination of a definite goal-setting framework and structured operational processes not only promotes a strong innovation culture within the organization but also ensures that the company stays agile and well-positioned to meet the challenges of a rapidly evolving business landscape.

In 2024, PTG supported innovation development with a total investment of 8,744,358 baht (specifically in product innovation and business innovation). The key projects are as follows

Product Innovation and Business Innovation			
Projects	Objectives	Indicators/Targets	Performance
NEXX Pharma	- A business model designed to cater to both B2B and B2C customer segments - Expand access to healthcare services through offline pharmacies with physical stores and online platforms, offering free pharmacist consultations, home medication delivery, and other healthcare services - Extend service offerings to new customer segments, transitioning from the original business model to the Non-oil sector	- Business sales revenue - Number of service cases - Number of customers utilizing branch services	Total revenue for 2024 is 7.2 million baht, representing a 288% increase compared to the previous year
พาทัวร์	- An online travel platform designed to encourage Thai customers to travel more within the country, generating revenue from the sale of activity packages, hotel packages, and travel packages that offer customers new and unique travel experiences - The platform's key feature is its focus on providing immersive travel experiences in local communities - Supports the growth of the Non-oil business by generating revenue from product and service sales, advertising, and the sale of various travel packages=	- Sales on the online platform - B2B sales - Gross Profit (GP) - Number of website visitors	• Sales on the platform: 947,707 baht • Total sales from tour packages: 4.95 million baht • Gross Profit (GP): 1 million baht • Number of website visits: 698,626 visits

Open Innovation

health at work — Health at Work, under Health at Home Co., Ltd. and the Nexx Pharma team, provides telemedicine services, including online consultations with doctors, prescriptions, and free nationwide delivery via Line Official. Employees of PTG Energy Public Company Limited who are covered by Thai Life Insurance's outpatient (OPD) group insurance benefits can access these services without the need for upfront payment.

24 CARFIX — 24 CarFixA nationwide platform that connects car repair services, enhancing sales and providing new customer acquisition opportunities for Autobacs.

Adapting to Digital Technology Changes

To strengthen business resilience and ensure the ability to swiftly adapt to the fast-paced technological shifts, the company has launched a Digital Transformation initiative. This project focuses on driving innovation to overhaul business models, technology, and talent, ensuring the organization is fully equipped for the digital age. By doing so, PTG aims to increase efficiency, accelerate operations, and mitigate business risks. The company's approach encompasses the following:

- **Digital Use Case** — Integrating digital technology into processes to boost efficiency and foster innovation across operations.
- **Technology Transformation** — Modernizing information systems to better accommodate new technologies and enhance business agility.
- **People Transformation** — Equipping employees with the necessary skills to effectively utilize digital tools and technologies for improved performance.

TECHNOLOGY

DATA DRIVEN

PROCESS

PEOPLE

MAXME Digital Application A comprehensive app for MAX Card members that consolidates all lifestyle expenses into a single platform.

Max Enterprise Connect : A platform designed for managing fuel costs, vehicle fleets, and personnel for business operators.

Online Freight Transport Platform: A digital platform for managing freight transportation via trucks.

Human Resources Management Platform: A tool to streamline and optimize human resources management.

Workflow Management: A system for managing workflows, ensuring efficient operations.

Highlight Project

Project Name: Standardizing In-Station Signage Installation and Removing Entry/Exit Signs

Introduction and Importance

The absence of a standardized system for arranging in-station signage led to a lack of clarity on the types and quantities of signage used, causing unnecessary expenses for the procurement of promotional materials throughout the year. Additionally, the tax burden related to entry/exit signage and promotional signs was significant, creating an operational challenge for the company.

Approach

To address this issue, the company established a clear standard for the arrangement of in-station promotional signage and eliminated the use of entry/exit signs. This approach not only reduced promotional material procurement costs but also helped lower signage-related tax burdens. Additionally, reducing the use of non-biodegradable materials like vinyl aligned with the company's sustainability goals by minimizing environmental impact and promoting more efficient resource utilization.

Results

The implementation of the new signage standards and the removal of entry/exit signs resulted in a savings of 17.25 million baht in 2024. The breakdown of the savings is as follows

- ◄ Entry/exit signage tax decreased from **5.43** million baht to **1.86** million baht, equivalent to **66%** reduction.

- ◄ Promotional signage tax decreased from **16.79** million baht to **6.98** million baht, saving **11.79** million baht.

- ◄ Promotional equipment costs reduced from **3.32** million baht to **1.31** million baht, saving **2.01** million baht.

- ◄ The use of non-biodegradable materials reduced by **22,100** kilograms, resulting in a decrease of **47,141.51** kg of CO2 equivalent in greenhouse gas emissions

Project Name: "Save Every Drop": Efficient Water Management System in Car Wash Processes

Introduction and Importance

The "Save Every Drop" Kaizen initiative was created to address the problem of uncontrolled water usage in car wash processes, which led to significant water wastage. The goal was to develop a more efficient water management system to lower water costs, support environmental conservation, and instill a greater awareness of resource conservation within the organization.

Approach

1. Redesign the car wash process to optimize water usage and educate employees about the new water management system.
2. Develop safety guidelines and communicate them to employees to ensure they understand and comply with the new standards. Regular inspections and maintenance of car wash equipment are conducted to maintain operational efficiency.
3. Promote a culture of resource conservation by involving employees in campaigns and activities that emphasize water-saving practices as part of the 5S program.

Results

Employees were actively engaged in 5S activities and adopted a resource-conscious approach, contributing to cost savings, environmental benefits, and enhanced corporate image.

Goal: Reduce water utility costs by 50%.

Outcome: Achieved a 62.7% reduction in water utility costs, with a reduction of 7.8 cubic meters of water consumption.

Reduction in greenhouse gas emissions by 4.22 kilograms of CO_2 equivalent.

"To promote and **Contribute to Fostering Growth** and **Opportunities for Communities Worldwide** in a Disruptive World"

Customer Relationship and Accountability Management

> " We are committed to fostering enduring relationships with our customers by delivering superior service, understanding their every need, and offering **unmatched value** and **experiences** across all aspects. We strive to stand by our customers through every phase of their journey. "

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Franchisee Customer Satisfaction	80 %	80 %	82.40 %
Customer Satisfaction at Fuel Service Stations	90 %	90 %	95.85 %

Impacts on Stakeholders

Customer relationship management and the commitment to customer responsibility are central to achieving long-term business sustainability, as customers represent one of the most vital stakeholder groups. Building and maintaining strong relationships, along with proper business practices, not only foster business growth but also create lasting positive impacts, laying the foundation for trust and sustained customer satisfaction. The company prioritizes understanding and effectively responding to the individual needs of each customer. From a partnership perspective, cultivating strong customer relationships also strengthens collaborations with partners and suppliers, opening doors to future business opportunities. Ultimately, efficient relationship management positively influences all stakeholders, bolstering the company's image and ensuring long-term success.

Impacts on Business

Effective management of customer relationships and demonstrating responsibility toward customers are key factors that directly influence the long-term success and sustainability of the business. These practices allow the company to continuously understand and adapt to customer behavior, boosting customer acquisition and fostering loyalty among existing customers, which in turn drives business profitability. Moreover, the company's dedication to promptly and responsibly addressing customer needs helps reduce customer churn and creates opportunities for market expansion. This approach not only enhances customer satisfaction but also solidifies the brand's reputation, making it stronger and more trustworthy in the marketplace.

Challenges and Actions
Challenges

In today's era of heightened customer expectations, PTG faces the critical challenge of providing high-quality, convenient, fast, and personalized products and services. Simultaneously, the company must effectively manage a diverse range of communication channels to ensure timely and responsive interactions. Moreover, customers are increasingly focused on businesses that operate responsibly toward society and the environment, prompting PTG to prioritize resource management, waste reduction, and creating a positive impact on communities. Additionally, the diversity among customers based on factors such as gender, age, and consumption behavior——demands that PTG constantly adapt its strategies to cater to the distinct needs of each customer segment. As a result, the company is committed to continuously refining its customer relationship management to build long-term satisfaction and trust.

Actions
Product Responsibility and Service Safety

Product Quality Assurance Process

PTG is dedicated to operating its fuel business under the highest quality standards, with a firm focus on product and service responsibility. The company constantly strives to improve quality control and safety measures to ensure that all products and services meet the highest safety and quality standards. To achieve this, PTG has integrated the Kaizen approach to refine and optimize operational processes, which includes:

1. Root Cause Analysis: Utilized to identify and resolve issues that could potentially affect fuel quality.
2. Inventory Management Enhancement: Employing the Kaizen methodology to improve accuracy and minimize losses in stock management.
3. Safety Standards at Fuel Stations: Implementing Kaizen to continuously assess and mitigate operational risks.
4. Service Standards Across Stations: Regularly reviewing and refining service quality at fuel stations, gas facilities, and Punthai coffee shops to ensure consistent adherence to established service standards.

Process improvement and efficiency enhancement:
- Analyze and solve problems
- Optimize inventory management
- Establish safety standards
- Evaluate service standards

Complaint Handling Process for Product Quality

The company has developed a comprehensive complaint management system that complies with personal data protection policies. Various modern and accessible channels have been created to facilitate ease of customer engagement. Furthermore, PTG uses Kaizen tools such as PDCA (Plan-Do-Check-Act) to plan, execute, verify, and continuously enhance product quality control processes, including those related to fuel and in-store items.

Delivering Personalized Customer Experiences

- Gather and analyze stakeholder data, including consumption behaviors and preferences.
- Offer customizable products based on individual needs, such as the Flexi Package for Max Card Plus members.
- Utilize the most effective communication channels, such as personalized messages via apps or Line, tailored to each customer's interests.
- Utilize the most effective communication channels, such as personalized messages via apps or Line, tailored to each customer's interests.

Consistent Engagement

The company leverages online platforms, websites, and mobile applications to share information and connect with customers and stakeholders effectively. Through social media, PTG ensures fast communication, sending notifications about special offers, news, promotions, and exclusive deals via preferred channels. It also prioritizes customer feedback by providing multiple avenues for them to voice concerns or suggestions, responding promptly to resolve issues and enhance their experience.

Customers enjoying services through the Max Me application:
6.42%

Revenue generated by sales of products and services on the Max Me application:
0.08%

The company uses various social media platforms such as Facebook, Line, its website, and mobile applications to distribute corporate communications and marketing materials. These platforms facilitate seamless communication with customers, members, and stakeholders, allowing them to register, stay informed, and access updates easily. By linking customer data, the company ensures that customers who opt-in continue receiving notifications of exclusive benefits. Additionally, customers can express feedback, file complaints, or report issues via the company's social media channels.

Customer Retention Strategies

Loyalty Programs

- Enhancing customer satisfaction through continuous improvements in product and service quality, ensuring that customer needs are met with precision. This includes fast, trackable prize deliveries, convenient services, and offering high-quality rewards.
- Personalized service by utilizing customer data to offer tailored products, promotions, or services that align with their specific interests.
- Consistent communication through notifications about exclusive benefits, sending news, promotions, and special offers across multiple channels, such as Facebook, Line, the company app, and SMS customized to customers' media preferences.
- Actively engaging with customers by providing easy-to-access channels for feedback and swiftly addressing any complaints or concerns.
- Offering promotional campaigns during festive periods, such as Chinese New Year and Songkran, to provide members with special rewards and privileges.
- Reward points programs for members to redeem a variety of benefits and prizes across diverse categories, including food and beverages, automotive, insurance, health and beauty, hotels, travel, entertainment, and charitable donations ensuring that offerings align with members' lifestyles.
- Collaborating with the Department of Internal Trade and business partners to distribute products to Max Card members through joint promotional efforts.

Exceptional Customer Service

Delivering exceptional customer service goes beyond providing high-quality products and services. It encompasses practices that align with social and environmental responsibility, helping build long-term, sustainable relationships with customers and stakeholders. The company strives to exceed customer expectations by initiating various initiatives:

Launching the Max Card Plus EV, an exclusive annual membership card offering specialized benefits tailored to electric vehicle (EV) owners.

Offering a range of financial products, including loans designed to improve liquidity for customers in various professions, thereby reducing reliance on informal lending systems.

Developing eco-friendly products through point redemption kiosks, where customers donate old clothes, which are then recycled into new items like shirts and hats available for redemption with loyalty points.

Implementing an online feedback system via SMS, enabling customers to share their experiences and suggestions, which the company uses to improve service quality and customer satisfaction.

Customer Acquisition Strategies

"Chinese Campaign" – Promotion and Customer Appreciation

he company launched the "Chinese Campaign" to express gratitude and reward customers for their trust, While also aiming to boost early-year sales.This campaign focuses on providing a special experience to all types of Max Card members. Customers can easily participate by registering and, when they use services at PT gas stations, PT LPG stations, or purchase eligible Maxnitron engine oil products totaling 500 baht per receipt, they will receive 8 exclusive E-Stamps, which can be redeemed for 50 Max Points through the Max Me app, maximizing both value and convenience.

Furthermore, the company runs promotional activities throughout the year to provide ongoing special privileges and create diverse experiences for customers. This initiative is aimed at continuously impressing customers and rewarding them for their continued support.

Supporting ThaiGP: Driving Sustainable Sports and Economic Growth

PTG is proud to sponsor the ThaiGP from 2024 to 2026 to promote motorsports in Thailand and stimulate the economy through sports tourism. Exclusive benefits are offered to PT Max Card holders, including up to 25% off tickets for MotoGP events through designated ticketing networks. This initiative aims to make the world-class motorsport experience more accessible to fans.

Beyond supporting sports, PTG also plays a significant role in driving Thailand's economy. The ThaiGP generates over 4 billion baht in economic value through travel, accommodation, food, and merchandise spending, while also creating over 6,000 jobs in the local area. The company is committed to becoming a driving force behind the sustainable growth of both sports and the Thai economy by introducing innovative ideas that combine Thai culture with advancements in energy, providing a unique motorsport experience for fans in Thailand and internationally.

Customer Satisfaction Assessment

PTG has established a dedicated task force to evaluate customer satisfaction across all business segments that interact with customers. This evaluation takes place at least once a year and involves surveying customers directly at the point of service. The satisfaction assessment is conducted using an electronic questionnaire. The company evaluates customer satisfaction in two key areas:

1. End-User Satisfaction Evaluation at fuel service stations: After customers utilize services and accumulate loyalty points, a satisfaction survey is sent to those who have visited the service stations to gather feedback on their experience.

2. Franchisee Satisfaction Evaluation (Dealer-Owned, Dealer-Operated: DODO): This evaluation specifically targets the satisfaction of service station operators. It assesses the quality of service provided by different departments to station operators, covering aspects such as fuel transportation, storage services, and accounting support.

Topic	Performance				Targets	
	2021	2022	2023	2024	2024	2027
Franchisee customer satisfaction	85%	83%	82.24%	82.40%	80%	90%
Percentage of survey respondents	8.26	27.61	62.00	61.50	–	–
Customer satisfaction at fuel service stations	90.48%	92.87%	93.10%	93.85	80%	90%
Percentage of survey respondents	55.00	92.03	93.05	91.00	–	–

Note: Customer satisfaction at fuel service stations is calculated based on the average satisfaction levels of customers using various services across different departments within the station. This includes services provided by Petroleum Thai Corporation Limited, Olympus Co., Ltd., Punthai Coffee Co., Ltd., GFA Corporation (Thailand) Co., Ltd., Max Mart convenience store under Petroleum Thai Corporation Limited, and Siam Autobacs Co., Ltd.

Enhancing Operational Performance to Boost Customer Satisfaction

PTG continually strives to improve operational performance by aligning with customer expectations through the integration of advanced technologies and the development of innovative tools to increase service efficiency. For instance, the use of QR codes and the implementation of vehicle inspection systems. These initiatives are designed not only to provide customers with greater convenience and confidence but also to foster stronger, long-term relationships with the company, contributing to sustained satisfaction with the company's services.

Customer Data Protection

PTG prioritizes and respects customer privacy while upholding the protection of personal data, in full compliance with the Personal Data Protection Act, B.E. 2562 (A.D. 2019), and international standards. The company has implemented a comprehensive Privacy Policy, Privacy Notice, and clear protocols for managing data breaches, alongside a form for exercising personal data protection rights. These measures are in place to ensure the security of personal information for all current and previous customers, partners, contractors, and potential customers or partners, employees, staff, representatives, authorized individuals acting on behalf of corporate clients, directors, contacts, and other natural persons acting on behalf of a juristic person, which is a customer or a partner of the company, shareholders, investors, and other parties involved with the company. This commitment ensures that any personal data collected, processed, or disclosed by PTG is fully protected. Additionally, the company regularly communicates and trains its staff to foster a strong understanding of the significance of data privacy and security. Customer marketing data, purchase orders, and service-related information are handled confidentially, with access granted strictly on a need-to-know basis. In cases of unauthorized disclosure or transfer of such information to unrelated parties, PTG will take appropriate legal action. Furthermore, the collection, use, or disclosure of personal data will always be conducted with the explicit consent of the data subject, as required by law.

Statistics on Customer Safety and Privacy Complaints

Center, email at customer_service@maxme.co.th, the "PT Station" Facebook Fan Page, and the Max Me Application. In 2024, the company has compiled the following summary of customer complaints related to safety and privacy issues:

Issues	Complainants	2022	2023	2024
Number of major complaints regarding customer privacy violations and loss of customer data (cases)	External parties, verified by the organization	0	0	0
	Regulatory authorities*	0	0	0
Number of incidents involving data breaches, theft, or loss of customer data (cases)		0	0	0

*Note: Regulatory authorities which are government agencies or independent bodies established by law.

Supply Chain Management

> PTG is dedicated to sustainably managing its supply chain by selecting responsible partners and continuously improving **ESG standards** and efficiency throughout the sourcing and distribution process, aiming to create value for the business, society, and the environment.

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Tier 1 Suppliers identified with high risks have been made aware of the company's business ethics and have undergone assessments in environmental, social, and governance (ESG) factors.	100%	70%	61.36 %

Impacts on Stakeholders

Supply chain management has a significant impact on stakeholders across multiple dimensions. By promoting a transparent and fair procurement process, it provides business partners with sustainable growth opportunities. It also supports labor, environmental, and ethical standards, reducing business risks and strengthening the stability of the supply chain. Customers benefit from high-quality, safe, and eco-friendly products and services, while investors and shareholders gain from effective ESG risk management. Furthermore, encouraging innovation and utilizing environmentally friendly materials not only reduces environmental impact but also generates long-term shared value.

Impacts on Business

Integrating sustainability into the supply chain directly influences a business's stability and competitiveness. Efficient management reduces risks associated with costs, raw material shortages, and disruptions within the supply chain. It also strengthens stakeholder trust and preserves the organization's positive reputation. However, integrating sustainability into the supply chain can pose challenges in partner selection and may increase costs due to ESG standards, particularly if not managed effectively.

Challenges and Actions
Challenges
The volatile global economic trends, escalating raw material costs, and geopolitical uncertainties have disrupted global supply chain stability. At the national level, logistical constraints, trade regulations, and the demand for sustainable sourcing of raw materials present significant challenges. On the organizational front, the company is exposed to the risk of raw material shortages and unpredictable transportation costs. In response to these challenges, PTG has adopted a proactive strategy to mitigate risks. This includes diversifying its supplier base, enhancing inventory management, and utilizing digital technology for demand forecasting and tracking shipments. Additionally, PTG fosters strategic collaborations with business partners to boost operational flexibility and ensure the resilience and sustainability of its operations.

Actions
Supply Chain Management Strategy
To ensure the supply chain remains adaptable to changes and business challenges, PTG prioritizes efficient, transparent management that aligns with sustainable development principles. The company has implemented critical strategies to enhance supply chain flexibility, minimize risks, and leverage technology to optimize operations. These efforts enable PTG to respond to market demands swiftly and effectively, including:

1. **Implementing partner management standards** is a critical strategy that facilitates efficient and effective collaboration with partners, mitigates potential risks, and strengthens operational transparency and accountability.

3. **Managing sustainability risks** within the partner network helps mitigate environmental, social, and governance risks, fostering greater stability within the supply chain.

2. **Responsible sourcing, selection, and evaluation** of partners guarantee their quality while ensuring adherence to ethical standards and sustainability practices across the entire supply chain.

4. **Enhancing cost efficiency** aims to reduce supply chain expenses by improving processes and optimizing resource use, boosting competitiveness.

5. **Cultivating strong partner** relationships strengthens the supply chain through trust, collaboration, and joint development, ensuring long-term sustainability.

Partner Selection and Procurement Policy
The company is dedicated to conducting procurement processes with transparency, fairness, and non-discrimination, ensuring that relevant information is accessible to all parties involved to build trust and integrity in operations. Its policy emphasizes a thorough and thoughtful approach to selecting partners, taking into consideration production capacity, product quality, and adherence to environmental, social, and governance (ESG) standards. PTG actively supports business partners who demonstrate responsibility, uphold ethical standards, and operate with integrity, with the goal of establishing a strong, sustainable supply chain together.

Ethics for Business Partners
PTG has developed a comprehensive Supplier Code of Conduct to provide clear guidelines for partners, ensuring that their business operations comply with all legal requirements, align with the company's ethical principles, and meet international standards. This code emphasizes the importance of social responsibility, respect for human rights, consideration of social and environmental impacts, and adherence to workplace safety and health standards.

For more information:Supplier Code of Conduct
https://www.ptgenergy.co.th/Procurement/Practice

Supply Chain Risk Assessment
PTG has implemented an efficient partner risk management framework through a comprehensive supplier registry, aligned with sustainable procurement practices. This structure aims to prevent any disruptions to PTG's operations and ensure business continuity. Its risk assessment process evaluates partners from two key perspectives:

1. Identifying partners that may pose operational risks to PTG, such as order volumes, the significance of goods or services, and the supply of irreplaceable products that could impact PTG's ability to function and sustain business continuity.

2. Assessing partners based on their environmental, social, and governance practices. This includes evaluating potential partners who could have a negative impact on the environment, society, or corporate governance standards, which could harm PTG's reputation and long-term sustainability.

Identify sustainability issues. → Identify potential risks and impacts. → Assess the sustainability risks of suppliers. → Assess the sustainability risks of buyers. → Define management strategies for partners based on their risk levels.

- Conduct site visits to partner operations.
- Perform sustainability audits (ESG Audit).
- Develop corrective action plans and improvement strategies.

Types of Suppliers

Tier 1 Suppliers
966 Suppliers
Proportion and Purchase Value:
35,149 Million Baht

Significant Suppliers in Tier 1
65 Suppliers
6.73%

Proportion and Purchase Value:
27,320 Million Baht
77.73%

Significant Suppliers Not in Tier 1
6 Suppliers
0.62%

Significant Suppliers in Tier 1 and Significant Suppliers Not in Tier 1
71 Partners

Criteria for Classifying Partners

1. Primary Key Partners: Partners with critical business relationships to the company, meaning those on whom the company is highly dependent. This includes partners with high purchase volumes (>80%) and/or those who significantly impact the company's competitive advantage, market success, and/or are irreplaceable.

2. Secondary Key Partners: Suppliers of raw materials, products, and services to the primary key partners. The materials, products, and services they provide significantly impact the company's competitive advantage, market success, or survival. These suppliers are few in number or irreplaceable.

Identification of Sustainability Risks of Partners

At PTG, sustainability management within the supply chain is a top priority. To ensure this, the company performs a comprehensive sustainability risk assessment of all its business partners every three years, covering both Oil and Non-Oil sectors. The assessment evaluates potential risks, including both the likelihood and the impact, using a commodity-specific risk evaluation method conducted by the relevant departments. The evaluation criteria align with the seven core areas outlined in ISO 26000, including governance, human rights, labor practices, environmental stewardship, fair business practices, consumer protection, and community development. This rigorous process ensures that partners comply with high sustainability standards.

Beyond the assessment, PTG is committed to enhancing partner capabilities by providing training programs and establishing clear best practices. The company also has a robust performance monitoring system in place to foster continuous improvement. By managing partner risks effectively and appropriately based on risk severity, PTG reduces dependence on high-risk partners while actively promoting those who adopt sustainable practices. This proactive approach strengthens the stability of the supply chain, supports the long-term, balanced growth of the business, and creates value for all stakeholders——economically, socially, and environmentally in a sustainable manner.

Environmental, Social, and Governance (ESG) Risk Management Outcomes

Number of Tier 1 Suppliers Assessed for Risk **966** Suppliers
100%

Number of Tier 1 Suppliers Assessed as High Risk
59 Suppliers **6%**

Total Number of Suppliers Provided with Feedback for Operational Improvement
44 Suppliers **4.55%**

Total Number of Partners Assessed On-site
11 Suppliers **56.82%**
Total Number of Partners Assessed Online **2** Suppliers
4.55%

Partners Assessed as High Risk with Corrective Action Plans in Place
60 %

Number of Partners with Significant High Risk Who Have Been Discontinued as Company Partners **0** Suppliers

Note: "High risk" refers to partners who may have a negative impact on environmental, social, and governance (ESG) factors.

Implementation of Corrective Action Plans

Suppliers Supported in Implementing Corrective Action Plans **3** Suppliers
60%
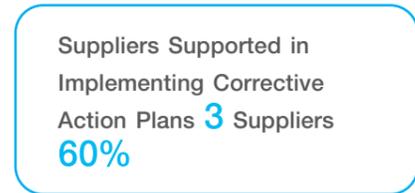
ESG Assessment Outcomes

In 2024, the company conducted sustainability risk assessments for high-risk partners, covering 59% of the total. The key risk areas identified included environmental impact, compliance with labor laws, and occupational health and safety concerns. To strengthen sustainable practices, the company carried out ESG evaluations through on-site audits for 13 partners. This process was conducted in collaboration with the procurement and relevant departments, with the assessments being performed by an internal team of experts specializing in these critical areas.

Examples of Issues Found During Sustainability (ESG) Assessments

Risk Issues			Risk Management Measures
Environmental (E)	Environmental Management	Hazardous Waste Management	- Conduct regular monitoring and evaluation of hazardous waste management processes to assess their impact and continuously improve the effectiveness of measures in place. - Enforce policies to prevent hazardous waste from being mixed with general waste, and ensure chemicals are not disposed of in drains or natural water sources. - Store chemicals in secure containers to prevent leaks. - Establish clear contracts with waste disposal agencies to ensure proper handling and disposal of hazardous materials.
		Wastewater Management	- Develop and implement written procedures for wastewater management (workflow). - Provide employees with comprehensive training to prevent environmental and health risks.
		Environmental Awareness	- Organize awareness campaigns or projects to increase employee knowledge and commitment to environmental sustainability. - Set measurable environmental goals, track progress, and collaborate with partners and local communities to create incentives for reducing environmental impacts.
Social (S)	Human Rights and Labor	Discrimination and Inequality in Employment	- Appoint designated safety officers in accordance with legal requirements. - Implement comprehensive safety risk management strategies, including workplace hazard assessments and the installation of appropriate safety equipment.
	Safety	Lack of Safety Officers	- IAppoint designated safety officers in accordance with legal requirements. - IImplement comprehensive safety risk management strategies, including workplace hazard assessments and the installation of appropriate safety equipment.
		Human Rights Training for Employees	Develop and regularly review fire prevention and emergency response plans, conduct fire drills, and ensure that at least 40% of employees receive basic firefighting training.
(Governance : G)	Business Ethics	Lack of Written Ethical Guidelines	Create and distribute written manuals outlining business ethics, including anti-corruption policies and clear penalties, ensuring employees are fully informed of the company's ethical standards.
	Compliance with Laws and Regulations	Use of Intellectual Property	- Establish policies for the use of the company's intellectual property in accordance with relevant laws. - Perform regular audits of employees' use of intellectual property, including checking for illegal installation of unlicensed software.
		Confidentiality of the Company	- Prepare a document/letter to inform employees about the company's confidential information and require them to sign a confidentiality agreement, which may be included in the employment contract. - Implement measures to manage data access, utilize cybersecurity systems, encrypt sensitive information, provide employee training on data management, monitor and audit data usage, and establish policies to prevent data breaches.

Enhancing Partnerships and Collaboration

PTG prioritizes building and nurturing strong, continuous relationships with both large and small partners. Its approach includes various activities such as collaborative discussions, clear communication on procedural changes, and providing avenues for partners to offer feedback and suggestions. These initiatives are designed to foster mutual understanding, improve operational efficiency, and ensure the sustainability of long-term partnerships.

For the fourth consecutive year, PTG has organized the PTG Knowledge Sharing: ESG for Sustainability through the Supply Chain initiative, bringing together 27 partner companies from all business units through an online platform. This event promotes the exchange of insights and best practices in sustainability and ESG principles.

A comprehensive manual and safety regulations communication have been established for contractors, ensuring they follow proper safety and environmental protocols while performing construction work for the company. These guidelines provide clear instructions for the contractors to comply with legal requirements and best practices, guaranteeing the safety and well-being of workers at all company sites.

A total of **2,392** contractors participated in the workplace safety training.

- Pre-Qualification — STEP 01 — 90%
- Contract Definition and Award Phase — STEP 02 — 50%
- Pre-Commencement — STEP 03 — 100%
- Contract Implementation — STEP 04 — 80%
- Handover And Acceptance — STEP 05 — 80%
- Contract Close Out and Review — STEP 06 — 90%

Human Resources Management

> **Employees** are the driving force behind our organization. We cultivate an environment that nurtures potential, enhances quality of life, and **creates opportunities for everyone to grow together,** all grounded in the principles of equality and sustainability.

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Employee Engagement Level	70-75 %	70-75 %	81 %
Average Employee Training Hours	24 hours/person /year	12 hours/person /year	20.94 hours/person /year

Impacts on Stakeholders

Effective human resource management plays a critical role in enhancing employee performance, which in turn drives increased efficiency and better results. This enables the company to deliver higher-quality services that better meet customer needs. Additionally, it contributes to creating job opportunities within the community, improving the quality of life for the unemployed, and fostering local economic growth. Therefore, prioritizing human resource management is vital not only for the employees and customers but also for the broader community.

Impacts on Business

Efficient human resource management strengthens a company's competitive edge, allowing it to consistently deliver high-quality services and maintain customer satisfaction. It also mitigates the risk of losing valuable employees, which could otherwise lead to higher recruitment and training costs, as well as the loss of essential knowledge and expertise vital for future business success. Effective human resource management thus plays a crucial role in fostering long-term stability and growth for the organization.

Challenges and Responsive Actions
Challenges

Overcoming challenges in strengthening human resource management capabilities is crucial, especially when leveraging innovation to improve processes. This not only creates opportunities for development but also enhances the ability to recruit talent that meets the organization's evolving needs. Moreover, it fosters skills and capabilities to provide high-quality services to customers, which in turn allows PTG to enhance efficiency and cost-effectiveness in human resource management. By integrating technology and innovation, PTG is able to respond effectively to current challenges.

Responsive Actions
Recruitment and Workforce Planning

PTG's human resource management strategy focuses on recruiting and selecting skilled personnel who align with the company's needs. The company continuously refines its processes to comply with data protection laws and improve efficiency through the use of information technology and online platforms. Additionally, PTG collaborates with educational institutions and supports flexible workplace programs. During annual workforce planning, the company aligns its workforce numbers with its business goals and strategies. The HR department (HR Business Partner: HRBP) works closely with leadership and department heads to ensure staffing levels are in line with business directions. PTG also conducts succession planning in collaboration with management to identify key roles, select promising candidates, and prepare them for future leadership roles. Clear communication of the importance of succession planning, along with annual reviews, ensures the company is equipped with leaders who can guide the business toward its strategic objectives.

Indicators	2023	2024
Recruitment Goals(PTG Group)	21,026	21,491
Number of Hired Employees (PTG Group)	25,016	23,679
Employee Growth Proportion	8.90% (Compared to 2022)	18.4% (Compared to 2023)

Employment of Persons with Disabilities and Other Underserved Groups

Hiring persons with disabilities and other underserved groups is a core policy that reflects PTG's commitment to equality, diversity, and social responsibility. This initiative aims to create opportunities, develop talent, and support these groups in living sustainable lives while making valuable contributions to society.

Elderly Employment Program

Employment Value (Million Baht)

2021	2022	2023	2024
11.67	15.16	12.50	46.4

Number of Elderly Employees (Persons)

2021	2022	2023	2024
156	128	112	369
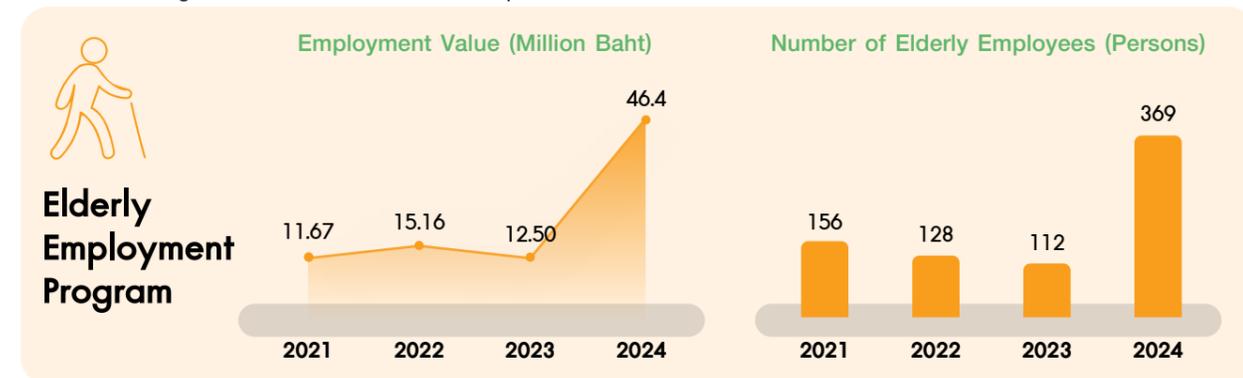
Note: Scope for the year 2024 includes PTG Energy Public Company Limited, Petroleumthai Corporation Company Limited, PTG Logistic Company Limited, Olympus Oil Company Limited and Punthai Coffee Company Limited

Employment Program for Persons with Disabilities

Employment Value (Million Baht)

2020	2021	2022	2023	2024
2.73	2.72	2.95	22.3	25.1

Number of Employees with Disabilities (Persons)

2020	2021	2022	2023	2024
24	166	161	194	195
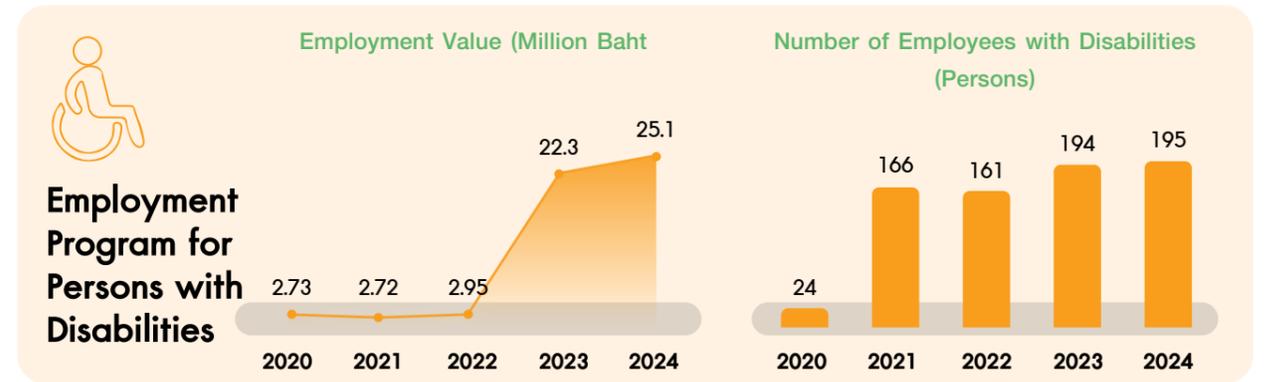
1. Employment Under Section 33

In 2024, PTG implemented Section 33 to promote the employment rights of people with disabilities, providing opportunities to enhance their quality of life. The company employed 31 individuals across human resources, station operations, and sales positions at PTG Energy Public Company Limited, Petroleum Thai Corporation Limited, Atlas Energy Public Company Limited, and Olympus Oil Company Limited. The total value of these employment efforts amounted to 5,440,000 baht.

Additionally, PTG has supported innovative and suitable employment opportunities for persons with disabilities by implementing a disability massage program at service stations, employing 12 individuals. This initiative, with a total employment value of 1,790,000 baht, provides disabled individuals with the opportunity to generate income and sustain themselves and their families in a meaningful way.

Massage Services by Persons with Disabilities

By Petroleum Thai Corporation Company Limited
Employment of Persons with Disabilities: 6 persons
Location: Sikhiu 1 Service Station (Max Camp), No. 37, Moo 15, Lad Bua Khao Subdistrict, Sikhiu District, Nakhon Ratchasima Province

By Petroleum Thai Corporation Company Limited
Employment of Persons with Disabilities: 6 persons
Location: Khao Yoi 1 Service Station (Max Camp), No. 95, Moo 2, Huai Rong Subdistrict, Khao Yoi District, Phetchaburi Province

2. Employment in Enterprises under Section 35

In 2024, the company recognized the significant impact of promoting and enhancing the quality of life for people with disabilities, particularly in creating employment opportunities. As a result, the company partnered with the Eastern Disability Association to develop an internship program under Section 35, offering courses in Bakery Making and Garment Tailoring. Upon completion of these courses, participants were provided with the necessary tools and equipment to continue their professional careers. A total of 131 individuals with disabilities were employed, with an overall employment value of 15,600,000 baht. Additionally, the company collaborated with the Social Innovation Foundation on a project to promote employment and service contracting for people with disabilities, resulting in the employment of 33 individuals, with a total employment value of 3,950,000 baht. The details are as follows:

Employment through the Bakery Making Training Program (Bakery Maker)

Project Details	Hiring Entity	Location	Number of Persons with Disabilities
The training program offers both theoretical knowledge and practical skills in bakery, equipping individuals with the ability to pursue a career, generate income, and become self-sufficient.	Petroleum Thai Corporation Company Limited	Song Chan Subdistrict Municipality Training Center, Krasang District, Buriram Province.	76 persons

Images

Employment through the Garment Tailoring Training Program

Project Details	Hiring Entity	Location	Number of Persons with Disabilities
The goal is to equip individuals with disabilities with both theoretical knowledge and practical skills in garment tailoring, empowering them to pursue a career, generate income, and become self-sufficient. This initiative also aims to enhance their professional capabilities, enabling them to run a sustainable and effective business tailored to the needs of people with disabilities.	Petroleum Thai Corporation Company Limited	Sala Prachakhom Training Center, Nabua Subdistrict, Mueang District, Surin Province.	55 persons

Images

As a result of the Garment Tailoring Internship Program, which consisted of 609 hours and was supported by the company, some individuals with disabilities have applied the skills they gained to start their own businesses. Others have come together to form a group, offering tailoring services. The Eastern Disability Association has been instrumental in coordinating and providing ongoing support and guidance. To further support these efforts, the company has purchased vests for front-line employees and maternity uniforms for staff, creating both career opportunities and income generation for the disabled community. In 2024, the company purchased 1,500 employee vests for a total of 270,000 baht and 730 maternity uniforms for 262,800 baht.

Disability Employment Promotion Program or Contracting Services

Project Details	Hiring Entity	Location	Number of Persons with Disabilities
The responsibility involves coordinating with government agencies or local authorities within their jurisdiction for public benefit. The performance evaluation is conducted by the head of the department to which the person with a disability is assigned.	PTG Energy Public Company Limited	Health Promoting Hospitals in Lampang and Phayao Provinces	5 persons
		Subdistrict Administrative Organizations in Lampang Province	4 persons
		Disability Capacity Development Schools and Centers in Lampang Province	1 person
	PTG Logistics Company Limited	Health Promoting Hospitals in Khon Kaen and Amnat Charoen Provinces	5 persons
		Subdistrict Administrative Organizations in Khon Kaen Province	6 persons
		Disability Capacity Development Schools and Centers in Khon Kaen Province	2 persons
	Punthai Coffee Company Limited	Health Promoting Hospitals in Sisaket Province	3 persons
		Subdistrict Administrative Organizations in Sisaket Province	4 persons
		Subdistrict Administrative Organizations in Amnat Charoen Province	2 persons
	GFA Corporation (Thailand) Company Limited	Early Childhood Development Center in Bukrasang Subdistrict, Buriram Province	1 person
The total number of persons with disabilities employed through the disability employment promotion project or contracted services			33 persons

Images

Employee Development

PTG prioritizes the development of employee potential based on role-specific competencies, divided into five categories: Core Competency, Functional Competency, Talent Competency, Managerial Competency, and Leadership Competency. These competencies are designed to support organizational transformation, with a focus on key foundational skills, including productivity enhancement, digital literacy, data expertise, creativity, and English proficiency. Additionally, various programs are assessed annually to gain insights into behavioral differences from diverse perspectives, helping to identify areas for future development for each individual. PTG consistently invests in enhancing the capabilities of its employees, from executives to department heads and lower-level staff, using a structured approach to skill and potential development, as outlined below:

● Executive Development (Manager Level and Above)

PTG is committed to developing its executives into future leaders capable of supporting the company's growth. Executives undergo 360-degree feedback assessments from relevant stakeholders to identify their strengths and areas for improvement. Based on the results, executives are required to create an Individual Development Plan (IDP) that highlights at least two key areas for growth and specifies the courses or training needed to further enhance their abilities. This approach ensures that executives are equipped to drive the organization's ongoing development.

Project
PTG Core Program (Executives Level 9-14)

Objectives
Designed to enhance the skills and competencies of executives based on Leadership Competency, with the goal of developing PTG's Future Leaders.

Project Details
- AHA Strategic Thinking
  This program aims to develop the strategic thinking skills and competencies of executives at levels 9-14, enabling them to adopt a broader, strategic approach to their work and manage with a comprehensive understanding of the company's goals. Through business simulation models, executives gain insights into the essential components of business management, equipping them to apply this knowledge effectively in their daily roles and operations.
- Leading Strategically & Storify Your Vision
  This module focuses on empowering executives to effectively communicate their vision, mission, and strategies to their teams, ensuring successful implementation.

Expected Outcomes
Executives can apply strategic thinking and a comprehensive approach to managing the company, integrating it into their strategy development, planning, and execution. This includes effectively communicating the vision, mission, and strategies, along with their thought processes, to ensure their teams are aligned and able to achieve departmental goals with efficiency.

Employee Development for Staff (Department Manager Level or Equivalent and Below)

In 2024, PTG prioritized the management and development of employees at all levels to foster the growth of both the oil and non-oil sectors. The company emphasized development based on role-specific competencies, designing tailored learning pathways for employees across 8 business units and 22 supporting units. These programs cover staff levels 1 through 8, providing them with diverse skill-building opportunities, tools, and frameworks to improve overall performance. Below are the key details:

Department Manager Level or Equivalent

The focus at this level is on developing leadership skills specific to each role, professional expertise, organizational sustainability, and the PT Core Program, which prioritizes analytical thinking. The goal is to identify root causes of challenges and enhance performance and processes through data-driven decisions. Key areas of focus also include task management, time management, and work organization, with a strong emphasis on openness to feedback for continuous improvement. This approach is designed to foster motivation, particularly among lower-level employees. Furthermore, specialized programs for district and regional managers are implemented to standardize operations across all branches nationwide, ensuring uniformity in work processes. The company also encourages employees at the operational level to enhance their performance through innovation.

Operational Level

Training at this level centers around essential sales skills, customer service, and maintaining compliance with work standards through hands-on learning and on-the-job training (OJT). Employees are equipped with knowledge of data protection laws, data analysis techniques, digital skills, and process improvement strategies, ensuring they are prepared to respond effectively to unexpected situations or organizational changes. Additionally, the PT Core Program emphasizes effective communication, especially for operational staff. This enables employees to report information accurately and promptly, supporting timely decision-making and efficient task completion, ultimately contributing to business success and high levels of customer satisfaction.

Employee Development Programs for Staff (Department Manager Level or Equivalent and Below)

Project
PT Core Program Level 2-8

Objectives
The program is designed to enhance skills in work management, people management, time management, and the use of decision-making tools, particularly through data analysis.

Project Details
The PT Core Program is structured as a series of continuous training, starting from executives down to entry-level employees, all aligned with PT's core competencies. For department managers and equivalent positions, the focus is on improving work management skills, people management, time management, task planning, productive management, and leveraging tools for decision-making based on data. In addition, the program emphasizes effective communication to ensure that results are clearly reported, enabling leaders to make well-informed decisions. The learning approach is practical and hands-on. A total of 539 employees participated across 14 batches.

Expected Outcomes
- Employees gained proficiency in work management, people management, time management, task planning, productive management, and motivating colleagues to effectively execute tasks. Furthermore, they developed the ability to correctly use operational tools, enhancing their overall skills.

- The overall outcome from the development of knowledge and skills showed an impressive average increase of 33.25%.

Project
Service Champion

Objectives
The program is designed to enhance the service skills of front-line employees, enabling them to deliver outstanding service and maximize customer satisfaction, which in turn reduces the likelihood of complaints.

Project Details
Through this hands-on training, front-line staff are equipped to handle complaints effectively and proactively prevent potential issues. By elevating service capabilities to their highest level, the program aims to create a memorable customer experience that encourages repeat business and customer loyalty. In 2024, a total of 447 employees participated across 19 batches.

Expected Outcomes
- As a result of the training, employees gained greater proficiency in managing and resolving complaints, while also refining their overall service skills to drive sales and foster customer retention.
- The overall impact of the training program was significant, with a **31.65%** average increase in knowledge and skills.

Project
Sip Coffee at MaxMart Retail Stores

Objectives
The program is designed to enhance employees' knowledge and skills in brewing coffee and preparing beverages using automatic machines, ensuring they can deliver beverages correctly and meet customer expectations.

Project Details
The training aimed to empower front-line employees at MaxMart retail stores to effectively use automatic coffee machines. In 2024, there were 100 MaxMart stores offering Sip Coffee services, with a total of 98 employees trained.

Expected Outcomes
- As a result of this training, employees gained the expertise needed to operate automatic coffee machines efficiently, ensuring they could meet customer demands and support the expansion of Sip Coffee offerings at MaxMart stores.
- The overall outcome of the training showed significant improvements, with an average increase in knowledge and skills of **16.79%**.

Project
โครงการ 139 Role Model

Objectives
The objective of this program was to enhance the branch visit skills of district and regional managers, elevating the operational standards of 139 model gas stations to ensure they consistently meet industry-leading benchmarks.

Project Details
The training is designed to empower these managers to conduct visits that uphold these high standards, positioning the stations as role models for others to follow. In 2024, 139 model service stations participated, with 74 managers taking part in the training.

Expected Outcomes
- As a result, district and regional managers were equipped with advanced skills to conduct branch visits that raise the overall standards of service stations, enabling them to set exemplary models for excellence in the industry.
- The training yielded a remarkable improvement, with knowledge and skills increasing by an average of **16.90%.**

Business Benefits from Employee Training

Course
Refining the Mandatory Safety Training Process

Business Benefits
This initiative aims to ensure the organization's operations are conducted safely, in compliance with legal requirements, and with optimized costs. By improving the training process to boost productivity, we achieved a significant reduction in operational expenses.

Quantitative Business Benefits
The company managed to lower costs by 4,921,919.05 baht compared to the previous year. In 2023, the expenses stood at 14,496,006.06 baht, while in 2024, they dropped to 9,574,007.10 baht.

Training Hours Ratio of the Project to Total Training Hours (FTE)
- The total hours for this project amount to **95,314** hours,
- FTE = **0.18**

Course
Enhancement of the Onboarding Process for Front-line Employees at the Assistant Manager Level

Business Benefits

The goal is to enable the business unit to optimize operational costs while enhancing the skills of assistant managers, empowering them to perform at their full potential. This is achieved by refining the processes to increase productivity during the training phase.

Quantitative Business Benefits

As a result of these improvements, the company successfully reduced costs by 766,545.62 baht compared to the previous year. In 2023, the expenses were 4,260,000 baht, whereas in 2024, they dropped to 3,493,454.38 baht.

Training Hours Ratio of the Project to Total Training Hours (FTE)

- The total hours for this project amount to **32,562** hours,
- FTE = **0.06**

Course
Enhancement of the On-the-Job Training (OJT) Process for New Assistant Managers to Prevent Operational Mistakes, e.g., Incorrect Fueling and Fuel Overflow, Ultimately Reducing Customer Complaints.

Business Benefits

The goal is to minimize the chances of errors such as incorrect fuel dispensing and overfilling by new assistant managers, thereby enabling the business unit to reduce operational costs effectively.

Quantitative Business Benefits

Throughout the OJT process, there have been zero complaints regarding incorrect fuel dispensing and overfilling by new assistant managers in both 2023 and 2024.

Training Hours Ratio of the Project to Total Training Hours (FTE)

- The total hours for this project amount to **10,233** hours,
- FTE = **0.02**

In 2024, PTG is deeply committed to enhancing the potential of its employees at all levels by focusing on a diverse range of learning and training opportunities. These include both online courses and hands-on training sessions conducted by executives and industry experts. The training programs cover various areas such as legal compliance relevant to job functions, mandatory department-specific courses, leadership development programs (Leadership Foundation), career growth pathways (Core Program), the PT Core Program, and preparatory courses for new roles (New to Role). Additionally, foundational skills like Growth Mindset an essential competency for all employees to work effectively and in alignment with the organization's goals are incorporated into the training. The key initiatives are as follows:

- • Through the Think to GROW program in 2023 and the Act to GROW program in 2024, PTG helps employees apply the growth mindset in practical ways to optimize their performance. The Act to GROW course, introduced in 2024, empowers employees to effectively implement the techniques and strategies of a growth mindset to improve their work efficiency. In 2024, 443 employees participated in the program.

- For employees moving into management positions, PTG offers the New to Role program to prepare them for leading teams. The program is designed to ensure employees are equipped with the necessary skills to manage teams that they may have previously worked alongside. In 2024, 76 employees participated in six cohorts of the program.

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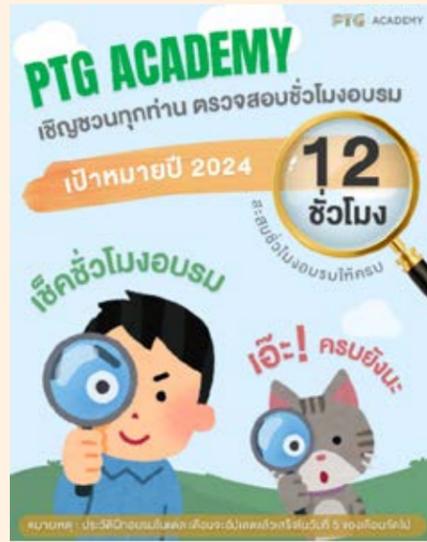
- In 2024, PTG places a significant emphasis on cultivating a culture of continuous learning that is accessible at any time and from anywhere. The company has shifted beyond traditional classroom training or on-the-job skills development, encouraging employees to accumulate more than 12 hours of learning annually. This sustained focus on development ensures that PTG employees are adaptable and effective in their roles.

Employee Retention
Performance Evaluation

PTG conducts an annual performance evaluation process to monitor progress and provide actionable feedback for continuous improvement. This evaluation is designed to track employee performance in a concrete way and to help employees identify areas for growth through constructive feedback, guidance, and coaching. The company measures performance based on both short- and long-term organizational objectives, encompassing financial, non-financial, and sustainability-related goals. These performance indicators are applied across corporate, divisional, and individual levels. Also, there is a behavioral indicator, evaluated based on the company's value — Do Your BEST.

For executives (Levels 9—14), PTG employs a 360-degree evaluation system. This comprehensive tool assesses an individual's performance and potential from multiple perspectives, including self-assessment and feedback from supervisors, peers, and subordinates. The goal is to provide a well-rounded view of an individual's strengths and areas for development, enabling PTG to offer precise and effective solutions for leadership improvement.

Type of Evaluation	Assessed Employees	Proportion of Assessed Employees
Key Performance Indicator	Executives	100%
	Employees (Monthly)	100%
Multidimensional performance appraisal (e.g. 360-degree feedback)	Executives	100%

Building Organizational Engagement

PTG places great emphasis on fostering employee engagement to better understand employees' needs and translate this insight into initiatives and activities that continuously strengthen employee connection to the company. Every year, the company conducts an employee engagement and satisfaction survey, managed by the People & Organization Transformation department. In 2024, PTG leveraged technology to streamline the process, offering employees the opportunity to complete online surveys through accessible channels such as email systems and QR-code scanning on both computers and smartphones. Employees provide feedback on six satisfaction levels regarding various factors, such as the organization's reputation, opportunities for development, workplace safety, supervisor relationships, infrastructure, and resources. The survey focuses on four core areas:

1 The company evaluates employee satisfaction through behavioral-based questions, which explore their experiences in key areas such as corporate values, company reputation, professional development opportunities, infrastructure, and resources. The goal is to ensure employees feel satisfied and empowered to work efficiently, positively impacting business outcomes such as talent retention, organizational performance, customer satisfaction, and overall company revenue.

2 The company evaluates how clearly employees understand their work goals and how meaningful they perceive their roles to be. Employees who see their work as integral to the company's mission and goals tend to exhibit stronger engagement and motivation, leading to higher productivity and better work outcomes.

3 The company gauges employee happiness based on their experiences in areas like relationships with supervisors and peers, workplace safety, and the availability of appropriate infrastructure and benefits. PTG strives to create a work environment that fosters happiness, engagement, and satisfaction, ensuring that employees feel valued and content in their roles.

4 PTG is committed to addressing stress factors and improving work-life balance. Employees are asked about their workload, ability to balance work and personal life, and their access to resources or support when facing challenges. The company uses this feedback to refine the work environment, helping to alleviate stress and promote employee well-being.

Results of the 2024 Employee Engagement Survey

Targets:
2027 = 70-75%

	2022	2023	2024
	70%	79%	81%
Employee Participation in the Survey	91%	97%	91%
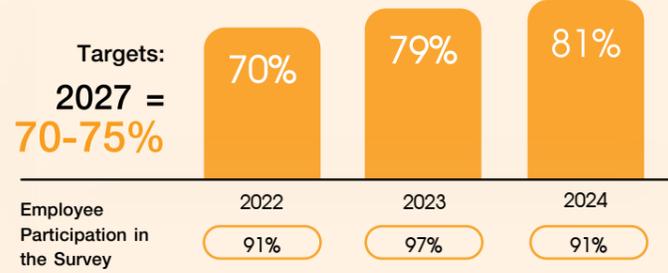
Employee Engagement Initiatives

PT Happy Anniversary 36 Years: "Living Well and Happy"

This celebration was designed to highlight the company's journey from its foundation to the present, creating a bridge between long-time employees and the newer generation. The goal was to foster understanding of the company's history and future direction, and to strengthen employee engagement, reduce generational gaps, and instill a sense of pride in being part of the organization. Emphasizing the value of teamwork, this event also inspired younger employees to further develop their skills. In addition to celebrating Thai traditions, the event promoted unity, collaboration, and a shared drive for sustainable growth.

PT Songkran Festival 2024

The Songkran Festival was held in a warm, fun-filled atmosphere, with employees from all levels participating in the celebration of the Thai New Year. The festivities began with a water-pouring ceremony, allowing employees to seek blessings from the leadership team, promoting goodwill and positive energy. The event also included lively activities such as a singing contest, Retro-themed costume competition, and a spirited water splashing celebration, all designed to bring employees together and strengthen interdepartmental relationships. The event highlighted the company's culture of collaboration and teamwork, providing employees with a joyful and meaningful experience.

The "Go the Extra Mile" Project

The project aimed to promote awareness of the importance of health while encouraging employees to make positive lifestyle changes. It included fun physical activities and the use of the "Go the Extra Mile" app, developed by the Department of Health, to track progress.

The initiative also featured a special seminar on "Workplace Well-being," delivered by Mr. Wanchai Suwannamanee, Secretary-General of the Health Promotion Foundation. His insights inspired employees to prioritize their health at every stage of life. The event fostered an atmosphere of enthusiasm and positivity, helping build stronger relationships among employees and encouraging healthy living.

PT Sport Day 2024

PT Sport Day was designed to promote physical health and foster strong bonds within the company. The event featured a variety of fun and inclusive activities, including sports competitions, games of chance, and a cheerleading & supporter contest full of creativity and energy. Employees from different departments came together, strengthening team spirit and fostering deeper connections across the company. The event, filled with laughter and enjoyment, not only encouraged healthy lifestyles but also helped build strong relationships within the organization. Sports competitions included:

- **Football Tournament:**
Held on September 7, 2024, at CS Sport Club, Lat Phrao 91, with 4 teams, 60 participants, and 50 supporters.
- **Table Tennis Tournament**
Held from September 23-27, 2024, at Chatuchak Room, 44th Floor, CW Tower A, with 50 participants and 150 supporters. There were 3 categories: men's doubles, women's doubles, and mixed doubles.
- **Badminton Tournament:**
Held on October 5, 2024, at Wangnaka Badminton Court, Lat Phrao 80, with 50 participants and 50 supporters. There were 3 categories: men's doubles, women's doubles, and mixed doubles.

This event provides a valuable opportunity for employees to bond and strengthen teamwork through activities that promote both well-being and positive relationships within the organization. The atmosphere at each event is filled with smiles, laughter, and unforgettable moments, leaving everyone with lasting memories.

PT Staff Party 2024

The company's annual PT Staff Party 2024 took place at MGI Hall, SHOW DC Mall, under the theme "Rock Star," setting the stage for a lively, high-energy celebration. The event was a huge success, with employees from all levels coming together to celebrate the past year's achievements

The event featured a "Rock Star" themed costume contest, allowing employees to showcase their creativity and confidence in their own unique styles. The fun was elevated by a mini concert from a well-known artist, creating memorable moments for all. In addition, employees had the chance to win a wide range of exciting prizes, with a total value of over 1,000,000 baht, as a gesture of appreciation for their hard work and dedication.

Beyond the entertainment, the gathering provided a meaningful opportunity for employees across departments to connect, build stronger relationships, and reinforce a sense of unity within the company. The vibrant atmosphere, filled with joy, energy, and full participation, truly reflected the success of fostering lasting bonds and a deep sense of pride in the collective achievements of the past year.

PT Merry Christmas & Happy New Year 2024

The event was full of special moments, offering more than just a gift exchange. It featured a "Dream Job" costume contest that gave employees the opportunity to express their creativity and personal flair through imaginative outfits. Additionally, a singing contest brought even more entertainment and excitement to everyone in attendance.

The activities were designed to foster strong relationships among employees while creating a warm, joyful atmosphere throughout the organization. Participation in these events not only helped strengthen bonds between colleagues but also encouraged a deeper sense of unity within the team. The energy was filled with laughter and collaboration, showcasing the collective happiness and spirit of togetherness. This event served as a perfect conclusion to the year, filled with fun, meaningful moments, and lasting memories. It also reinforced a sense of unity and pride, creating a stronger foundation for continued growth and success in the year ahead.

"60 Years of PT: Living Well and Happy"

This event was a heartfelt celebration to honor and thank employees who have dedicated 60 years of service to the organization. A total of 55 employees were recognized and celebrated for their remarkable journey. During the event, the company presented thoughtful mementos such as framed photographs, jackets, and the Max Card Plus, as symbols of deep appreciation for their unwavering commitment over the years. Additionally, company leaders took the opportunity to officially express their gratitude to each retiring employee, paying tribute to the lasting impact they have had on the organization.

This gathering not only served as a moment of gratitude but also provided the retiring employees with a sense of their profound importance to the organization. It highlighted their achievements and strengthened their connection to the company and their colleagues. Such events reflect the core values of our company culture, where every milestone is recognized and celebrated. They help foster an enduring atmosphere of respect, creating meaningful relationships that will continue to enrich the organization for years to come.

PT BEST Happy Birthday

The PT BEST Happy Birthday event is held to celebrate and extend birthday wishes to employees within the PTG Energy Group. This monthly event takes place on the last Friday of every month. The occasion kicks off with a merit-making ceremony, where dry food, essentials, and monk offerings are presented to three monks, bringing blessings and good fortune to those celebrating their birthdays that month. Following this, employees with birthdays are presented with a small HBD bag containing thoughtful gifts and invited to participate in a lucky draw organized by the ER team, adding excitement and a touch of fun to the event.

The highlight of the event is when both employees and executives gather to cut the cake and share birthday wishes, creating a warm and lively atmosphere. Beyond just celebrating birthdays, this activity fosters a sense of camaraderie, strengthens relationships, and encourages a sense of belonging within the organization. It's a time to celebrate happiness, create lasting bonds, and build pride in the company's culture.

Compensation and Benefits

PTG has implemented a performance-based compensation policy to motivate employees and drive organizational success. Clear goals and performance metrics are set to align with each employee's role and responsibilities. This policy ensures the efficient management of human resources and appropriate compensation for each role. Details include:

Short-Term Incentives

1) **Compensation for Work:** The company sets competitive salaries based on job roles, cost of living, minimum wage laws, and industry standards in Thailand, considering both current and future market competition. Special allowances are also offered in high-demand areas. Additionally, annual salary adjustments are provided for employees with strong performance, as reflected in their annual evaluations.

2) **Annual Bonus:** The company offers a variable pay structure for annual bonuses, based on its overall performance. This system aims to align employees with company objectives and drive collective success. Bonus payouts are determined by individual performance evaluations.

3) **Incentives & Commission Plan:** The company rewards employees at service stations, cafes, and convenience stores, as well as sales teams, based on their ability to drive revenue. These rewards are structured as monthly, quarterly, or one-time payouts based on achieving short-term goals.

4) **Oil Loss Control Incentive:** The company provides incentives to employees responsible for oil loss prevention. These rewards emphasize efficiency across the entire process, from receiving and storing to dispensing oil.

5) **Service Standard Incentive:** In line with the company's commitment to high-quality customer service, incentives are awarded based on service standards assessed through mystery shopper evaluations, ensuring maximum customer satisfaction.

6) **Maternity Leave:** The company values family welfare and provides special benefits for pregnant employees, granting up to 98 days of maternity leave, including regular holidays. Employees receive full pay for the first 45 days, and social security benefits cover the next 45 days. Additionally, employees with over one year of service are entitled to 3 days of unpaid leave per year, including public holidays within the leave period.

Long-term Incentive

1) The company has implemented a policy aimed at motivating and retaining employees to drive long-term, sustainable performance. Employees are granted the opportunity to purchase company shares at a predetermined price (Stock Option). As the company's profits grow, employees who hold company shares benefit from the increase in stock value, alongside higher dividends, in alignment with the company's ongoing growth.

2) The company provides essential welfare and benefits as mandated by law, including social security and provident funds, ensuring that employees receive continuous entitlements.

3) The company regularly participates in external salary and benefits surveys (Salary Benchmarking) to adjust internal salary structures and uphold confidence in the fair management of compensation and benefits, both within and outside the organization, while also boosting employee motivation.
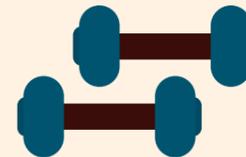
4) The company prioritizes employee health by offering not only legally required health and life insurance but also providing gym facilities and supporting gym equipment to promote strong health, enabling employees to perform their duties efficiently.

5) The company has established a welfare committee to foster employee collaboration and propose improved welfare benefits within the organization. This includes supporting employee participation in both internal and external activities, as well as encouraging involvement in community-based initiatives surrounding the company's location.

Gender Pay Equality

PTG upholds equal treatment for all employees, ensuring no discrimination or favoritism. It is committed to providing equal pay and compensation for both male and female employees, without any gender bias. The company's hiring decisions are based solely on individual skills and qualifications.

Positions	Gender Pay Ratio for 2024
	Average Employee Compensation Proportion (Female:Male)
Senior Executives (Base Salary Only)	0.86
Senior Executives (Base Salary and Other Compensation)	0.78
Executives (Base Salary Only)	0.97
Executives (Base Salary and Other Compensation)	0.91
Employees	0.72

Employee Benefits

Health

PTG is committed to promoting employee well-being and effectively managing workplace stress through various programs and activities designed to foster a healthy and supportive work environment. These initiatives include:

Annual Health Check-ups

PTG prioritizes the health of its employees by offering annual health check-ups to enhance overall well-being and monitor potential health risks related to the workplace. The check-up programs are specifically tailored to the needs of different employee groups based on their roles and job risks. These check-ups include comprehensive health assessments, blood tests, ECG, chest X-rays, and specialized tests for liver, kidney, and lung function. Additionally, employees working in high-risk environments undergo screenings for chemical exposure.

Employees are categorized according to their work-related health risks. For example, office staff undergo basic health assessments, while employees handling chemicals or working in operational environments receive additional tests for chemical exposure in their blood and urine. Executives receive a more comprehensive health evaluation.

The annual health check-up is an integral part of PTG's continuous commitment to ensuring employees work in a safe and healthy environment, supporting their well-being both now and in the future.

Gym Facilities

PTG offers employees access to a well-equipped fitness center located on the 46th floor of CW Tower. The gym provides a variety of exercise and rehabilitation equipment, allowing employees to maintain physical health, reduce work-related stress, and improve overall well-being

Health at Work Benefits

Through the Health at Work program, PTG provides a telemedicine service that allows employees to consult with doctors online and have medications delivered to their homes. This service can be accessed via the Line app, eliminating the need for upfront payment or prior appointments. Employees can also enjoy free medication delivery. This initiative supports PTG's commitment to flexible work arrangements and caters to the modern lifestyle of its employees.

PT Healthy for You Program

In today's fast-paced world, employees face various health challenges that can affect both their work performance and quality of life. Issues such as office syndrome, work-related stress, and unhealthy lifestyle habits are increasingly common, especially in environments where long working hours or lack of exercise are prevalent. Global trends emphasize the importance of both physical and mental health, as well as emerging concepts like Holistic Wellness and Digital Wellness, which focus on sustainable well-being.

To address these needs, PTG introduced the "PT Healthy for You" program, which aims to promote short- and long-term health among employees. The program encourages healthy habits and raises awareness about health management across all aspects of life, including physical fitness, mental well-being, and balanced living. It focuses on preventing health issues such as office syndrome and chronic stress while promoting physical activity, healthy eating, adequate rest, and mental health care.

Key activities in this program include stretching exercises, tracking exercise hours, step counting, and encouraging healthy eating and sleep habits. Employees are also incentivized to participate through a rewards system that encourages sustained engagement in health-related activities. These initiatives were run from July to December 2024.

กิจกรรม check in กินคลีน

World Mental Health Day 2024

In addition, PTG supports mental health with initiatives like the World Mental Health Day 2024, which follows the theme "Tired? Are You Okay?" This event encourages employees to take a moment to assess their mental well-being.

The recent mental health assessment utilized the MENTAL HEALTH CHECK-IN tool, provided by the Department of Mental Health. This tool offers employees a simple and accessible way to self-assess, helping them identify their stress levels and potential risks related to mental health. By recognizing early warning signs, employees can effectively manage stress and take proactive steps to safeguard their well-being. This initiative is part of our ongoing commitment to raise awareness about mental health within the organization. It encourages employees to regularly check in on their mental health and find suitable strategies to cope with stress. Ultimately, the goal is to reduce any risks that could negatively impact both work performance and overall quality of life.

Education

The primary objective of this program is to foster employee growth alongside the development of the organization. By offering learning opportunities, PTG aims to help employees enhance their skills, ultimately contributing to the company's long-term growth and success.

Max Scholarship Program

PTG is dedicated to the continuous development of its employees' knowledge and skills through the "Max Scholarship" program, which helps cover educational expenses for both formal and informal education, from primary school to university level. This program is available to operational employees working at PTG-affiliated stations or stores, such as PTC, MART, PUN, GFA, ATL, and OLP, with a minimum of one year of service.

Summary of Max Scholarship Awards (2022-2024)

Companies	2022		2023		2024	
	Recipient (s)	Total Amount (Baht)	Recipient (s)	Total Amount (Baht)	Recipient (s)	Total Amount (Baht)
Petroleum Thai Corporation Company Limited	26	78,000	5	15,000	14	42,000
Punthai Coffee Company Limited	3	9,000	4	12,000	1	3,000
Olympus Oil Company Limited	1	3,000	1	3,000	-	-
Total	30	90,000	10	30,000	15	45,000

Furthermore, the company supports employees in pursuing higher education, including both undergraduate and graduate degrees, through its scholarship programs. These initiatives are designed to enhance employees' skills and create career advancement opportunities. Eligible employees must have a solid performance record and meet the company's specified age criteria. In this regard, PTG is committed to providing continuous opportunities for personal and professional development.

Work Conditions

PTG is dedicated to fostering a flexible work environment that accommodates the diverse needs of its employees. Through various policies, the company strives to help employees strike a balance between their professional responsibilities and personal lives.

PT Flexi Benefit

PTG has introduced a flexible benefits system tailored to the diverse needs of its workforce within the PTG Energy Group. Recognizing the variety of employee demographics such as age, gender, and life stages the company has enhanced its benefits structure with the following options:

- Employees earn points for participating in company activities, which they can redeem for cash benefits to cover various expenses like phone bills or internet charges.
- Employees can convert their vacation days into points, which can be redeemed for a variety of rewards through the company's rewards system.
- Flexible work arrangements, such as Flexible Workplace and Flexible Time, enable employees to work from any location without the need to log every hour worked.

However, in situations where overtime is necessary due to the nature of the work such as tasks that require continuous attention or are urgent——the company may request employees to work beyond regular hours or on holidays without prior notice. In cases where the work is not urgent or continuous, employee consent is required before overtime is implemented. Overtime and holiday work are limited to a maximum of 36 hours per week to maintain a healthy work-life balance.

Flexible Employment

PTG understands the importance of offering flexible employment options, allowing individuals who are not permanent employees to still collaborate with the company. This approach creates opportunities to bring in highly skilled professionals, those with specialized expertise, or temporary workers for specific roles within the organization.

This model is in line with the evolving work styles of the modern era, catering to a variety of target groups, including consultants (individuals or legal entities), freelancers (such as system developers, graphic designers, website designers, or software developers in the technology sector), project-based roles (like event planning or booth design), as well as part-time workers for specific tasks such as cleaning, landscaping, or temporary positions for students during holidays or peak periods. These roles focus on the results of the work rather than strict adherence to labor regulations.

Hiring decisions are made based on skills, experience, work quality, and volume. Employment terms can be structured with clear durations, whether hourly, weekly, or monthly .

Family Benefits

PTG recognizes the importance of supporting employees with families to help them achieve a healthy balance between their professional and personal lives. The company has designed several family-oriented benefits to assist employees during crucial moments in their family life:

Lactation Room

PTG has created a dedicated lactation room for nursing employees, providing a clean, safe, and private space for mothers to express milk or breastfeed. The room is designed with the health and privacy of both mother and child in mind.

Maternity Leave

PTG supports female employees with maternity leave as per legal requirements and company policies. This benefit allows employees to take the time necessary to recover and care for their newborn.

Paternity Leave

PTG offers paternity leave to male employees, giving them the opportunity to assist their spouses during the post-childbirth period. This benefit enables employees to support their families during this critical time.

Awards of Achievements

Excellence in Employer Branding

The company was honored with the Excellence in Employer Branding award at the HR Excellence Awards 2024, hosted by Human Resources Online, a renowned global leader in HR management media. This prestigious recognition underscores the company's success in building a distinctive reputation as an employer that employees trust and believe in. The company remains committed to developing policies and practices that enhance employee well-being, foster a strong organizational culture, and support personnel growth while addressing the diverse needs of its workforce. This award serves as a testament to the company's unwavering dedication to being a global leader in effective and sustainable human resource management.

HR Asia Best Companies to Work for in Asia 2024 IIA: Diversity, Equity, Inclusion Awards

The company has proudly received two prestigious international awards at the HR Asia Awards 2024: the HR Asia Best Companies to Work for in Asia 2024 and the Diversity, Equity, and Inclusion Award. These awards, recognized by leading organizations across Asia, mark the fourth consecutive year the company has been honored. Earning two awards this year underscores the company's steadfast dedication to continuously developing and supporting its employees, fostering a diverse and inclusive work environment, and ensuring equality for all. Moving forward, the company is committed to further enhancing its workplace culture and will continue to elevate work quality and uphold labor rights.

Top 50 Companies in Thailand 2025

In 2024, PTG Energy Public Company Limited proudly received the prestigious Top 50 Companies in Thailand 2025 award, ranking 45th by WorkVenture. This award was based on a survey of 12,559 respondents aged 22-35, who hold at least a bachelor's degree and live in Bangkok and surrounding areas. This recognition reflects the trust and admiration of the younger generation, positioning PTG Energy as one of the most desirable companies to work for. It is a testament to our commitment to improving the quality of life for our employees, ensuring they "live well and happily," while cultivating a friendly and enjoyable work environment.

PTG is dedicated to continuously developing and transforming the company into the dream workplace for the next generation, allowing everyone to grow alongside us as we look to the future.

Workplace Safety and Work Environment

> **Committed** to setting new benchmarks in occupational health and safety with the QSSHE policy at its core, striving towards a **'zero-accident organization.'** We are dedicated to continuously enhancing all processes to align with legal requirements and international standards, ensuring the confidence and sustainability of all stakeholders

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Total Recordable Injuries Rate (TRIR) of Employees	0.315	0.63	0.135
Lost Time Injury Frequency Rate (LTIFR) of Employees and Contractors	Employees = 0.276 Contractors = 0	Employees = 0.63 Contractors = 0	Employees = 0.605 Contractors = 0.45

Impacts on Stakeholders

PTG is committed to ensuring workplace safety across the entire supply chain, prioritizing the well-being of all stakeholders, including employees, contractors, suppliers, outsourcers, business partners, government agencies, as well as the communities and customers who use its products and services. With a strong focus on safety, quality of life, and the fundamental right to a safe working and living environment, PTG upholds human rights principles in parallel with sustainable growth. The company strictly adheres to legal regulations and follows best practices outlined in the PTG SSHEMS (Safety, Security, Health, and Environmental Management System) and international standards (ISO). PTG's goal is to reduce workplace accident rates (TRIR) by offering comprehensive training, raising awareness, and ensuring effective emergency response procedures. This commitment helps build trust with stakeholders, assuring them of the company's dedication to safeguarding both life and property.

Impacts on Business

PTG places great importance on occupational health and safety as a fundamental aspect of its business operations, recognizing the need to assess the impacts on all areas of the business alongside the organization's growth. With human resources being a top priority, the company is dedicated to developing robust systems for safety, security, occupational health, and environmental management that adhere to international standards. PTG also integrates advanced technologies to enhance safety practices across its operations. This commitment aims to foster awareness and understanding of occupational health and safety, ensuring that all employees and stakeholders can have "the quality of life, well-being and contentedness."

Challenges and Responsive Actions
Challenges

Workplace hazards and the risk of occupational illnesses for employees and contractors are key challenges that PTG must actively manage. To address these, the company established the Quality, Security, Safety, Occupational Health, and Environmental Policy since 2022 and implemented the PTG Safety, Security, Occupational Health, and Environmental Management System (PTG SSHEMS). This system serves as the foundation that all business units must adopt aligned with the company's approach to managing occupational health and safety. The aim is to reduce work-related injuries and illnesses while maintaining consistent occupational health and safety standards across the entire organization.

Responsive Actions
Safety, Security, Occupational Health, and Environmental Management System

PTG has implemented the Safety, Security, Health, and Environmental Management System (PTG SSHEMS) alongside the Occupational Health and Safety Management System (ISO45001:2018) to ensure systematic management, enhance the work environment to make it safer and more comfortable, eliminate accident risks, and provide continuous training to employees. This training ensures employees gain the necessary knowledge, skills, and safety awareness while performing their duties.

To verify the accuracy of health and safety data, the company conducts audits by independent external bodies accredited by the ISO certification institute (MASCI), using ISO45001 standards at the Limited Assurance level. The audit covers key metrics, such as accident rates and injury frequency. Moreover, the audit results are published in the company's annual sustainability report to promote transparency and establish credibility with stakeholders.

As part of the corporate governance framework, the company has assigned the Executive Vice President as the responsible person for occupational health and safety. Regular monitoring and reviews of occupational health and safety performance are conducted, ensuring strategic guidance to strengthen workplace safety across all business units. This governance structure aligns safety management practices with the company's sustainability strategy and overall business operations.

To ensure effective implementation, the company holds monthly Safety Committee meetings, providing a platform for employee representatives and management to collaborate on improving workplace safety conditions. These meetings focus on identifying and proposing solutions to enhance workplace safety, assessing environmental conditions and risk management, monitoring the implementation of safety measures, and reporting safety performance to the employer. The committee plays a key role in gathering employee feedback on workplace safety management and driving continuous improvements in occupational health and safety at the operational level.

Zero Accident Goal

PTG has set a clear goal and strategic plan to achieve a Zero Accident Rate (Zero TRIR) by 2027. To accomplish this, the company has established Safety Committees in each operational area to oversee and manage health and safety initiatives. These committees are tasked with developing and implementing effective safety plans, driving continuous improvements towards the Zero Accident goal. The process involves collecting and analyzing detailed accident data to identify root causes, followed by the development of corrective and preventive measures in collaboration with stakeholders at all levels. This ensures the establishment of the safest operational standards and minimizes accident risks across the organization.

SSHEMS Roadmap

2570
TRIR : 0 (Zero)
- Zero TRIR
- BESAFE Culture all BU
- PTG Groups are leading organization in SSHEMS

2569
TRIR : 0.042 (Reduce 80%)
- Zero Loss Time case
- SSHEMS Score : 3.0 (All BU)
- Promote BESAFE Culture

2568
TRIR : 0.084 (Reduce 60%)
- Reduce Loss Time case
- Maintain ISO14001:2015 & ISO45001:2018
- Implement SSHEMS (Non Oil)
- Promote BESAFE Culture

2566
TRIR : 0.171
- SSHEMS Score 2.6 Integrated ISO system
- ISO 14001:2015 & ISO45001:2018 (MK & KK Terminal)
- SSHEMS 25 Role Models

2567
TRIR : 0.126 (Reduce 40%)
- Zero Fetal case
- SSHEMS Score : 2.5-3.0
- ISO14001:2015 & ISO45001:2018 (All Terminals)
- Expanding SSHEMS (Station)

- Promote BESAFE Ambassador
*Scope: Head office, Depot, Distribution center, Transportation, PTC Station
Reference Baseline TRIR 2564 of PTG Group : 0.21

Furthermore, PTG places significant focus on continuous employee training and education to enhance awareness of safety and occupational health. The company is also committed to integrating advanced technologies to further strengthen its occupational health and safety practices.

วัฒนธรรมความมั่นคงปลอดภัย อาชีวอนามัย และสิ่งแวดล้อม (BESAFE)

B : Build up The SSHE Culture to All business unit without Limit
การสร้างวัฒนธรรมความปลอดภัยให้ครอบคลุมทุกการดำเนินธุรกิจของบริษัท

E : Engagement All Parties to responsible in SSHE management
ส่งเสริมให้ทุกคนมีส่วนร่วมรับผิดชอบในการบริหารจัดการทางด้านความมั่นคงปลอดภัย อาชีวอนามัยและสภาพแวดล้อมในการทำงาน

S : Stop if Unsafe หยุดทุกปฏิบัติงานทันทีถ้าพบว่าไม่มีความปลอดภัย

A : Aware of SSHE always think before act
ตระหนักถึงความมั่นคงปลอดภัย อาชีวอนามัยและสิ่งแวดล้อม ศึกษาและมีอย่างท้าเสมอ

F : Full compliance with Legal and regulations
ปฏิบัติตามกฎหมายและข้อกำหนดที่เกี่ยวข้องไม่ให้ขาดตกบกพร่อง

E : Ensure Continuous improvement
สร้างมั่นใจที่จะพัฒนาระบบบริหารจัดการความมั่นคงปลอดภัย อาชีวอนามัยและสิ่งแวดล้อมอย่างต่อเนื่อง

Strategies for Preventing or Mitigating Occupational Health and Safety Impacts

PTG follows a comprehensive approach to occupational health and safety that aligns with the principles of quality, safety, occupational health, and environmental management. The company prioritizes educating employees at all levels about occupational health and safety, encouraging active participation in hazard identification, and effectively managing abnormal situations and emergencies. This approach aims to enhance awareness and cultivate positive health and safety behaviors among employees and contractors. Ultimately, the goal is to establish a sustainable BESAFE (Safety, Security, Health, and Environmental) culture within the organization.

Investigation of Accidents and Incidents in the Workplace, and Actions Following Reported Events

PTG has a well-defined and systematic process for investigating and managing workplace accidents and incidents. When an accident or incident occurs, employees are required to immediately report it to their supervisors and safety officers through established communication channels. This ensures that the investigation process can begin promptly, focusing on identifying the root cause of the incident. The objective is to implement corrective and preventive actions that will prevent recurrence. Every investigation is conducted under PTG's strict internal procedures. The findings, along with corrective and preventive actions, are closely monitored and discussed during regular meetings of the Safety Committees in each business unit. This structured approach ensures that all corrective actions are fully implemented.

Over the past year, the company has consistently conducted accident investigations and maintained incident statistics across the group, implementing corrective actions to prevent recurrence. This included educating employees and contractors on occupational health and safety. For instance, in the case of motorcycle accidents during work-related activities, the Safety Committee introduced preventive measures for safe driving, provided training on the proper use of safety equipment, and ensured the thorough inspection of tools, equipment, and vehicles before use. Personal protective equipment, such as helmets, was supplied to employees and contractors who need to ride motorcycles for work. PTG is committed to enhancing safety for both employees and contractors, with a strong focus on reducing the risk of accidents in the workplace and fostering a safe, sustainable work environment in the long term

Accident Report Flow

What to Do in Case of an Accident

When an Employee is Injured at Work → Notify the direct supervisor following the chain of command. → The supervisor will assess the situation and take the necessary actions.

Immediately contact the local hospital or emergency services to send the injured employee for medical treatment.

Contact the Safety Team to verbally report the incident **within 1 hour.**

Initial Accident Investigation via Telephone

Safety Contact Channels:

Notifying and Reporting: Supervisor, Warehouse Manager, Branch Manager, or Acting Personnel.

Incidents that Must be Reported within 1 Hour:
1. All departments are required to report incidents involving fires, explosions, or oil spills.
2. Oil and gas depots, the head office, packing plants, DC, and transportation departments must report any incidents without exception.
3. PTC, BPTG OLP, Gas Shop, Max Mart, PUN, GFA: In case of injury, provide detailed information and send the injured person to the hospital. All cases, whether of employees, contractors, or customers, including minor injuries/first aid, near-miss incidents, property damage, theft, or natural disasters, must be reported via email within 1 day.

Safety: saety@pt.co.th Review and confirm the report **within 1 day.**

Conduct an accident investigation in collaboration with the chain of command.

Complete a Workplace Injury Report Form (SorPorRor. 5) and submit copies of an Injury Report Form (GorThor. 16) and an Employee Referral Form for Medical Treatment (GorThor. 44) to the government **within 7 days** from the incident date.

Record accident statistics reports

Complete the incident report and send it to Safety and HR via email (notify HR in case of injuries) or submit the incident report through the Kissflow system (for Oil and Gas Depots, Head Office, Gas Filling Plants, DC, and Transportation) **within 1 day.**

File: Download the Incident Report template for reference.

Copy the text from Google Docs and paste it into the email to fill in the required details.

1. HR OLP, ATL cb_atl@atlasenergy.co.th
2. HR PTG Group: PTG, PTC, PUN, GFA, GL, GS, PTGLG, MSS, MMC, MAX, MAC, etc. payroll.hold@pt.co.th or email the HR of the relevant Business Unit.
3. HR Autobacs: yuttanakorn.ko@ autobacs.co.th

Prepare Forms GorThor. 16 and GorThor. 44, send them to the hospital and compensation fund. Additionally, prepare copies of Forms GorThor. 16 and GorThor. 44 and forward them to Safety by replying to the original email **within 1 day.**

Note: If CCTV footage is required for investigation purposes, approval from the DPO must be obtained before using the footage to ensure compliance with PDPA regulations, which carry significant penalties. In urgent cases, use other available evidence for the investigation.

Safety and Environmental Department

Identification of Work-Related Threats

PTG systematically identifies hazards, environmental issues, and assesses risks and opportunities related to safety, occupational health, and environmental impacts across its operations, product manufacturing, and services. This assessment incorporates a life cycle perspective, considering both normal and abnormal conditions, as well as emergency situations. Hazard identification tools, such as Checklists, What-If, FMEA, and HAZOP, are used in accordance with international standards. Criteria for evaluating opportunities and severity are defined to address impacts on all areas, including individuals, assets, communities, and the environment. The results of the risk assessment categorize safety risks into four levels: very high, high, medium, and low.

Risk Level	Description	Remarks
Very High (VH) 20-25	Unacceptable Risk: Operations must be halted immediately, and corrective actions should be taken to reduce the risk promptly.	Exceeding Risk Appetite
High (H) 10-16	High Risk: Mitigation efforts must be implemented to reduce and control the risk.	
Medium (M) 4-9	Medium Risk: Measures should be taken to control the risk.	
Low (L) 1-4	Acceptable Risk: Ongoing monitoring is required, and a risk and hazard register must be maintained.	Within Risk Appetite

Risk Management Plan for Business Expansion and New Branch Openings

PTG has developed a comprehensive strategic plan to support the growth of each business unit, with a focus on expanding new branches. A dedicated task force has been assigned to evaluate the branch opening process, ensuring the establishment of clear standards across all related processes. This includes a thorough review of the planning phase, design, potential impacts of changes, contractor selection, construction, progress tracking, and strict adherence to occupational health and safety regulations prior to opening. The objective is to mitigate any potential negative impacts on all stakeholders.

Furthermore, PTG conducts detailed safety risk assessments to define effective control measures, minimize risks, and closely monitor contractors and all parties involved to ensure strict compliance with the set safety measures.

Outcomes of the 2024 Risk Assessment

PTG is committed to continuously assessing and reviewing occupational health, safety, and environmental risks across all activities and areas. The company places significant importance on regularly reviewing risk control and mitigation measures, at least once a year, to ensure safe operations that align with established standards.

In 2024, the company conducted a risk assessment focused on two key areas: safety risks and environmental risks. The assessment results were as follows:

Safety Risks
The evaluation revealed that **9.27%** of the assessed issues were categorized as high-risk. In response, the company immediately implemented risk control and mitigation measures to prevent any potential impacts. These measures included safety training and awareness programs for employees, the introduction of the "Safe Driving" initiative to promote safe driving habits, and the "Wear, Snap, Share" campaign to foster a strong safety culture within the organization.

Environmental Risks
No high-level environmental risks were identified. However, the company continues to implement ongoing measures to monitor and manage low to medium-level risks in order to minimize and prevent environmental impacts. These initiatives include air quality monitoring, tracking greenhouse gas emissions, ensuring wastewater quality meets regulatory standards, raising employee awareness about proper hazardous waste management, and promoting energy-saving programs to enhance resource efficiency.

PTG remains dedicated to the continuous improvement of occupational health, safety, and environmental standards, ensuring business operations are conducted safely, responsibly, and with consideration for employees, communities, and the environment. This commitment goes hand-in-hand with fostering sustainable growth.

Incorporating Safety as a Key Performance Indicator for Departments

PTG has established key performance indicators (KPIs) to measure performance in the areas of security, safety, occupational health, and the environment. These KPIs serve as clear objectives and goals within the framework of managing these critical areas. The Safety and Environmental Department has identified the Total Recordable Incident Rate (TRIR) as the main KPI for evaluating the effectiveness of safety operations, ensuring alignment with established quality standards. Additionally, specific objectives, goals, and action plans related to security, safety, occupational health, and environmental management have been set, as follows:

Targets and Performance for 2024

Total Recordable Incident Rate (TRIR) (Persons per 200,000 safety hours)	Total Recordable Occupational Health illness Rate (TORIR) (Persons per 200,000 safety hours)	Major Truck Accident Rate (MTAR)	Number of security incidents (Incidents)
Target 0.126	Target 0	Target 0	Target -
Performance 0.135	Performance 0	Performance 0.026	Performance 14

Note: Scope of PTG Energy Public Company Limited is limited to oil depot operations, and PTG Logistics Company Limited.

Promoting a Safety Culture and Encouraging Employee Participation in the Development of Occupational Health and Safety Management Systems

PTG has implemented various programs and activities to foster a safety culture and actively engage employees in developing and enhancing the organization's occupational health and safety management system. These initiatives include:

(1) **BESAFE Ambassador Program: Empowering** : executives to act as role models and leaders in driving the safety culture (BESAFE) throughout the organization.

(2) **Outstanding Workplace Health and Safety Award Program** Aiming to elevate occupational health and safety standards in alignment with Thai legal requirements, while strengthening the company's reputation by securing awards at both the provincial and national levels.

(3) **Safety So Easy Program** : Standardizing occupational health, safety, and environmental practices across the organization (PTG SSHEMS), including the establishment of SSHE standards for the entire group and a commitment from executives at all levels senior, middle, and supervisory.

4) **Zero Accident Campaign:** Promoting employee participation in accident prevention efforts, aiming to achieve a zero-accident workplace by drastically reducing incidents and risks within operations.

(5) **Safe Driving Campaign:** Reducing vehicle-related injuries by providing helmets to employees required to drive for work and offering training on safe driving practices, including the proper use of helmets.

(6) **Safety Clinic Program:** Offering employees the opportunity to engage in safety consultations.

(7) **Safety Hunter Program:** Encouraging employees to proactively identify hazards in their work environments, fostering continuous improvement and preventative actions to avoid accidents.

Results of Occupational Health, Safety, and Environmental Training for 2024

At PTG, the company places significant importance on providing occupational health, safety, and environmental training to ensure our workforce is knowledgeable, compliant with legal requirements, and able to work safely. To achieve this, it has organized comprehensive training programs designed to improve employee skills and capabilities. In 2024, the following employees completed training:

(1) Basic Safety Course: **5,655** employees

(2) Basic Firefighting Course: **2,928** employees

(3) Occupational Safety Officer Course (Management Level): **284** employees

(4) Occupational Safety Officer Course (Supervisor Level): **404** employees

(5) Fuel Station Worker Course (Oil Station Employees): **1,721** employees

(6) LPG Filling Station Worker Course (Gas Handling Employees): **362** employees

(7) LPG Retail Outlet Worker Course (Gas Retail Employees): **165** employees

Promoting Safety for Contractors

Communicating Safety Requirements in the Selection of Contractors for Commercial Service Stations (Model A)

The Safety and Environmental Department has set up a dedicated team to oversee the safety, occupational health, and environmental practices of contractors. The safety management process for contractors includes the following steps

Contractor Selection: PTG ensures the selection of contractors with the necessary capabilities to manage security, safety, occupational health, and environmental aspects effectively. The safety requirements are integrated into the bidding process as part of the Terms of Reference (TOR), and contractors are thoroughly briefed on these requirements before the bidding begins

Oversight: PTG implements comprehensive training programs to ensure that both contractors and subcontractors awarded bids fully understand security, safety, occupational health, and environmental regulations in line with legal requirements. During the execution phase, PTG also establishes a permit-to-work system, which requires contractors to submit a safety and environmental risk assessment report (JSEA). This process ensures that contractor activities are carefully managed and monitored within a structured risk management plan. In addition, PTG's safety and environmental team regularly conducts spot inspections of contractor operations to ensure that safety protocols and risk mitigation measures are being properly followed.

Development and Communication of Safety Regulations for Contractors

The Safety and Environment Department has developed a comprehensive safety manual for managing high-risk operations, specifically for contractors. This manual serves as a guideline to ensure contractors working on construction projects for the company group adhere to safety and environmental standards. It is designed to meet legal requirements and outlines the process for reporting any accidents involving contractors to the company. The manual applies to contractors involved in construction activities at various sites, including fuel stations, LPG stations, Max Mart convenience stores, Punthai Coffee shops, Coffee World outlets, Autobacs service centers, Max Camp service points, and the group's petroleum and LPG transport operations. The company also requires contractors' workers to undergo safety training in accordance with company regulations before commencing any work. Training sessions are conducted twice a month on a regular basis.

Performance Results in 2024

Number of trained contractor personnel	Number of companies that participated in training	Number of training sessions conducted
2,392 people	**163** companies	**24** sessions

Safety Performance Statistics for 2024

TOTAL RECORDABLE INJURIES RATE PER ONE MILLION EMPLOYEE WORK HOURS

2024	2023	2022	2021	2020
0.67	0.86	0.71	0	0
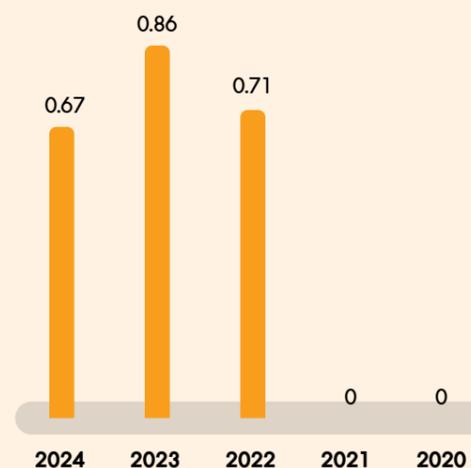
NUMBER OF EMPLOYEES/CONTRACTORS DECEASED FROM WORK (CASES)

■ EMPLOYEES   ■ CONTRACTORS

	2024	2023	2022	2021	2020
EMPLOYEES	0	1	1	2	2
CONTRACTORS	0	0	0	0	1

LOST TIME INJURY FREQUENCY RATE PER ONE MILLION EMPLOYEE WORK HOURS

2024	2023	2022	2021
0.60	0.69	0.69	1.20
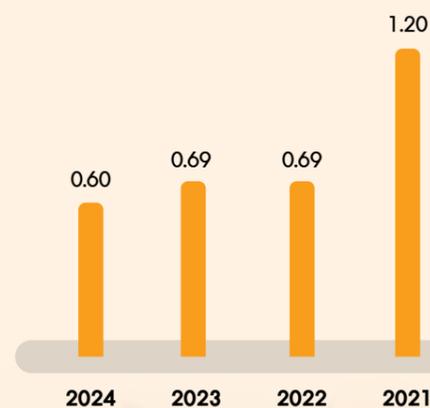
LOST TIME INJURY FREQUENCY RATE PER ONE MILLION CONTRACTOR WORK HOURS

2024	2023	2022	2021
0.45	0.54	0.80	0
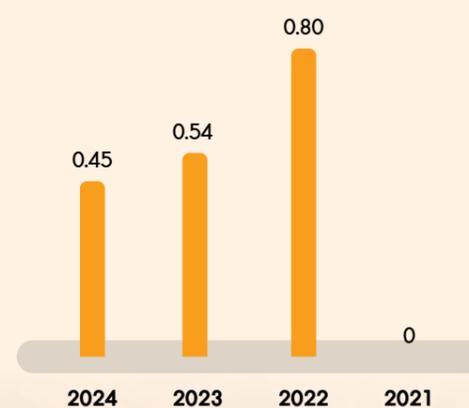
Human Rights

> **PTG is dedicated to upholding human rights,** ensuring equal treatment for all to foster a workplace that **values diversity** and promotes sustainable quality of life across all dimensions.

Impacts on Stakeholders

PTG is dedicated to respecting the human rights of all stakeholders within the defined scope. The company is committed to supporting and assisting in cases of human rights violations, while actively avoiding any form of legal complicity. PTG strictly adheres to all relevant laws and regulations to ensure responsible business practices that are fully aligned with human rights principles in every aspect.

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Statistics of incidents where the company has been accused or sued for human rights violations.	0 case	0 case	0 case
Coverage of PTG employees and subsidiaries who have received training on human rights and labor rights.	100%	80%	98.41%

Impacts on Business

Respecting human rights builds trust with all stakeholders, fostering strong collaboration between the company and the community, while also cultivating positive relationships with employees and partners. Furthermore, it enhances the company's reputation as a responsible and transparent business, giving it a competitive edge and supporting long-term, sustainable growth.

Challenges and Responsive Actions

Challenges

PTG is committed to complying with international human rights standards and laws, with a focus on promoting fairness in the workplace and respecting the rights of all employees. This includes managing cultural diversity effectively to minimize risks that could affect the company's reputation, legal standing, and the safety of stakeholders impacted by the company's operations. By implementing human rights policies, conducting rigorous due diligence, and maintaining transparent communication, PTG is able to responsibly address these challenges.

Responsive Actions

Human Rights Due Diligence Process

PTG is committed to conducting business responsibly, guided by principles of transparency, accountability, ethics, respect for human rights, and equal treatment of all stakeholders. To support human rights compliance and effectively manage potential human rights impacts throughout the value chain, the company has developed a comprehensive human rights due diligence process. This process is designed to mitigate human rights risks and foster a culture of respect for human rights within the organization. The company's human rights due diligence process consists of the following steps:

Declaration of Commitment
Establishing a human rights policy and its annual review to demonstrate the company's intention and commitment to respecting human rights principles.

Defining the Scope and Identifying Human Rights Risk Assessment Issues
Defining the scope of risk assessment to cover the company's business activities, joint ventures, and partners. This includes identifying human rights risk assessment issues that may relate to business activities, such as human trafficking, forced labor, child labor, freedom of association, collective bargaining rights, compensation, discrimination, health and safety, and privacy.

Human Rights Risk Assessment
Conducting a human rights risk assessment based on criteria to evaluate the likelihood of human rights impacts on individuals who may be affected by the business operations. This includes employees, women, children, indigenous peoples, contractors, communities, and the environment.

Identification of Mitigation Measures
Establishing mitigation measures for human rights issues, especially those with high risk, to minimize the impact on relevant stakeholders.

Monitoring and Communication
The risk management department is responsible for monitoring the human rights risk assessment outcomes across all departments and communicating the findings to stakeholders, especially employees, to raise awareness and foster a culture of respect for human rights within the organization.
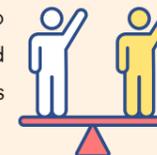
Annual Human Rights Risk Assessment for 2024

PTG conducts an annual human rights risk assessment across its entire business value chain. For 2024, 100% of activities in both the Oil and Non-Oil sectors will undergo human rights risk assessments, following the company's sustainability risk management framework. The assessment considers potential human rights risks, including the individuals who may be affected——such as employees, communities, the environment, partners, contractors, and customers. The key human rights risk issues evaluated include:

Rights of Employees	Rights of Community and the Environment	Rights of Partners and Contractors	Rights of Customers
• Discrimination • Health and safety • Data privacy • Employment conditions • Freedom of association and collective bargaining • Illegal labor practices (child labor, forced labor, and migrant labor)	• Health and safety • Community living standards • Access to water and sanitation • Land acquisition	• Discrimination • Health and safety	• Discrimination • Health and safety • Data privacy

Human Rights Risk Assessment Results for PTG Group and Its Joint Ventures

Score of Assessment	Percentage of business activities assessed for human rights risks	Percentage of business activities identified with high-level human rights risks	Percentage of business activities identified with moderate-level human rights risks	Percentage of business activities with high-level human rights risks that have preventive and mitigation measures in place
PTG Group	81.82	–	31.71	100
Joint Ventures	100.00	–	26.67	100

The overall results of the company's human rights risk assessment revealed **no** business activities with high-level risks. However, **moderate risks** were identified, accounting **for 31.71%,** while **low-level risks accounted for 68.29%.** The key risks identified in the 2024 assessment relate to issues such as community living standards and access to sanitation. These findings underscore the importance of continuously enhancing risk management approaches in these areas to ensure the company operates sustainably and respects human rights in all aspects. PTG remains committed to implementing preventive measures and mitigation actions for all identified human rights risks to ensure effective management and prevent potential human rights violations across all stakeholders.

Scope of business that has undergone human rights risk assessment.

- Oil Business
  - PTG Energy Public Company Limited
  - Thai Petroleum Corporation Limited
  - PTG Logistics Company Limited
  - BPTG Company Limited
- Non-Oil Business
  - Atlas Energy Company Limited
  - Olympus Oil Company Limited
  - Punthai Coffee Company Limited
  - GFA Corporation (Thailand) Company Limited
  - Siam Autobacs Company Limited
  - Max Card Company Limited
  - Max Solution Service Company Limited
- Joint Ventures
  - PPP Green Complex Public Company Limited

Furthermore, PTG has also conducted human rights risk assessments for joint ventures in which it holds more than 10% equity, as well as for partners. The results of these assessments are as follows:

Human Rights Risk Assessment Results for Partners

Description	Results
Percentage of direct and key partners assessed for human rights risks	73.68
Percentage of partners identified with high-level human rights risks	31.58
Percentage of partners with high-level human rights risks who have implemented preventive and mitigation measures	100.00

Mitigation and Management Measures for High-Risk Human Rights Issues (Number of sites with mitigation plans, Types of remediation actions taken)

PTG is committed to addressing human rights violations appropriately when identified. This involves a thorough process of monitoring, auditing, and implementing preventive measures, along with continuous reporting on actions taken. Furthermore, the company is dedicated to providing compensation and remediation in all forms to ensure that those affected by human rights violations receive appropriate care, and that the impact is minimized in alignment with human rights principles. Preventive and mitigation measures have been established for all high-risk human rights issues to ensure effective management and reduce the likelihood of human rights violations among the company's stakeholders, as outlined below:

Rights of Employees

Risks	Measures to prevent and mitigate human rights impacts
1. Health and Safety 2. Employment Conditions, Freedom of Association, and Collective Bargaining 3. Illegal Employment 4. Data Privacy 5. Discrimination	• Establish a Safety Committee to ensure that safety measures are in line with established standards, practices, and policies. The committee also focuses on promoting a safety culture within the organization to prevent work-related accidents. • Define compensation and welfare policies, and establish a welfare committee at the workplace to manage, listen to employee feedback, and recommend improvements to employee benefits. • Implement a system to monitor the employment of workers under 18 years old through the Human Resource Management System (HRMS), and provide relevant departments with training on labor laws. • Develop a personal data protection policy and ensure all employees are formally informed. A system is in place to restrict access to employee data and requires approval before data is used. • Enforce policies against harassment and discrimination in the workplace, including providing human rights training for employees. Clear reporting channels are available through Line, email, and phone, or whistleblowing mechanisms.

Rights of Community and the Environment

Risks	Measures to prevent and mitigate human rights impacts
1. Health and Safety 2. Living Standards, Quality of Life, and Access to Water and Sanitation 3. Land Acquisition	• Develop operational manuals, provide safety training for employees, conduct emergency drills in collaboration with the community, and enforce company penalties for non-compliance with safety regulations. • Adhere to ISO 45001 (Safety) and ISO 14001 (Environmental) standards, and consistently inspect the quality of work equipment and tools. • Assess legal aspects before land acquisition and hold public consultations before establishing new oil depots and service stations, ensuring the community is fully informed about the plans and operations.

Rights of Partners and Contractors

Risks	Measures to prevent and mitigate human rights impacts
1. Discrimination 2. Health and Safety	• Define and communicate the criteria for selecting business partners, trade terms, and procurement procedures according to the company's established procurement guidelines, ensuring that all partners and contractors are well-informed. • Create and distribute safety protocols in line with workplace safety regulations to contractors, and ensure that partners are fully aware of and comply with the company's business code of conduct for partners.

Rights of Customers

Risks	Measures to prevent and mitigate human rights impacts
1. Discrimination 2. Health and Safety 3. Data Privacy	• Conduct training for sales staff on human rights issues, including proper etiquette, language usage, and customer interaction techniques. • Communicate and strictly adhere to the fuel receiving procedures to ensure that the quality and contamination of fuel at service stations meet the required standards. The Safety and Environmental Department, alongside the Quality Assurance and Management Systems Department, oversees the quality control of PT brand products. • Comply with the Personal Data Protection Act B.E. 2562 (A.D. 2019), implementing robust processes to ensure the security and confidentiality of personal data.

Freedom of Association

Establishment of Welfare Committees in the Workplace and Other Bipartite Committees

The company places great importance on fostering positive relationships between employers and employees by establishing welfare committees within the workplace and other bipartite committees. These committees serve as a vital mechanism for reducing potential conflicts that may lead to labor disputes, operating with transparent and sincere labor relations principles. Their role is to act as representatives of the employees, conveying their opinions and needs to management in order to develop appropriate welfare programs that align with employee expectations and enhance their quality of life.

The current members of the committees were elected by 100% of the employees, ensuring transparency and building trust among all parties involved. The committee structure includes a Welfare Committee Chairperson, who plays a key role in coordinating with various departments, a Secretary responsible for documentation and record-keeping, and employee representatives from different sectors who collect feedback from staff to present at meetings. They also follow up on the implementation of decisions and ensure that employees are kept informed of progress.

The committee's work is focused on the continuous improvement of welfare programs, aiming to reduce organizational conflicts and strengthen the relationship between employers and employees. This initiative supports the company's goal of ensuring that employees live with "the quality of life, well-being and contentedness," in line with its ongoing commitment to their well-being. Currently, the welfare committees in the workplace and other bipartite **committees consist of 334 members, or 1.31% of the total workforce.** This reflects the company's commitment to providing a platform for employee input and promoting sustainable welfare development.
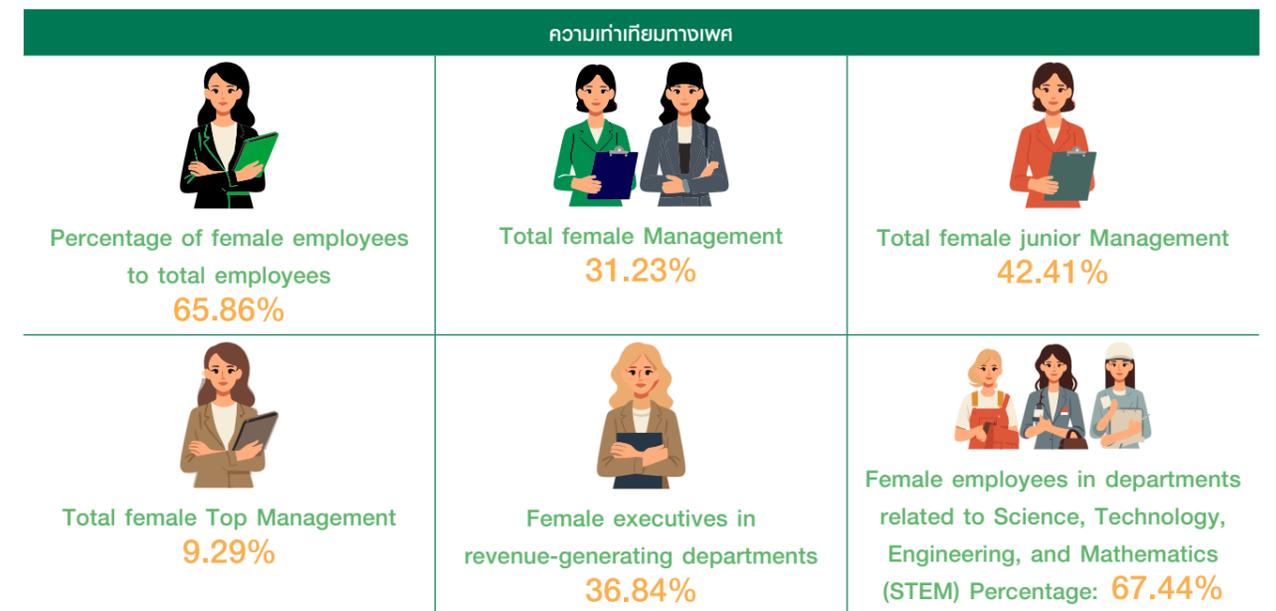
Good Labor Practices, Equality, Diversity, and Prevention of Harassment in the Workplace

PTG is deeply committed to upholding the fundamental principles of human rights, ensuring that all individuals are treated with equality, dignity, and respect for their personal freedom. It has a firm policy against any form of discrimination, including but not limited to race, nationality, gender, age, language, religion, culture, disability, marital status, health condition, social or economic background, social belief, education, and political views. Our approach is in full alignment with international human rights standards, reflecting our core values at every stage of employment, from recruitment and hiring to performance evaluations, task assignments, performance assessment, training, and career development. PTG adheres to all labor laws and ensures that no form of forced or child labor (under 18 years of age) is utilized within its operations.

The company prioritizes preventing harassment and discrimination in the workplace, ensuring no exclusion or violations, whether physical or psychological. It is strictly prohibited for executives, supervisors, or managers to engage in harassment of employees. The company is committed to maintaining a workplace free from discrimination in all forms. Employees are encouraged to raise concerns, report any incidents of harassment, discrimination, grievances, or offer suggestions related to their work via the whistleblower email at whistleblower@pt.co.th, the PT Enterprise portal Call Center, email, Human Resources, or company surveys. The company handles such complaints fairly and appropriately, ensuring the protection of individuals who report human rights violations within the organization. Protective measures are in place for whistleblowers and those cooperating in the reporting process. Clear measures for addressing harassment and discrimination are outlined, with procedures that align with the company's regulations and ISO 9001:2015 standards.

The company also emphasizes the creation of a safe working environment by providing the necessary safety equipment and systems in compliance with legal standards. It also promotes the health and well-being of employees through facilities such as exercise areas, sports fields, and spaces for various activities and social events, fostering a healthy work-life balance. Employee satisfaction and engagement are assessed regularly, enabling continuous learning and development, with adjustments made based on prevailing conditions. Additionally, the company provides fair, appropriate, and equitable compensation and benefits based on employees' abilities, striving to create a supportive environment for continuous growth. This is achieved through both internal and external training programs aimed at enhancing knowledge, skills, and job performance.

These initiatives reflect the company's commitment to respecting human rights, promoting equality in all areas, and cultivating a work environment that enables every employee to thrive and lead a stable, sustainable life.

ความเท่าเทียมทางเพศ		
Percentage of female employees to total employees **65.86%**	Total female Management **31.23%**	Total female junior Management **42.41%**
Total female Top Management **9.29%**	Female executives in revenue-generating departments **36.84%**	Female employees in departments related to Science, Technology, Engineering, and Mathematics (STEM) Percentage: **67.44%**

Human Rights Communications and Initiatives
## Promoting Gender Equality

The company held Pride Month activities to raise awareness among employees about the importance of fostering an inclusive environment based on equality, respect for human dignity and rights, and embracing the culture of sexual diversity. This initiative highlights its commitment to conducting business driven by a diverse workforce.
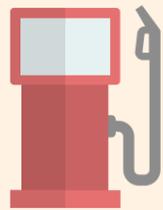
Review of Labor Law Knowledge, Labor Relations Practices, and Workers' Rights

The company recognizes the importance of continuously updating and communicating information regarding effective labor relations practices and compliance with human rights principles. To achieve this, regular workshops are held with supervisors working in the field to ensure they are well-equipped to treat their subordinates fairly and correctly. For the third consecutive year, the company has organized the ER On Tour training program, aimed at reinforcing labor relations knowledge. This program, conducted nationwide, includes branch managers, district managers, and regional managers. The training is organized across 8 regions, with 3 training centers per region, totaling 120 hours of training. A total of 1,161 branch managers participated, and post-training assessments showed that 100% of participants met the evaluation criteria. Furthermore, 97.24% of employees expressed high satisfaction with the training.
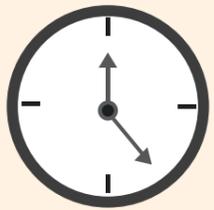
Total training hours: **120** hours	Number of branches participating in the training: **1,161** branches	Employees who passed the knowledge and understanding assessment: **100%**	Satisfaction of training participants: **97.24 %**

Labor Law and Human Rights Training for New Employees

The company has established a dedicated department responsible for providing training to new supervisors on labor law, best labor relations practices, and human rights principles. This training is led by experts from the employee relations and internal communications team. The objective is to ensure that all new supervisors understand how to manage and supervise their teams in a fair, appropriate, and lawful manner, while respecting employees' rights. Additionally, supervisors are educated on their own rights as employees. To date, 12 training sessions have been conducted, with **978** new supervisors participating in the program.

Human Rights Operations Aligned with International Standards

PTG is dedicated to advancing its operations in line with international human rights standards. The company actively participates as a key member in the Welfare and Labor Protection Office, Bangkok Area 5 (Task Force for Evaluating Outstanding Labor Relations and Welfare in Enterprises, Welfare and Labor Protection Office, Bangkok Area 5), which plays a crucial role in promoting labor standards and well-being in the workplace. Additionally, PTG collaborates with the Ministry of Labor, and is also part of the organizational health promoter network with the Health Promotion Foundation (ThaiHealth), aimed at improving employee well-being and creating a positive work environment. Furthermore, PTG actively contributes to the Women's Development Committee, including the evaluation committee for selecting outstanding women under the Ministry of Labor, with the goal of enhancing the status of women within the organization. The company is also involved in various initiatives, such as the Drug-Free Workplace program, overseen by the Office of the Narcotics Control Board (ONCB), which focuses on creating a safe and drug-free working environment. PTG is also committed to improving the long-term quality of life for elderly workers through its welfare programs.

On the international front, PTG has earned recognition through the "HR Asia Best Companies to Work for in Asia 2024" award and the "Diversity, Equity, Inclusion Awards" from the HR Asia Awards, marking the fourth consecutive year of this achievement. These awards serve as a strong endorsement of PTG's unwavering commitment to workforce development and its efforts to create an inclusive, diverse, and equitable environment where every employee is valued. This recognition reflects the company's dedication to being an exceptional organization and fostering a work environment that prioritizes employee well-being. PTG takes great pride in these accomplishments and will continue to focus on enhancing its work practices and advancing labor rights.

Social and Community Responsibility

> "The growth of the organization must go hand in hand with **creating value for the community and society. PTG** is committed to conducting business responsibly, elevating the quality of life, fostering opportunities for mutual growth, and driving sustainable development, ensuring that every step PTG takes contributes **to a brighter future**"

Impacts on Stakeholders

True business success is built on growing alongside the community and society. PTG strives to create opportunities, improve living standards, and promote well-being across all aspects education, health, infrastructure, and the environment. Beyond offering support, PTG is actively driving tangible change to ensure communities and society grow sustainably, moving forward together.

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Community satisfaction in participating in activities.	≥ 90 %	≥ 90 %	96.69%
The cumulative number of communities the organization has actively engaged with through social initiatives.	1,000 Communities	300 Communities	533 Communities

Impacts on Business

The company's corporate social responsibility (CSR) initiatives not only create job opportunities but also stimulate local economic growth, improve living standards, and reduce poverty. Responsible business practices attract investment, enhance the company's reputation, and build trust with communities, employees, customers, and stakeholders leading to greater customer loyalty.

Challenges and Responsive Actions
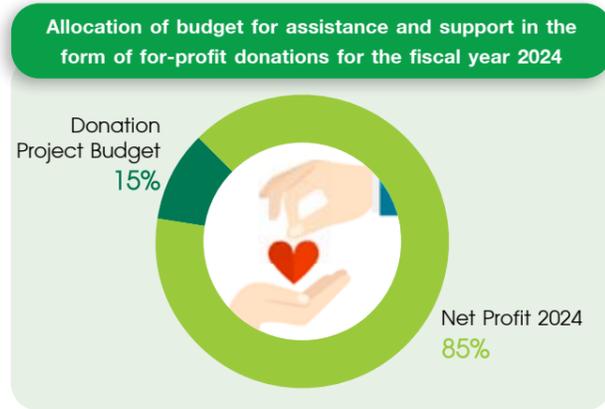### Challenges

Operating a business responsibly within communities and society presents complex challenges, including economic inequality, the impact of climate change, and labor sector adaptation. PTG is committed to community development and environmental stewardship amidst a constantly changing landscape. It focuses on enhancing quality of life by promoting livelihoods and income for local communities, farmers, and vulnerable groups, while minimizing the environmental impact of its business activities. The company's approach considers all dimensions of impact, driving positive change and ensuring a sustainable future.

Responsive Actions
Corporate Social Responsibility (CSR) Strategy

PTG has developed a comprehensive corporate social responsibility strategy and framework, centered on fostering relationships and engagement with communities, society, and environmental conservation. This approach is rooted in the concept of securing the "license to operate" and supports the achievement of sustainable development goals. It seeks to strike a balance between business operations, stakeholder expectations, and mitigating potential negative impacts on communities, society, and the environment. The strategy includes the following key actions:

1. Strengthening ties with local communities through CSR initiatives that create shared value.
2. Supporting community and societal development while jointly advancing environmental conservation.
3. Focused on three key areas: improving quality of life, supporting the elderly, and promoting environmentally-conscious living.
4. Actively involving key stakeholders, including local communities, government agencies, customers, partners, and employees.

Allocation of budget for assistance and support in the form of for-profit donations for the fiscal year 2024

Donation Project Budget 15%

Net Profit 2024 85%

Budget **179** Million Baht

97% Support for Tourism and Sports	**0.82%** Support for Society and Community
0.69% Support for Children and Youth	**0.66%** Support for Disaster Relief
0.32% Support for Healthcare	**0.29%** Support for Academic Development
0.15% Support for Religion and Culture	**0.06%** Support for the Environment

Note: This includes PTG Energy Public Company Limited, Atlas Energy Public Company Limited, Petroleumthai Corporation Limited, and PTG Logistics Company Limited.
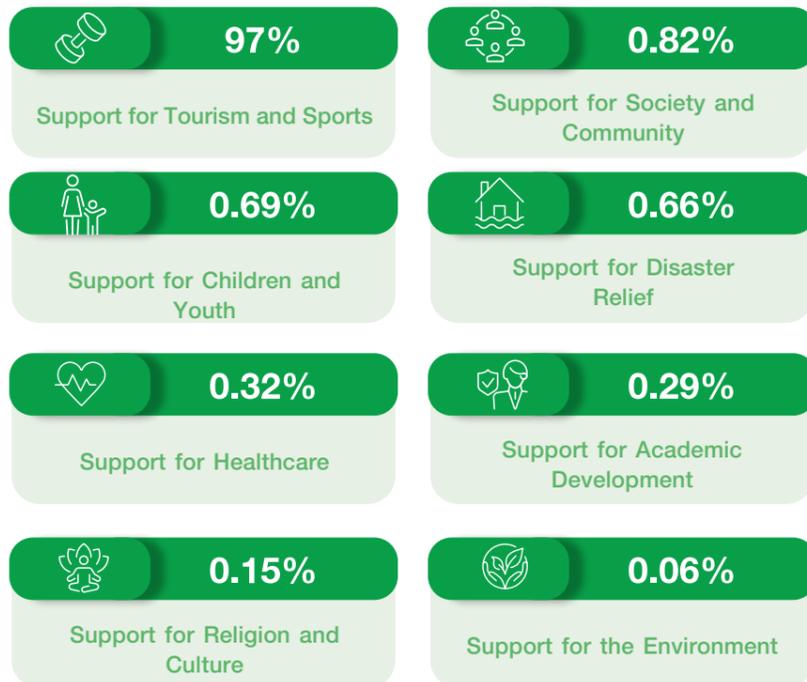
Types and Proportions of Social Investments
Promotion of Local Labor and Raw Materials, and Agricultural Product Purchasing

PTG is committed to supporting Thai farmers by purchasing and distributing their agricultural products, particularly those impacted by economic challenges. This effort has inspired the company to source local raw materials from Thailand and integrate them into a diverse range of beverages. In doing so, PTG actively contributes to driving the circular economy within the country, while continuously developing innovative products using Thai agricultural produce and supporting local communities. This approach not only preserves nature but also provides farmers with stable incomes, enabling them to support their families.

Promotion of Local Raw Materials

PTG prioritizes creating shared value by using local raw materials to develop beverages under the Punthai Coffee brand. The company carefully selects premium Thai ingredients to craft unique and diverse drink menus. This strategy not only offers a wide variety of products to consumers but also enhances the value of local raw materials, driving the circular economy within communities. By utilizing distinctive agricultural products, PTG has created exclusive menu items, including authentic Southern Mini Mango from Singhanakhon District, Songkhla; Marusen Premium Matcha Tea Leaves from Singha Park, Chiang Rai; 100% Arabica Coffee Beans from Doi Saket District, Chiang Mai; Toddy Palm from Songkhla; Mapid Orange, a local fruit from Chanthaburi; 80-Grade Strawberries from the Mae Ngon Watershed Development Project, Chiang Mai; Corn Milk and Corn Kernels from the National Corn and Sorghum Research Center (Suwan Farm), Kasetsart University; and Thai Drip Coffee from 10 Thai coffee creators with unique cultivation and processing methods. These distinct ingredients come together to create an extraordinary taste, offering consumers a new and exciting experience. Moreover, this initiative supports sustainable local economies by providing supplementary income to smallholder farmers, fostering local entrepreneurship, and creating jobs across various sectors, such as sourcing raw materials, processing products, and distribution. The income generated circulates back into the community, creating economic opportunities in rural areas and strengthening economic stability at the grassroots level. Ultimately, this contributes to long-term sustainable development

In 2025, the company purchased local raw materials with a total value of 82 million baht.

Punthai Coffee generated revenue of 319 million baht from the sale of beverages made from community-sourced

for both local communities and the country as a whole. In addition, the company has proudly introduced 'Thairicano,' a 100% Arabica specialty coffee sourced from the finest coffee-growing regions in Mae Hong Son, Nan, and Chiang Mai. Offered at an affordable price, Thairicano is not only a "national coffee" that embodies pride for Thailand but also serves as a representative of the country's rich coffee heritage. The company is dedicated to sustainability across the entire coffee industry, from cultivation to consumption, by prioritizing environmental care while simultaneously supporting farmers to ensure stable incomes. This initiative also helps foster a circular economy within local communities, promoting long-term well-being and happiness.

Supporting and Purchasing Agricultural Products

PTG collaborates with the Department of Internal Trade, Ministry of Commerce, to serve as a channel for purchasing and distributing agricultural products from farmers impacted by economic challenges. Through campaigns such as the "Refuel to Get Free Shallots" and the "Refuel or Fill up with LPG to Get Free Mangosteen," PTG provides incentives to PT Max Cardholders who refuel their vehicles or fill up with LPG at PT gas stations. These efforts help distribute shallots and mangosteen, providing financial support to farmers and generating much-needed income. This initiative is a key part of the company's ongoing commitment to community development and sustainable economic growth in Thailand.

In 2024, agricultural produce purchases amounted to

5.01 million baht

Corporate Social Responsibility Project for Community Development and Long-Term Corporate Image

Operational Frameworks: Quality of Life Development / Elderly Community / Environment

"Give a Gift" – Spreading the Joy of Giving to the Next Generation

In 2024, the company initiated various activities aimed at enhancing the quality of life in communities in Rayong and Chanthaburi provinces. The focus was on supporting education and environmental sustainability, including providing scholarships, educational supplies, and improving home vegetable gardens. The company also organized training sessions on waste segregation and cooking gas safety. Additionally, a community health initiative, "Im Dee Mee Sook (Eat Well and Stay Happy)," was launched to promote well-being among the local population.

"Robes from Waste" Project, 4th Edition

In 2024, the company initiated a recycling drive, collecting recyclable waste from various departments and donating it to Khok Yai Temple. This effort not only helped reduce the amount of waste in the community but also fostered a culture of recycling and sustainable waste management practices.

"Give a Gift" Sparking Careers

In 2024, PTG launched initiatives aimed at enhancing career opportunities and boosting income within local communities. These efforts included providing food carts, sales equipment, PT cooking gas products, and Meesook Palm Oil, with the goal of creating jobs while promoting better health and overall well-being for community members.

"Mangrove Planting for a Sustainable and Balanced World" Project

In 2024, PTG organized a mangrove planting initiative, successfully planting 200 mangrove trees. This project is designed to strengthen ecological balance and promote environmental conservation. The primary objectives are to expand green spaces, combat coastal erosion, and restore marine ecosystems in the area. The project also encourages active community participation in sustainable environmental protection efforts.

PT Volunteer camp

In 2024, the company successfully implemented four community-focused projects across the following locations: Kabin Buri Subdistrict Community, Kabin Buri District, Prachinburi Province; Nong Yaa Subdistrict Community, Mueang Kanchanaburi District, Kanchanaburi Province; Nong I Run Subdistrict Community, Ban Bueng District, Chonburi Province; and Khlong Khanan Subdistrict Community, Nua Khlong District, Krabi Province. The main activities carried out included:

- Ta Sawang Community (Community Vision Support): Facilitated vision screenings and distributed a total of 1,560 pairs of glasses, enabling elderly residents to lead more independent and comfortable lives.

- Tree Planting and Mangrove Conservation: Planted 600 trees, including mangroves, to enhance green spaces and promote environmental conservation.

- Educational Support: Donated educational materials and scholarships to youth, with a total scholarship value of 406,000 baht, enhancing access to quality education and providing opportunities for future growth.

- Freshwater Fish Release: Released a total of 14,000 freshwater fish into local water bodies to support sustainable food sources and boost the livelihoods of local communities.

Time 9th Pang Hin Fon Subdistrict Community,
Mae Jam District, Chiang Mai
Activity Date: Apr 29, 2023

Time 8th Beung Phra Subdistrict Community,
Mueang Phitsanulok District, Phitsanulok
Activity Date: Feb 18, 2023

Time 5th Kudnamsai Subdistrict Community,
Muang Wan Subdistrict, Nam Phong District, Khon Kaen
Activity Date: Apr 18, 2022

Time 2nd Baan Wang Nam Kiao Community,
Wang Nam Kiao Subdistrict, Wang Nam Kiao District, Nakhon Ratchasima
Activity Date: Feb 26, 2022

Time 1st Baan Don Community,
Don Subdistrict, Pak Thong Chai District, Nakhon Ratchasima
Activity Date: Sept 4, 2020

Time 4th Baan Prasit Thanoo Community,
Samrong Subdistrict, Mueang District, Surin
Activity Date: Feb 26, 2022

Time 12th Kabin Subdistrict Community,
Kabin Buri District, Prachin Buri
Activity Date: Feb 3, 2024

Time 7th Pong Saen Thong Subdistrict Community,
Lampang District, Lampang
Activity Date: Nov 19, 2022

Time 10th Samnak Ton Subdistrict Community,
Baan Chang District, Rayong
Activity Date: Jul 15, 2023

Time 13th Nhong Ya Subdistrict Community,
Mueang District, Kanchanaburi
Activity Date: June 8, 2024

Time 6th Bang Cha Kreng Subdistrict Community,
Mueang District, Samut Songkhram
Activity Date: Aug 27, 2022

Time 14th Nong I-Run,
Baan Bueng District, Chonburi
Activity Date: Aug 24, 2021

Time 11th Nong Khai Nam Subdistrict Community,
Nong Kae District, Saraburi
Activity Date: Oct 7, 2023

Time 3rd Baan Chang Raek Community,
Baan Chang Raek Subdistrict, Bang Saphan Noi District, Prachuap Khiri Khan
Activity Date: Apr 5, 2021

Time 15th Khlong Khanan Subdistrict Community,
Nua Khlong, Krabi
Activity Date: Dec 21, 2024

Community Satisfaction after Participating the Activities

2022 **94.63%**

2023 **96.60%**

2024 **96.69%**

PTG carries out corporate social responsibility and community projects with the following key initiatives:

Development and Promotion of Sustainable Arabica Coffee and Economic Crop Farming Projects

Operational Frameworks: Quality of life development/Environment

In 2024, the company launched a project to restore deforested mountain areas, transforming them into a thriving "coffee forest." This initiative is carried out in collaboration with key partners, including the Mae Fah Luang Foundation, the Department of National Parks, Wildlife and Plant Conservation, and the Bank for Agriculture and Agricultural Cooperatives (BAAC). The project focuses on promoting the cultivation of Arabica coffee and other economic crops across a target area of 30,000 rai. It also includes farmer training programs aimed at improving their quality of life and creating stable, sustainable incomes through responsible farming practices. Furthermore, the coffee produced from this project benefits from marketing support under the "Punthai Coffee" brand, helping expand market access and providing long-term career stability for farmers.

Objectives

The company has partnered with Greenovate, a subsidiary, to implement a project aimed at the sustainable development and promotion of Arabica coffee cultivation and other economic crops:

- Revitalizing deforested mountain areas to transform them into a thriving "coffee forest."
- Fostering ecological balance by protecting existing forests and expanding new forest areas.
- Enhancing the livelihoods of farmers by supporting the shift from traditional farming to the cultivation of Arabica coffee and other economic crops.
- Encouraging the development of agricultural knowledge and skills, as well as the processing of products, to increase farmers' incomes and ensure career stability.

Performance

From the implementation of the 'Sustainable Development and Promotion of Arabica Coffee Cultivation in High Altitude Areas' project, starting from its initiation to the present day.

Total area restored to coffee forest:
203 rai

Number of coffee trees planted:
68,610 trees

Number of farmers involved in the project: **24** households

PTG remains committed to continuously supporting and developing the project to ensure long-term benefits for both the farmers and the ecosystem.น

Community Engagement and Pre-Operational Impact Assessment

PTG prioritizes responsible operations that support and do not adversely affect local communities. The company engages with local stakeholders in all areas where new fuel terminals and service stations are established. For every new service station construction project, PTG conducts community consultations or public hearings in accordance with environmental regulations.

In addition, PTG carries out Environmental Impact Assessments (EIA) prior to the establishment of operational sites where required by law, in order to assess potential risks and define appropriate mitigation measures for both social and environmental impacts.

Social Investment Projects for Business Benefits
Grievance Mechanism for Individuals and Communities Affected by Business Activities

The company is dedicated to establishing a transparent and efficient grievance mechanism that allows for the reception of concerns and suggestions from individuals or communities potentially affected by its business activities. PTG provides accessible channels for communication, including phone, email, and online platforms, ensuring timely and appropriate responses to uphold strong relationships with the community and stakeholders. While no complaints have been received from the community thus far, the company remains committed to continuously monitoring and evaluating the impact of its operations. PTG has established mechanisms for follow-up and resolution should any issues arise in the future.

Climate Change Management

> **Reduce** greenhouse gas emissions at the source, **Reforest**, and **Re-adjust Portfolio** to clean energy. Advancing towards **Carbon Neutrality** to build a sustainable future and a better world for all.

Impacts on Stakeholders

Addressing climate change is a critical priority, requiring the company to adjust its strategies and business practices to effectively respond to and adapt to these evolving challenges. The company is committed to enhancing operational efficiency, expanding investments in carbon-reduction initiatives, and fostering innovations and technologies that contribute to reducing greenhouse gas emissions. This approach not only enables the company to meet its environmental objectives but also generates added value for stakeholders and positively impacts the entire value chain across various sectors.

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Utilization of rooftop solar energy in operational areas	11 million kW per hour	3.71 million kW per hour	3.71 million kW per hour
Reduction of greenhouse gas emissions from the use of rooftop solar energy in operational areas	13,464 tons of CO2 equivalent	1,600 tons of CO2 equivalent	1,600 tons of CO2 equivalent
Expansion of the Elex by EGAT (EV Charger) station network	712	200	190

Impacts

Climate change has significant impacts on PTG's business, particularly in terms of rising costs due to increasingly stringent government policies. As a result, the company has shifted its focus to investing in clean technologies and renewable energy to meet market expectations and reduce long-term environmental impacts. Furthermore, changing consumer behavior has prompted the company to adapt its strategy towards clean energy initiatives, such as the installation of electric vehicle charging stations and the development of renewable energy sources. This challenge presents opportunities for the company to innovate in green energy products and enhance operations to be more environmentally friendly, which will foster sustainability and drive long-term business growth.

Challenges and Responsive Actions

Challenges

PTG recognizes the urgent need to address the impacts of climate change on business operations, particularly with regard to risks from natural disasters, as well as challenges arising from policy and regulatory changes, such as carbon taxes and stricter greenhouse gas emission control measures. These changes put pressure on the company to adapt and comply with evolving standards. To respond, PTG is advancing strategies focused on minimizing environmental impacts and driving more sustainable operations through investments in alternative energy sources and clean technologies. For example, PTG has joined forces with the Electricity Generating Authority of Thailand (EGAT) to implement electric vehicle (EV) charging stations, meeting the increasing demand for clean energy. Additionally, PTG is expanding its waste management business, including energy production from waste and converting organic waste into soil-enhancing materials, to meet environmental challenges head-on. The company is also working to expand its Non-Oil business sector while driving innovations that support carbon reduction. By strengthening business resilience, PTG is positioning itself to respond effectively to future challenges. Ultimately, PTG is committed to achieving a balance between business growth and environmental stewardship, striving to become an organization fully driven by sustainability.

Responsive Actions
Greenhouse Gas Management

The company has compiled and recorded its annual greenhouse gas emissions data for 2024, covering the operational scope of PTG Energy Public Company Limited and its subsidiaries, including PTG Logistics Co., Ltd. and Petroleum Thai Corporation Co., Ltd. The reporting encompasses key areas such as the company's headquarters, oil storage facilities, distribution centers, transportation fleet, and gas stations.

The company has engaged a consultant from the Environmental Research Institute, Chulalongkorn University, to prepare the organization's greenhouse gas emissions report. The report has been verified by NPC Safety and Environmental Services Co., Ltd., an external auditor accredited under ISO 14065:2020 standards and has been certified by the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO. Moving forward, the company plans to expand its greenhouse gas emissions certification to include all business units, ensuring comprehensive and accurate reporting that aligns with its full operational scope. Detailed information regarding the greenhouse gas emissions across each business segment is provided below.

	2020	2021	2022	2023	2024
Direct greenhouse gas emissions (Scope 1)	1,209	1,582	55,771	50,718	55,159
Indirect greenhouse gas emissions (Scope 2)	887	1,064	31,806	38,307	37,833
Other indirect greenhouse gas emissions (Scope 3)	1,935,022	13,799,057	20,289,891	15,286,932	15,431,998
Total	1,937,118	13,801,703	20,377,468	15,375,957	15,524,990

Notes:

1. Unit: Tonnes of carbon dioxide equivalent ($TonCO_2e$)
2. The data has been collected using the Operational Control approach as specified in the GHG Protocol.
3. Greenhouse gas emission data for 2018-2020 for PTG and the PTG Energy Group has been recalculated based on the Emission Factor from EPPO 2021.
4. The 2020 GHG emissions data covers PTG's operational sites, including the headquarters and oil depots. In 2021, the emissions calculation scope was expanded to include the transportation segment. In 2022, the scope was further expanded to cover fuel service stations, and in 2023, it was extended to include distribution centers.
5. From 2021 to 2023, the company conducted full reporting of Scope 3 GHG emissions. However, in 2024, the company refined its calculation approach by selecting only the most significant categories to enhance the accuracy and relevance of environmental impact reporting. This approach aligns with the GHG Protocol framework, improving the efficiency and precision of corporate GHG emissions management.
6. The 2024 data, greenhouse gas emissions increased, primarily due to higher fuel consumption in transportation activities. This resulted in an increase in direct emissions (Scope 1), which corresponds with a rise in other indirect emissions (Scope 3), driven by the growth in fuel sales volume.

Greenhouse Gas Emissions

(Unit: Tons of CO_2 equivalent)

PTG Energy Group

Greenhouse gas emissions of PTG Group

2024	15,524,990
2023	15,375,957
2022	20,377,468
2021	13,801,703

Amount of GHG

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Greenhouse gas emissions of only PTG

2024	2,617,208
2023	3,906,125
2022	9,420,782
2021	13,799,149
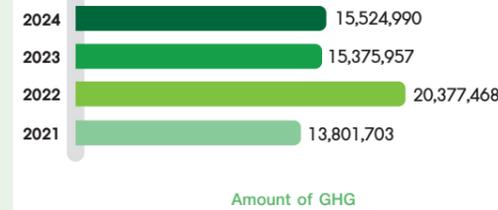
Amount of GHG
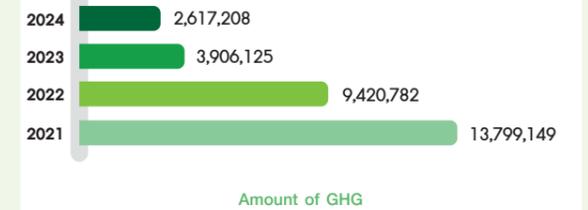
Estimated greenhouse gas emissions, categorized by scope
Direct greenhouse gas emissions (Scope 1)

Greenhouse gas emissions of PTG Group
Scope 1

2024	55,159
2023	50,718
2022	55,771
2021	1,582

Amount of GHG

Greenhouse gas emissions of only PTG
Scope 1

2024	1,311
2023	1,146
2022	1,406
2021	1,026

Amount of GHG
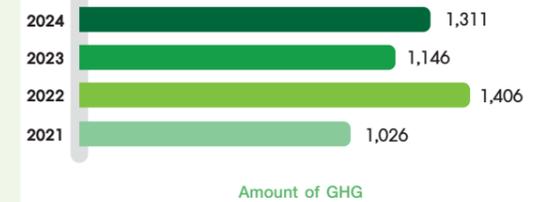
การปล่อยก๊าซเรือนกระจกทางตรง (Scope 2)

Greenhouse gas emissions of PTG Group
Scope 2
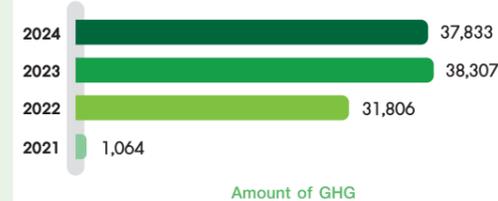
2024	37,833
2023	38,307
2022	31,806
2021	1,064

Amount of GHG

Greenhouse gas emissions of only PTG
Scope 2

2024	1,495
2023	1,465
2022	1,091
2021	1,052

Amount of GHG

การปล่อยก๊าซเรือนกระจกทางตรง (Scope 3)

Greenhouse gas emissions of only PTG
Scope 3

2024	15,431,998
2023	15,286,932
2022	20,289,891
2021	13,797,106

Amount of GHG

Greenhouse gas emissions of only PTG
Scope 3

2024	2,614,402
2023	3,903,514
2022	9,418,285
2021	13,797,100

Amount of GHG
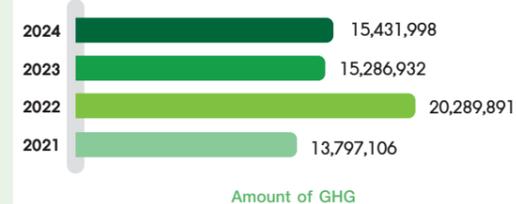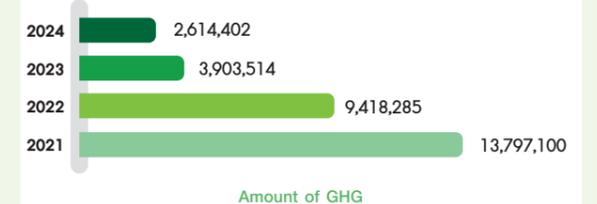
Climate Change Management

PTG is committed to sustainable business practices, emphasizing climate change management in alignment with the United Nations Sustainable Development Goals (SDGs) and international standards. The company has established a robust system for collecting and calculating greenhouse gas emissions from its business activities. This data serves as a foundation for enhancing operational efficiency, setting clear organizational targets for reducing emissions. In addition, PTG evaluates the risks and opportunities posed by climate change in line with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, integrating these insights into its broader risk management framework to ensure readiness and mitigate potential impacts effectively.

In terms of operations, PTG has transitioned to using fuels that optimize vehicle combustion efficiency while increasing its reliance on renewable energy sources to minimize both direct and indirect emissions. The company also actively promotes environmental conservation initiatives, such as carbon sequestration projects through community-based tree planting efforts in collaboration with key stakeholders. PTG raises internal awareness among employees through energy-saving campaigns and discloses its greenhouse gas emissions data transparently to stakeholders. The company follows relevant frameworks, including the 56-1 One Report, Global Reporting Initiative (GRI), and the Dow Jones Sustainability Indices (DJSI), underscoring its commitment to transparency and long-term sustainable business growth.

- Increasing the share of renewable energy in the overall energy consumption
- Climate Change Management Strategy
- Disclosure of greenhouse gas (GHG) emissions data to stakeholders in accordance with relevant guidelines and standards.
- Selecting fuels that enhance vehicle combustion efficiency.
- Promoting environmental conservation activities.

Greenhouse Gas Emissions Reduction Initiatives

As the world moves toward a low-carbon and clean energy economy, PTG acknowledges its pivotal role in advancing global sustainability goals while creating value for all stakeholders. The company has set an ambitious target to achieve Carbon Neutrality by 2030, specifically focusing on Scope 1 and Scope 2 emissions. To accomplish this, PTG has crafted a robust strategy built around three key approaches:

RE

duce
Reducing greenhouse gas emissions from the source, beginning with internal operations

forestation
Support reforestation and ecosystem restoration initiatives, promoting collaborative efforts across all sectors, with a focused commitment to conserving and revitalizing forest resources.
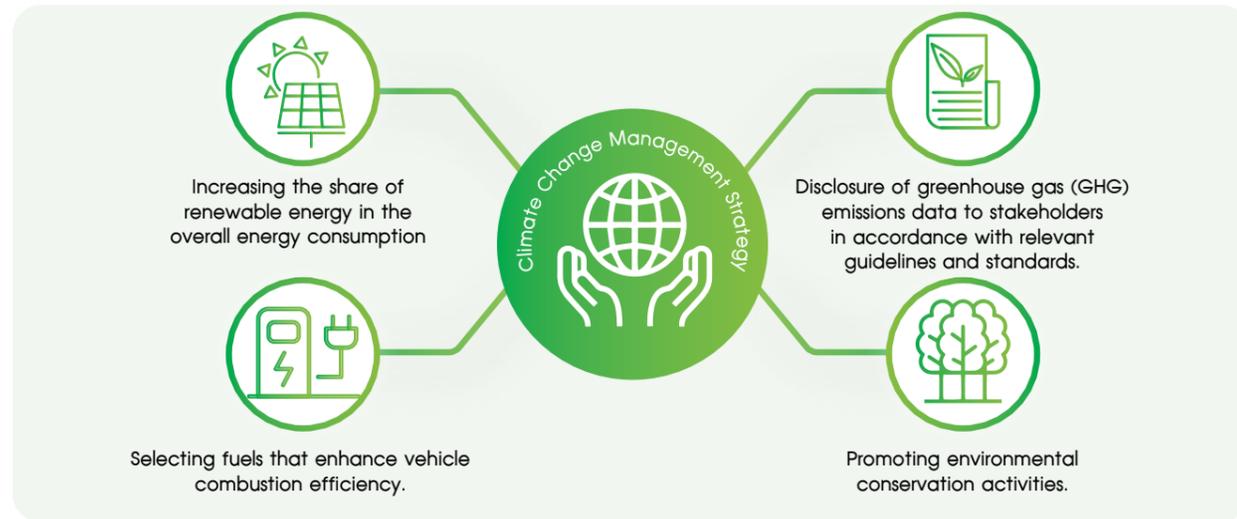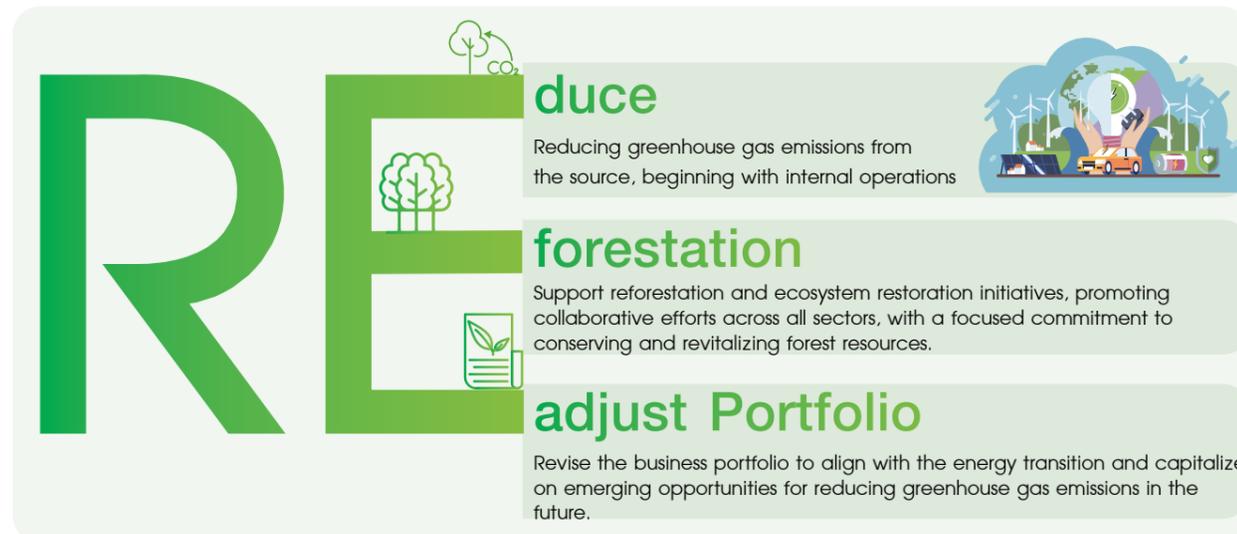
adjust Portfolio
Revise the business portfolio to align with the energy transition and capitalize on emerging opportunities for reducing greenhouse gas emissions in the future.

Reduce: PTG is dedicated to reducing greenhouse gas emissions at the source by integrating environmentally friendly practices into its operations. This includes minimizing energy consumption in offices and increasing the use of renewable energy across various sectors. The company also prioritizes resource conservation by reducing paper and plastic use and promoting efficient waste management through recycling initiatives. Furthermore, PTG cultivates a corporate culture focused on sustainability, ensuring all employees are engaged in fostering environmental awareness and responsibility throughout the organization.

PTG has shown its strong commitment to promoting clean energy and reducing greenhouse gas emissions through the Solar Rooftop project. Since 2020, the company has been installing solar panels on the rooftops of its gas stations. This initiative is a key part of the company's strategy to minimize environmental impacts while encouraging the adoption of sustainable energy practices within the business sector.

Solar Rooftop project

Performance Results for 2024

147 installations

Total production capacity: **3,709,000** kW per year

Reduce greenhouse gas emissions by up to **1,625** tons of CO_2 equivalent, or the equivalent of planting **180,000** trees.
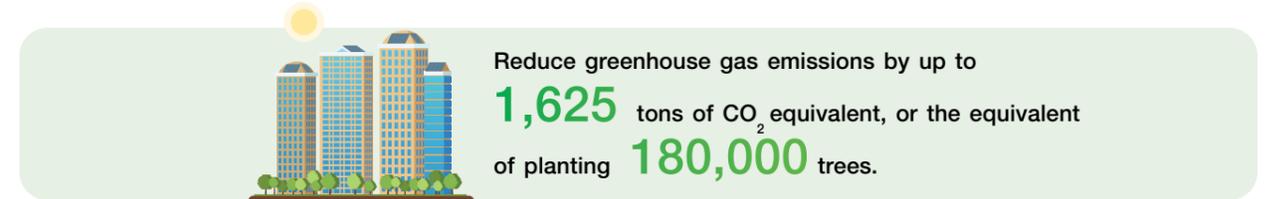
PTG Logistics Co., Ltd., a subsidiary of PTG Energy Public Company Limited, has implemented a project aimed at minimizing the environmental impact of transportation by focusing on reducing greenhouse gas (GHG) emissions and enhancing energy efficiency. A key initiative under this project is the integration of electric trucks (EVs) into the company's logistics operations as part of a pilot program launched in 2024. As part of this initiative, two EV trucks were deployed to reduce dependency on fossil fuels. Their utilization has resulted in a reduction of fuel consumption by 451 liters, leading to a significant decrease in GHG emissions by 1.235 tons of carbon dioxide equivalent (tCO_2e).

This project underscores the company's commitment to fostering an environmentally sustainable logistics system. Beyond reducing pollution and mitigating climate change impacts, it also serves as a strategic approach to promoting more efficient energy utilization.

EV Truck Project

Reforest: PTG is dedicated to the ongoing support of forest planting and ecosystem restoration, with a strong focus on fostering collaboration across all sectors, including government, private enterprises, and local communities, to ensure long-term sustainability. The company prioritizes the conservation of natural resources and actively promotes initiatives aimed at restoring forest integrity and enhancing environmental sustainability. Furthermore, PTG is committed to raising environmental awareness within society to drive lasting, sustainable outcomes, with the ultimate goal of achieving a balance between development and nature preservation.

Mangrove Planting Project

The company has participated the Mangrove Forestation Project for Carbon Credit Benefit and signed a Memorandum of Understanding (MoU) with the Department of Marine and Coastal Resources and the Thailand Mangrove Alliance. This initiative aims to foster cross-sector collaboration in the sustainable conservation and restoration of mangrove ecosystems. The project is expected to sequester approximately 2,500 tons of CO2 equivalent, contributing to the national goal of achieving net-zero greenhouse gas emissions. Additionally, it supports the expansion of green spaces, enhances biodiversity, and promotes community livelihoods in mangrove areas, thereby contributing to long-term environmental and community sustainability.

Tree Planting Project

The company is dedicated to supporting the restoration and conservation community ecosystems, working in strong collaboration with the government, community leaders, and local residents. Together, they strive to create environmental sustainability while fostering positive relationships between the company and the local communities.

In 2024, the company initiated several activities to enhance ecosystems around its operational areas, including:

- The "Mangrove Planting for a Balanced and Sustainable World" project at the Chumphon Oil Depot
- The "Plant Trees, Reduce CO2, and Increase Oxygen" project at the Pak Thong Chai Oil Depot
- The "Protect Trees, Combat Global Warming" project at the Phitsanulok Oil Depot
- The "Plant Trees, Increase Oxygen, Green Community" project at the Surin Oil Depot

These initiatives collectively helped to sequester a total of 5.4 tons of CO2 equivalent, contributing to environmental balance and fostering long-term sustainability for the local communities.

Mangrove Planting for a Balanced and Sustainable World Project in Chumphon

Plant Trees, Reduce CO2, and Increase Oxygen Project in Nakhon Ratchasima

Re-adjust Portfolio: PTG is dedicated to reshaping its business portfolio to align with the energy transition, while seizing new opportunities to reduce greenhouse gas emissions. The Renewable Energy sector has been identified as one of the eight core businesses the company intends to invest in moving forward, aiming to support sustainable growth and generate long-term value.

Renewable Energy Business Group

The company's waste management and community waste-to-energy business not only reduces waste and methane emissions in local communities but also generates up to 6 megawatts of electricity, with commercial operations expected to begin in 2025. In 2024, the company successfully processed over 5,456.72 tons of waste, resulting in a reduction of 12,000 tons of CO2 equivalent comparable to planting 130,000 trees. Furthermore, the management and production of Refuse-Derived Fuel (RDF) aligns with the company's vision to enhance the quality of life and sustainability for communities and society through efficient waste management. These accomplishments not only improve public health and the environment but also create opportunities for the company to expand into new, sustainable businesses in the future.

EV Charger Stations

With the rapid growth of electric vehicles (EVs) and the continuous increase in registered EVs, alongside the company's commitment to meeting customer needs, PTG recognizes the importance of expanding and enhancing its service stations. In response, the company has partnered with the Electricity Generating Authority of Thailand (EGAT) to install EV charging stations to accommodate the growing demand from EV users. By 2024, the company had installed over 190 EV charging stations and aims to expand to 712 stations by 2027. A comprehensive planning and data collection process has been undertaken to identify optimal installation locations across all regions of the country. The company's strategy is to provide charging stations in key locations, aiming to have an EV charging station every 150-200 kilometers, ensuring convenience and supporting sustainable travel for EV users in the future.

Climate Change Risk and Opportunity Analysis
Governance of Climate Change Risk Management

PTG has established a robust climate change risk management framework at the organizational level as part of its overall risk management strategy to drive long-term sustainability. This approach involves proactive risk prevention, adaptation, and the identification of business opportunities emerging from climate change. To effectively oversee climate change risks, the company has appointed a Risk Management Committee, composed of senior executives, and entrusted the Chief of Finance and Sustainability Officer, who is a member of the Board of Directors, with the responsibility of managing climate change risks at the board level. Additionally, a risk management working group is responsible for overseeing various processes related to the organization's overall risk management. This task force has taken on an expanded role in effectively managing risks related to climate change by integrating them into the organization's broader risk management strategy.

Climate Change Risk and Opportunity Assessment Approach

PTG evaluates climate change risks and opportunities following the principles set by the Task Force on Climate-related Financial Disclosures (TCFD). This process includes identifying both climate-related risks and opportunities and analyzing potential impacts through scenario modeling based on climate change reports. These scenarios include the Intergovernmental Panel on Climate Change (IPCC) physical scenario RCP8.5, the International Energy Agency (IEA) transition scenario to a low-carbon society (ETP 2DS), and Greenpeace's transition scenario to a low-carbon society (Greenpeace Advanced Energy (R) evolution). This comprehensive assessment allows for effective management of business impacts from climate change and the development of appropriate mitigation measuresในปี 2567

Reporting Framework of the Task Force on Climate-related Financial Disclosures (TCFD)

- Governance
- Strategy
- Risk Management
- Mateics and Targets
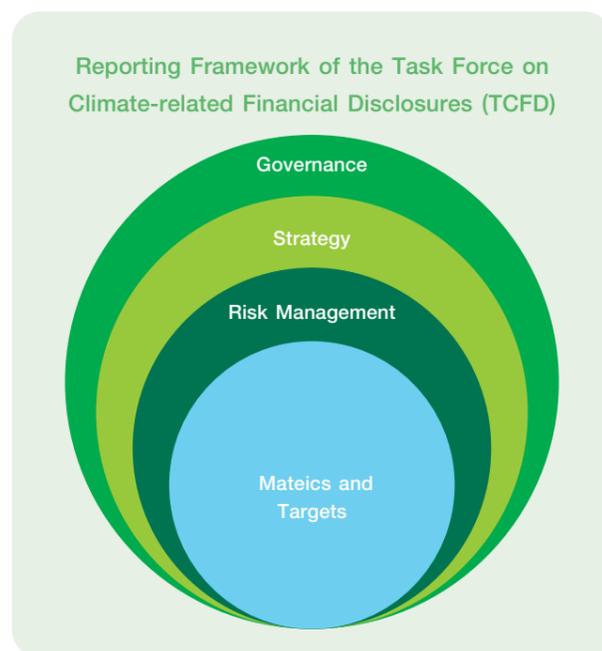
In 2024, the company conducted an assessment of both physical and transition risks related to significant climate change impacts, along with the measures taken to address them, briefly as follows:

Physical Risks

Risks	Financial Impacts	Measures
RISK FROM NATURAL DISASTERS (ACUTE)	The company's revenue could decline due to damages or closures of service stations, Max Mart stores, and Punthai Coffee shops in certain areas caused by natural disasters, leading to a deviation from forecasted earnings. Furthermore, costs may rise as a result of recovery efforts, increased insurance premiums, and compensation for employees affected by the disaster.	The company has established a comprehensive Business Continuity Plan (BCP) focused on disaster management, which is reviewed annually. This plan includes measures to control hazardous material leaks during emergencies and conducts regular fire prevention drills, along with safety training to handle petroleum product transportation accidents.
RISK FROM PERMANENT CLIMATE CHANGE (CHRONIC)	The company may face increased costs due to the effects of global warming, including oil loss from evaporation as temperatures rise, and damage to flammable equipment at service stations or oil depots. These factors could affect the company's assets as well as stakeholders in nearby areas.	Regular inspections are carried out on equipment at service stations and oil depots, and the company actively participates in greenhouse gas reduction initiatives, such as installing rooftop solar panels and promoting energy conservation efforts. Furthermore, the company ensures full compliance with regulations governing flammable substances and conducts ongoing fire prevention drills to maintain preparedness.

Transition Risks

Risks	Impacts	Measures
Policy & Legal	The company may need to increase investments in certain projects to comply with evolving policies and regulations, including higher costs from carbon taxes, greenhouse gas emissions reporting, carbon-based vehicle taxes, and expenses related to the use of EURO5 fuel. There is also a risk of fines or liability claims for non-compliance with climate-related laws.	The company faces risks from changes in climate-related policies and regulations, including Carbon Tax, EURO5, and Energy 4.0, which necessitate adjustments to its business plans to comply with government requirements. To prepare for these changes, the company has obtained Carbon Footprint certification from the TGO, enabling it to analyze and refine its strategies for reducing greenhouse gas emissions. Additionally, the company is investing in clean energy initiatives such as the EleX by EGAT electric vehicle charging stations and expanding its non-oil business to enhance its gross profit margin and support the sustainable use of clean energy.
Technology	Investing in new technologies could lead to increased costs, with an estimated budget increase of approximately 25-30% required to adapt to these changes and develop more efficient technologies.	The company may also face risks associated with investments in technologies aimed at reducing pollution and improving energy efficiency, which require substantial budgets. To mitigate these risks, the company has studied global trends toward a low-carbon society and is partnering with key stakeholders to develop clean technologies, such as biomass-biogas power plants, solar rooftops, RDF, EV chargers, and an e-wallet system through the Max Me Application, to meet evolving consumer behavior and drive the transition toward a digital society.
Market	The company may need to adjust its business plan to accommodate shifting consumer demands, potentially resulting in investments higher than the initially allocated budget due to the development of environmentally friendly products. Additionally, revenue from oil sales could decrease by approximately 2.21% of total income (based on the EPPO forecast of 300,000 EVs by 2030).	The company is refining its business strategy by installing EV chargers, launching recycling campaigns in partnership with SCGP, expanding its range of eco-friendly products, using sustainable packaging, and reducing construction waste from coffee shop outlets. Furthermore, the company is investing in the Palm Complex project to produce biodiesel (B100) and aims to boost sales and profits from its non-oil businesses, including food, beverages, and e-money services.
Reputation	Failure to prioritize safety and environmental considerations in business operations could lead to a loss of consumer trust, negatively affecting revenue, profitability, and the company's stock value. Moreover, non-compliance with environmental laws could result in legal penalties, fines, or damage claims, ultimately undermining the company's reputation and long-term business stability.	To mitigate risks related to environmental complaints and legal compliance, the company has implemented community engagement initiatives such as the "PTG, Leaving No One Behind" volunteer camp and is participating in the T-VER project to reduce greenhouse gas emissions. It is also collaborating with SCGP on recycling efforts. The company conducts emergency response drills, monitors environmental quality, and ensures strict adherence to regulations, such as ISO 14001:2015 and ISO 45001:2018. Additionally, it is enhancing its inspection procedures and ensuring that affected parties receive appropriate remediation.

Environmental Management

> **Committed to** driving the organization forward through the QSSHE system to create a lasting positive impact on the environment. This is achieved by **using resources efficiently,** reducing pollution, and safeguarding biodiversity, while **enhancing the quality of life for all stakeholders.** The goal is to foster sustainable change in alignment with the SDGs at both the national and global levels. "

Targets and Performance

	2027 Targets	2024 Targets	2024 Performance
Significant oil and chemical spills	0 time	0 time	0 time
The proportion of hazardous waste and other waste properly disposed of in compliance with legal regulations, with no negative environmental impact	100%	100%	100%
The number of cases or incidents that violate the law or cause significant negative environmental impacts	0 case	0 case	0 case

Impacts on Stakeholders

The organization recognizes the importance of environmental management and its impact on all stakeholders. It is committed to conducting its business in compliance with applicable regulations and laws while also taking responsibility for society and the environment. This includes minimizing environmental impacts in alignment with national operational strategies, ensuring that no negative effects are caused to stakeholders. Additionally, the organization strives to enhance its reputation, build trust, and strengthen relationships through active stakeholder engagement, fostering sustainability for both the organization and society.

Impacts on Business

Effective environmental management can bring significant benefits to the company, such as cost reduction, increased trust in products and services, reduced risk of legal violations, and expanded growth opportunities, all while enhancing competitiveness in the market. However, the organization must also consider the costs associated with environmental operations and the challenges of implementing internal changes to prioritize the development of environmentally friendly products and services. In the long run, investments in environmental sustainability will drive growth and success in markets that value sustainable development.

Challenges and Responsive Actions

Challenges

Thailand has expressed its commitment to driving the country's climate change initiatives to achieve carbon neutrality by 2050 and net-zero greenhouse gas emissions by 2065. This commitment has been reflected in its active participation and contribution at the 29th Conference of the Parties (COP 29) to the United Nations Framework Convention on Climate Change (UNFCCC). During this conference, Thailand proposed accelerating the implementation of the Climate Change Act, which is expected to come into force in 2026. This law will serve as a key instrument for achieving net-zero emissions. The Act includes provisions for, e.g., establishing databases and reporting systems for greenhouse gas emissions, as well as creating mandatory mechanisms to reduce emissions, such as the Emission Trading Scheme (ETS) and Carbon Tax. The execution of these initiatives presents challenges for organizations, which must adjust their operations to comply with government regulations. PTG recognizes the importance of these initiatives and has declared its commitment to driving the organization towards a low-carbon society. This is reflected in its policy on Quality, Safety, Health, and Environment (QSHE), as well as its sustainability goal to achieve carbon neutrality by 2030. PTG's approach focuses on implementing environmentally friendly activities aimed at reducing climate change, promoting renewable energy use, minimizing natural resource consumption, and collaborating with various agencies and communities to support continuous environmental efforts. Additionally, PTG is committed to fostering a culture of sustainability that aligns with the company's vision of "Enriching the quality of life, well-being and contentedness of the people we serve."

Responsive Actions

Environmental Governance

PTG has established a comprehensive environmental management structure under the oversight of the PTG SSHE Steering Committee. Senior executives from the PTG Energy Group are designated to lead the implementation and governance of the Security, Safety, Occupational Health, and Environmental Management System (PTG SSHEMS), ensuring its application across all businesses within the group.

Quality, Security, Occupational Health and Safety, Environmental Policy (QSSHE)

PTG SSHE Steering Committee

Process for Ensuring Compliance with Environmental Laws and Regulations

PTG is committed to strict adherence to environmental laws and regulations to prevent any negative impact on both legal standing and the company's reputation. Ensuring compliance with environmental laws and regulations is an ongoing process that requires continuous development. This includes regularly monitoring and reviewing new or amended laws and regulations to ensure that business operations remain aligned with changing requirements. Internal audits and assessments are conducted to evaluate adherence to international standards, legal requirements, and the company's environmental management policies. This ensures the company's operations are in full compliance with established standards, with transparent documentation and reporting. In the event of issues or non-compliance, corrective actions are taken, and preventive measures are implemented to avoid recurrence. Additionally, the company continuously evaluates and refines processes to ensure operations are effective and sustainably compliant with legal requirements.

The timeline for updating and communicating safety and environmental regulations for 2024 and 2025.

Certification of Environmental Management System

PTG has established an environmental management process to ensure that the organization adheres to best practices and management systems for quality, safety, and environmental protection. The application of international standards demonstrates the company's commitment to safeguarding the environment, preventing harm, and reducing impacts, while also ensuring employee safety. These standards include the Environmental Management System (ISO 14001), Occupational Health and Safety Management System (ISO 45001), and Quality Management System (ISO 9001). Furthermore, in 2024, the company adopted guidelines from the Department of Climate Change and Environment to enhance resource, energy, and environmental management within its offices. This initiative also contributed to raising office standards to be more environmentally friendly. PTG has earned Green Office certification, and PTG Logistics Group has been awarded the Green Industry certification. In addition, various environmental projects have been implemented, with data verification and certification conducted by external organizations.

Environmental Management System (ISO 14001)
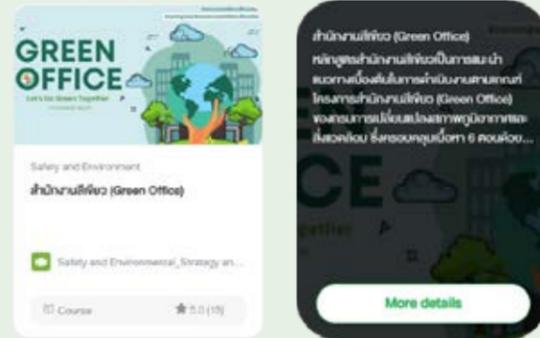
Green Office

Green Industry

Enhancing Awareness of Environmental Policies and Their Impacts

PTG understands the importance of conducting business while fostering environmental awareness among stakeholders to ensure effective and transparent communication, both internally and externally. This is achieved through promoting a culture of quality, safety, occupational health, and environmental management (QSHE), and aligning knowledge management with the organization's vision of "Enriching the quality of life, well-being and contentedness of the people we serve." To achieve this, PTG provides environmental training to employees, raising awareness about the environmental impacts of their operations and promoting efficient resource and energy management. Training programs include the Green Office course for head office employees, specialized training for oil station staff, and safety induction programs for new hires at the head office, all aimed at promoting environmental awareness. The company encourages employees to choose environmentally-friendly products and services, starting from the production process. This initiative helps reduce resource consumption and minimize potential pollution associated with the production of goods and services throughout the entire supply chain. Furthermore, PTG is committed to reducing the environmental impact of packaging as part of its broader effort to transition toward a low-carbon society.

In 2024, there were
707 employees
(82.5%) who
received training.

Green Office Program

Specialized Training for Oil Station Staff
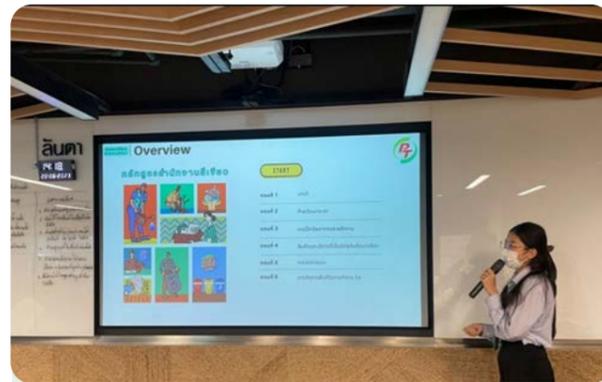
Safety Program at the Headquarters

In addition, PTG is dedicated to promoting environmental awareness by establishing clear guidelines for selecting products and services that reduce environmental impacts. The focus is on products with recognized certifications, such as Green Labels and Energy-Saving Labels, alongside the use of non-polluting materials, optimized resource use, efficient manufacturing technologies, and energy-efficient transportation systems. PTG prioritizes low-energy, low-emission, durable, cost-effective products that are recyclable or reusable after their lifespan. Furthermore, PTG ensures that its procurement practices emphasize environmental responsibility by selecting suppliers who are certified for environmental standards. These suppliers must implement measures to prevent pollution and work-related hazards, use eco-friendly products, and provide training on effective resource and energy management to support sustainability across all processes.

Eco-efficiency Development Initiatives
Energy Management Strategy

Management Approach

PTG implements comprehensive energy management practices across both fuel and electricity usage in its business operations. The company adheres to energy management standards, continuously tracks and audits performance, and applies improvements based on findings. Annual data on energy consumption is recorded, including fuel usage for transportation and electricity consumption in office spaces. This approach allows PTG to monitor energy usage trends, identify areas for potential savings, and evaluate opportunities for efficiency improvements. The insights gained are used to develop energy-saving projects, ensuring more effective energy management.

Energy Reduction Goals for the Next 3-5 Years:
- Achieve a 3% reduction in electricity consumption per liter of oil sold through oil depots (kWh/liter) compared to the base year (2023).
- Achieve a 3% reduction in electricity consumption per liter of oil sold at COCO service stations (kWh/liter) compared to the base year (2023).
- Achieve a 3% reduction in electricity usage per employee for internal activities at the head office compared to 2023 (kWh/employee).
- Achieve a 3% reduction in average fuel consumption of company vehicles compared to 2023.

Energy Consumption Reduction Measures

Electricity Conservation Campaign at the Headquarters

PTG has implemented a continuous program to reduce electricity usage at its headquarters through employee awareness and active participation. The company communicates energy-saving practices through established communication channels to ensure that employees are informed and adhere to these measures. These practices include turning off lights when not in use, switching off lights during lunch breaks, powering down computer screens during breaks, setting photocopiers and computers to standby mode, adjusting air conditioning to optimal temperatures, unplugging electrical devices when not in use, setting air conditioners to automatic timers after working hours, and only lighting areas where people are present to minimize unnecessary electricity consumption. Additionally, PTG encourages the use of energy-efficient, environmentally certified electrical equipment to further promote sustainable energy practices.

Example of public relations materials for electricity energy saving

Fuel Management Program

PTG is committed to managing fuel consumption efficiently by closely monitoring and recording fuel usage data from relevant departments. The company regularly checks for excess fuel charges and prepares detailed monthly reports on fuel consumption, which are presented to management for evaluation.

Green Meetings Program – Environmentally Friendly Meetings at the Headquarters

PTG has incorporated the principles of sustainable meetings to establish an environmentally friendly approach for organizing internal meetings (Green Meetings). The initiative focuses on optimizing the use of organizational resources and energy, conserving natural resources, and utilizing natural materials for decor. Meeting venues are selected based on the number of attendees, and eco-friendly equipment is used in all meeting rooms. Participants are encouraged to adhere to Green Meeting practices, such as turning off lights and electronic devices when not in use, refraining from eating in the meeting room to minimize waste, and promoting efficient resource usage. These efforts align with Circular Economy principles, striving to reduce the overall environmental impact.

Green Meeting Room

Supporting document on guidelines for selecting environmentally friendly products and services.

Sustainability Events Program

The Sustainability Events program is based on the guidelines from the Office of the Thailand Convention and Exhibition Bureau (Public Organization), or TCEB, which prioritizes the conservation of natural resources and the environment. The program actively encourages participants to contribute to reducing carbon dioxide emissions during events, fostering awareness about the importance of minimizing emissions from the very beginning. This includes optimizing energy use, responsibly managing resources, and minimizing waste within the organization. The program will continue to operate to reduce environmental impacts while supporting the United Nations' Sustainable Development Goals (SDGs). This effort is carried out through collaboration between event organizers, participants, and relevant stakeholders.

Sustainability Events Project

Performance

Indicators	Performance			Targets	
	2022	2023	2024	2024	2027
Electricity consumption per liter of oil sold through oil depots (unit: kwh/liter)	-26.21%	-5.76%	-1.64%	-3%	-3%
Electricity consumption per liter of oil sold through COCO service stations (unit: kwh/liter)	-65.96%	-1.77%	9.38%[1]	-3%	-3%
Electricity consumption per person for activities within the headquarters area (unit: kwh/person/month)	58.56	23.55	22.38 (-4.97%)	-3%	-3%
Average fuel consumption of company vehicles (unit: liters/month)	46,433.71	39,104.59	43,080.39[2] (10.17%)	-3%	-3%

Notes:

1/ The increase in electricity consumption per liter of oil sold through COCO service stations is attributed to higher electricity usage resulting from the expansion of service stations and increased customer activity.

2/ The rise in fuel consumption of company vehicles is due to business growth, resulting in a greater frequency of employee travel to various work locations using company vehicles.

Water Management

Management Approach

The ongoing climate change crisis has significantly impacted the management of water resources, affecting both the quantity and quality of water. In response, the organization recognizes the critical importance of sustainable water management practices. This involves the efficient use of water resources and a keen awareness of the risks and impacts associated with water sourcing for operational and production activities. Additionally, the organization has implemented wastewater treatment systems to continuously monitor and assess the quality of wastewater before its release, ensuring that it does not negatively affect the environment, neighboring communities, and complies with legal standards and regulations.

Water Quality Assessment

Wastewater Quality Assessment at Oil Depots

Items	Baseline	Average Results					
		Oil Depot		Fuel Station		LPG Stations	
		2023	2024	2023	2024	2023	2024
1. Acidity and alkalinity (pH)	5.5-9.0	7.5	7.4	7.5	7.3	7.7	7.3
2. Temperature ($^\circ$C)	40	29.2	31	29.9	28.3	29.1	28.3
3. COD (mg/L)	≤120	50.1	71.62	201.5	120.1	148	113.4
4. Suspended solids (mg/L), such as debris from leaves or dust particles	≤50	13.7	18.67	92.54	18.7	80.8	18.7
5. Oil and grease (mg/L), such as oil leakage in dispensing areas or food scraps containing grease	≤5	<5	<5	9.27	2.3	7.9	2.3

Water Management Goals for the Next 3-5 Years

- Reduce the ratio of tap water usage per liter of oil sold through oil depots by 2% compared to the base year (2023).
- Reduce the ratio of tap water usage per liter of oil sold at service stations by 2% compared to the base year (2023).
- Reduce water consumption per person for activities within the headquarters by 3% compared to 2023

Measures to Reduce Water Usage

PTG recognizes water as a valuable natural resource essential to both its business operations and the well-being of surrounding communities. The company uses water in various activities, including fuel station operations, car washing services, food and beverage preparation within its retail outlets (Punthai Coffee and Max Mart), as well as for general administrative use in offices. The majority of the water is sourced from public municipal supply systems. In areas where such infrastructure is unavailable, the company utilizes groundwater, strictly in accordance with relevant legal and regulatory requirements.

Furthermore, has implemented a range of water conservation measures to address the ongoing climate change challenges and align with the organization's Quality, Security, Occupational Health and Safety, and Environmental Policy (QSSHE). These measures fundamentally include:

- All business units are required to install wastewater treatment systems or grease traps to manage wastewater from the source. This ensures that wastewater released into the environment meets legal standards and does not negatively impact surrounding ecosystems or communities.
- Business units with wastewater treatment systems or grease traps must clean and maintain them at least once a week to ensure their optimal performance.
  Water usage data is recorded and analyzed by business units to track trends and identify opportunities for further water conservation.
- Water usage reduction targets are shared with employees to raise awareness and encourage their active participation in conserving water resources.
- Awareness campaigns are conducted through the development of educational materials and online courses, such as the Green Office program, to foster sustainable water practices.
- A communication platform is provided for employees to report any malfunctioning equipment, allowing for immediate repairs or replacements.

Additionally, the company has launched the following water management initiative:

Mini Wastewater Project   This project is designed to manage wastewater at service stations with a focus on efficient water recycling. Wastewater from the stations is treated through an oxygenation process and reused within the station. The treated water undergoes quality improvement until it meets legal standards for discharge. This initiative reduces the amount of wastewater released into public systems by up to 8,600 liters and cuts operational costs by up to 20%. It stands as a testament to the company's dedication to sustainable water resource management and supports the continuation of environmentally-friendly business practices.
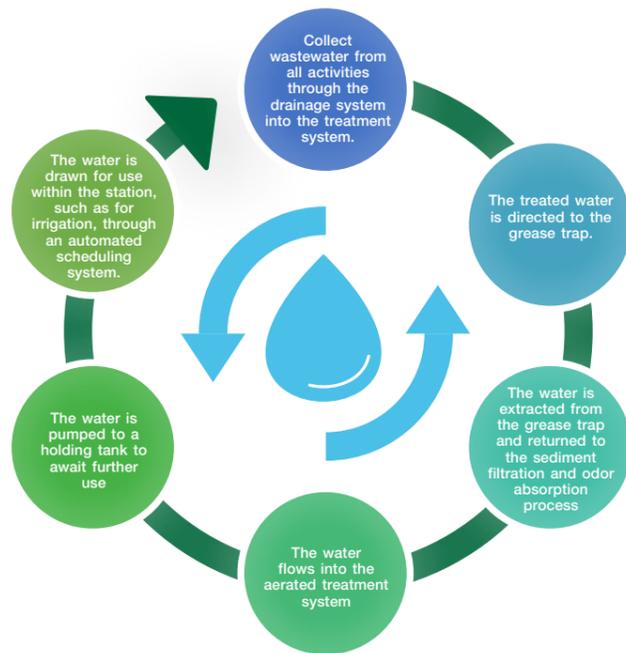
Performance

Indicators	Performance			Targets	
	2022	2023	2024	2024	2027
Proportion of tap water consumption per oil sales through oil depots	–45.02%	6.76%	-3.48%[1]	-2%	-2%
Proportion of tap water consumption per oil sales through service stations	16.01	-13.80%	7.83%[2]	-2%	-2%
Water consumption per person for activities within the headquarters area (liters per person)	81.06	51.89	47.34 (-8.77%)	52.17	-3%

Notes:

[1] The ratio of tap water usage per liter of oil sold through oil depots increased due to enhancements in the fire suppression system and upgrades to the firewater storage tanks.

[2] The ratio of tap water usage per liter of oil sold at service stations increased due to higher water consumption driven by the expansion of service stations and an increase in customer usage.

Waste Management

Management Approach

PTG recognizes the critical importance of effective waste management in its operations and the associated environmental impact. The company is dedicated to applying Circular Economy principles to manage waste efficiently, ensuring strict compliance with all relevant laws and standards. The goal is to achieve zero waste to landfill, while properly disposing of waste to minimize environmental harm. The company follows the 3R principles——Reduce, Reuse, Recycle——at the source of waste generation. This approach aims to reduce overall waste production within the organization and maximize the recycling of materials for reuse.

Business Activities	กิจกรรมมีการสร้างขยะ	ประเภทขยะ
Procure	Paper from documents	General Waste/Recyclable Waste
Transport	Paper, PPE equipment, maintenance equipment contaminated with oil	General Waste/Recyclable Waste/Hazardous Waste
Store	Paper, PPE equipment, maintenance equipment contaminated with oil	General Waste/Recyclable Waste/Hazardous Waste
Marketing	Paper from documents	General Waste/Recyclable Waste
Sales	Packaging from lubricating oil products and additives , engine oil bottles, cans, or sachets of additives used by customers, packaging waste left over from refilling lubricating oil at stations, waste from convenience store items: plastic packaging, paper bags, and drink cups, expired or damaged food or products, waste from station management and maintenance	General Waste/Recyclable Waste/Hazardous Waste

Waste Management Goals for the Next 3-5 Years

- Achieve 100% proper disposal of hazardous waste in accordance with legal requirements, ensuring no environmental impact.
- Reduce significant oil and chemical spills to zero.
- Decrease the average paper usage per month at the headquarters by 3% from 2023 levels.
- Reduce the average amount of general waste per person from activities at the headquarters by 3% from 2023 levels.

Reducing Food Loss and Food Waste

PTG is committed to minimizing waste generation in response to the depletion of natural resources and its environmental impact. The company focuses on efficient supply chain management, promoting sustainable consumption, and repurposing food waste for organic compost production, turning waste into value. Additionally, PTG applies strategies for reducing food loss and food waste in its Green Meeting and Sustainability Events initiatives, further supporting its broader sustainability objectives.

Measures to Manage and Reduce Waste and Waste Generation

Type of Waste	Waste Management Approaches
General Waste	Sort and dispose of waste according to the schedule established by the local municipality or authorities in each area.
Organic Waste	Separate food waste for composting, while the remaining waste is disposed of according to the designated schedule set by the local municipality or authorities.
Recyclable Waste	Sort and sell recyclable materials to recyclers for further processing.
Hazardous Waste	Sort and coordinate with licensed waste transporters and disposal companies, registered with the Department of Industrial Works for proper handling.

Low Emission Support Scheme (LESS)

PTG Head Office places a strong emphasis on reducing greenhouse gas emissions across all employee activities and strives to foster awareness and active participation through comprehensive waste management practices. This includes waste segregation and proper disposal via an in-office waste separation program. To date, the office has successfully recycled 2,910.5 kg of paper, 369 kg of plastic, and 21.8 kg of plastic bottle caps (equivalent to 10,682 caps). The organization is also in the process of seeking certification for this initiative through the Thailand Greenhouse Gas Management Organization (Public Organization) to ensure that the project effectively contributes to reducing greenhouse gas emissions.

Low Emission Support Scheme (LESS)

Reborn Lids, in Collaboration with the Precious Plastic Bangkok Organization

Additionally, there are several other projects that have been certified by the Thailand Greenhouse Gas Management Organization (Public Organization), including:
- Recycling waste segregation activities at construction sites (4.353 tCO2eq)
- Waste reduction and segregation initiatives at PT oil stations in the Pathumwan and Nong Kham areas (3.677 tCO2eq)
- The Separate and Recycle project (724 kgCO2eq)

Green Coffee Shop Project

PTG has enhanced its Punthai Coffee and Coffee World brands, transforming them into environmentally-friendly coffee shops (Green Coffee Shops). These establishments have received certification from the Department of Climate Change, Ministry of Natural Resources and Environment. This initiative reflects PTG Energy Group's dedication to sustainable environmental management, integrating it across all business operations..

PT More Waste, More Gains Project

PTG has launched an innovative waste management initiative at the Nong Kham service station, in collaboration with the Bangkok Metropolitan Administration, the Pathumwan and Nong Kham District Offices, and the Chulalongkorn University Environmental Research Institute. This ongoing project, which began in 2023, is designed to serve as a sustainable waste management model at the source.

Retreaded Tire Project

This initiative focuses on enhancing the efficiency of tire use for the company's fleet of ten-wheel trucks, tractor units, and semi-trailers (with the exception of the front and drive tires, which still use new tires for safety reasons). By switching to retreaded tires for certain wheels, this project extends tire life, reduces waste from expired tires, and minimizes the need for new tire purchases, resulting in significant cost savings for the company. Since its launch in 2017, the program has been consistently applied, and by 2024, a total of 1,045 retreaded tires have been implemented, generating savings of up to 7,956,000 baht. This initiative underscores the company's commitment to resource optimization and supports sustainable environmental practices through recycling.

Size	Number of Retreaded Tires		
	2022	2023	2024
295/80	509	260	51
11R 22.5	417	670	994
Total	926	930	1,045

Perk from Tash Project

The Perk from Tash project promotes sustainable waste management by offering companies located in CW Tower the opportunity to collect recyclable materials, including paper, plastic, and metal, and send them for processing through the building's management. In return, companies earn points that can be redeemed for various benefits, such as discounts on off-hours air conditioning services. This initiative not only helps reduce waste but also fosters greater awareness of waste segregation and recycling within the organization. It provides tangible incentives for environmental stewardship while offering companies the opportunity to lower operational costs in the long term.

Waste Segregation Point Project

This project focuses on implementing a systematic waste management approach within oil storage areas, with designated spaces for sorting waste into categories such as general waste, recyclables, organic waste, and hazardous waste. The goal is to handle waste efficiently and in an environmentally responsible manner. As a result, the initiative has successfully reduced the amount of waste sent for direct disposal while increasing opportunities for material reuse and recycling. Furthermore, separating hazardous waste from other waste types helps mitigate risks to both the environment and employee health. The program also includes training sessions and educational initiatives on waste segregation, alongside clear signage at disposal points to promote understanding and encourage cooperation from all parties in the oil depot.

Public Awareness Campaign to Reduce and Eliminate Foam Box Usage in the Depot

The company has launched a public awareness campaign to reduce and eliminate the use of foam boxes within the oil depot. This initiative focuses on educating employees and workers about the environmental impact of foam products and encourages the adoption of eco-friendly alternatives, such as recyclable or biodegradable packaging materials. By supporting sustainability goals, this campaign helps to minimize waste and its detrimental effects on the surrounding community.

Performance

Indicators	Performance			Targets	
	2022	2023	2024	2024	2027
Proportion of hazardous waste and waste disposed of properly, in compliance with legal regulations, without any adverse environmental impact.	100%	100%	100%	100%	100%
Significant oil and chemical spills (case)[1]	0	1[2]	0	0	0
Average paper consumption within the headquarters (sheets/person/month)	204,521	201,902	214,922[3] (6.45%)	–3%	– 3%
Average general waste generated from activities within the headquarters (kg/person/month)	3.95	2.18	1.77 (-18.81%)	–3%	– 3%

Notes:

[1] The volume of oil spills that significantly impact land or water sources exceeds 100 barrels per incident.

[2] The data scope for 2022 includes the headquarters, oil depots, and transportation maintenance centers. Since 2023, the scope has been expanded to include distribution centers.

[3] The increase in volume is attributed to the documentation supporting operations and the rise in activities.

Sustainable Packaging Management

PTG is committed to sustainability in packaging, working to minimize the environmental impact of its operations. This commitment is based on waste management principles that ensure product quality is not compromised. PTG focuses on reducing non-biodegradable plastic use (Reduce), promoting reuse (Reuse), and supporting recycling (Recycle) through various initiatives, such as reusing oil gallon containers, minimizing plastic bag usage, and collaborating with partners to design environmentally friendly packaging. These efforts reflect PTG's dedication to environmental stewardship. Moreover, PTG cultivates a corporate culture that emphasizes reducing the use of disposable materials and choosing environmentally beneficial alternatives, alongside educating employees to actively participate in fostering a sustainable environment.

Tumblers from Upcycled Coffee Grounds

Bio-plastic Cup from Natural Materials

Air Quality Management

Management Approach

PTG is dedicated to managing and maintaining air quality to safeguard the health and well-being of all stakeholders. The company recognizes the importance of controlling the air quality impacts resulting from its operations. To this end, PTG has implemented rigorous measures to ensure that the air quality released into the environment meets legal requirements and does not harm the surrounding environment.

Air Quality Monitoring

PTG has established a comprehensive air quality monitoring and analysis program across its oil depots and service stations, with detailed reports produced to track environmental issues that could potentially affect both employees and local communities. Furthermore, PTG places significant emphasis on the health of employees working within its headquarters, implementing regular air quality checks within office spaces. The company also prioritizes creating a healthy work environment by maintaining air-conditioning systems, regularly cleaning carpets and materials that accumulate dust, and ensuring the proper maintenance of photocopiers. These actions ensure that the air quality within the workspace is safe and does not adversely affect employees' health or the environment.

Air Pollution Management Goals for the Next 3-5 Years

- Zero significant air pollution complaints.
- Air quality must consistently meet established standards.

Measures for Reducing Impact and Enhancing Air Pollution Management Efficiency

PTG recognizes the critical importance of managing air quality and controlling emissions across all operational processes. In line with the QSSHE policy, the company has implemented stringent standards to monitor and assess air quality management. These measures ensure that operations comply with legal requirements and organizational goals. Furthermore, PTG is committed to continuous improvement, employing internal audits to evaluate performance and refine management practices, ensuring adherence to quality, safety, occupational health, and environmental standards.

Performance

Items	Average Result		Baseline
	2023	2024	
1. Dust of all sizes that can be inhaled and accumulate in the lungs' air sacs (PM)	<1 mg/m^3	0.05 mg/m^3	3 mg/m^3
2. Benzene	<0.05 ppm	0.15 ppm	100 ppm
3. Methyl Tertiary Butyl Ether (MTBE)	-	-	1.7 µg/m^3

Biodiversity Management

PTG is committed to conducting its operations in accordance with the principles outlined in the United Nations Convention on Biological Diversity (CBD). The company has implemented a comprehensive Quality, Security, Occupational Health and Safety, and Environmental Policy (QSSHE) to guide and harmonize practices across all PTG subsidiaries. This approach supports national biodiversity objectives, aiming to conserve and sustainably use biodiversity resources.

Risk Assessment Process for Operations or Projects Potentially Impacting Biodiversity in Relevant Areas

PTG has established a procedure for assessing biodiversity risks to evaluate the environmental impacts of business activities across various processes within the organization and throughout the supply chain. This assessment is designed to identify potential effects on living organisms that are integral to biodiversity resources. It also serves as a framework for developing plans or projects to mitigate and manage risks that could affect biodiversity. The key steps in the process include:

- Assessing the proximity to protected areas or regions outside protected zones with high biodiversity value.
- Identifying potential biodiversity impacts, such as:
  - Pollution (environmental issues of moderate significance or higher)
  - Invasive species or pests
  - Soil disturbance
  - Alterations to ecosystem processes
- Evaluating the biodiversity impact
- Assessing the risk level of potential biodiversity impacts
- Developing appropriate risk management strategies or conservation measures to protect biodiversity effectively.

Activities with Potential High-Low Impact on Biodiversity

ฟPTG conducts a comprehensive risk assessment to evaluate the potential impacts on biodiversity across all operational areas. This includes assessing the proximity of business locations to protected areas or regions with high biodiversity outside of protected zones. Areas with medium to high risk are required to develop and implement risk management plans or mitigation strategies. Notable locations identified with medium risk and above include the Chumphon Oil Depot, Mae Klong Oil Depot, and Surin Oil Depot. The risk evaluation process covers all activities throughout their life cycle, including soil clearing and changes in ecosystem processes. For activities that may cause significant harm to biodiversity, such as fires or oil spills, PTG has put in place environmental management protocols and equipment preparedness measures to reduce environmental impacts. These include post-incident responses, damage assessments, ongoing monitoring and impact tracking, and the creation of long-term conservation, restoration, and enhancement plans for both the local community and the surrounding environment.

Measures to Mitigate Impacts

PTG prioritizes biodiversity management by integrating effective strategies into risk management plans or conservation measures. These strategies include:

- **Conservation:** Safeguarding and preventing the loss of biodiversity to ensure the future propagation.
- **Promotion:** Actively fostering the maintenance of biodiversity by supporting the protection of species at risk of destruction. This can be achieved through various initiatives such as raising awareness on biodiversity importance, educating on responsible natural resource use, and conducting training programs focused on conservation methods.
- **Restoration:** Aiding the ecosystem's recovery process to achieve a quicker restoration to balance. This includes actions like planting vegetation that serves as food and habitat for wildlife, compensating for ecosystems lost due to human activities. Examples include creating artificial coral reefs and undertaking reforestation projects.

Awards of the Year

1. CAC Change Agent 2024 Award: Certification of Continued Membership in the Thai Private Sector Collective Action Against Corruption

PTG Energy Public Company Limited ("the Company"), represented by Mr. Rangsun Puangprang, Chief Financial and Sustainability Officer, proudly received the certificate renewing its membership in the Thai Private Sector Collective Action Against Corruption (CAC) for the third consecutive year. The certification was awarded during the "CAC Certification Ceremony 2/2024: NAVIGATING ESG: THE POWER OF INTEGRITY" held at the Siam Kempinski Hotel in Bangkok. This achievement highlights the Company's ongoing commitment to anti-bribery and anti-corruption policies, emphasizing transparency and upholding a business conduct framework that aligns with international governance standards.

2. HR Excellence Awards: Employer Branding

The Company received the Excellence in Employer Branding award at the HR Excellence Awards 2024, hosted by Human Resources Online, a globally recognized leader in HR media. Dr.Vanlapha Santithammarak, Chief Strategy and Transformation Officer, accepted the award on behalf of the Company, accompanied by the team responsible for building a standout organization and successfully promoting the employer brand. Despite this being the Company's first year participating in the HR Excellence Awards, it triumphed, earning the award after being evaluated by a distinguished panel of judges. This recognition highlights the Company's credibility and prestige, reinforcing its strong reputation while inspiring future talent to join and contribute to the organization's continued success.

3. HR Asia Awards: BEST COMPANIES TO WORK FOR IN ASIA 2024 and DEI AWARDS

The Company won two prestigious international awards: the "HR Asia Best Companies to Work for in Asia 2024" and the "Diversity, Equity, and Inclusion (DEI) Awards" at the HR Asia Awards. Competing with leading global organizations from across Asia, this marks the fourth consecutive year that the Company has been recognized. Dr. Wallapa Santithammarak, Chief Strategy and Transformation Officer, accepted the awards on behalf of the Company. Winning these two awards underscores its unwavering commitment to continuously developing and supporting its employees. It reflects the success of the Company's efforts in fostering a diverse and inclusive work environment, grounded in equality, and truly prioritizing the well-being of every individual. The Company remains dedicated to making the organization an even more exceptional place to work in the years to come.

4. Award for Excellence in Drug Prevention and Resolution Standards in Workplaces (MYS)

The Company was honored with a prestigious certificate of recognition as a model workplace in managing drug prevention and resolution on World Anti-Drug Day 2024. The award ceremony was presided over by Mrs. Sopa Klatniracha, Director-General of the Department of Labor Protection and Welfare.

The Company has fully complied with the standards outlined in the Drug Prevention and Resolution System for Workplaces and passed all evaluation criteria. The Company prioritizes the rigorous management of drug-related issues at all levels, both within the workplace and the broader community.

Additionally, the Company has initiated awareness campaigns to educate employees about the dangers and harmful effects of drug abuse. The Company also supports and promotes sports activities within the local community surrounding the workplace, aiming to strengthen community ties, reduce risk factors, and enhance overall quality of life. This commitment underscores the Company's dedication to fostering a safe and healthy environment, while promoting sustainable well-being both within the Company and the surrounding community.

5. Thailand Labour Management Excellence Award 2024

The Company, alongside Thai Petroleum Corporation Limited ("PTC"), proudly received the "Outstanding Workplace in Labour Relations and Employee Welfare 2024" award, continuing its achievement for the 8th consecutive year. Mr. Pitak Ratchakitprakarn, President and Chief Executive Officer, and Mr. Kittisak Sombatkamrai, Senior Director of Station Management, along with representatives from both companies' welfare committees, were honored to accept this prestigious award from the Director of the Labor Protection and Welfare Office, the Department of Labor Protection and Welfare. This recognition highlights the Company's commitment to excellence in labor relations and employee welfare management.

6. Award for Exemplary Workplace in Safety, Occupational Health, and Work Environment for 2024 at the Provincial Level

The Company proudly received this esteemed award on November 22, 2024, from the Department of Labor Protection and Welfare. This recognition underscores its unwavering commitment to efficiently managing safety, occupational health, and work environments. It reflects the Company's adherence to workplace safety regulations and the proactive involvement of employees across all levels in fostering a culture that prioritizes accident prevention, injury reduction, and the mitigation of work-related illnesses.

7. Certificate of Recognition for the Low Emission Support Scheme (LESS)

On June 21, 2024, the Company was awarded a certificate of recognition by the Thailand Greenhouse Gas Management Organization (Public Organization) for successfully reducing greenhouse gas emissions by 11.014 tons of CO2 equivalent. This achievement resulted from the office's recycling waste segregation project and the bottle cap segregation project (Reborn Lids) (PTG x Precious Plastic Bangkok). This recognition highlights the cooperation between the organization and its employees in reducing greenhouse gas emissions. It demonstrates the Company's efforts to restore and maintain ecological balance, preserve natural resources, and implement environmentally friendly practices.

8. Zero Accident Campaign Award 2024

Max Solution Service Co., Ltd. ("MSS") proudly received a Certificate of Recognition at the initial level for the first time on June 19, 2024, from the Thailand Institute of Occupational Safety and Health (Public Organization) ("T-OSH"). This prestigious recognition was awarded for achieving an impressive 288,472 accident-free working hours, emphasizing the Company's unwavering commitment to preventing workplace accidents. MSS adheres to the core belief that "work-related accidents are preventable," and through meticulous planning and management of safety, occupational health, and work environment practices, the Company has cultivated a safety-conscious culture. This initiative has fostered a workplace that prioritizes both the safety and well-being of its employees.

9. Ranked 58th in Fortune Southeast Asia 500

The Company has been ranked 58th in the Fortune Southeast Asia 500 for the first time in 2024, recognizing it as one of the largest companies in Southeast Asia with the highest revenue for 2023. With total revenue of THB 198,811 million, or USD 5,716.6 million, this achievement is a testament to the hard work, dedication, and strategic vision of the Company's team. This ranking underscores the Company's ability to deliver consistent growth while providing the best products and services to customers and consumers through diverse business strategies aligned with its vision of "Well-being and Happiness."

The Fortune Southeast Asia 500 is a new ranking for 2024, highlighting the top 500 largest companies in Southeast Asia based on annual revenue. The list includes companies from seven countries across the region: Thailand, Indonesia, Malaysia, Singapore, Vietnam, the Philippines, and Cambodia.

Sustainability Performance Data

Economic performance

GRI	Economic Data	หน่วย	2563	2564	2565	2566	2567
201-1	Direct economic value generated						
	Revenue	Million THB	104,422.71	133,758.82	179,422.42	198,811.06	225,812.95
	Economic value distributed						
	Operating cost	Million THB	93,823.90	123,626.89	167,414.48	185,889.30	211,043.06
	Employee wage and benefit [1]	Million THB	2,791.91	2,894.67	3,254.35	3,849.52	4,613.82
	Dividend payments	Million THB	835.00	417.50	334.00	584.50	584.50
	Income tax payment	Million THB	424.88	260.60	361.06	260.82	447.77
	Community investments	Million THB	32.20	141.73	143.56	193.21	193.95
	CSR management overheads [2]	Million THB	1.85	0.94	6.49	14.01	14.7
	In-kind donation [3]	Million THB	30.35	140.79	137.07	179.20	179.25
	Employee volunteer hours [4]	Hours	-	880	2,488.00	1,984.00	1,600.00
	Employee training and development costs [5]	Million THB	11.74	9.29	28.57	25.76	42.19
	Economic value retained	Million THB	6,514.82	6,417.43	7,914.97	8,033.71	8,929.85
2.27	Significant instances of non-compliance with laws and regulations						
	Environmental	Case	-	-	-	-	0
	Social	Case	-	-	-	-	0
	Economic	Case	-	-	-	-	0
102-34	Complaints inconsistent with corporate governance, moral and business ethics principles						
	Number of complaints inconsistent with corporate governance, moral and business ethics principles	Cases	21	28	21	46	37
205-2	Communication and Training Programs on Anti-Corruption Policy						
	Total Number of Employees Who Have Received Training on the Anti-Corruption Policy	Persons	-	-	-	-	419
205-3	Confirmed Corruption Incidents and Related Actions						
	cost of fines, penalties in relation to corruption	THB	0	0	0	0	0

Remark

Financial statements of PTG Energy Public Company Limited as of December 31, 2024.

[1] Data cover employee of PTG Energy Company Limited and its subsidiaries.

[2] Operating expenses of PTG Energy Public Company Limited's CSR activities which cover cost of transportation, accommodation, CSR employee salary and miscellaneous.

[3] Product or service donation.

[4] Volunteer hour of PTG employee.

[5] Trainining and potential development cost of PTG Energy Company Limited and its subsidiaries.

Social Performance

GRI	Social Data	Unit	2020 Male	2020 Female	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
Human Resources Management												
102-7	**Employment**											
	All employees	Persons	17,293		16,727		19,873		21,225		25,619	
		Persons	6,437	10,856	6,135	10,592	7,235	12,638	7,515	13,710	8,745	16,874
102-8	**By Area**											
	Bangkok	Persons	1,116	1,569	881	1,403	1,136	1,722	1,287	2,126	948	1,545
	Others	Persons	5,321	9,287	5,254	9,189	6,099	10,916	6,228	11,584	6,457	11,386
	By Employment Type											
	- Permanent	Persons	6,385	10,763	6,072	10,486	7,155	12,495	7,446	13,570	8,469	16,642
	- Contract/Part-time	Persons	52	93	63	106	80	143	69	140	276	232
	- Contract/Part-time	%	0.81	0.86	1.03	1.00	1.11	1.13	0.92	1.02	3.16	1.37
2-8	**Non-employee workers**											
	- contractor	Persons	-		-		-		492		492	
202-2	***Proportion of senior management hired from the local community**											
	Senior management at significant locations of operation that are hired from the local community (Level 9 up)	Persons	-		-		63		62	63	86	63
		% of total senior managements who are full-time employees	-		-		35.39		30.85		41.55	
405-1	**By Age**											
	<30 years	Persons	9,290		8,433		9,300		9,554		11,939	
		% of total employees	53.72		50.42		46.80		45.01		46.60	
		% of FTEs	53.95		50.67		47.06		45.24		47.07	
		Persons	3,481	5,809	3,054	5,379	3,346	5,954	3,300	6,254	3,954	7,985
		% of toal Employee	20.13	33.59	20.81	34.97	16.84	29.96	15.55	29.47	15.43	31.17
	30-50 years	Persons	7,088		7,291		9,341		10,368		12,159	
		% of total employees	40.99		43.59		47.00		48.85		47.46	
		% of FTEs		41.16	43.81		47.27		49.09		47.94	
		Persons	2,637	4,451	2,714	4,577	3,443	5,898	3,748	6,620	4,241	7,918
		% of toal Employee	15.25	25.74	16.23	27.36	17.33	29.68	17.66	31.19	16.55	30.91
	>50 years	Persons	915		1,003		1,232		1,303		1,521	
		% of total employees	5.29		6.00		6.20		6.14		5.94	
		% of FTEs	5.31		6.03		6.23		6.17		6.00	
		Persons	319	596	367	636	446	786	467	836	550	971
		% of toal Employee	1.84	3.45	2.19	3.80	2.24	3.96	2.20	3.94	2.15	3.79

GRI	Social Data	Unit	2020 Male	2020 Female	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
405-1	**By Management Level**											
	Management (Level 9 - 14)	Persons	91	53	100	56	115	63	130	71	127	80
		% of total employee	0.53	0.31	0.60	0.33	0.58	0.32	0.61	0.33	0.50	0.31
	Supervisor (Level 5 - 8)	Persons	1,106	1,405	1,199	1,587	256	289	318	331	340	409
		% of total employee	6.4	8.12	7.17	9.49	1.29	1.45	1.50	1.56	1.33	1.60
	Operation (Level 1 - 4)	Persons	5,240	9,398	4,836	8,949	6,864	12,286	3,770	6,579	4,165	8,677
		% of total employee	30.30	54.35	28.91	53.50	34.54	61.82	17.76	31.00	16.26	33.87
	By Religion											
	Buddhism	Persons	6,325	10,609	6,012	10,358	7,077	12,335	7,266	13,359	8,451	16,381
		% of total employee	36.58	61.35	35.94	61.92	35.61	62.07	34.23	62.94	32.99	63.94
	Christianity	Persons	26	26	27	33	25	48	24	51	35	55
		% of total employee	0.15	0.15	0.16	0.20	0.13	0.24	0.11	0.24	0.14	0.21
	Islam	Persons	86	221	96	201	132	255	142	288	135	363
		% of total employee	0.50	1.28	0.57	1.20	0.66	1.28	0.67	1.36	0.53	1.42
	Hindu	Persons	-	-	-	-	0	1	0	0	0	0
		% of total employee	-	-	-	-	0.00	0.01	0	0	0.00	0.00
	not specified	Persons	-	-	-	-	0	0	83	12	75	124
		% of total employee	-	-	-	-	0.00	0.00	0.39	0.06	0.29	0.48
	By Religion Only in Management Level											
	Buddhism	Persons	-	-	-	-	-	-	187		200	
		% of total managers	-	-	-	-	-	-	93.03		96.62	
	Christianity	Persons	-	-	-	-	-	-	6		3	
		% of total managers	-	-	-	-	-	-	2.99		1.45	
	Islam	Persons	-	-	-	-	-	-	2		3	
		% of total managers	-	-	-	-	-	-	1		1.45	
	Hindu	Persons	-	-	-	-	-	-	0		0	
		% of total managers	-	-	-	-	-	-	0		0.00	
	not specified	Persons	-	-	-	-	-	-	6		1	
		% of total managers	-	-	-	-	-	-	2.99		0.48	

GRI	Social Data	Unit	2020 Male	2020 Female	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
	Women Workforce Ratio											
	All women in management positions	Persons	-	53	-	56	-	63	-	71	-	80
		% of total management positions workforce	-	36.81	-	45.16	-	35.49	-	0.35	-	0.31
	Women in top management positions	Persons	-	5	-	10	-	10	-	14	-	13
		"% of total top management positions"	-	25.00	-	34.48	-	22.22	-	25.93	-	9.29
	Women in junior management positions	Persons	-	29	-	29	-	53	-	57	-	67
		% of total junior management positions	-	39.73	-	37.18	-	39.85	-	38.78	-	42.41
	Women in management positions in revenue generating functions	Persons	-	7	-	14	-	14	-	14	-	14
		"% of total managers in revenue generating functions"	-	23.33	-	31.11	-	29.17	-	28.57	-	36.84
	Women in STEM-related positions	Persons	-	132	-	61	-	70	-	231	-	58
		% of total STEM positions	-	9.73	-	31.28	-	32.41	-	53.23	-	67.44
	Employees with Disabilities											
	Employees with Disabilities	Persons	129		162		160		194		195	
		% of total employee	0.75		0.97		0.81		0.91		0.76	
		% of FTEs	0.75		0.97		0.81		0.92		0.77	
		Persons	39	90	74	88	62	98	76	118	95	100
		% of total employee	0.23	0.52	0.44	0.53	0.31	0.49	0.36	0.56	0.37	0.39
401-1	**New Employees**											
	All new employees	Persons	13,879		13,330		16,447		10,218		6,189	
		Persons	5,902	7,977	5,488	7,842	6,814	9,633	3,556	6,662	1,432	4,757
	New hire rate	%	80.26		79.69		82.76		48.14		24.16	
			34.13	46.13	32.81	46.88	34.29	48.47	16.75	31.39	5.59	18.57
	By Management Level											
	Management (Level 9 - 14)	Persons	26	15	35	21	33	18	24	16	31	33
		% of total employee	0.15	0.09	0.21	0.13	0.17	0.09	0.11	0.08	0.12	0.13
	Supervisor (Level 5 - 8)	Persons	114	115	154	177	83	73	89	76	91	130
		% of total employee	0.66	0.67	0.92	1.06	0.42	0.37	0.42	0.36	0.36	0.51
	Operation (Level 1 - 4)	Persons	676	920	703	1,103	785	1,318	901	2,005	1,306	4,598
		% of total employee	3.91	5.32	4.20	6.59	3.95	6.63	4.24	9.45	5.10	17.95

GRI	Social Data	Unit	2020 Male	2020 Female	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
	By Age											
	<30 years	Persons	4,590	5,609	4,002	5,114	4,657	6,046	2,170	3,828	657	3,535
		% of total employee	26.54	32.44	23.93	30.57	23.43	30.42	10.22	18.04	2.56	13.80
	30-50 years	Persons	1,243	2,166	1,165	2,089	2,003	3,275	1,292	2,584	750	1,213
		% of total employee	7.19	12.53	6.96	12.49	10.08	16.48	6.09	12.17	2.93	4.73
	>50 years	Persons	60	192	98	248	154	312	94	250	25	9
		% of total employee	0.35	1.11	0.59	1.48	0.77	1.57	0.44	1.18	0.10	0.04
401-1	**By Religion**											
	Buddhism	Persons	5,871	7,925	5,343	7,696	6,654	9,384	3,447	6,499	1,344	4,559
		% of total employee	33.95	45.83	31.94	46.01	33.48	47.22	16.24	30.62	5.25	17.80
	"Christianity"	Persons	6	5	31	26	24	29	9	20	16	27
		% of total employee	0.03	0.03	0.19	0.16	0.12	0.15	0.04	0.09	0.06	0.11
	Islam	Persons	25	47	114	120	132	217	70	139	33	139
		% of total employee	0.14	0.27	0.68	0.72	0.66	1.09	0.33	0.65	0.13	0.54
	Hindu	Persons	-	-	-	-	0	0	0	0	0	0
		% of total employee	-	-	-	-	0.00	0.00	0.00	0.00	0.00	0.00
	Not specified	Persons	-	-	-	-	4	3	30	4	39	32
		% of total employee	-	-	-	-	0.02	0.02	0.14	0.02	0.15	0.12
	Internal Hire											
	Percentage of vacancies filled by internal candidates (Internal Hire)	% of all vacancies	33.39	25.76	32.68	42.33	24.82	52.56	25.34	42.39	34.05	61.3
	Recruitment Cost											
	Average recruitment cost	baht/person	591.99		1,136.15		706.82		654.18		834.63	
401-1	**Turnover**											
	Turnover rate	Persons	2,109		1,975		3,568		3,402		5,588	
		Persons	721	1,388	542	1,433	1,104	2,464	1,125	2,277	1,714	3,874
		% of total employee	12.20		11.81		17.95		16.03		21.81	
		% of total employee	4.17	8.03	3.24	8.57	5.56	12.40	5.30	10.73	6.69	15.12
	Voluntary employee turnover rate	Persons	2,094		1,959		3,546		2,859		4,376	
		Persons	708	1,386	534	1,425	1,088	2,458	931	1,928	1,306	3,070
		% of total employee	12.11		11.71		17.84		13.47		17.08	
		% of total employee	4.09	8.01	3.19	8.52	5.47	12.37	4.39	9.08	5.10	11.98

GRI	Social Data	Unit	2020 Male	2020 Female	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
	By Age											
	<30 years	Persons	332	876	280	887	479	1,577	460	1,324	783	2,511
		% of total employee	1.92	5.07	1.67	5.30	2.41	7.94	2.17	6.24	3.06	9.80
	30-50 years	Persons	354	493	242	534	576	865	608	916	861	1,318
		% of total employee	2.05	2.85	1.45	3.19	2.90	4.35	2.86	4.32	3.36	5.14
	>50 years	Persons	22	17	12	4	33	16	57	37	70	45
		% of total employee	0.13	0.10	0.07	0.02	0.17	0.08	0.27	0.17	0.27	0.18
401-3	**Paternity Leave**											
	Number of employees entitled to paternity leave	Persons	-	10,852	-	10,598	-	11,275	-	13,710	-	17,128
	Number of employees taking parental leave	Persons	-	343	-	402	-	375	-	453	-	372
	Number of employees returning to work after paternity leave	Persons	-	285	-	227	-	360	-	322	-	372
	Number of employees returning to work after maternity/paternity leave and continuing to work for another one entire year	Persons	-	205	-	227	-	236	-	175	-	251
	Rate of employees returning to work	%	-	59.77	-	56.47	-	62.93	-	38.63	-	67.47
	Freedom of Association											
	Ratio of employees representing in the Welfare Committee	% of total employee	0.031	0.028	0.28	0.17	0.22	0.10	0.19	0.09	0.06	0.06
	Long-term Incentive for Employees											
	Employees below the senior levels, or serving in a position that is 2 levels below the CEO, and entitled for long-term incentives	Persons	17,275		16,689		10,046		21,207		25,603	
		% of total employee	99.90		99.77		50.55		99.92		99.94	
		Persons	6,424	10,851	6,107	10,582	3,861	6,185	7,501	13,706	8,733	16,870
		% of total employee	37.15	62.75	31.51	63.26	19.43	31.12	35.34	64.57	34.09	65.85
	Employees Provident Fund											
	All employees who are eligible to apply for a provident fund after passing probation	Persons	-		7,977		9,145		10,165	9,953	18,920	
		% of total employee	-		47.69		46.02		47.89		73.85	
404-1	**Training and Development**											
	Total hours of training and development	Hours/year	69,863		137,925.75		386,240.71		159,738.50		525,918.71	
	Average hours of training	Hours/person/year	4.04		8.24		19.44		7.56		20.94	
	Average days of training	days/person/year	0.51		1.03		2.43		0.95		2.62	
	Total number of employees trained	Persons	-	-	-	-	682	854	8,214	17,065	6,265	10,512
	Average hours per FTE of training	Hours/person/year	4.66	3.70	9.55	7.56	20.69	18.89	7.05	8.58	36.48	12.64
		Hours/person/year	4.06		8.29		19.55		7.62		20.73	

GRI	Social Data	Unit	2020 Male	2020 Female	2021 Male	2021 Female	2022 Male	2022 Female	2023 Male	2023 Female	2024 Male	2024 Female
	Training and Development Hours by Management Level											
	Management (Level 9 - 14)	Hours/person/year	3.78	6.45	146.70	173.09	57.38	61.45	13.93	12.92	22.18	22.73
	Supervisor (Level 5 - 8)	Hours/person/year	3.88	4.80	4.09	4.23	135.14	181.71	4.46	4.26	27.25	25.24
	Operation (Level 1 - 4)	Hours/person/year	1.43	3.34	6.15	8.9	25.76	34.85	6.28	6.35	22.22	12.94
	Training and Development Expenses											
	Average amount spent per FTE on training	baht/person/year	886.90	560.52	696.66	478.39	1,880.49	1,196.60	1,381.81	1,146.47	2,226.25	1,370.56
		baht/person/year	682.03		558.44		1,445.60		1,229.23		1,660.92	
	Total investment on employees training	baht	11,744,869.29		9,293,873.65		28,567,143.24		25,761,652.17		42,129,147.98	
	Training and Development Expenses by Mangement Level											
	Management (Level 9 - 14)	baht/person/year	31,734.07	44,471.64	20,130.97	27,702.68	30,775.63	30,775.63	10,242.97	10,037.58	68,971.28	78,727.67
	Supervisor (Level 5 - 8)	baht/person/year	999.64	1,082.92	574.22	576.86	16536.63	25271.24	1,316.30	1,636.33	3,398.62	3,277.27
	Operation (Level 1 - 4)	baht/person/year	635.93	248.63	576.60	643.12	1,650.34	1,716.53	994.37	814.53	1,953.96	1,778.24
404-3	**Performance Appraisal**											
	Management (Level 9 - 14)	Persons	111		83	48	100	57	103	61	119	74
	Supervisor (Level 5 - 8)	Persons	2,459		1,160	1,525	240	272	296	324	327	402
	Operation (Level 1 - 4)	Persons	5,119		2,039	3,237	3,298	5,333	3,576	6,214	3,963	7,738
	Type of Performance Appraisal											
	Indicator-based performance appraisal	% of total employee	44.46		48.38		46.80		50.05		49.04	
	Multidimensional performance appraisal	% of total employee	0.64		0.78		0.79		0.78		0.67	
	Employee Engagement											
	Engagement Result	%	77		73		70		79		81	
	Data Coverage	% of total employee	91.00		40.25		39.70		97.00		91.00	
	By Age											
	Under 25 years old	%	73.00		67.00		70.00		78.00		79.00	
	25-34 years old	%	75.00		70.00		68.00		79.00		79.00	
	35-44 years old	%	79.00		76.00		70.00		84.00		81.00	
	45-54 years old	%	85.00		80.00		78.00		81.00		85.00	
	Over 55 years old	%	86.00		88.00		83.00		80.00		86.00	
	By Management Level											
	Team Member/ Front-line employee	%	80.40		73.81		73.00		81.00		82.00	
	Management/Team Leader/ Supervisor	%	70.33		59.53		53.00		60.00		60.00	
	Middle Management	%	69.15		56.70		56.00		58.00		63.00	
	Senior Management	%	85.00		85.71		69.00		81.00		81.00	

GRI	Social Data	Unit	2020		2021		2022		2023		2024	
			Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Safety and Occupational Health												
403-9	Total Work Hours											
	Employees	Hours	-		33,706,824.03		39,264,780.21		46,674,669.17		56,372,671.00	
	Contractors	Hours	-		793,220		1,245,035		1,864,861.50		2,214,552.00	
	Fatality											
	Employees	Cases	2	0	2	0	1	0	1	0	0	0
	Contractors	Cases	0	1	0	0	0	0	0	0	0	0
	Lost-Time Injury Frequency Rate (LTIFR)											
	*Employees	Cases	-		41		27	27	15	17	20	14
	*	Cases/ 1 million work hours	-		1.20		0.69	0.69	0.32	0.36	0.35	0.25
	Contractors	Cases	-		0		1	0	1	0	1	0
		Cases/ 1 million work hours	-		0.00		0.8	0	0.54	0	0.45	0
403-10	Occupational Illness Ferquency Rate (OIFR)											
	Employees	Cases	-		0		0		0		0	
		Cases/ 1 million work hours	-		0.00		0		0		0	
	Total Recordable Injusry Frequency Rate (TRIR)											
	Employees	Cases	0		0		28		40		38	
			0	0	0	0	-	-	20	20	24	14
		Cases/ 1 million work hours	0		0		0.71		0.86		0.67	

Remarks :

1. The employee data includes both permanent and temporary employees from the following companies: PTG Energy Public Company Limited (PTG), Max Solution Service Co., Ltd. (MSS), Max Card Co., Ltd. (MAX), PTG Green Energy Co., Ltd. (PTGGE), PTG Logistics Co., Ltd. (PTGLG), Atlas Energy Public Company Limited (ATL), Olympus Oil Co., Ltd. (OLP), Petroleum Thai Corporation Co., Ltd. (PTC), Punthai Coffee Co., Ltd. (PUN), Max Me Corp Co., Ltd. (MMC), Goluck Co., Ltd. (GL), Go Subway Co., Ltd. (GS), Max Alphabet Co., Ltd. (MAC), Holgen Co., Ltd. (WG), Clean Community Co., Ltd. (CCC), and GFA Corporation (Thailand) Co., Ltd. (GFA).

2. New employees and employee turnover data cover only monthly-paid employees.

3. Safety and Occupational Health cover operations of the following companies: PTG Energy Public Company Limited (PTG), Max Solution Service Co., Ltd. (MSS), Max Card Co., Ltd. (MAX), PTG Green Energy Co., Ltd. (PTGGE), PTG Logistics Co., Ltd. (PTGLG), Atlas Energy Public Company Limited (ATL), Olympus Oil Co., Ltd. (OLP), Petroleum Thai Corporation Co., Ltd. (PTC), Punthai Coffee Co., Ltd. (PUN), and Siam Autobacs Co., Ltd. (SAB).

Environmental Performance

GRI	Environmental Data	Unit	2020	2021	2022	2023	2024
301-1	Packaging						
	- Total weight of materials	Tons	309.37	271.59	364.89	3145.69	2899.12
	Renewable/Recyclable Materials		"				
	- Total weight of recyclable plastic materials	Tons	-	-	-	-	-
	- Total weight of paper or wood materials	Tons	-	-	94.25	125.29	141.36
	- Total weight of steel materials	Tons	89.33	93.44	93.98	2645.52	2304.17
	- Total weight of Aluminuml materials	Tons	-	-	-	160.89	193.94
	- Total weight of glass materials	Tons	-	-	-	-	-
	Non-renewable/Non-recyclable Materials						
	- Total weight of plastic materials	Tons	220.04	178.15	176.66	214.00	259.65
302-1	Energy						
	Total energy consumption within the organization	Megawatt hour	172,681.48	95,363.38	280,630.16	279,358.49	314,093.33
	Non-renewable Electricity						
	- Electricity consumption (Total)	Kilowatt hour	210,414.00	116,473.00	63,623,660.95	71,781,814.01	87,602,265.84
	- Electricity consumption of head office	Kilowatt hour	210,414	116,473	272,178.59	286,855.88	306,710.89
	- Electricity consumption of oil depots	Kilowatt hour	-	-	1,910,501.44	2,130,408.15	2,205,596.59
	- Electricity consumption of gas stations	Kilowatt hour	-	-	61,155,648	68,596,197.43	84,184,988.10
	- Electricity consumption of transportation fleets	Kilowatt hour	-	-	285,332.92	254,988.99	427,067.71
	- Electricity consumption of warehouses	Kilowatt hour	-	-	-	513,363.56	477,902.55
	- Average electricity consumption of head office	Kilowatt hour/ person	347	157	336	617	310
	- Electricity cost (Total)	Million baht			286.13	334.20	381.58
	-Electricity cost of head office	Million baht	1.26	1.00	1.63	1.90	2.07
	-Electricity cost of oil depots	Million baht	-	-	8.53	10.47	10.11
	-Electricity cost of gas stations	Million baht	-	-	274	319.01	366.72
	-Electricity cost of transportation fleets	Million baht	-	-	1.76	2.81	2.67
	- Electricity cost of warehouses	Million baht	-	-	-	2.45	2.03
	- Average electricity cost of head office	baht/person	2,075	945	2,010	4,089	2,095
	Non-renewable Energy						
	Total Diesel fuel consumption of the organization	Liters	15,879,669.47	8,653,005.30	19,848,749.50	18,928,131.64	19,894,499.35
	- Diesel fuel consumption of oil trucks	Liters	15,538,300.00	8,279,000.00	19,234,109.00	17,411,289.99	19,581,439.84
	- Diesel fuel consumption of corporate cars	Liters	157,631.83	166,391.23	297,432.82	1,225,634.41	305,677.58
	- Gasoline fuel consumption of corporate cars	Liters	179,547.75	204,219.72	305,238.32	284,126.41	918,212.98
	- Fuel consumption of corporate activities (if any)	Liters	4,189.89	3,394.35	11,969.36	7,080.83	7,381.93
	- LPG consumption of corporate activities (if any)	kilogram	-	-	-	-	828.63
	Total Renewable Energy						
	- Consumption of electricity generated by solar PV (Solar PV Installation at Service Stations Project)	Kilowatt hour	-	236,962.34	645,403	1,318,007	3,708,589

GRI	Environmental Data	Unit	2020	2021	2022	2023	2024
302-3	Energy intensity						
	- Proportion of electricity from gas stations used to gasoline sold through COCOs	Kilowatt hour/liter	0.0450	0.014	0.015	0.015	0.017
	- Proportion of electricity from oil depots used to gasoline sold through oil depots	Kilowatt hour/liter	0.0012	0.004	0.000	0.000	0.002
303-3	Water withdrawal classified by type of water source						
	Total withdrawal	Megaliters	48.20	39.73	35.93	2331.98	3545.23
	- Surface municipal water	Megaliters	21.25	18.98	14.58	1,655.53	2,822.70
	- Groundwater municipal water	Megaliters	26.95	20.75	21.35	676.45	722.52
	- Proportion of water supply used to gasoline sold through oil depots	Cubic meters/liter	0.0095	0.010	0.000	0.000	0.000
303-4	Water discharge						
	Total discharge	Megaliters	36.32	33.69	19.38	32.93	39.98
	- Discharge treated before being discharged into the river (≤1,000 mg/l of solids suspended or dissolved in water)	Megaliters	36.32	31.95	19.38	32.93	39.98
	- Discharge treated before being discharged into the sea (≤1,000 mg/l of solids suspended or dissolved in water)	Megaliters	-	1.73	0	0	0
303-5	Water consumption						
	Total water consumption	Megaliters	11.89	6.04	16.55	2,299.05	3,505.25
305-1	Direct GHG emissions (Scope 1)						
	Direct GHG emissions (Scope 1)	Tons carbon dioxide equivalent	1,209	1,582	55,771	50,717	55,159
305-2	Energy indirect GHG emissions (Scope 2)						
	Energy indirect GHG emissions (Scope 2)	Tons carbon dioxide equivalent	887	1,064	31,806	38,307	37,833
305-3	Other indirect GHG emissions (Scope 3)						
	Other indirect GHG emissions (Scope 3)	Tons carbon dioxide equivalent	1,935,022	13,799,057	20,289,891	15,287,288	15,431,998
	Catcategory 1: Purchased goods and services	Tons carbon dioxide equivalent	203,155	1,215,576	1,221,141	1,382,245	-
	Catcategory 2: Capital goods	Tons carbon dioxide equivalent	-	-	18,087	32,821	-
	Catcategory 3: Fuel-and-energy-related activities	Tons carbon dioxide equivalent	887	1,052	434	16,088	-
	Catcategory 4: Upstream transportation and distribution	Tons carbon dioxide equivalent	280	-	23,878	46,721	-

GRI	Environmental Data	Unit	2020	2021	2022	2023	2024
	Catcategory 5: Waste generated in operations	Tons carbon dioxide equivalent	-	45	3,376	163	-
	Catcategory 6: Business travel	Tons carbon dioxide equivalent	-	-	-	-	-
	Catcategory 7: Employee commuting	Tons carbon dioxide equivalent	-	-	-	-	-
	Catcategory 8: Upstream leased assets	Tons carbon dioxide equivalent	-	-	-	-	-
	Catcategory 9: Downstream transportation and distribution	Tons carbon dioxide equivalent	-	-	161,261	18,051	-
	Catcategory 10: Processing of sold products	Tons carbon dioxide equivalent	-	-	-	-	-
	Catcategory 11: Use of sold products	Tons carbon dioxide equivalent	1,730,700	8,729,439	18,861,693	13,790,842	15,431,998
	Catcategory 12: End of life treatment of sold products	Tons carbon dioxide equivalent	-	-	10	-	-
	Catcategory 13: Downstream leased assets	Tons carbon dioxide equivalent	-	-	9	-	-
	Catcategory 14: Franchises	Tons carbon dioxide equivalent	-	-	-	-	-
	Catcategory 15: Investments	Tons carbon dioxide equivalent	-	-	-	-	-
305-4	GHG emissions intensity						
	Gas stations	Tons carbon dioxide equivalent /litr of oil sold through gas stations	-	-	0.005	0.003	0.003
	Oil depots	Tons carbon dioxide equivalent /litr of oil sold through oil depots	-	-	0.005	0.016	0.014
306-3	Total waste						
	Total waste	Tons	25.67	34.45	22.95	301.59	222.77
306-4	Total non-hazardous waste						
	Total non-hazardous waste	Tons	25.67	33.82	21.17	240.31	194.34
	- Total recycled non-hazardous waste	Tons	24.35	8.31	5.00	14.65	104.50
	Total hazardous waste	Tons	0.00	0.63	1.78	61.28	28.43
	- Total recycled hazardous waste	Tons	-	0.40	0.00	5.78	1.49
	Oil Spill	Barrels	0.00	51.26	15.97	109.44	44.86

GRI	Environmental Data	Unit	2020	2021	2022	2023	2024
306-5	Waste Disposal						
	Total hazardous waste disposal	Tons	-	0.60	0.11	17.76	20.41
	- Total waste disposal through incineration	Tons	-	0.00	0.00	5.59	8.02
	- Total waste disposal through incineration (with energy recovery, or Waste to Energy)	Tons	-	0.00	0.00	0.03	0.00
	- Total waste disposal through landfills	Tons	-	0.00	0.00	0.00	0.00
	- Total waste stored in the waste area	Tons	-	0.12	1.62	8.58	0.00
	- Total waste disposed of by outsources	Tons	-	0.26	0.05	17.95	12.39
	- Total waste disposed of by other waste handling, e.g., covering, etc.	Tons	-	0.22	0.00	5.59	0.00
	Total non-hazardous waste disposal	Tons	1.32	25.51	20.16	76.73	138.87
	- Total waste disposal through incineration	Tons	-	0.00	0.00	7.80	3.50
	- Total waste disposal through incineration (with energy recovery, or Waste to Energy)	Tons	-	0.00	0.00	0.00	3.50
	- Total waste disposal through landfills	Tons	-	2.81	1.58	1.23	2.38
	- Total waste stored in the waste area	Tons	-	0.00	0.00	38.46	5.54
	- Total waste disposed of by outsources	Tons	1.32	21.27	6.41	77.03	123.95
	- Total waste disposed of by other waste handling, e.g., covering, etc.	Tons	-	1.43	0.00	7.80	0.00
2-27	Non-compliance with environmental laws and regulations						
	Quantity or value of significant fines for environmental law violations	Times	0	0	0	0	0
	Total costs of environmental fines and penalties	THB	0	0	0	0	0

Remarks:
- Packaging information refers to packaging materials derived from products such as oil gallon containers and gas cylinders.
- The data collection scope includes PTG Energy Public Company Limited, covering the head office, oil depots, and distribution centers; PTG Logistics Company Limited; and Petroleum Thai Corporation Limited, covering company-owned service stations.
- Energy, water, and waste management data for the years 2018—2021 covers PTG's operational sites, specifically the head office and oil depots.
- Energy and water consumption data for the year 2022 covers the head office and oil depots. Waste management data in the same year covers all operational areas, except for PTG Logistics Company Limited and service stations.
- From 2023 onwards, energy and water consumption data covers all operational areas of PTG, including the head office, oil depots, distribution centers, and PTG Logistics Company Limited. Waste management data covers all areas, excluding service stations.
- Greenhouse gas emissions data is compiled using the Operational Control approach in accordance with the GHG Protocol guidelines.
- In 2020, the greenhouse gas emissions boundary covered the head office and oil depots. In 2021, it was expanded to include transportation operations; in 2022, to include service stations; and in 2023, to include distribution centers.
- From 2021 to 2023, the company reported Scope 3 greenhouse gas emissions using a full reporting approach. However, in 2024, the calculation methodology was revised to include only material categories, in alignment with the GHG Protocol framework. This adjustment aims to enhance the accuracy and relevance of the environmental impact reporting, and to improve the efficiency and precision of the organization's greenhouse gas management.
- In 2024, the calculation methodology for total energy consumption within the organization was revised to enhance data consistency and alignment. Accordingly, historical data from 2020 onwards has been restated to reflect the updated methodology.

GRI Content Index

GRI content index	
Statement of use	PTG has reported in accordance with the GRI Standards for the period 1 Jan 2024 to 31 Dec 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	GRI 11: Oil and Gas Sector 2021

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
General disclosures			
GRI 2: General Disclosures 2021	The organization and its reporting practices		
	2-1 Organizational details	12-19	
	2-2 Entities included in the organization's sustainability reporting	3-4	
	2-3 Reporting period, frequency and contact point	3-4	
	2-4 Restatements of information	3	
	2-5 External assurance	The PTG Group has not obtained third-party assurance for the report as a whole, but obtained only for a portion of GHG Data. (p. 156)	
	Activities and workers		
	2-6 Activities, value chain and other business relationships	14-21	
	2-7 Employees	184	
	2-8 Workers who are not employees	184	
	Governance		
	2-9 Governance structure and composition	41-47 https://www.ptgenergy.co.th/AboutPTG/Governance	
	2-10 Nomination and selection of the highest governance body	42-44	
	2-11 Chair of the highest governance body	https://www.ptgenergy.co.th/AboutPTG/Governance	
	2-12 Role of the highest governance body in overseeing the management of impacts	4-8, 26, 46, 52-53	
	2-13 Delegation of responsibility for managing impacts	26	
	2-14 Role of the highest governance body in sustainability reporting	35	
	2-15 Conflicts of interest	One report p. 202-204, 216-231	
	2-16 Communication of critical concerns	48, One report p.155	

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
	2-17 Collective knowledge of the highest governance body	47, 63 and One report p.92-194	
	2-18 Evaluation of the performance of the highest governance body	44-46	
	2-19 Remuneration policies	One report p. 182	
	2-20 Process for determining remuneration	45, One report p. 178,182	
	2-21 Annual total compensation ratio	Information unavailable/incomplete. PTG does not currently have the methodology in our Human Resources systems to determine this ratio.	
	Strategy, policies and practices		
	2-22 Statement on sustainable development strategy	6-8, 26-27	
	2-23 Policy commitments	One report p. 198-199 https://investor.ptgenergy.co.th/th/ corporate-governance/downloads/ corporate-governance-policy	
	2-24 Embedding policy commitments	https://investor.ptgenergy.co.th/th/ corporate-governance/downloads/ corporate-governance-policy	
	2-25 Processes to remediate negative impacts	48, 138-139 https://www.ptgenergy.co.th/Sustainable/ HumanRightsManagement	
	2-26 Mechanisms for seeking advice and raising concerns	48, One report p.155 https://investor.ptgenergy.co.th/th/ corporate-governance/downloads/ corporate-governance-policy	
	2-27 Compliance with laws and regulations	183	
	2-28 Membership associations	13	
	Stakeholder engagement		
	2-29 Approach to stakeholder engagement	30-39	
	2-30 Collective bargaining agreements	140-188	

Material Topics

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
GRI 3: Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	34-35	
	3-2 List of material topics	34-39	
Economic			
Good Corporate Governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	42-44	11.14.1, 11.20.1
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	183	11.14.2
GRI 202: Market Presence 201	202-2 Proportion of senior management hired from the local community	184	11.14.3
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	22-23, 37-38	11.14.5
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	In 2024, PTG Energy Plc. assessed 100% of its high-risk internal units for c orruption-related risks, focusing on departments identified under the CAC framework. These include: Procurement Department, Operations Department, Engineering Department, Sales Department (Station Acquisition) For PTG's subsidiaries, 9 out of 15 companies (60%) were assessed for corruption risk.	11.20.2
	205-2 Communication and training about anti-corruption policies and procedures	49-183	11.20.3
	205-3 Confirmed incidents of corruption and actions taken	183, One report p. 210	11.20.4
GRI 207: Tax 2019	207-1 Approach to tax	https://investor.ptgenergy.co.th/ storage/content/corporate-governance/ downloads/corporate-governance-policy/2025/20250318-ptg-tax-policy-th.pdf	11.21.4
GRI 415: Public Policy 2016	415-1 Political contributions	PTG Energy did not make any political contributions, either directly or indirectly, to political parties, politicians, or related organizations.	11.22.2
Risk and Crisis Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	51-63	

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
Cybersecurity and Personal Data Protection			
GRI 3: Material Topics 2021	3-3 Management of material topics	65-71	
Business and Social Innovation			
GRI 3: Material Topics 2021	3-3 Management of material topics	73-80	
Customer Relation Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	83-89	11.3.1
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	84	11.3.3
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	89	
Supply Chain Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	91-97	
GRI 204 Procurement Practice 2016	204-1 Proportion of spending on local suppliers	Data not collected	11.14.6
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	137-138	11.12.2
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	95-97	11.10.8

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
Environment			
Climate Change Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	156-163	11.1.1
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	162-163 https://www.ptgenergy.co.th/Sustainable/ ClimateChangeManagement	11.2.2
GRI 305: E mission 2016	305-1 Direct (Scope 1) GHG emissions	192	11.1.5
	305-2 Energy indirect (Scope 2) GHG emissions	192	11.1.6
	305-3 Other indirect (Scope 3) GHG emissions	192-193	11.1.7
	305-4 GHG emissions intensity	193	11.1.8
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions (PM 2.5)	Information unavailable/incomplete. PTG conducts random air pollution audits at its gas stations annually.(p.178)	11.3.2
Environmental Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	166-179	11.6.1
GRI 301: Material 2016	301-1 Materials used by weight or volume	191	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	191	11.1.2
	302-3 Energy intensity	191-192	11.1.4
	302-4 Reduction of energy consumption	169-171	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	172	11.6.2
	303-2 Management of water discharge-related impacts	171-172	11.6.3
	303-3 Water withdrawal	192	11.6.4
	303-4 Water discharge	192	11.6.5
	303-5 Water consumption	192	11.6.6
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	173-177	11.5.3
	306-3 Waste generated	193	11.5.4
	306-4 Waste diverted from disposal	194	11.5.5
	306-5 Waste directed to disposal	194	11.5.6

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
Social			
Human resource management			
GRI 3: Material Topics 2021	3-3 Management of material topics	100-199	11.10.1
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	187-188	11.10.2
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	166-121 Please note that temporary employees are not entitled to certain employee benefits provided to permanent staff, such as participation in the provident fund, health insurance, staff discount privileges, annual medical check-ups, and other welfare programs.	11.10.3
	401-3 Parental leave	188	11.10.4
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	188	11.10.6
	404-2 Programs for upgrading employee skills and transition assistance programs	104-110	11.10.7
	404-3 Percentage of employees receiving regular performance and career development reviews	189	
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	42-43, 141, 184-187	11.11.5
	405-2 Ratio of basic salary and remuneration of women to men	117	11.11.6
GRI 406: Nondiscrimination 2016	406-1 Incidents of discrimination and corrective actions taken	135, Discrimination in the workplace is not tolerated at PTG.Over the reporting period we had no cases of alleged discrimination reported	11.11.7
Safe and Work Environment			
GRI 3: Material Topics 2021	3-3 Management of material topics	126-129	11.9.1

GRI STANDARD/ OTHER SOURCE	Disclosure	Page / Website	GRI SECTOR STANDARD REF. NO.
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	126 https://www.ptgenergy.co.th/Sustainable/ SafetyAndWorkEnvironment	11.9.2
	403-2 Hazard identification, risk assessment, and incident investigation	127-130	11.9.3
	403-3 Occupational health services	128-131	11.9.3
	403-4 Worker participation, consultation, and communication on occupational health and safety	130-131 https://www.ptgenergy.co.th/Sustainable/ SafetyAndWorkEnvironment	11.9.5
	403-5 Worker training on occupational health and safety	131	11.9.6
	403-6 Promotion of worker health	118-119, 131	11.9.2
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	132	11.9.7
	403-8 Workers covered by an occupational health and safety management system	25,619 persons	11.9.9
	403-9 Work-related injuries	133, 190	11.9.10
	403-10 Work-related ill health	133, 190	11.9.11
Human Rights			
GRI 3: Material Topics 2021	3-3 Management of material topics	136-142	11.12.1
GRI 408: Child Labor 2016.	408-1 Operations and suppliers at significant risk for incidents of child labor	The PTG Group is not aware of any cases of child labor within its own operations or its those of its suppliers.	
Corporate Social Responsibility			
GRI 3: Material Topics 2021	3-3 Management of material topics	146-147	11.15.1
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	153	11.15.2

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