



PTT Oil and Retail Business Public Company Limited

Announcement No. 97 / 2022

Subject: Sustainability Management Policy

PTT Oil and Retail Business Public Company Limited and the Companies in OR Group

PTT Oil and Retail Business Public Company Limited (“OR”) and the companies in OR Group strives to be a leading company operating business under the established vision of “Empowering All Toward Inclusive Growth.”, in accordance with the sustainable development guidelines by placing an emphasis on building trust with all stakeholders, operational excellence, transparency in business; continuously developing innovations, as well as social and environmental responsibilities. In adherence to the PTT Group’s sustainability management framework, the National Strategy, internationally recognized sustainability standards, as well as the Sustainable Development Goals (SDGs), OR and the companies in OR Group, thus, define the sustainability management policy in 3 dimensions as follows.

Environmental: operating environmentally friendly businesses; limiting and minimizing the impact from business operations on ecosystem and biodiversity; mitigating and being more resilient to climate change; increasing energy efficiency and the proportion of renewable or clean energy usage; encouraging responsible consumption and production for products and services within OR’s and its business partners’ operations towards customers and consumers by applying the circular economy principle across the business value chain, resulting in resource optimization from sourcing, production, transportation, distribution, through consumption; implementing waste management to control and reduce food loss and waste from the operation; as well as promoting sustainable packaging

Social: operating business with responsibility for all stakeholders in respect of human rights principles; encouraging labor protection such as right to safe and healthy working conditions together with continuity of knowledge and skills development, sufficient living wage and welfare for employees and their families with non-discrimination and equal opportunity at work; promoting the employment of locals, vulnerable groups such as people with disabilities regardless of their race, ethnicity, religion, age, color, gender, education, social status, and others; striving to apply organization core competency and expertise in order to create innovation, to raise the standard of living for communities, covering both business areas and surrounding areas, and to contribute in society development for sustainable inclusive growth

/ Governance:



Governance: operating business in compliance with the good corporate governance principle, ethics, laws, obligations, and regulations in all countries of operations following international practices and guidelines; emphasizing and promoting anti- corruption, fair competition and complaint management; disclosing information and performance transparently; protecting information security, cybersecurity, as well as privacy of personal information and data of all stakeholders; responding customers' expectations by values delivered via quality and safety products and services, customer relationship management for their impressive experiences; managing risks and business continuity across supply chain; adapting to continuous changes of business context and seeking opportunities to ensure sustainable business growth, together with reducing the negative impact from operations throughout the value chain; creating mutual sustainable economic growth with partners, small and medium-sized enterprises (SMEs), in a balance of all stakeholder expectations

All management and employees of OR are responsible for contributing, driving, integrating, and executing the policy, as well as deploying to the companies in OR Group and communicating with all stakeholders. Additionally, OR has strong intention to encourage business partners to adapt this policy in their operations accordingly. OR strongly anticipates pursuing collaborative actions through dialogue and partnerships with global organizations to strengthen sustainable development capabilities.

Hereby announced on 30 May 2022



(Miss Jiraphon Kawswat)

Acting President and Chief Executive Officer