Sustainability Reporting Guide

for Listed Companies

The Stock Exchange of Thailand

Disclaimer

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Introduction

The reporting of information that is comprehensive, accurate, and transparent is essential for listed companies to build trust and attract the interest of stakeholders. Financial reporting, in particular, demonstrates a business's profitability, but this alone may not be sufficient for investors' decision-making. This is because businesses today must encounter increasingly complex economic, social, and environmental risks and challenges.

As a result, a company's non-financial information, such as its vision, mission, strategy and risk factors, and especially environmental, social and governance (ESG) information, are as essential for investment decisions as financial information. It will not only help stakeholders to understand the various dimensions of a company's operations in a more holistic way, but also increase stakeholders' confidence in the long-term potential of the business.

Benefits of Sustainability Reporting

1. Companies will have access to ESG information to make decisions about the business or for organizational development. By providing information that reflects long-term business potential, companies will also have the opportunity to attract high-quality investors, who can create added value for the business.
2. Investors will have access to diverse and comprehensive information for their investment decisions.
3. Securities professionals will have access to information to analyze the risks and opportunities of investing in a business that performs in compliance with ESG standards.
4. Stakeholders, such as regulatory agencies and sustainability assessors, will have access to ESG information to help them establish relevant policies and promote sustainable practices across sectors.

Sustainability Disclosure Guidelines in the Thai Capital Market

1. Form 56-1 One Report[1]

The Securities and Exchange Commission (SEC) requires listed companies to disclose information concerning their environmental, social, and governance performance across their entire business value chain.

2. Sustainability Reporting Guide for Listed Companies

The Stock Exchange of Thailand (SET) has developed the Sustainability Reporting Guide for Listed Companies to provide them with a clear reporting framework and sustainability performance indicators that respond to the needs of investors and stakeholders in the Thai context.

3. International Sustainability Reporting Guidelines

There are various international sustainability reporting standards available, including the GRI Standards, Integrated Reporting <IR> Framework, and Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). The Stock Exchange of Thailand encourages listed companies to voluntary disclose information according to these international standards, as appropriate.

[1] For more information, please refer to the Form 56-1 (One Report) Reporting / Annual Report Manual.

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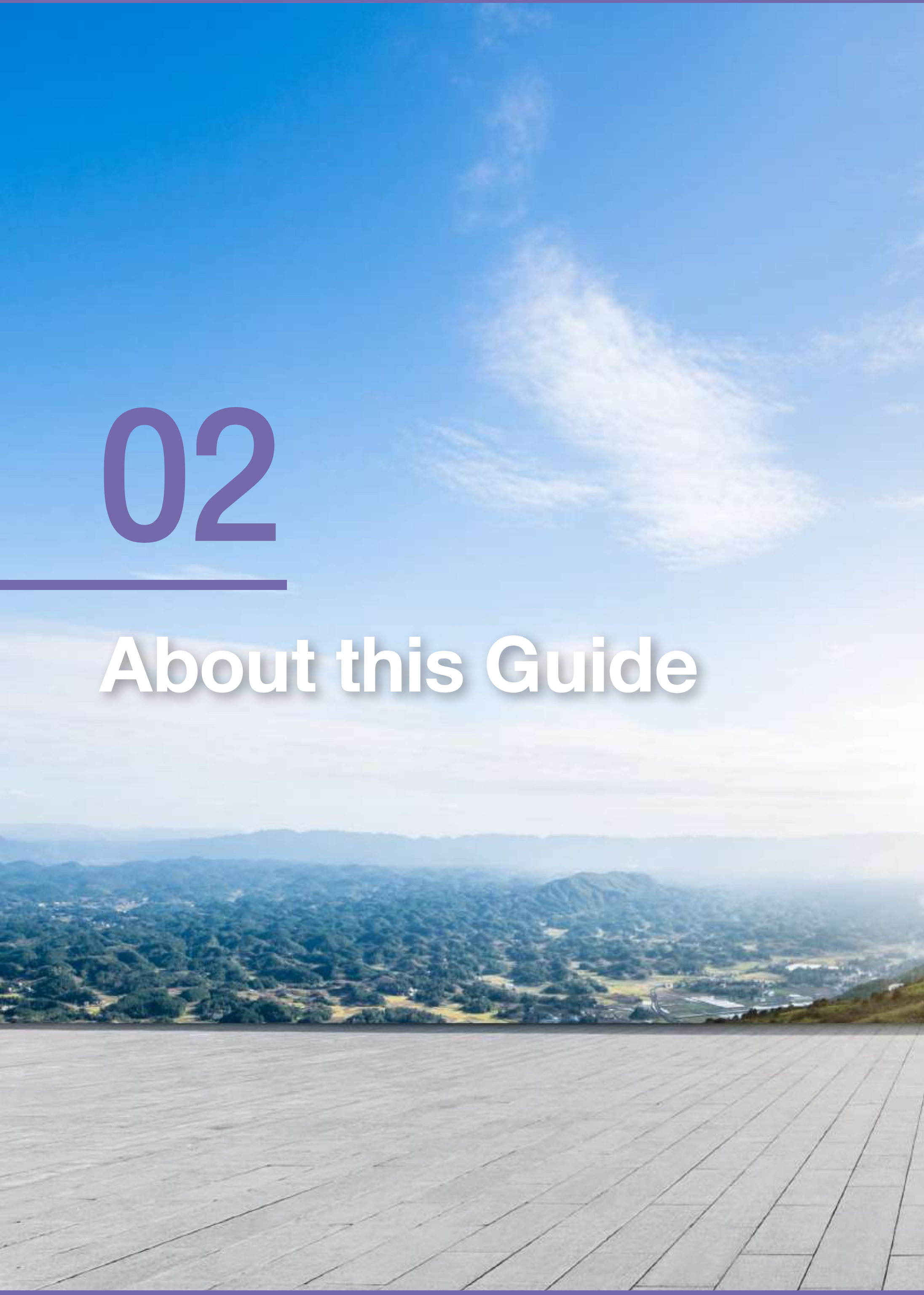
About this Guide



Objectives

The Sustainability Reporting Guide for Listed Companies has been developed by The Stock Exchange of Thailand to:

1. Provide guidance to listed companies on sustainability reporting according to best practices in Thailand and globally.
2. Provide a standardized approach for listed companies to disclose their sustainability performance for different groups of information users, including investors, securities analysts, regulatory agencies, and sustainability assessors, among others.

Recommendations for Use

1. This Guide can be used as a reference for reporting on the sustainability requirements of the Annual Report/Form 56-1 One Report.
2. Companies can disclose additional information beyond that which is specified in this Guide, as appropriate for their business context.
3. Companies that are already publishing sustainability reports according to GRI standards will be able to refer to the Appendix to understand how the ESG metrics of this Guide align with the GRI Standards and the Sustainable Development Goals (SDGs).
4. Companies can use this Guide alongside industry-specific ESG metrics recommendations, as needed, to increase the quality of their reporting.
5. This document is intended as a guide for sustainability reporting only and is not meant to serve as a summary of laws, rules or regulations for listed companies.

Relevant Standards

This Guide has been developed with consideration for the views of listed companies and information users. It also takes into consideration national and international sustainable development standards, including the following:

1. Sustainability Reporting Guidelines and Standards

- Form 56-1 One Report
- Corporate Governance Code for Listed Companies (2017)
- GRI Standards by the Global Reporting Initiative
- Integrated Reporting <IR> Framework by the International Integrated Reporting Council (IIRC)
- Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)
- Sustainability Accounting Standards Board (SASB)
- CDP (previously Carbon Disclosure Project)
- SDG Compass: The guide for business action on the SDGs
- WFE ESG Guidance and Metrics by the World Federation of Exchanges
- Model Guidance on Reporting ESG Information to Investors by the UN Sustainable Stock Exchanges (SSE) Initiative

- Measuring Stakeholder Capitalism: Towards Common Metrics and Consistent Reporting of Sustainable Value Creation by the World Economic Forum (WEF)
- Other sustainability reporting guidelines prepared by leading capital markets

2. Sustainability Indices and Assessments

- Thailand Sustainability Investment (THSI) assessment by The Stock Exchange of Thailand
- International sustainability indices, such as the Dow Jones Sustainability Indices (DJSI), FTSE4Good Index Series, and MSCI ESG Indexes
- Sustainability information from international service providers, such as Bloomberg and Sustainalytics

Who should use this Guide?

1. Management and staff of listed companies

This Guide is suitable for listed companies of all sizes, in all industries. Its purpose is to enable managers to understand and recognize the importance of sustainability information, and to help them prepare for reporting to relevant audiences. These could include the company secretariat, investor relations professionals, and departments within the company including risk management, organizational strategy, business development, human resources, sustainability development, and communications.

2. Analysts, securities managers, and investors

This Guide will provide analysts, securities managers, and investors with important information on a listed company's sustainability disclosures. It will help them in their decisions to invest in businesses that operate with good governance, and which consider economic, social, and environmental risks.

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Sustainability Reporting Guidelines

Sustainability Reporting Principles

The Stock Exchange of Thailand has identified the following sustainability reporting principles for listed companies, which will enable them to produce quality reports that will benefit both those preparing and using the information:

1. Material

Companies should report sustainability information that is material and aligns with their organizational strategy and stakeholders' needs. The content should be concise, accurate, and easy to understand. Companies should avoid disclosing large quantities of information without considering the needs of information users.

2. Timely

Companies should report information that is current and regularly update the information to demonstrate their progress.

3. Reliable

Companies should report information that is accurate, complete and impartial so that users can trust in the information received.

4. Comparable

Companies should present quantitative information that show trends in their sustainability performance up to the present day, which can be compared with competitors and other businesses in the industry.

Sustainability Reporting Scope

Establishing the scope of a sustainability report is important in helping companies to create a clear framework for report development, which will facilitate the data collection and report writing process. Companies can determine their reporting scope by looking at what is most appropriate for their business, based on the following factors:

1. Nature of business

Companies can outline their reporting scope by starting with the main business, or parent company. In the case where a company has many subsidiaries or is a holding company, the scope could first focus on companies with the highest shareholdings and/or that have the most impact on stakeholders. Once a company is more accustomed to sustainability reporting, it can steadily expand the reporting scope to include other businesses.

2. Location of operations

Companies can consider the location of their operations to determine their reporting scope. For example, companies can define the scope based on distance from their operational site or office, the key stakeholders in the area, or other physical risks, such as a factory being located in a drought-affected area. In the case where a company has operations in many locations, the area size or facility can be considered.

Sustainability Reporting Stages

Sustainability reporting is not the responsibility of one particular department within an organization. Rather, it is the responsibility of all departments. To ensure that the sustainability reporting process is systematic and of the highest quality, companies should adopt the following approach:

Stage	Description
Planning	- Set up a working group that will be responsible for preparing the sustainability information and report. - Develop a plan and budget for the sustainability report. - Define the reporting scope based on the business value chain. - Explore and analyze stakeholders' expectations. - Analyze and identify the material sustainability topics that will serve as a structure for the report. - Establish sustainability policies and performance indicators.
Implementation	- Organize meetings and discussions with relevant departments to compile information for the report. Companies should ensure that this becomes a part of regular performance monitoring under their organizational strategy. - Collect and store sustainability information according to the targets and indicators set by the organization. - Draft the sustainability report.
Review	- Review, screen, and verify the accuracy of the sustainability information disclosed by internal departments and/or external agencies. - Present the information or sustainability report to the Executive Committee or company management for approval prior to public distribution. - Disseminate the sustainability information and report to stakeholders through easily accessible channels.
Continuous Development	- Regularly monitor and improve sustainability performance after the sustainability information or report has been published, and/or based on recommendations from stakeholders.

Communicating Sustainability Information and the Report

1. Reporting channels

Companies can decide on many different channels for communicating their sustainability information and performance. For example, sustainability information can be disclosed as part of the annual report, as a separate report, a sustainability report, or on a company website. Companies may choose one or more of these channels, but they must consider whether stakeholders can conveniently access this information.

2. Report format

Companies should consider how each group of their stakeholders receives news and information. For example, if the target group prefers to consume information online, a company may need to prepare the files in an electronic format such as a PDF, e-Book, or QR Code, and distribute the report via digital formats. Alternatively, if the target group prefers printed media, a company may need to distribute this information in a printed format or a book.

3. Presentation techniques

Companies should present quantitative and qualitative information using language that is concise and easy to understand, and use formats such as infographics, diagrams, tables, and images in an organized way. This will help to stimulate interest for readers, make content easier to memorize, and enhance communications efficiency.

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Elements of Sustainability Reporting

4.1 Part 1: Essential Information

Companies should provide an overview of their business operations, as this will help information users to understand their operational context and the business activities that affect stakeholders. Essential information includes the following:

4.1.1 Business model

Provide an overview of the objectives, targets and business models that create economic, social, and environmental value for the company and its stakeholders. Examples include the company's vision, business structure, types of products and services, capital, intellectual property and organizational strategy.

4.1.2 Business value chain

Explain the activities that create added value for the business, from upstream to downstream. These activities include:

(1) Primary activities

Business activities that generate revenue or capital for the company, from raw material sourcing and fundraising to the manufacturing and distribution of products and services, and customer retention. If a company understands the nature of its primary activities, it will be able to efficiently allocate its resources and recognize how stakeholders can benefit from them. Companies can report this information through formats that are best suited to their needs and easy to understand, such as through text descriptions, graphs or images with captions, as per the following example.

- **Management of Production Factors or Inbound Logistics**

  Activities related to the sourcing, receiving, procurement and management of resources that are production factors. Examples of such factors include land, labor, capital, and raw materials. In the case of financial institutions, this may include sources of capital and loans.

- **Operations**

  Activities related to the conversion of production factors into products and services that are delivered to customers. Examples include manufacturing, services, packaging, or quality control.

- **Product and Service Distribution or Outbound Logistics**

  Activities related to the management of purchase orders, logistics, sales, inventory, and the management of product and service lists to distribute or deliver products and services to customers.

- **Marketing and Sales**

  Activities related to marketing promotions that encourage customers, service users or consumers to make purchasing decisions. Examples include pricing, advertisements, and announcements.

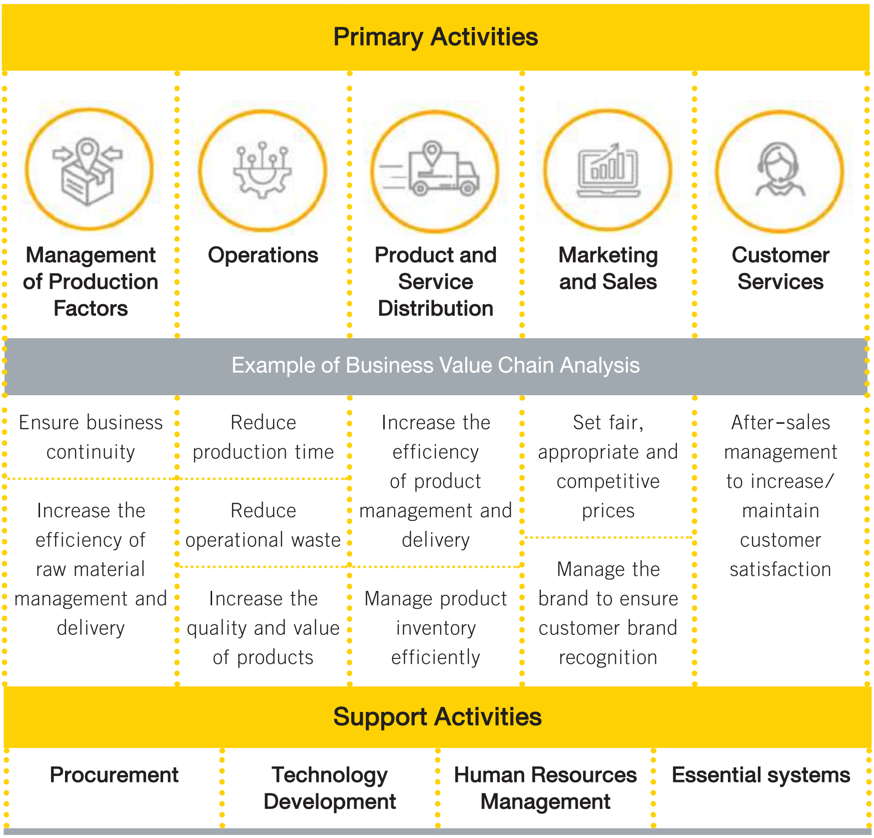
- **Customer Services**

  Activities related to enhancing customer satisfaction after sales, to retain customers for the repeat purchases of products and services. Examples include product installation and verification services, warranty and maintenance services, among others.

(2) Support activities

Activities that support the achievement of primary activities. These include procurement, technology development, human resources management, and other essential systems such as organizational management, budgeting and finance, facilities, and utilities systems.

Image 1: Example of business value chain analysis



4.1.3 Stakeholders

Stakeholders are individuals, communities, organizations or agencies that could be positively and/or negatively impacted by a company's activities. Responding to the expectations of these various stakeholder groups regularly will help companies build satisfaction and reduce the risks of conflicts with stakeholders. Companies can report information about their stakeholders through a variety of formats that are best suited to their needs and easy to understand, such as through text descriptions, graphs or images with captions.

(1) Stakeholder group

Companies should specify the groups of people who are impacted positively and negatively by their business operations, such as shareholders, employees, customers, suppliers, regulatory agencies, communities and the wider society. To determine who their stakeholders are, companies should consider factors such as the stakeholder's relationship, role, and influence on the business, as well as the local geography and community livelihoods that may be affected by the business. This will be helpful to determine the most appropriate methods and approaches for engaging with these stakeholders.

(2) Stakeholder expectations

Companies should briefly explain the expectations and needs of each stakeholder group, for example:

Stakeholder Group	Expectations/Needs
Shareholders	Business transparency and regular returns on investment
Employees	Fair compensation and career progression
Customers	Good quality and appropriately priced products and services
Suppliers	Fair and transparent procurement practices
Communities/Societies	Protection against environmental impacts, and support for community activities

When reporting on stakeholder expectations, companies should show how their business activities are linked to each stakeholder group. Stakeholders' expectations should be assessed and analyzed at least once a year through engagement channels such as participatory hearing processes, satisfaction surveys, meetings, or other channels. Companies should use the results from these processes to develop appropriate methods of engagement to minimize risks of conflicts or sanctions against the business, such as boycotts on sales and purchases, sales of company shares, employee resignations, or protests.

(3) Responding to stakeholder expectations

Companies should summarize the primary methods, activities, projects, and communication channels that they use to engage with different stakeholders, such as opinion and satisfaction surveys and seminars. This information demonstrates that a company is regularly engaging with stakeholders and is committed to responding appropriately to the expectations of each stakeholder group and ensuring their satisfaction.

Table 1: Example of reporting on stakeholder engagement

Stakeholder Group	Expectations/ Needs	Example of Response	Example of Communication Channel
Shareholders	Business transparency and regular returns on investment	- Develop an internal control system and efficient risk management - Transparent disclosure of information through channels such as the annual shareholders meeting, annual report, and company website.	- Shareholder meeting - Company website - Annual report/ Sustainability report
Employees	Fair compensation and career progression	- Fair approach to compensation - Continuous skills and capability development	- Employee meetings - E-mail / Social media / Intranet
Customers	Good quality and appropriately priced products and services	- Continuous development of products and services - Fair pricing - After-sales services to respond to customers' needs	- Company website / E-mail / Social media - Sales representative
Suppliers	Fair and transparent procurement practices	- Fair supplier practices and code of conduct for working together - Development of suppliers' skills and capabilities	- Supplier meetings - Company website - Supplier Code of Conduct
Communities/ Societies	Protection against environmental impacts, and support for community activities	- Control and minimization of environmental impacts from business operations - Support for community engagement and development activities, such as community career training	- Seminars and activities with communities in areas surrounding factories - E-mail / Social media / Intranet - Local newspapers

4.2 Part 2: Sustainability Policy and Strategy

A sustainability policy and strategy describe a company's overall aim and strategic approach to sustainability management. They comprise the following key components.

4.2.1 Sustainability Policy and Targets

A sustainability policy and targets describe a company's direction and approach to sustainability, and are made up of:

(1) Objectives and Targets

A company's strategic direction and expectations for sustainability. These cover environmental and social issues under the framework of robust corporate governance.

(2) Approach

Processes, methods or standards that enable a company to implement sustainability in a tangible way. This approach should demonstrate how a company will meet its objectives and targets set out in point (1).

In addition, a company should report on its progress and performance, and demonstrate that it is regularly reviewing key policy issues annually, to ensure that they remain aligned with organizational strategy. By doing this, stakeholders can be confident that a company is implementing these policies effectively.

4.2.2 Material Sustainability Topics

Material topics are important issues that a company must prioritize in order to achieve the targets set out in its sustainability policy. These material topics reflect both business risks and opportunities, and can be identified from the following factors:

(1) Factors affecting the business

Companies should consider the economic, social, and environmental issues that impact their ability to generate revenue and grow the business. Examples include strategy, finance, operations, and legal and regulatory compliance.

(2) Factors affecting stakeholders

Companies should consider the economic, social, and environmental issues that could either benefit or negatively impact stakeholders. Such issues should also relate to business impacts and be of interest to stakeholders.

Table 2: Example of reporting on material topics

Example of Material Topic	Factors that affect: Business	Factors that affect: Stakeholders
Organizational risk management	– A corporate governance and risk management system that has measures for protection, resolution, and remediation, and which cover economic, social and environmental issues, will result in stakeholder trust in a company's internal control system. – Efficient risk management measures will help prepare the business for new opportunities, as well as mitigate impacts from economic, social or environmental issues.	– Risk management mitigates the impacts of a company's operations on stakeholders. For example, it builds suppliers' trust in a transparent procurement process, ensures that customers receive safe and high-quality products and services, and that communities will not encounter environmental impacts from business operations.
Respect for human rights	– Measures to protect and remedy human rights issues will help a company to reduce the risk of human rights violations in their business activities, for example the risk of employing illegal labor or conflicts with stakeholders. These issues could severely damage the business, and lead to repercussions such as trade barriers.	– Human rights governance and compliance with human rights policies will enable a company to fairly protect the rights of their stakeholders. As a result, employees and laborers will be treated fairly; customers will be able to access safe and high-quality products and services.
Greenhouse gas management	– Greenhouse gas management demonstrates a company's ability to use energy and resources efficiently, reduce costs, and create added value for the business. Examples of measures include reducing electricity and fuel consumption in the manufacturing and logistics process, and developing low carbon products, among others.	– Greenhouse gas management is part of national and global collaboration efforts to tackle the global warming and climate change crisis, which are leading causes of natural disasters.
...Additional topics	... (Specify details)	... (Specify details)

4.2.3 Prioritization of Material Topics

Companies will not be able to address each of their material topics at the same time. Because of this, they should prioritize the issues and report on their method for prioritization. This will help companies to decide which material topics to address in order of importance and urgency, and how best to manage them.

Image 2: Method for prioritizing material topics: Materiality matrix

High	▪ Impact to the business **“Low – Moderate”** ▪ Impact to stakeholders **“High”**	▪ Impact to the business **“High”** ▪ Impact to stakeholders **“High”**
Issues impacting stakeholders	▪ Impact to the business **“Low – Moderate”** ▪ Impact to stakeholders **“Low – Moderate”**	▪ Impact to the business **“High”** ▪ Impact to stakeholders **“Low - Moderate”**
Low	Issues impacting the business	High

4.2.4 Material Sustainability Topics for All Industries

Following a review of material sustainability topics from local and international sustainability standards,[2] The Stock Exchange of Thailand has identified the material environmental, social, governance and economic topics that companies should report on below.

Table 3: Material sustainability topics for companies recommended by The Stock Exchange of Thailand

Environmental Dimension (E)	Explanation
E1 Environmental Policy and Compliance Standards	An environmental policy outlines a company's approach to energy management and resource use efficiency, which are essential for businesses in any industry.
E2 Energy Management	The efficient sourcing and consumption of electricity, fossil fuels, and other energy sources show that a company is effectively managing costs and putting in efforts to reduce their reliance on wasteful and non-renewable energy sources.
E3 Water Management	The efficient sourcing and consumption of water show that a company is managing costs in its business processes and reducing the risks of water shortages.
E4 Waste Management	Efforts to reduce waste from business operations demonstrate a company's ability to use resources efficiently, as well as its efforts to reduce the potential negative impacts of its business processes on communities and societies.
E5 Greenhouse Gas Management	Efforts to control and continuously reduce greenhouse gas emissions will help a company to mitigate the impacts and severity of climate change and natural disasters on its business activities.

[2] The Stock Exchange of Thailand's review of sustainability management approaches includes local and global guidelines that align with the Form 56-1 One Report/Annual Report, national strategy, Corporate Governance Code for Listed Companies (2017), GRI Standards, Sustainable Development Goals (SDGs), and national and international sustainability performance assessments.

Social Dimension (S)	Explanation
S1 Human Rights	Business activities can impact the qualities of life and human rights of many groups of stakeholders. To treat all stakeholders fairly, companies must first demonstrate an understanding of their stakeholders, adopt a positive mindset in their conduct, and operate in a way that does not violate human rights.
S2 Fair Labor Practices	The fair treatment of employees – from recruitment to retirement – demonstrates that a company is committed to engaging and building relationships with its employees. This also helps to reduce the risk of labor conflicts.
S3 Responsibility to Customers/Consumers	Responsibility to customers and consumers is about a company's commitment to offering reliable products and/or services that increase their satisfaction and trust.
S4 Responsibility to Communities/Societies	Responsibility to communities and societies is about a company's commitment to protecting them from negative business impacts. In addition, by regularly engaging in community/social development activities, companies are demonstrating their dedication to sustainably improving the qualities of life of people in society.

Governance and Economic Dimension (G)	Explanation
G1 Policy, Structure and Governance System	A good corporate governance structure and management system are indicators that a company has internal control mechanisms that promote fairness and transparency. The system and structure should also stipulate how the Board of Directors and leadership will lead the organization towards success, as well as consider benefits to shareholders and responsibility to stakeholders.
G2 Sustainability Policy and Strategy	An organization's sustainability policy and strategy are indicators of its commitment to sustainable business governance and growth, alongside social and environmental progress.
G3 Sustainability Risk Management	An approach to risk and opportunity management for economic, social and environmental changes reveals whether a company has an adequate internal control system. This will help stakeholders to have confidence in a company's ability to respond to and effectively manage those risks.
G4 Sustainable Supply Chain Management	Sustainable supply chain management is about managing a supply chain effectively and transparently, as well as engaging with suppliers. This covers the process from supplier selection to procurement, evaluation, and promoting supplier compliance with a company's sustainable business approach.
G5 Innovation Development	Innovation development demonstrates how a company is committed to increasing their competitiveness in the midst of economic, social and environmental change, in order to respond to the needs of stakeholders and create value for the business and society.

4.3 Part 3: Sustainability Performance

A company's sustainability management approach demonstrates how it is effectively managing each of its material topics, and the results of that management. To report on their sustainability performance, companies should adopt the following content structure.

4.3.1 Objectives and Targets

Companies should report their objectives for each material topic and specify measurable targets that clearly indicate how they will meet those objectives. In addition, companies should demonstrate their efforts to comply with the rules, regulations or standards associated with that material topic.

4.3.2 Management Approach

Companies should report on the steps that they take to manage each material topic. These should align with the objectives and targets that they have set for that material topic and include the following:

(1) Resource allocation, e.g., who is the responsible owner, the equipment, tools, machinery, and capital used;

(2) Protection and remediation measures in cases of problems or obstacles; and

(3) How it is engaging relevant stakeholders.

4.3.3 Indicators and Performance

Companies should report performance that is measurable, and evaluate their performance on each material topic using clear performance indicators. This will enable companies to see their progress against targets and ensure that their sustainability journeys are effective and ongoing.

Table 4: Example of how to report a management approach for a material topic

Material Topic	Energy Management
Objectives and Targets	- Manage the company's energy consumption to ensure highest efficiency. Consider efficient natural resource use, reduce environmental impacts and energy costs. - The company's 2020 target is to reduce energy intensity per product by 2% compared to 2019, or maintain the energy consumption index at less than or equal to 2.814 MJ per product.
Management Approach	- Comply with rules and regulations, and establish an ISO 50001 energy management system working group to implement the company's energy conservation policy. Establish targets and work plans, carry out actions and analyze performance according to the requirements of ISO 50001:2011, the international energy management system standard. Conduct annual reviews of plans. - Continue to implement energy conservation activities by using measures to control and promote efficient energy use. Prioritize energy conservation projects with and without investments; explore new energy conservation technologies and apply them into the business. - Develop maintenance plans for high energy-consuming machinery, such as utilities machineries, by focusing on preventive maintenance to ensure that the machinery is ready to use and protected against damages. Continue implementing measures to control the efficiency or performance of essential machinery – making sure that the most energy-efficient machinery is used first. This is so that the company can ensure its machinery and equipment is used in the safest and most efficient way, and can reduce energy waste and mitigate environmental impacts.
Indicators and Performance	- The company uses secondary energy in the production process, which is an indirect energy source from the Metropolitan Electricity Authority. - In 2020, the company's electricity consumption totaled 6,941,000 kWh, a decrease of 7.14% from 2019, when consumption was 7,475,000 kWh. - However, energy intensity per product totaled 3.66 MJ per product, which was higher than the energy target of 27.66% that the company had set as an energy performance indicator in 2020. This was due to a decline in the production factor and the fact that the company had to decrease production times in response to COVID-19.

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ESG Metrics

This manual contains a total of 122 baseline ESG metrics to help companies prepare sustainability reports that align with the disclosure requirements of stakeholders. It consists of two levels of indicators:

1. Core (C) Indicators

Sustainability indicators that companies can use to disclose information according to the Form 56-1 One Report, which listed companies must report annually.

2. Recommended (R) Indicators

Additional sustainability indicators that The Stock Exchange of Thailand recommends listed companies to disclose on a voluntary basis.

Table 5: ESG Metrics

Environmental Dimension E	Indicators covering a company's environmental policies, plans, and performance. These reflect a company's energy and resource use efficiency.
Core (C) Indicators	**Recommended (R) Indicators**
E1 Environmental Policy and Compliance Standards	
E1.1C Environmental management policy and guidelines	**E1.3R** Value of damages or fines received from legal violations or negative environmental impacts
E1.2C Number of cases or incidents of legal violations or negative environmental impacts, with explanations of mitigation measures	**E1.4R** Compliance with international energy management principles and standards
	E1.5R Compliance with international water management principles and standards

Core (C) Indicators	Recommended (R) Indicators
	E1.6R Compliance with international waste management principles and standards
	E1.7R Compliance with international greenhouse gas management or climate change principles and standards
E2 Energy Management	
E2.1C Energy management plan	**E2.4R** Energy management target
E2.2C Energy consumption (electricity/fuel)	**E2.5R** Energy intensity
E2.3C Renewable energy consumption	
E3 Water Management	
E3.1C Water management plan	**E3.3R** Water use target
E3.2C Volume of water consumption	**E3.4R** Water intensity
	E3.5R Percentage of wastewater treated before discharge
E4 Waste Management	
E4.1C Waste management plan	**E4.3R** Waste management target
E4.2C Volume of waste generated	**E4.4R** Volume of waste that is reused and/or recycled

Core (C) Indicators	Recommended (R) Indicators
E5 Greenhouse Gas Management	
E5.1C Greenhouse gas management plan	**E5.4R** Greenhouse gas reduction target
E5.2C Scope 1 and 2 greenhouse gas emissions	**E5.5R** Total greenhouse gas emissions (Scopes 1, 2 and 3)
E5.3C External verification of greenhouse gas emissions data	**E5.6R** Carbon intensity

Social Dimension

S

Indicators covering a company's social policies, plans, and performance. These demonstrate how a company respects human rights and builds satisfaction for employees, customers, communities and societies.

Core (C) Indicators	Recommended (R) Indicators
S1 Human Rights	
S1.1C Human rights policy and guidelines	**S1.2R** Human rights due diligence (HRDD) and protection measures
	S1.3R Number of cases of human rights violations, and explanations of remediation and mitigation measures
S2 Fair Labor Practices	
Employment	
S2.1C Number of employees by gender, age group, level, and location	
S2.2C Number of employees with disabilities and/ or elderly employees	

Core (C) Indicators	Recommended (R) Indicators
Employee Compensation	
S2.3C Total employee compensation	**S2.5R** Gender pay gap
S2.4C Percentage of employees enrolled in provident funds	
Employee Development	
S2.6C Employee development plans or activities	**S2.8R** Employee development plans are part of annual employee performance evaluations
S2.7C Average hours of employee training	**S2.9R** Employee development target
	S2.10R Employee development spending
	S2.11R Benefits of employee development to employees and/or the organization
Occupational Safety, Health and Environment	
S2.12C Occupational safety, health and environment improvement plans or activities	**S2.14R** Occupational safety, health and environment improvement target
S2.13C Number of incidents or injuries leading to lost work time	**S2.15R** Lost Time Injury Frequency Rate (LTIFR)
Promoting Employee Relations and Employee Engagement	
S2.16C Employee engagement and retention plan	**S2.19R** Employee engagement and retention targets
S2.17C Percentage of voluntary employee turnover	**S2.20R** Employee engagement survey results
S2.18C Number of significant labor disputes, and remediation measures	**S2.21R** Employees' collective bargaining with the company on benefits and compensation

Core (C) Indicators	Recommended (R) Indicators
S3 Responsibility to Customers/Consumers	
Consumer Rights	
S3.1C Consumer data protection policy and guidelines	**S3.4R** Grievance channels for customers/consumers
S3.2C Number of incidents of consumer data breaches, and remediation measures	**S3.5R** Customer satisfaction improvement plan
S3.3C Number of incidents or complaints relating to consumer rights violations, and remediation measures	**S3.6R** Customer satisfaction improvement target
	S3.7R Customer satisfaction survey results
Responsible Sales and Marketing	
	S3.8R Responsible sales and marketing guidelines
	S3.9R Guidelines on communicating the impacts of products and services to customers/consumers
S4 Responsibility to Communities/Societies	
S4.1C Policy on developing and engaging with communities/societies affected by the business	**S4.4R** Target for developing and engaging with communities/societies affected by the business
S4.2C Plans to support the development and engagement of communities/societies affected by the business	**S4.5R** Benefits of development projects or activities to communities/societies
S4.3C Number of conflicts with communities/societies, and remediation measures	**S4.6R** Total financial contribution to community/social development projects or activities

Governance and Economic Dimension

G

Indicators covering a company's governance policies, plans, and performance. These demonstrate whether a company operates transparently and responsibly, and develops innovations that benefit the business and stakeholders throughout the value chain.

Core (C) Indicators	Recommended (R) Indicators
G1 Policy, Structure and Governance System	
Board Composition	
G1.1C Profiles of individual directors	
G1.2C Number of board members	
G1.3C Number of independent directors	
G1.4C Number of non-executive directors	
G1.5C Number of female directors	
G1.6C Independent chairman of the board	
G1.7C Separation of the roles of chairman and CEO	
G1.8C Number of independent directors in each sub-committee	
G1.9C Independent chairman of each sub-committee	
G1.10C Number of years of tenure for individual directors	

Core (C) Indicators	Recommended (R) Indicators
Board Roles and Responsibilities	
G1.11C Number of board meetings	**G1.17R** Succession plan implementation
G1.12C Board performance	
G1.13C Number of audit committee meetings	
G1.14C Audit committee performance	
G1.15C Number of sub-committee meetings	
G1.16C Performance of each sub-committee	
Director Recruitment	
G1.18C Policy and criteria for recruiting directors with qualifications that align with organizational strategy	
G1.19C Analysis of directors' skills and experience according to business needs (board skill matrix)	
G1.20C Profiles of newly appointed directors	

Core (C) Indicators	Recommended (R) Indicators
Director and Senior Executive Remuneration	
G1.21C Policy and criteria for director remuneration	**G1.26R** Other compensation and long-term benefits for senior executives
G1.22C Director remuneration by individual	
G1.23C Other non-financial compensation for directors	
G1.24C Policy and criteria for senior executive remuneration	
G1.25C Total remuneration for senior executives	
Director Development	
G1.27C Director development policy	**G1.28R** Results of individual director development
Performance Evaluation of the Board of Directors and Senior Executives	
G1.29C Criteria for evaluating board performance	**G1.32R** Individual director performance results
G1.30C Board performance results by committee	**G1.33R** Performance evaluation criteria for the managing director
G1.31C Board performance results by each sub-committee	

Core (C) Indicators	Recommended (R) Indicators
Business Code of Conduct	
G1.34C Code of conduct	**G1.38R** Measures to prevent code of conduct violations
G1.35C Anti-corruption policy and guidelines	
G1.36C Number of code of conduct violations or incidents of corruption, and remediation measures	
G1.37C Grievance and whistleblowing policy and guidelines	
G2 Sustainability Policy and Strategy	
G2.1C Sustainability policy and targets at the organization level	**G2.2R** Material sustainability topics
	G2.3R Sustainability report
	G2.4R Sustainability performance disclosure standards, e.g., GRI Standards
G3 Sustainability Risk Management	
G3.1C Sustainability risk management policy and guidelines	**G3.5R** Standards on sustainability risk management
G3.2C ESG risks and opportunities	
G3.3C Emerging risks	
G3.4C Business continuity plans (BCP)	

Core (C) Indicators	Recommended (R) Indicators
G4 Sustainable Supply Chain Management	
G4.1C Sustainable supply chain management policy and guidelines	**G4.3R** Percentage of new suppliers undergoing sustainability screening criteria
G4.2C Sustainable supply chain management plan	**G4.4R** Supplier Code of Conduct
	G4.5R Percentage of suppliers acknowledging the Supplier Code of Conduct
G5 Innovation Development	
G5.1C Innovation development policy and guidelines at the organization level	**G5.4R** Benefits received from innovation development
G5.2C Process to develop and promote an innovation culture	
G5.3C Spending on innovation research & development	

Additional Recommendations

If a company carries out sustainable business activities in other areas beyond those listed above by The Stock Exchange of Thailand, the company can disclose additional policies, guidelines, plans, performance and indicators as relevant. Note that the additional information disclosed should also reflect a company's stakeholder analysis and material sustainability topics.

06

Appendix

Explanations of ESG Metrics

Environmental Dimension

E

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
E1 Environmental Policy and Compliance Standards			
E1.1C Environmental management policy and guidelines	**E1.3R** Value of damages or fines received from legal violations or negative environmental impacts	**GRI 103:** Management Approach	–
E1.2C Number of cases or incidents of legal violations or negative environmental impacts, with explanations of mitigation measures	**E1.4R** Compliance with international energy management principles and standards		
	E1.5R Compliance with international water management principles and standards		
	E1.6R Compliance with international waste management principles and standards		
	E1.7R Compliance with international greenhouse gas management or climate change principles and standards		

Rationale

Companies should report on their organizational–level environmental policies and guidelines for the following topics:

- **Energy management**
  This indicates that a company has a commitment and approach to reducing electricity and fossil fuel consumption, which is essential for businesses in all industries. It also demonstrates a company's readiness to handle risks concerning future energy crises, and how it identifies new business opportunities from renewable energy.

- **Water management**
  This indicates that a company has a commitment and approach to reducing water shortage risks and preventing negative environmental impacts from water use, including through community water resources conservation and restoration.
- **Waste management**
  This indicates that a company has a commitment and approach to reducing negative environmental impacts through resource use efficiency. It also demonstrates a company's commitment to reusing or recycling waste by bringing it back into business processes to create added value for the business.
- **Greenhouse gas management**
  This indicates that a company has a commitment and approach to reducing greenhouse gas emissions from energy and resource consumption across its value chain. These are significant contributors to the climate crisis and global warming, and will impact business operations in the future.

Reporting Approach

A company should report the following information:

1. Brief overview of its environmental policy and guidelines, to show its approach to environmental management across the value chain. Policies may have similarities or differences from one another depending on the business context.
2. Outcomes from the implementation of its environmental policy and guidelines, to ensure trust in how it manages energy and resources efficiently. In addition, a company should report on efforts to reduce its environmental impacts, as well as the number of incidents or cases of environmental incidents or violations, and explain the corrective measures taken (if any).
3. The value of fines or damages, in financial terms, resulting from environmental violations or incidents (if any), as well as the value of damages paid to individuals who were impacted by the company's actions on the environment.
4. How the company has applied environmental standards within its operational context in order to elevate the quality of environmental management. Note that some environmental standards, such as ISO 14001 and CDP, may be required for industries that have dealings with international markets and investments.
5. Additional references:
   - ISO 14001 – Environmental management
   - ISO/DIS 24526 – Water efficiency management systems
   - ISO 14046 – Environmental management – Water footprint
   - ISO 50001 – Energy management
   - Task Force on Climate-related Financial Disclosures (TCFD)[3]
   - Leadership in Energy & Environmental Design (LEED)

[3] Recommendations for the disclosure of climate-related risks and opportunities that impact a business's strategy and finances.

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
E2 Energy Management			
E2.1C Energy management plan	**E2.4R** Energy management target	**GRI 302:** Energy	**Goal 7:** Affordable and Clean Energy
E2.2C Energy consumption (electricity/fuel)	**E2.5R** Energy intensity		
E2.3C Renewable energy consumption			

Rationale

- **Energy management**
  This indicates that a company is committed to maximizing electricity and fuel use efficiency, which is essential for business operations. Data on energy consumption can show trends in a company's electricity and/or fuel use each year. If a company is consistently using more energy but its growth or expansion rate remains the same, this may reveal that it has higher energy requirements.
- **Renewable energy consumption**
  Renewable energy refers to energy sources such as sunlight, wind, and water, which can be naturally replenished. The use of renewable energy reflects a company's commitment to reducing its reliance on non-renewable, fossil fuel-based energy, which will help to reduce the risk of future energy shortages and the volume of greenhouse gases emitted from its business processes.

Reporting Approach

A company should report the following information:

1. Management plans and quantitative targets to reduce electricity and/or fuel consumption, demonstrating its commitment to improving energy use efficiency, reducing energy waste, and continuously improving its effectiveness in managing energy requirements.
2. The volume of electricity and fuel consumption for all of its business activities, for example production, services and logistics. Companies should report electricity consumption in kWh, and other fuel consumption according to their respective units, for example, fuel oil in liters (l), crude oil in barrels (bbl), natural gas in kilograms (kg), and coal in tons (t). Note that the unit of energy consumption may change depending on the size and type of the business.
3. Energy intensity, reported as the ratio of energy consumption to financial output, business size or activity, e.g., unit of production (product/service), area, or revenue. This indicator reveals whether a company uses energy effectively and efficiently compared to its expansion or growth. In addition, energy intensity reveals an organization's ability to manage reductions in energy consumption.

4. If a company is using renewable energy, this should be reported clearly by energy type, for example solar energy, hydropower, wind energy, waste-to-energy, and biogas, etc.
5. Additional references:
   - Energy Conservation Promotion Act (No.2), B.E. 2550, by the Energy Policy & Planning Office (EPPO), Ministry of Energy
   - 'Alternative Energy' by the Department of Alternative Energy Development and Efficiency, Ministry of Energy
   - ISO 50001 - Energy management
   - Leadership in Energy & Environmental Design (LEED) by the U.S. Green Building Council (USGBC)

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
E3 Water Management			
E3.1C Water management plan	**E3.3R** Water use target	**GRI 303:** Water and Effluents	**Goal 6:** Clean Water and Sanitation
E3.2C Volume of water consumption	**E3.4R** Water intensity		
	E3.5R Percentage of wastewater treated before discharge		

Rationale

- **Water management**

  Water management demonstrates a company's commitment to conserving water resources and water management efficiency in its processes. Information about how a company uses water from the municipal water supply and natural sources, such as surface water and ground water, can reveal trends in its water use each year. If a company is consistently using more water, but its growth or expansion rate remains the same, this indicates that it is using water in a wasteful manner and that there are potentially higher water management costs from having to maintain associated infrastructure such as water distribution systems, pipeline systems, and wastewater treatment systems.

- **Wastewater treatment before discharge**

  This shows how a company is preventing environmental pollution by effectively reducing contaminants in wastewater to as low levels as possible before discharging it into public waterways. If the information shows that wastewater is treated to a quality below the minimum required standard, this may lead to risks of environmental law violations or conflicts with communities.

Reporting Approach

A company should report the following information:

1. Management plans and quantitative targets for water use in the organization. This should demonstrate a company's ongoing commitment to improving water use efficiency, to reducing water-related costs and the risks of quality water shortages.
2. Volume of water used for business activities by origin, i.e., from the municipal water supply and/or natural sources such as surface water, ground water, or sea water. Examples include water use in office buildings and factories. In addition, a company should report on the volume of wastewater that is treated before discharge by total volume, and as a percentage. Water use should be reported in cubic meters (m^3); however, the units of water use will depend on the business size and type.
3. Water intensity or water footprint, reported as the ratio of water use per financial output, business size or activity, e.g., unit of production (product/service), area, or revenue. This indicator reveals whether a company uses water effectively and efficiently compared to its expansion or growth. It also reveals how a company is able to reduce its water consumption.
4. Additional references:
   - 'Water quality management' by the Pollution Control Department, Ministry of Natural Resources and Environment
   - ISO/DIS 24526 - Water efficiency management systems
   - ISO 14046 - Environmental management - Water footprint

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
E4 Waste Management			
E4.1C Waste management plan	**E4.3R** Waste management target	**GRI 306:** Waste	**Goal 12:** Responsible Consumption and Production
E4.2C Volume of waste generated	**E4.4R** Volume of waste that is reused and/or recycled		

Rationale

- **Waste management**
  This indicates a company's approach to waste prevention, reduction and disposal, and how it prevents environmental pollution from waste disposal. Information on the volume of waste can reveal trends in how a company generates hazardous or non-hazardous waste from its business processes. If a company is consistently generating a higher volume of waste but its growth or expansion rate remains the same, this reflects an inefficient use of raw materials and potentially higher costs for waste disposal.
- **Volume of reused/recycled waste**
  This indicates the proportion of waste that is being reduced due to more resource-efficient business processes, and how a company is creating added value from waste and reducing its environmental impacts.

Reporting Approach

A company should report the following information:

1. Management plans and targets to reduce the volume of waste from business processes.
2. Volume of waste that is generated from business processes across the value chain, separated into two types: hazardous and non-hazardous waste. Companies should report the volume of waste in kilograms (kg) or tons (t).
3. Volume of waste that has been reused and/or recycled (if any). A company may carry out such processes by itself and/or send the waste to a third-party organization for reuse/recycling.
4. Methods of waste disposal, such as landfill and incineration.
5. Additional references:
   - 'Waste management' by the Pollution Control Department, Ministry of Natural Resources and Environment
   - ISO 14001 - Environmental management

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
E5 Greenhouse Gas Management			
E5.1C Greenhouse gas management plan	**E5.4R** Greenhouse gas reduction target	**GRI 305:** Emissions	**Goal 13:** Climate Action
E5.2C Scope 1 and 2 greenhouse gas emissions	**E5.5R** Total greenhouse gas emissions (Scopes 1, 2 and 3)		
E5.3C External verification of greenhouse gas emissions data	**E5.6R** Carbon intensity		

Rationale

- **Greenhouse gas management**[4]

  An approach to greenhouse gas management is vital for a company to demonstrate its commitment to controlling and reducing greenhouse gas emissions, a key cause of climate change. In addition, if a company is able to assess climate-related risks and establish mitigation measures for such risks, it will be able to identify opportunities to integrate renewable energy into its business.

[4] A greenhouse gas has the property of absorbing heat or infrared radiation, which helps to stabilize the Earth's atmospheric temperature. However, if the volume of greenhouse gases becomes too high, this will cause the Earth's temperature to rise, leading to the current problem where greenhouse gases are significant contributors to negative environmental impacts and climate change. All sectors of society are therefore encouraging businesses to manage reductions in the seven greenhouse gases: carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFC), perfluorocarbons (PFC), sulfur hexafluoride (SF_6), and nitrogen fluoride (NF_3).

- **Greenhouse gas emissions**

  Greenhouse gases are emitted from different organizational activities, for example from electricity use in production processes or services, and fuel use in transportation. If a company is consistently emitting more greenhouse gas emissions but its growth or expansion rate remains the same, this reveals an imbalance between its energy and resource requirements compared to its ability to generate profit. It also reveals the environmental impacts that a company causes from its operations.

Reporting Approach

A company should report the following information:

1. Management plans and targets to reduce greenhouse gas emissions from its business activities.
2. Greenhouse gas emissions by source, reported in tons of carbon dioxide equivalents (tCO_2e), across three scopes:
   Scope 1: Direct greenhouse gas emissions, such as from combustion in machinery use, transport fleets, and chemicals used for wastewater treatment and cooling systems.
   Scope 2: Indirect greenhouse gas emissions, such as electricity purchases or steam.
   Scope 3: Other indirect greenhouse gas emissions (if any), such as municipal water supply use, employee travel, waste disposal to landfill, and energy and resource use by other stakeholders in the value chain.
3. Method for calculating greenhouse gas emissions according to the Thailand Greenhouse Gas Management Organization (Public Organization):

   Volume of greenhouse gas emissions (CO_2e) = Energy and raw material use x Emission factor

   The emission factor can be found at: http://thaicarbonlabel.tgo.or.th/download/list/list.pnc
4. Carbon intensity, reported as the ratio of greenhouse gas emissions to financial output, business size or activity, e.g., unit of production (product/service), area, or revenue. Carbon intensity also reveals whether a company is efficient in controlling and reducing greenhouse gas emissions compared to its expansion or growth.
5. Name of the individual or external agency that is responsible for verifying the company's greenhouse gas emissions data. The individual/entity must be registered with the Thailand Greenhouse Gas Management Organization or have been authorized to verify greenhouse gas emissions data according to international standards.
6. Additional references:
   - Task Force on Climate-related Financial Disclosures (TCFD)
   - Intergovernmental Panel on Climate Change (IPCC)
   - Thailand Greenhouse Gas Management Organization (Public Organization)

Social Dimension

S

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
S1 Human Rights			
S1.1C Human rights policy and guidelines	**S1.2R** Human rights due diligence (HRDD) and protection measures **S1.3R** Number of cases of human rights violations, and explanations of remediation and mitigation measures	**GRI 412:** Human Rights Assessment	**Goal 8:** Decent Work and Economic Growth

Rationale

- A company's business processes are linked to many groups of stakeholders throughout its value chain. As a result, a company can positively or negatively impact people – whether intentionally or unintentionally. To engage fairly with stakeholders, a company should start by developing an understanding and knowledge of its stakeholders, and embed a mindset for operating in a way that does not violate human rights.

Reporting Approach

A company should report the following information:

1. Key summary of its human rights policy and guidelines, covering internal stakeholders and those in the supply chain.
2. Key summary of its human rights plans, starting with a human rights impact assessment to the development of risk prevention measures, and any remediation measures undertaken in the case of human rights violations.
3. Results from monitoring, reviewing, and implementing its human rights policy and guidelines over the past year.
4. Number of incidents relating to human rights violations, reported for all relevant stakeholder groups including staff and employees, workers of the company, suppliers, customers, communities and societies. Briefly explain any mitigation and remediation measures undertaken in response to human rights incidents or violations.
5. Additional references:
   - Universal Declaration of Human Rights (UDHR)
   - United Nations Guiding Principles on Business and Human Rights (UNGP)

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
S2 Fair Labor Practices			
Employment			
S2.1C Number of employees by gender, age group, level, and location **S2.2C** Number of employees with disabilities and/or elderly employees		**GRI 401:** Employment **GRI 405:** Diversity and Equal Opportunity	**Goal 5:** Gender Equality **Goal 10:** Reduced Inequalities

Rationale

- **Employment data**

  A company's employment data can indicate how it creates equal opportunities for society, and that it does not discriminate based on gender, age, race, origin, or physical ability. In addition, data on the number of employees can reveal whether an organization's size and structure are appropriately suited to its needs. For example, reporting on the number of employees by age group shows that a company possesses experiences across different generations. However, if there are too many younger employees, the business may be lacking in experienced personnel, whereas if there are too many employees close to retirement, the business risks facing a labor shortage. This information is important for helping a company to prepare its human resources for the future. Furthermore, data on employees across different categories can demonstrate workforce diversity in terms of gender, age, roles and responsibilities and geographies, and this can help to foster opportunities for persons with disabilities[5] and the elderly.[6]

Reporting Approach

A company should report the following information:

1. Number of employees in the past year, categorized by gender, age, and employment level (such as staff, management, and senior management). Example:

Age	Staff level		Management level		Senior management level	
	Female	Male	Female	Male	Female	Male
Below 30 years old						
30-50 years old						
Over 50 years old						
Total						

[5] 'Persons with disabilities' refers to individuals who have limitations in their ability to conduct daily activities or to participate in society due to impairments in their sight, hearing, movement, communications, feeling and emotion, behaviors, mental capacity and learning, or other forms of impairment, as well as limitations in other areas, and require special support. (Source: Persons with Disabilities Empowerment Act, B.E. 2550).

[6] 'Elderly' refers to a person, male or female, who is over 60 years of age, counting from their birth (Source: United Nations)

2. Number of employees by location or geographic origin, grouped by area such as province, region, or country.

Province		Region		Country	
Province	No. of employees	Region	No. of employees	Country	No. of employees
Total		Total		Total	

3. Number of persons with disabilities and/or elderly individuals employed by the company. If a company does not hire persons with disabilities, please specify the reason(s) why and how it complies with the Persons with Disabilities Empowerment Act, B.E. 2550, to provide persons with disabilities opportunities to work and live their lives to their fullest capacity.
4. A company should report data that is comparable, for example totals, averages, percentages, proportions, or ratios. Data can be reported in a table, as a graph or image, as appropriate.
5. Additional reference:
   - Service Provision Manual, Section 33 and 35 of the Persons with Disabilities Empowerment Act, B.E. 2550, and amendment (2nd issue), B.E. 2556, by the Department of Employment, Ministry of Labour.

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Employee Compensation			
S2.3C Total employee compensation **S2.4C** Percentage of employees enrolled in provident funds	**S2.5R** Gender pay gap	**GRI 405:** Diversity and Equal Opportunity	**Goal 5:** Gender Equality

Rationale

- **Employee compensation**

  Data on employee compensation demonstrates the linkage between an employee's performance and business performance. In addition, the number of employees enrolled in provident funds (PVD) indicates that a company recognizes the importance of employee savings to help them build financial insurance prior to their retirement. Reporting on employee compensation and benefits in a systematic and transparent way can also help a company to attract highly competent candidates to work for its organization.
- **Gender pay gap**

  This indicator shows that a company recognizes the gender pay gap and that it is committed to creating equal financial security for both female and male employees.

Reporting Approach

A company should report the following information:

1. Total employee compensation for the past year
2. The gender pay ratio, calculated as follows:

Step 1: Calculate the average pay of female employees (F)

F = Total pay for female employees ÷ Total number of female employees

Step 2: Calculate the average pay of male employees (M)

M = Total pay for male employees ÷ Total number of male employees

Step 3: Report the gender pay ratio for female to male employees as X : 1.

$$X = \frac{F}{M}$$

Example:

Company A pays its male employees an average of 342 baht/person/year, and female employees an average of 320 baht/person/year. It wants to calculate the gender pay gap for female to male employees, represented as X : 1.

$$X = \frac{320}{342} = 0.93$$

In summary, Company A has a female to male gender pay gap of 0.93 : 1, meaning that the male employees of Company A receive approximately 7% higher pay than its female employees.

3. Number of employees that are enrolled in the company's provident fund (PVD), represented as a percentage:

Percentage of employees enrolled in a provident fund = X%

$$X = \frac{\text{Total employees enrolled in PVD}}{\text{Total number of employees}} \times 100$$

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Employee Development			
S2.6C Employee development plans or activities	**S2.8R** Employee development plans are part of annual employee performance evaluations	**GRI 404:** Training and Education	**Goal 4:** Quality Education
S2.7C Average hours of employee training	**S2.9R** Employee development target		
	S2.10R Employee development spending		
	S2.11R Benefits of employee development to employees and/or the organization		

Rationale

- **Employee development**
  An approach to employee development indicates that a company has a pathway and targets to enhance the knowledge and skills that its employees need to help the company meet its strategic targets. There are many ways that a company can build employees' knowledge and skills, such as through seminars, work study, education scholarships, or innovation showcases that aim to support future business growth. Companies should measure and assess employee development results in a tangible way, for example, as part of an employee's performance evaluation.
- **Employee development results**
  Data on employee development, such as the average number of training hours, reveals the rate of participation and interest that employees have in the development activities organized by a company. Meanwhile, a company's employee development spending shows the correlation between the costs of employee development and business growth. It is also beneficial for companies to analyze the benefits of employee development, as this will help them to develop plans for enhancing employee capabilities and support them in their career progression in line with future business growth. It also serves as an approach for retaining employees.

Reporting Approach

A company should report the following information:

1. Brief overview of employee development plans and targets over the past year.
2. Training plans, curriculum, activities or projects that aim to build knowledge and skills for employees at each level, as appropriate and in alignment with the direction of business development.
3. Summary of results and benefits from implementing employee development plans, performance against targets, and the company's spending on employee training and/or development. This is to demonstrate the value gained from investing in human resources.
4. Average number of training hours per employee per year, which can be presented as follows:

Average number of training hours per employee per year = X

$$X = \frac{\text{Total number of training hours for all employees}}{\text{Total number of employees}}$$

Remark: *Employee training hours should be calculated from the beginning of the training activity or seminar, to the end. Travel times, registration times, and/or meal breaks should not be counted.*

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Occupational Safety, Health and Environment			
S2.12C Occupational safety, health and environment improvement plans or activities	**S2.14R** Occupational safety, health and environment improvement target	**GRI 403:** Occupational Health and Safety	**Goal 3:** Good Health and Well-being
S2.13C Number of incidents or injuries leading to lost work time	**S2.15R** Lost Time Injury Frequency Rate (LTIFR)		**Goal 8:** Decent Work and Economic Growth

Rationale

- **Occupational Safety, Health and Environment**

  The measures that a company takes to reduce the risks of incidents that could affect employees and/or workers' qualities of life. Data on the number of work-related accidents or injuries/illnesses can reveal how a company is performing on workplace safety. If the number of work-related incidents or injuries is continuously increasing, this may lead to higher safety costs and damage payments to employees. Furthermore, the lost time injury frequency rate (LTIFR) also reveals the link between the number of injuries and the number of work hours. If the LTIFR number increases, this may lead to a reduction in business productivity or output, or business interruptions. Overall, the LTIFR is a beneficial indicator that companies can use for setting its safety development targets.

Reporting Approach

A company should report the following information:

1. Summary of daily workplace accident risk factors
2. Occupational safety, health and environment performance targets, for example, zero fatalities or zero work-related accidents.
3. Guidelines or measures to prevent the risks of work-related accidents. (Note: This does not include life insurance, accident insurance or health check-ups, as these are considered reactive measures that do not address the root causes of safety issues).
4. Data on work-related illnesses, injuries or fatalities by gender or employment status, such as full-time equivalent, part-time equivalent, or contractor.
5. Lost Time Injury Frequency Rate (LTIFR), which indicates the number of lost time injuries (of 1 day or more) per 200,000 hours worked.[7] LTIFR should be presented as follows:

LTIFR = X times per 200,000 work hours

$$X = \frac{\text{Total number of lost time injuries x 200,000}}{\text{Average number of work hours per day x Average number of work days per year x Total number of employees}}$$

6. Additional references:
   - Occupational Safety Health and Environment Act, B.E. 2554
   - ISO 45001 - Occupational health and safety

[7] Number of work hours based on the standards set by the Occupational Safety and Health Administration (OSHA) of the United States of America.

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Promoting Employee Relations and Employee Engagement			
S2.16C Employee engagement and retention plan	**S2.19R** Employee engagement and retention targets	**GRI 402:** Labor/ Management Relations **GRI 407:** Freedom of Association and Collective Bargaining	**Goal 8:** Decent Work and Economic Growth
S2.17C Percentage of voluntary employee turnover	**S2.20R** Employee engagement survey results		
S2.18C Number of significant labor disputes, and remediation measures	**S2.21R** Employees' collective bargaining with the company on benefits and compensation		

Rationale

- **Promoting employee engagement**
  This demonstrates how a company cares for and engages with its employees to build their engagement with the organization and retain quality employees over the long term. The success of this is reflected in the employee turnover rate. If the employee turnover rate rises, particularly in key positions, this may lead to the risk of staff shortages, which will impact the human resources structure. A company may also face higher costs of hiring and developing new employees to replace those who have left.
- **Employee engagement results**
  This demonstrates how a company promotes collective bargaining, such as through the Benefits Committee and Labor Relations Committee. It shows that a company actively provides employees with the channels to express their views and expectations, and to engage with employers and management. This information can then serve as input for a company's employee development and retention plans.
- **Number of labor disputes**
  If there is an increase in the frequency of labor disputes, this points to problems with a company's labor management. If the majority of such disputes are related to human rights violations, there is also a risk of severe impacts to business continuity.

Reporting Approach

A company should report the following information:

1. Brief overview of employee engagement plans and targets over the past year.

2. Annual voluntary employee turnover, in percentage.
   (Note: This does not include layoffs and retirements):

Voluntary employee turnover = X%

$$X = \frac{\text{Total voluntary employee turnover}}{\text{Total number of employees}} \times 100$$

3. Results of the employee engagement survey, covering key issues such as workplace satisfaction, understanding of organizational targets and employee expectations, satisfaction around compensation and benefits, and relationship between the employer and employees. A company should disclose the results of its employee engagement survey in a quantitative format so that it can be compared against each survey period. Surveys may be conducted annually or biannually.
4. Summary of approach for promoting collective bargaining action between employees and the employers or senior management, covering topics relating to employee rewards and benefits. This can be achieved, for example, through the establishment of a Benefits Committee and Labor Relations Committee. Provide a summary of the negotiation outcomes that have led to significant changes in employee rewards and benefits over the past year.
5. Number of incidents of labor disputes or conflicts, and the progress and measures undertaken to resolve such conflicts. This demonstrates how a company promptly manages conflicts to prevent them from becoming more severe and impacting the business. (Note: If there were no labor disputes, please specify "None").

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
S3 Responsibility to Customers/Consumers			
Consumer Rights			
S3.1C Consumer data protection policy and guidelines	**S3.4R** Grievance channels for customers/consumers	**GRI 102-43:** Approach to stakeholder engagement **GRI 418:** Customer Privacy	**Goal 16:** Peace, Justice and Strong Institutions
S3.2C Number of incidents of consumer data breaches, and remediation measures	**S3.5R** Customer satisfaction improvement plan **S3.6R** Customer satisfaction improvement target		
S3.3C Number of incidents or complaints relating to consumer rights violations, and remediation measures	**S3.7R** Customer satisfaction survey results		

Rationale

- **Consumer data privacy and protection**
  Companies must strictly adhere to this issue as it helps to reduce the risk of legal violations and prevents customer/consumer incidents or complaints, which could severely impact a company's reputation and product/service sales over the short and long term. In cases of consumer rights violations, companies should demonstrate that they have an approach for managing the complaint and have put in place mitigation measures for the affected consumers, ensuring that they are treated fairly.
- **Promoting customer engagement**
  This demonstrates a company's ongoing commitment to responding to customers' expectations and building relationships, which will help to build customers' trust in the company's products and services. Through this approach, companies can also retain customers and identify opportunities to build new customer bases. In addition, companies should assess customer satisfaction to understand whether customers accept their products and services; that their experiences match their expectations, and whether the company's products/services are effective, as all of this has an impact on business growth. Finally, companies should use the outcomes of their customer engagement to improve on their approach to customer relations and enhancing customer satisfaction.

Reporting Approach

A company should report the following information:

1. Brief summary of policy and guidelines on consumer data protection, the number of consumer data breaches (if any), and remediation measures that show how the company is complying with the aforementioned policy.
2. Grievance management approach for consumer data breaches and/or consumer rights violations. Disclose the number of incidents of consumer data breaches and/or consumer rights violations, as well as measures and progress in addressing the incidents.
3. Summary of customer satisfaction improvement plans and customer satisfaction results, covering topics such as satisfaction in the quality of products and/or services, value for money and pricing, product and/or service delivery, and other issues that relate to customers' loyalty towards certain product brands, services, or other indicators. This information can be presented as an average score or percentage to allow for comparability and use in future improvement plans.
4. Additional references:
   - Personal Data Protection Act (PDPA), B.E. 2562
   - The EU General Data Protection Regulation (GDPR)
   - ISO 10001:2018 Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Responsible Sales and Marketing			
	S3.8R Responsible sales and marketing guidelines	**GRI 417:** Marketing and Labeling	**Goal 3:** Good Health and Well-being
	S3.9R Guidelines on communicating the impacts of products and services to customers/consumers		

Rationale

- **Development of marketing and advertising plans for products and services, or sales promotion activities**

  A company's plans for marketing, advertising, and sales promotions should factor in impacts to the environment and society. Companies should communicate the impacts of their products and/or services to customers, users or consumers in a complete and accurate way, so that these stakeholders can be confident that the company is using its marketing tools responsibly. This will help to reduce the risks of trade barriers and create opportunities for a company to build long-term consumer brand loyalty.

Reporting Approach

A company should report the following information:

1. Key summary of its marketing and sales guidelines, and performance against plans. These should show that a company is aware of the impacts of its marketing communications tools on customers/consumers, and that it does not support advertising or sales promotion activities that promote illegal or immoral conduct.
2. Measures and outcomes of communicating about its products or services in a transparent and comprehensive way, to help consumers make decisions. A company may present information or warnings about the use of a product and/or service through user manuals, product labels or packaging. Additionally, a company should not communicate information about its products or services in ways that are unrealistic or misleading.

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
S4 Responsibility to Communities/Societies			
S4.1C Policy on developing and engaging with communities/societies affected by the business	**S4.4R** Target for developing and engaging with communities/societies affected by the business	**GRI 413:** Local Communities	**Goal 8:** Decent Work and Economic Growth
S4.2C Plans to support the development and engagement of communities/societies affected by the business	**S4.5R** Benefits of development projects or activities to communities/societies		
S4.3C Number of conflicts with communities/societies, and remediation measures	**S4.6R** Total financial contribution to community/social development projects or activities		

Rationale

- **Community and social development**

  This demonstrates a company's responsibility and commitment to reducing its impacts on communities/societies – ensuring that they can exist together sustainably. It also demonstrates a company's efforts to improving living standards and extending benefits to those in the community/society, ensuring that they continue to have good qualities of life.

- **Conflicts with communities**

  This describes a company's ability to build relationships with communities and comply with relevant laws, such as those relating to community rights, human rights, and the environment. Furthermore, it demonstrates whether a company effectively handles community grievances to within manageable levels and prevents incidents from deteriorating to the extent that they interrupt business operations, or stop projects entirely. If a company has an increasing number of community conflicts or worsening trends, this reflects the possibility that its business capabilities will decrease, and that it could face higher costs associated with conflict mitigation and resolution.

Reporting Approach

A company should report the following information:

1. Key information on its community/social policy, which demonstrates a commitment and responsibility to protecting and reducing the impacts of its business operations on communities/societies, as well as guidelines or mitigation measures to address community/social impacts. Note that this information could also be part of a company's human rights policy and guidelines.
2. Target for developing and engaging with communities that may be affected by the business. Companies should disclose quantitative, comparable and measurable targets, for example, a reduction in the number of complaints or conflicts with communities that are caused by business activities or operations.
3. Community/social development plans that align with the company's business context, such as:
   - Community satisfaction surveys, used for developing approaches that respond to the needs of both the community and business.
   - Analysis of benefits that the community and company receive from community development efforts, or projects that address social issues.
   - Supporting sustainable, self-sufficient communities by using business resources, capabilities and capacities to strengthen and elevate their qualities of life.
4. Benefits from community/social development projects or activities. This is to demonstrate the outcomes and effectiveness of a company's community development plans. A company can disclose these benefits in financial terms, such as increased income per household, or non-financial terms, such as increase in the number of local suppliers.
5. In the case that a company has conflicts with communities, it should report on the number of grievances and impacts that have occurred, as well as the mitigation and resolution measures adopted.
6. Spending on projects and activities for community/social development and assistance. This will reveal how suitable a company's plans are and whether they are reflective of the benefits, value, and impact that the projects and activities deliver.

Governance and Economic Dimension

G

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
G1 Policy, Structure and Governance System			
Board Composition			
G1.1C Profiles of individual directors		**GRI 102-18:** Governance Structure	**Goal 5:** Gender Equality **Goal 16:** Peace, Justice and Strong Institutions
G1.2C Number of board members			
G1.3C Number of independent directors			
G1.4C Number of non-executive directors			
G1.5C Number of female directors			
G1.6C Independent chairman of the board			
G1.7C Separation of the roles of chairman and CEO			
G1.8C Number of independent directors in each sub-committee			
G1.9C Independent chairman of each sub-committee			
G1.10C Number of years of tenure for individual directors			

Rationale

- **Board composition**

  Board composition is essential for demonstrating that a company's governance structure is transparent and independent. Companies should have an appropriately sufficient number of directors for their business needs, and should consider a diverse range of director qualifications to ensure that different viewpoints are captured for the benefit of the business. In particular, companies should encourage a higher number of female directors to support equal gender rights within their businesses.

Reporting Approach

A company should report the following information:

1. Name, profile, and appointments of each individual director
2. Structure and composition of committees, such as the number of female directors, number of independent directors, number of non-executive directors, independence of the chairman, and the tenure of each director.
3. List of names and details of members of the Audit Committee and other sub-committees, such as the Recruitment Committee, Remuneration Committee, Risk Management Committee, and Corporate Governance and/or Sustainability Committee. In addition, identify the chairman and independent directors of each sub-committee.
4. Structure and composition of the Audit Committee and other sub-committees.
5. Additional reference:
   - CG Code for Listed Companies (2017) by the Securities and Exchange Commission

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Board Roles and Responsibilities			
G1.11C Number of board meetings **G1.12C** Board performance **G1.13C** Number of audit committee meetings	**G1.17R** Succession plan implementation	**GRI 102-26:** Role of highest governance body in setting purpose, values, and strategy	**Goal 16:** Peace, Justice and Strong Institutions

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Board Roles and Responsibilities			
G1.14C Audit committee performance **G1.15C** Number of sub-committee meetings **G1.16C** Performance of each sub-committee		**GRI 102-26:** Role of highest governance body in setting purpose, values, and strategy	**Goal 16:** Peace, Justice and Strong Institutions

Rationale

- **Board roles and responsibilities**

  The roles and responsibilities of the board are essential for demonstrating its commitment to carrying out duties with transparency and fairness. Disclosing such information, such as board meeting attendance, consultations, and the monitoring and evaluation of management performance, will show that a company is performing effectively in alignment with its objectives, strategy, mission, and plans, for the benefit of the business, shareholders and stakeholders.

Reporting Approach

A company should report the following information:

1. Number of meetings and attendance record of individual board members. Companies can disclose this information in a table format or as a graphic to help stakeholders understand easily.
2. Number of meetings and meeting attendance records of the Audit Committee and other sub-committees, such as the Recruitment Committee, Remuneration Committee, Risk Management Committee, and Corporate Governance and/or Sustainability Committee. Companies can disclose this information in a table format or as a graphic to help stakeholders understand easily.
3. Summary of performance of the Board, Audit Committee, and other sub-committees. For example: "The Corporate Governance Committee monitored the organization's compliance with the Corporate Governance Policy and summarized the results of their monitoring, and reviewed the Corporate Governance Policy," and any other matters (if any).
4. Summary of the implementation of succession plans (if any). Companies should show the role that the Board has in preparing internal candidates for key positions within the organization once they become vacant, to ensure that the organization's operations and management can continue to run smoothly.

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Director Recruitment			
G1.18C Policy and criteria for recruiting directors with qualifications that align with organizational strategy **G1.19C** Analysis of directors' skills and experience according to business needs (board skill matrix) **G1.20C** Profiles of newly appointed directors		**GRI 102-24:** Nominating and selecting the highest governance body	**Goal 16:** Peace, Justice and Strong Institutions

Rationale

- **Director recruitment**

  This information offers clarity and transparency on the process that a company takes to recruit candidates with the essential knowledge, skills and capabilities needed to become a company director. In addition, having directors with diverse experiences and expertise will help to bring new perspectives to the business, which is beneficial for working with management and stakeholders.

Reporting Approach

A company should report the following information:

1. Summary of policy and criteria indicating that the Board gives priority to recruiting based on diversity, including in terms of age, gender and knowledge, as well as experiences and expertise that are essential to the business and the appropriate qualifications for a director. A company should have presented the outcomes of the recruitment process and new director appointments to shareholders for their approval to ensure transparency.
2. Brief summary of the board skill matrix analysis, outlining the knowledge, skills, experiences and expertise of board members that benefit the business. Companies can display this information as a table or in other formats, as appropriate.
3. Name, profile, and information on the directors appointed over the past year. However, if this information is already included in the list of names and profiles of current directors, please specify which director was appointed in the last year.
4. Additional reference:
   - Recruitment Committee Guidelines by The Stock Exchange of Thailand

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Director and Senior Executive Remuneration			
G1.21C Policy and criteria for director remuneration **G1.22C** Director remuneration by individual **G1.23C** Other non-financial compensation for directors **G1.24C** Policy and criteria for senior executive remuneration **G1.25C** Total remuneration for senior executives	**G1.26R** Other compensation and long-term benefits for senior executives	**GRI 102-38:** Annual total compensation ratio	**Goal 8:** Decent Work and Economic Growth

Rationale

- **Director remuneration**

  This information demonstrates whether a Board member's roles and responsibilities, as approved by shareholders, is clear and appropriate. The remuneration that a director receives should be comparable to that of a company of a similar size or in a similar industry, and be at a level that can attract individuals with the right knowledge and capabilities to fully perform for the organization. Overall, disclosing information about remuneration and other long-term benefits for senior management shows that a company provides incentives for senior management to achieve the goals set out by the Board.

Reporting Approach

A company should report the following information:

1. Policy and criteria for determining director remuneration. This should align with a director's roles and scope of responsibilities, as approved by shareholders.
2. Remuneration for each committee and individual director, covering the following:
   - Total financial remuneration, for example meeting fees and annual bonuses. Director remuneration will be considered against the level in similar industries, the company's results, and the director's responsibilities and performance. Its appropriateness will also be determined against overall company performance.
   - Non-financial compensation or benefits, such as communications devices, membership fees, and assigned vehicles.
3. Key summary of remuneration policy and criteria for senior management.
4. Total compensation for senior management, which can be analyzed against overall company performance.
5. Additional reference:
   - Additional Guidelines for the Remuneration Committee by The Stock Exchange of Thailand

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Director Development			
G1.27C Director development policy	**G1.28R** Results of individual director development	**GRI 102-27:** Collective knowledge of highest governance body	**Goal 4:** Quality Education

Rationale

- **Maintaining business competitiveness**

  Working in a rapidly changing environment, the Board, as leaders of an organization, should receive the right support to increase their knowledge and skills in line with organizational direction. From Board member orientations to internal and external trainings, these development opportunities will help to continuously increase Board performance efficiency. Furthermore, Board members with these knowledge and capabilities may also share some of their experiences for the benefit of the wider society.

Reporting Approach

A company should report the following information:

1. Summary of plans for director development, covering knowledge, skill, and competency development to help directors carry out their responsibilities effectively, in line with business direction.
2. Results of development activities for individual directors, such as trainings, seminars, work studies, speaking opportunities, and knowledge and experience sharing. Companies should disclose information such as the names of directors receiving the trainings, name of the activity/course, development objectives, and date of attendance in the activity.

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Performance Evaluation of the Board of Directors and Senior Executives			
G1.29C Criteria for evaluating board performance **G1.30C** Board performance results by committee **G1.31C** Board performance results by each sub-committee	**G1.32R** Individual director performance results **G1.33R** Performance evaluation criteria for the managing director	**GRI 102-28:** Evaluating the highest governance body's performance	**Goal 16:** Peace, Justice and Strong Institutions

Rationale

- **Board performance evaluation**

  Information about a company's criteria and approach to board performance evaluations shows how it assesses the performance of the board at both the committee and individual levels. It is an essential means for a company to provide feedback to the board to improve their performance.
- **Criteria and performance evaluation model for the managing director**

  Companies should define a criteria and performance evaluation model for the managing director, who is the highest executive, to ensure that it is clear, fair, and transparent, and conducive to future improvement and development opportunities. An organization should also show that there is regular sustainability reporting, covering both financial and non-financial performance, to the Board of Directors, so that it becomes part of the performance evaluation of the managing director or senior management.

Reporting Approach

A company should report the following information:

1. Summary of the performance evaluation criteria for the board at both the committee and individual director levels. The criteria should indicate the level of results and satisfaction in the performance of directors, determined through self-assessments and cross-assessments. It should demonstrate that the outcomes and feedback from board performance evaluations are used for improving and reviewing a director's scope of work and independence, as well as work processes, roles, and performance monitoring responsibilities. For individual director evaluations, there may be additional criteria such as, commitment to their responsibilities, knowledge and skills, teamwork, and director code of conduct compliance.
2. Results of board and director performance evaluations, and results of performance evaluations of each board sub-committee. This should be presented as quantitative information, which could be totals, percentages, or scores, so that these results can be analyzed and compared over time.

3. Summary of performance evaluation criteria for the managing director and/or highest executive. A company should show that there are clear indicators and targets, for example, leadership on strategic delivery, relationships with the board and stakeholders, etc.
4. Results of managing director and/or highest executive performance evaluations. This should be presented as quantitative information, which could be totals, percentages, or scores, so that these results can be analyzed and compared over time (if available).
5. Additional references:
   - CG Code for Listed Companies (2017) by the Securities and Exchange Commission
   - Example of a director self-assessment form by The Stock Exchange of Thailand

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
Business Code of Conduct			
G1.34C Code of conduct **G1.35C** Anti-corruption policy and guidelines **G1.36C** Number of code of conduct violations or incidents of corruption, and remediation measures **G1.37C** Grievance and whistleblowing policy and guidelines	**G1.38R** Measures to prevent code of conduct violations	**GRI 102-17:** Mechanisms for advice and concerns about ethics	**Goal 16:** Peace, Justice and Strong Institutions

Rationale

- **Code of conduct and anti-corruption**
  This demonstrates how a company creates a culture where its Board, management, and employees are conscious of preventing code of conduct violations or corruption incidents that may damage the business. It also demonstrates a commitment to business transparency and the effectiveness of internal controls within an organization.

- **Policy and guidelines on grievance management and whistleblowing**
  This shows that a company has grievance and whistleblowing mechanisms and channels for its employees and stakeholders to report incidents such as breaches or violations of the law, regulations, or code of conduct. It also ensures that a company has measures to protect whistleblowers, as well as their confidentiality, to prevent individual rights violations.

Reporting Approach

A company should report the following information:

1. Key summary of its code of conduct and anti-corruption policy, as well as guidelines to promote learning and compliance with the policy across the organization.
2. Number of incidents or grievances resulting from violations of the code of conduct or corruption, as well as explanations of remediation and mitigation measures.
3. Key summary of policy and guidelines on grievance management and whistleblowing. Companies should demonstrate that individuals or whistleblowers can easily access grievance channels including websites, e-mail, or other channels. Briefly summarize the mechanisms for the company to receive grievances and the measures in place to protect whistleblowers.
4. Key summary of measures to prevent code of conduct violations.
5. Additional references:
   - Code of Conduct Development Guidelines by The Stock Exchange of Thailand
   - Thai Private Sector Collective Action Against Corruption (CAC)
   - Guidelines for Whistleblowing Policy Development and Management by The Stock Exchange of Thailand

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
G2 Sustainability Policy and Strategy			
G2.1C Sustainability policy and targets at the organization level	**G2.2R** Material sustainability topics **G2.3R** Sustainability report **G2.4R** Sustainability performance disclosure standards, e.g., GRI Standards	**GRI 102-55:** GRI content index	**Goal 12:** Responsible Consumption and Production

Rationale

- **Sustainability policy**
  A sustainability policy reflects an organization's objectives and best practices for reducing its impacts and creating economic, social, and environmental opportunities from its operations. If a company has organizational-level sustainability targets, this makes it more apparent that it has a defined direction and objectives to support its sustainability policy, and to measure and assess performance.
- **Material topics**
  Material topics are economic, social, and environmental topics that a company has determined to be important and urgent, and which affect its ability to do business. In addition, material topics reflect the issues that are important to both a company and its stakeholders. These topics can help a company to develop its business direction and strategy, and ensure that this aligns with stakeholders' expectations within its operational context.
- **Sustainability report**
  A document that contains information about a company's environmental, social, and governance performance. The information contained within a sustainability report is targeted to the needs of investors, shareholders, customers, communities and stakeholders who would use the information. A sustainability report is additional to regular financial reporting and annual reports, which may not provide a comprehensive overview of business performance. A sustainability report is also beneficial for companies to monitor and assess their performance, business risks and opportunities, and can serve as a tool for consolidating information for business development and investment decisions.

Reporting Approach

A company should report the following information:

1. Key summary of sustainability policy and targets covering environmental, social, and governance issues.
2. Summary of the materiality assessment process, covering the materiality analysis and identification and prioritization of material topics.
3. The reporting standard or international reporting principle that the company uses or adapts for its sustainability disclosures, for example the GRI Standards, Integrated Reporting Framework, CDP and TCFD.
4. Additional references:
   - GRI Standards
   - Task Force on Climate-related Financial Disclosures (TCFD)
   - Integrated Reporting Framework

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
G3 Sustainability Risk Management			
G3.1C Sustainability risk management policy and guidelines **G3.2C** ESG risks and opportunities **G3.3C** Emerging risks **G3.4C** Business continuity plans (BCP)	**G3.5R** Standards on sustainability risk management	**GRI 102-15:** Key impacts, risks, and opportunities	**Goal 16:** Peace, Justice and Strong Institutions

Rationale

- **Sustainability risk management approach**
  Economic, social and environmental uncertainty could lead to errors, damages, or undesirable events or actions, which in turn could prevent a company from conducting its activities or completing projects according to target. Given this, reporting on a company's sustainability risk management policy and guidelines is essential for showing that an organization has systematically considered risk control measures to mitigate any future impacts on its business. In addition, it reveals that a company has a process to control risks to within acceptable and controllable levels, and is able to review and respond effectively in the event of an incident, while maintaining their pursuit of organizational objectives. Furthermore, a company that has a risk management approach that aligns with international risk management principles, standards or guidelines demonstrates that it has a clear and internationally-accepted approach to sustainability risk management.
- **Sustainability risk factors**
  Companies should report on the causes and origins of the economic, social, and environmental risks that could prevent them from achieving set targets.
- **Emerging risks**
  Emerging risks refer to upcoming events or changes that could impact a business. A company that reports its emerging risks demonstrates that it has considered measures to prepare for economic, social, and environmental change.
- **Business continuity planning**
  This shows how a company manages unexpected events that pose a threat to the organization or its stakeholders, and how it can carry on business activities or operations without interruption. This also indicates how a company is able to resume operations after facing a crisis or disaster.

Reporting Approach

A company should report the following information:

1. Risk management policy, guidelines, and framework covering environmental, social and/or governance (ESG) issues. Specify the risk management standard or framework that the company uses within the organization, or for which it has received certification, e.g., COSO ERM, ISO 31000 (if applicable).
2. Summary of ESG risk factors and explanations of how, where, and when the risk could occur. In specifying the possible causes of these sustainability risks, companies should specify the events that are likely to occur as well as provide a brief explanation of the mitigation measures for those risks.
3. Summary of emerging risks that could affect the business over the short and long term. For example, climate change risks, water shortage risks, food security, and urbanization. Provide brief explanations of mitigation measures for emerging risks.
4. Key summary of the plans, guidelines or risk response and mitigation measures that the company uses to respond to unexpected events. Examples include emergency plans, crisis management plans, and business continuity plans. These plans should clearly show objectives and targets to protect the business from a wide range of disasters and accidents, such as fires, floods, pandemics, and protests.
5. Additional references:
   - The Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the World Business Council for Sustainable Development (WBCSD), Guidance for Applying Enterprise Risk Management (ERM) to Environmental, Social and Governance (ESG)-related Risks.
   - ISO 31000 - Risk Management

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
G4 Sustainable Supply Chain Management			
G4.1C Sustainable supply chain management policy and guidelines	**G4.3R** Percentage of new suppliers undergoing sustainability screening criteria	**GRI 308:** Supplier Environmental Assessment	**Goal 12:** Responsible Consumption and Production
G4.2C Sustainable supply chain management plan	**G4.4R** Supplier Code of Conduct	**GRI 414:** Supplier Social Assessment	**Goal 16:** Peace, Justice and Strong Institutions
	G4.5R Percentage of suppliers acknowledging the Supplier Code of Conduct		

Rationale

- **Sustainable supply chain management**

  Supply chain management refers to the process that exists between companies and their suppliers, covering the following stages: raw material procurement, manufacturing, transportation, and product and service delivery to customers. A sustainable supply chain management process considers environmental and social impacts and good governance, as this will help to mitigate business impacts from issues such as illegal labor and corruption. It also indicates that a company is committed to building relationships with its suppliers and to develop the business while delivering positive results for the economy, society and environment, for example through continuous supplier capacity development and green procurement.

Reporting Approach

A company should report the following information:

1. Key aspects of its sustainable supply chain management policy and guidelines, or the Supplier Code of Conduct (if applicable), to demonstrate that the company has criteria for procurement covering environmental, social, and good governance practices. Examples include environmentally-friendly procurement of raw materials, products and services, and the prohibition of child or slave labor.
2. Key aspects of the company's supply chain management plan and clearly defined targets. These plans may cover mitigation measures for supplier-related economic risks (e.g., over-reliance on a small group of suppliers, receiving poor quality products/services), social issues (e.g., human rights violations, unethical conduct towards employee and laborers), and environmental issues (e.g., environmental law violations).
3. Percentage of new suppliers that passed the supplier screening criteria covering environmental, social, and good governance issues.
4. Percentage of key suppliers acknowledging the company's supplier code of conduct. Key suppliers can be identified based on procurement spend or the volume of products/services received (if applicable).
5. Additional reference:
   - ISO 20400 Sustainable Procurement - Guidance

Core (C) Indicators	Recommended (R) Indicators	GRI Standards	SDGs
G5 Innovation Development			
G5.1C Innovation development policy and guidelines at the organization level **G5.2C** Process to develop and promote an innovation culture **G5.3C** Spending on innovation research & development	**G5.4R** Benefits received from innovation development	-	**Goal 9:** Industrial Innovation and Infrastructure

Rationale

- **Innovation development**

  Innovation development demonstrates a company's commitment to continuous innovation and to creating value for products, services, work processes, and even new business models. Innovations may include things that have not existed before, or things that have been adapted, improved upon or modernized to improve work efficiency, enhance business competitiveness, and benefit society and the environment. However, companies should also demonstrate an innovation culture and disclose the ways in which they encourage employees to innovate and embed innovation into their work, or into products/services to create added value for the organization.

Reporting Approach

A company should report the following information:

1. Key elements of its innovation development policy and guidelines, which show the company's objectives and targets on innovation development in alignment with business direction and growth. This should also show a company's internal processes for innovation development and promotion, such as innovation showcases, innovative thinking courses, etc.
2. Spending on R&D, innovation activities or innovation project plans over the past year.
3. Summary of benefits or outcomes from innovation development over the past year (if available). For example: "The company developed Innovation 'A', which successfully increased customer satisfaction while reducing energy costs by 10%, leading to a cost savings of 300,000 baht and a 5% reduction in greenhouse gas emissions compared to the previous year." Companies do not need to disclose confidential information so that they can minimize the risk of infringing on any rights, or of revealing any business-sensitive information.
4. In the case that an innovation is not complete, a company can report on their progress in developing the innovation. For example: "The company is currently developing Innovation 'A' and is at 60% completion. Innovation A will be piloted next year for a full roll-out the following year."

Performance Summary: SET ESG Metrics

Environmental Dimension

E

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
E1	**Environmental Policy and Compliance Standards**						
E1.1C	GRI 103	Environmental management policy and guidelines	Yes/No				
E1.2C		Number of cases or incidents of legal violations or negative environmental impacts, with explanation of mitigation measures	No. of cases				
E1.3R		Value of damages or fines received from legal violations or negative environmental impacts	Baht				
E1.4R		Compliance with international energy management principles and standards	Yes/No				
E1.5R		Compliance with international water management principles and standards	Yes/No				
E1.6R		Compliance with international waste management principles and standards	Yes/No				
E1.7R		Compliance with international greenhouse gas management or climate change principles and standards	Yes/No				
E2	**Energy Management**						
E2.1C	GRI 302	Energy management plan	Yes/No				
E2.2C		Energy consumption (electricity/fuel)	kWh				

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
E2.3C	GRI 302	Renewable energy consumption	kWh				
E2.4R		Energy management target	kWh				
E2.5R		Energy intensity	kWh/unit				
E3 Water Management							
E3.1C	GRI 303	Water management plan	Yes/No				
E3.2C		Volume of water consumption	cubic meters				
E3.3R		Water use target	cubic meters				
E3.4R		Water intensity	cubic meters/ unit				
E3.5R		Percentage of wastewater treated before discharge	%				
E4 Waste Management							
E4.1C	GRI 306	Waste management plan	Yes/No				
E4.2C		Volume of waste generated	kilograms				
E4.3R		Waste management target	kilograms				
E4.4R		Volume of waste that is reused and/or recycled	kilograms				
E5 Greenhouse Gas Management							
E5.1C	GRI 305	Greenhouse gas management plan	Yes/No				
E5.2C		Scope 1 and 2 greenhouse gas emissions	tCO_2e				
E5.3C		External verification of greenhouse gas emissions data	Yes/No				
E5.4R		Greenhouse gas reduction target	tCO_2e				
E5.5R		Total greenhouse gas emissions (Scopes 1, 2 and 3)	tCO_2e				
E5.6R		Carbon intensity	tCO_2e/ unit				

Social Dimension

S

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years		Previous 2 years		Previous years		Reporting year	
S1 Human Rights											
S1.1C	GRI 412	Human rights policy and guidelines	Yes/No								
S1.2R	GRI 412	Human rights due diligence (HRDD) and protection measures	Yes/No								
S1.3R	GRI 412	Number of cases of human rights violations, and explanations of remediation and mitigation measures	No. of cases								
S2 Fair Labor Practices											
Employment											
S2.1C	GRI 401	Total number of employees	people								
		Employees by age group		Male	Female	Male	Female	Male	Female	Male	Female
		– Below 30 years old	people								
		– 30–50 years old	people								
		– Over 50 years old	people								
		Employees by level		Male	Female	Male	Female	Male	Female	Male	Female
		– Staff level	people								
		– Management level	people								
		– Senior management level	people								
		Employees by location		Male	Female	Male	Female	Male	Female	Male	Female
		– Bangkok Metropolitan Area	people								
		– Northern region	people								
		– Central region	people								
		– Northeastern region	people								
		– Southern region	people								
		– Eastern region	people								

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
S2.2C	GRI 405	Number of employees with disabilities and/or elderly employees	people				
Employee Compensation							
S2.3C	GRI 405	Total employee compensation	Baht				
S2.4C		Percentage of employees enrolled in provident funds	%				
S2.5R		Gender pay gap	Female : Male				
Employee Development							
S2.6C	GRI 404	Employee development plans or activities	Yes/No				
S2.7C		Average hours of employee training	hours/ person/ year				
S2.8R		Employee development plans are part of annual employee performance evaluations	Yes/No				
S2.9R		Employee development target	Yes/No				
S2.10R		Employee development spending	Baht				
S2.11R		Benefits of employee development to employees and/or the organization	Yes/No				
Occupational Safety, Health and Environment							
S2.12C	GRI 403	Occupational safety, health and environment improvement plans or activities	Yes/No				
S2.13C		Number of incidents or injuries leading to lost work time	No. of incidents/ injuries				
S2.14R		Occupational safety, health and environment improvement target	Yes/No				
S2.15R		Lost Time Injury Frequency Rate (LTIFR)	cases/ 200,000 hours				

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
Promoting Employee Relations and Employee Engagement							
S2.16C	GRI 402 GRI 407	Employee engagement and retention plan	Yes/No				
S2.17C		Percentage of voluntary employee turnover	%				
S2.18C		Number of significant labor disputes, and remediation measures	No. of cases				
S2.19R		Employee engagement and retention targets	Yes/No				
S2.20R		Employee engagement survey results	Yes/No				
S2.21R		Employees' collective bargaining with the company on benefits and compensation	Yes/No				
S3 Responsibility to Customers/Consumers							
Consumer Rights							
S3.1C	GRI 102-43 GRI 418	Consumer data protection policy and guidelines	Yes/No				
S3.2C		Number of incidents of consumer data breaches, and remediation measures	No. of incidents				
S3.3C		Number of incidents or complaints relating to consumer rights violations, and remediation measures	No. of incidents/complaints				
S3.4R		Grievance channels for customers/consumers	Yes/No				
S3.5R		Customer satisfaction improvement plan	Yes/No				
S3.6R		Customer satisfaction improvement target	Yes/No				
S3.7R		Customer satisfaction survey results	Yes/No				

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
Responsible Sales and Marketing							
S3.8R	GRI 417	Responsible sales and marketing guidelines	Yes/No				
S3.9R	GRI 417	Guidelines on communicating the impacts of products and services to customers/consumers	Yes/No				
S4 Responsibility to Communities/Societies							
S4.1C	GRI 413	Policy on developing and engaging with communities/societies affected by the business	Yes/No				
S4.2C	GRI 413	Plans to support the development and engagement of communities/societies affected by the business	Yes/No				
S4.3C	GRI 413	Number of conflicts with communities/societies, and remediation measures	No. of cases				
S4.4R	GRI 413	Target for developing and engaging with communities/societies affected by the business	Yes/No				
S4.5R	GRI 413	Benefits of development projects or activities to communities/societies	Yes/No				
S4.6R	GRI 413	Total financial contribution to community/social development projects or activities	Baht				

Governance and Economic Dimension

G

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
G1 Policy, Structure and Governance System							
Board Composition							
G1.1C	GRI 102-18	Profiles of individual directors	Yes/No				
G1.2C		Number of board members	People				
G1.3C		Number of independent directors	People				
G1.4C		Number of non-executive directors	People				
G1.5C		Number of female directors	People				
G1.6C		Independent chairman of the board	Yes/No				
G1.7C		Separation of the roles of chairman and CEO	Yes/No				
G1.8C		Number of independent directors in each sub-committee	People				
G1.9C		Independent chairman of each sub-committee	Yes/No				
G1.10C		Number of years of tenure for individual directors	Years				
Board Roles and Responsibilities							
G1.11C	GRI 102-26	Number of board meetings	No. of meetings				
G1.12C		Board performance	Yes/No				
G1.13C		Number of audit committee meetings	No. of meetings				
G1.14C		Audit committee performance	Yes/No				

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
G1.15C	GRI 102-26	Number of sub-committee meetings	No. of meetings				
G1.16C		Performance of each sub-committee	Yes/No				
G1.17R		Succession plan implementation	Yes/No				
Director Recruitment							
G1.18C	GRI 102-24	Policy and criteria for recruiting directors with qualifications that align with organizational strategy	Yes/No				
G1.19C		Analysis of directors' skills and experience according to business needs (board skill matrix)	Yes/No				
G1.20C		Profiles of newly appointed directors	Yes/No				
Director and Senior Executive Remuneration							
G1.21C	GRI 102-38	Policy and criteria for director remuneration	Yes/No				
G1.22C		Director remuneration by individual	Baht				
G1.23C		Other non-financial compensation for directors	Yes/No				
G1.24C		Policy and criteria for senior executive remuneration	Yes/No				
G1.25C		Total remuneration for senior executives	Baht				
G1.26R		Other compensation and long-term benefits for senior executives	Yes/No				
Director Development							
G1.27C	GRI 102-27	Director development policy	Yes/No				
G1.28R		Results of individual director development	Yes/No				

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
Performance Evaluation of the Board of Directors and Senior Executives							
G1.29C	GRI 102-28	Criteria for evaluating board performance	Yes/No				
G1.30C		Board performance results by committee	Yes/No				
G1.31C		Board performance results by each sub-committee	Yes/No				
G1.32R		Individual director performance results	Yes/No				
G1.33R		Performance evaluation criteria for the managing director	Yes/No				
Business Code of Conduct							
G1.34C	GRI 102-17	Code of conduct	Yes/No				
G1.35C		Anti-corruption policy and guidelines	Yes/No				
G1.36C		Number of code of conduct violations or incidents of corruption, and remediation measures	No. of cases				
G1.37C		Grievance and whistleblowing policy and guidelines	Yes/No				
G1.38R		Measures to prevent code of conduct violations	Yes/No				
G2 Sustainability Policy and Strategy							
G2.1C	GRI 102-55	Sustainability policy and targets at the organization level	Yes/No				
G2.2R		Material sustainability topics	Yes/No				
G2.3R		Sustainability report	Yes/No				
G2.4R		Sustainability performance disclosure standards, e.g., GRI Standards	Yes/No				

Code	GRI Standards	ESG Indicators	Unit	Previous 3 years	Previous 2 years	Previous years	Reporting year
G3 Sustainability Risk Management							
G3.1C	GRI 102-15	Sustainability risk management policy and guidelines	Yes/No				
G3.2C		ESG risks and opportunities	Yes/No				
G3.3C		Emerging risks	Yes/No				
G3.4C		Business continuity plans (BCP)	Yes/No				
G3.5R		Standards on sustainability risk management	Yes/No				
G4 Sustainable Supply Chain Management							
G4.1C	GRI 308 GRI 414	Sustainable supply chain management policy and guidelines	Yes/No				
G4.2C		Sustainable supply chain management plan	Yes/No				
G4.3R		Percentage of new suppliers undergoing sustainability screening criteria	%				
G4.4R		Supplier Code of Conduct	Yes/No				
G4.5R		Percentage of suppliers acknowledging the Supplier Code of Conduct	%				
G5 Innovation Development							
G5.1C	-	Innovation development policy and guidelines at the organization level	Yes/No				
G5.2C		Process to develop and promote an innovation culture	Yes/No				
G5.3C		Spending on innovation research & development	Baht				
G5.4R		Benefits received from innovation development	Yes/No				

Sustainability Reporting Guide

for Listed Companies

Analyze

1

1.1
Define the reporting scope by considering the nature of the business and operations that are located in areas with the highest impact on social and environmental issues.

1.2
Review and select information for reporting according to four principles: **Material, Timely, Reliable, and Comparable**

Prepare

2

2.1 Set up a sustainability report working group

2.2 Survey stakeholders' expectations

2.3 Identify and prioritize material topics

2.4 Create a report outline and set performance indicators for material topics

Collect Data

3

3.1
Communicate with relevant departments to monitor and collect data for reporting

3.2
The sustainability report working group collects data according to the report outline and indicators

Write Report

Review

Distribute

4

The report consists of 3 components:

4.1
About the Business: The nature of business operations, value chain, and stakeholders

4.2
Policy and Strategy: Policies and targets on sustainability and material topics

4.3
Performance: For each material topic, report on the target, management approach, and performance indicators (ESG Metrics)

5

5.1 Report review and editing by internal departments and verification by external agencies

5.2 Present the report to the Board of Directors and management for approval before distribution

6

6.1
Reporting channels: Report information as part of the annual report, as a separate sustainability report, or on the company website

6.2
Format: Electronic or print

6.3
Presentation: Easy to understand language, infographics, and diagrams

Sustainable Development Group
The Stock Exchange of Thailand
E-mail: SRcenter@set.or.th
www.set.or.th