

ตารางแสดงข้อมูลตามตัวชี้วัด GRI

Statement of use
บริษัท ปตท น้ำมันและค้าปลีก จำกัด (มหาชน) และบริษัทในกลุ่มได้มีการรายงานช้อมูลตามรายการ GRI Content Index สำหรับการ รายงานช้อมูลปี 2566 โดยอ้างอิงจากมาตรฐาน GRI Standard

	รายงานข้อมูลปี 2566 โดยช	ข้างอิงจากมาตรฐาน GRI Standard	
GRI 1 used	GRI 1: Foundation 2021		
GRI STANDARD	DISCLOSURE	อ้างอิง	หมายเหตุ
GRI 2: General Disclosures 2021	2-1 Organizational details	https://www.pttor.com/th/sustainability/sustainability_page/Business-Overview https://www.pttor.com/th/sustainability/sustainability_page/About-This-Report	
	2-2 Entities included in the organization's sustainability reporting	https://www.pttor.com/th/sustainability/sustainability_page/About-This-Report	
	2-3 Reporting period, frequency and contact point	https://www.pttor.com/th/sustainability/sustainability_page/About-This-Report	
	2-4 Restatements of information	https://www.pttor.com/th/sustainability/sustainability_page/Materiality-Assessment	OR มีการทบทวน กระบวนการจัดลำดับ ประเต็นความสำคัญ ขององค์กร โดยใช้หลัก Double Materiality
	2-5 External assurance	https://orapiweb.pttor.com/uploads/documents/20240329 124351 4076.pdf	ข้อมูลการตรวจสอบจาก หน่วยงานภายนอก (Third-party)
	2-6 Activities, value chain and other business relationships	https://www.pttor.com/th/sustainability/sustainability_page/Business-Overview https://www.pttor.com/th/sustainability/sustainability_page/Value-Chain-and- Stakeholders https://www.pttor.com/th/sustainability/sustainability_page/Supply- Chain-Management	
	2-7 Employees	Select: Performance Summary: People https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary.	
	2-8 Workers who are not employees	Select: Performance Summary: People https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	2-9 Governance structure and composition	56-1 One Report 2023, PDF p114 https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-date-march-8-2024	
	2-10 Nomination and selection of the highest governance body	56-1 One Report 2023, PDF p109 https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-date-march-8-2024	
	2-11 Chair of the highest governance body	56-1 One Report 2023, PDF p114, 117-118 https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-date-march-8-2024	
	2-12 Role of the highest governance body in overseeing the management of impacts	56-1 One Report 2023, PDF p115-118 https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-date-march-8-2024	
	2-13 Delegation of responsibility for managing impacts 2-14 Role of the highest	https://www.pttor.com/th/sustainability/sustainability_page/Sustainability-Policy-and-Strategy https://www.pttor.com/th/sustainability/sustainability_page/About-This-Report	
	governance body in sustainability reporting		
	2-15 Conflicts of interest	56-1 One Report 2023, PDF p134, 140-144	

		https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
		date-march-8-2024	
	2-16 Communication of critical	56-1 One Report 2023, PDF p136	
	concerns	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
		date-march-8-2024	
	2-17 Collective knowledge of the	56-1 One Report 2023, PDF p114	
	highest governance body	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
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	2-18 Evaluation of the performance	56-1 One Report 2023, PDF p110	
	of the highest governance body	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
		date-march-8-2024	
	2-19 Remuneration policies	56-1 One Report 2023, PDF p109-110	
		https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
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	2-20 Process to determine	56-1 One Report 2023, PDF p109-110	
	remuneration	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
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	2-21 Annual total compensation	Select: Performance Summary: Board Structure	
	ratio	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	2-22 Statement on sustainable	https://www.pttor.com/th/sustainability/sustainability_page/Message-From-The-CEO	
	development strategy	https://www.pttor.com/th/sustainability/sustainability_page/Sustainability-Policy-and-	
		Strategy	
	2-23 Policy commitments	https://orapiweb.pttor.com/uploads/documents/20221214 095910 8670.pdf	
		https://orapiweb.pttor.com/uploads/documents/20240109 100552 0034.pdf	
		https://orapiweb.pttor.com/uploads/documents/20220625_230432_8789.pdf	
	2-24 Embedding policy	https://www.pttor.com/th/sustainability/sustainability_page/Human-Rights	
	commitments		
	2-25 Processes to remediate negative impacts	https://www.pttor.com/th/sustainability/sustainability_page/Human-Rights	
	2-26 Mechanisms for seeking	https://orweb.pttor.com/th/sustainability/sustainability_page/Compliance	
	advice and raising concerns		
	2-27 Compliance with laws and	56-1 One Report 2023, PDF p106	
	regulations	https://investor.pttor.com/th/document/viewer/97209/56-1-one-report-2023-publish-	
		date-march-8-2024	
	2-28 Membership associations	https://orweb.pttor.com/th/sustainability/sustainability_page/Governance	
	2-29 Approach to stakeholder	https://www.pttor.com/th/sustainability/sustainability page/Value-Chain-and-	
	engagement	Stakeholders	
	2-30 Collective bargaining	Select: Performance Summary: People	
	agreements	https://www.pttor.com/th/sustainability/sustainability page/Performance-Summary	
	3-1 Process to determine material	https://www.pttor.com/th/sustainability/sustainability page/Materiality-Assessment	
	topics		
	3-2 List of material topics	https://www.pttor.com/th/sustainability/sustainability_page/Materiality-Assessment	
	3-3 Management of material topics	All Chapters	
GRI 201:	201-1 Direct economic value	Select: Performance Summary: Economics	
Economic	generated and distributed	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
Performance 2016	201-2 Financial implications and	https://www.pttor.com/th/sustainability/sustainability page/Climate-Action	
	other risks and opportunities due to	https://orapiweb.pttor.com/uploads/documents/20230711_115522_1272.pdf	
	climate change		
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	201-3 Defined benefit plan	56-1 One Report 2023, PDF p159	
	obligations and other retirement	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
	plans	date-march-8-2024	
	201-4 Financial assistance received	56-1 One Report 2023, PDF p143-144	
	from government	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
		date-march-8-2024	
GRI 202: Market	202-1 Ratios of standard entry level	https://www.pttor.com/th/sustainability/sustainability_page/Workforce-Development-	
Presence 2016	wage by gender compared to local	and-Well-Being	
	minimum wage	https://orapiweb.pttor.com/uploads/documents/20230711 115930 5597.pdf	
	202-2 Proportion of senior	Select: Performance Summary: People	
	management hired from the local	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	community	integration of the accordance in the control of the	
GRI 203: Indirect	203-1 Infrastructure investments	https://www.pttor.com/th/sustainability/sustainability_page/Highlight-Community-	
Economic Impacts	and services supported	Development-and-Social-Collaboration	
2016		https://www.pttor.com/th/sustainability/sustainability_page/Value-Chain-and-	
		Stakeholders	
	203-2 Significant indirect economic	https://www.pttor.com/th/sustainability/sustainability_page/Highlight-Community-	
	impacts	Development-and-Social-Collaboration	
GRI 204:	204-1 Proportion of spending on	https://www.pttor.com/th/sustainability/sustainability_page/Supply-Chain-Management	
Procurement	local suppliers	https://www.ptor.com/r//sastaniabinty/sastaniabinty/page/oupply/chain/wanagement	
Practices 2016	ισσαι σαρρίιστο		
GRI 205: Anti-	205-1 Operations assessed for risks	https://orweb.pttor.com/th/sustainability/sustainability_page/Compliance	
corruption 2016	related to corruption		
	205-2 Communication and training	Select: Performance Summary: Anti-Corruption	
	about anti-corruption policies and	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	procedures		
	205-3 Confirmed incidents of	Select: Performance Summary: Anti-Corruption	
	corruption and actions taken	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 206: Anti-	206-1 Legal actions for anti-	Select: Performance Summary: Anti-Corruption	
competitive	competitive behavior, anti-trust, and	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
Behavior 2016	monopoly practices	integration in the control of the co	
GRI 207: Tax 2019	· · · · ·	https://orweb.pttor.com/th/sustainability/sustainability_page/Compliance	
		56-1 One Report 2023, PDF p125	
	207-2 Tax governance, control, and	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
	risk management		
		date-march-8-2024	
		https://orweb.pttor.com/th/sustainability/sustainability_page/Compliance	
		Whistleblowing Policy	
		https://www.pttor.com/th/about/good_corporate_governance	
		Whistleblowing Channel	
		https://www1.pttor.com/whistleblowing.aspx	
	207-3 Stakeholder engagement and	56-1 One Report 2023, PDF p 125, 139	
	management of concerns related to	https://investor.pttor.com/en/document/viewer/97209/56-1-one-report-2023-publish-	
	tax	date-march-8-2024	
	207-4 Country-by-country reporting	https://orweb.pttor.com/th/sustainability/sustainability_page/Compliance	
GRI 301: Materials	301-1 Materials used by weight or	Select: Performance Summary: Packaging	
2016	volume	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	301-2 Recycled input materials	Not Applicable	ผลิตภัณฑ์และบริการ
	used		หลักของ OR คือน้ำมัน
			และร้านขายเครื่องดื่ม
			และเบเกอรี่ ดังนั้นการ
			Recycle จึงเกี่ยวข้องกับ
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			บรรจุภัณฑ์
			(Packaging) วัตถุดิบ
			หลักที่ใช้ (Raw
			Materials) จึงไม่
			เกี่ยวข้องกับวัสดุรีไซเคิล
	301-3 Reclaimed products and their	Select: Performance Summary: Packaging	
001.000	packaging materials	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 302: Energy 2016	302-1 Energy consumption within	Select: Performance Summary: Energy	
2010	the organization	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	302-2 Energy consumption outside	Select: Performance Summary: Energy	
	of the organization	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	302-3 Energy intensity	Select: Performance Summary: Energy	
	000 4 Dealerties of second	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	302-4 Reduction of energy	Select: Performance Summary: Energy	
	consumption	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	302-5 Reductions in energy requirements of products and	Select: Performance Summary: Energy https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	services	https://www.pttor.com/th/sustamability/sustamability-page/renormance-Summary	
GRI 303: Water	303-1 Interactions with water as a	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
and Effluents 2018	shared resource	Management	
	303-2 Management of water	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
	discharge-related impacts	Management	
	303-3 Water withdrawal	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
	500 5 Water Withdrawai	Management	
		Select: Performance Summary: Water	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	303-4 Water discharge	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
	Ŭ	Management	
		Select: Performance Summary: Water	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	303-5 Water consumption	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
		Management	
		Select: Performance Summary: Water	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 304:	304-1 Operational sites owned,	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
Biodiversity 2016	leased, managed in, or adjacent to,	Management	
	protected areas and areas of high	Select: Performance Summary: Biodiversity	
	biodiversity value outside protected	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	areas		
	304-2 Significant impacts of	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
	activities, products and services on	Management	
	biodiversity	Select: Performance Summary: Biodiversity	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	304-3 Habitats protected or	Select: Performance Summary: Biodiversity	OR อยู่ระหว่างการ
	restored	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	ประเมินด้านความ
	304-4 IUCN Red List species and	Select: Performance Summary: Biodiversity	หลากหลายทางชีวภาพ
	national conservation list species	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	โดยข้อมูลจะถูกรวบรวม
	with habitats in areas affected by		และรายงานต่อ
	operations		สาธารณะเมื่อการ
			ประเมินเสร็จสิ้น

GRI 305:	205 1 Direct (Coop = 1) OUO	Colocti Deformance Cummany CHC Emission and Other Engineers	<u> </u>
Emissions 2016	305-1 Direct (Scope 1) GHG	Select: Performance Summary: GHG Emission and Other Emissions	
EIIIISSIOIIS 2010	emissions	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	305-2 Energy indirect (Scope 2)	Select: Performance Summary: GHG Emission and Other Emissions	
	GHG emissions	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	305-3 Other indirect (Scope 3) GHG	Select: Performance Summary: GHG Emission and Other Emissions	
	emissions	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	305-4 GHG emissions intensity	Select: Performance Summary: GHG Emission and Other Emissions	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	305-5 Reduction of GHG emissions	Select: Performance Summary: GHG Emission and Other Emissions	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	305-6 Emissions of ozone-depleting	Select: Performance Summary: GHG Emission and Other Emissions	อยู่ระหว่างการรวบรวม
	substances (ODS)	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	ข้อมูล
	305-7 Nitrogen oxides (NOx), sulfur	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
	oxides (SOx), and other significant	<u>Management</u>	
	air emissions	Select: Performance Summary: GHG Emission and Other Emissions	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 306: Waste	306-1 Waste generation and	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
2020	significant waste-related impacts	<u>Management</u>	
	306-2 Management of significant	https://www.pttor.com/th/sustainability/sustainability_page/Environmental-	
	waste-related impacts	<u>Management</u>	
	306-3 Waste generated	Select: Performance Summary: Waste	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	306-4 Waste diverted from disposal	Select: Performance Summary: Waste	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	306-5 Waste directed to disposal	Select: Performance Summary: Waste	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 308: Supplier	308-1 New suppliers that were	Select: Performance Summary: Supply Chain	
Environmental	screened using environmental	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
Assessment 2016	criteria		
	308-2 Negative environmental	Select: Performance Summary: Supply Chain	
	impacts in the supply chain and	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	actions taken		
GRI 401:	401-1 New employee hires and	https://www.pttor.com/th/sustainability/sustainability_page/Workforce-Development-	
Employment 2016	employee turnover	and-Well-Being	
	401-2 Benefits provided to full-time	https://www.pttor.com/th/sustainability/sustainability_page/Workforce-Development-	
	employees that are not provided to	and-Well-Being	
	temporary or part-time employees		
	401-3 Parental leave	Select: Performance Summary: People	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 402:	402-1 Minimum notice periods	https://www.pttor.com/th/sustainability/sustainability_page/Workforce-Development-	
Labor/Management	regarding operational changes	and-Well-Being	
Relations 2016			
GRI 403:	403-1 Occupational health and	https://www.pttor.com/th/sustainability/sustainability_page/Occupational-Health-and-	
Occupational	safety management system	Safety	
Health and Safety	403-2 Hazard identification, risk	https://www.pttor.com/th/sustainability/sustainability_page/Occupational-Health-and-	
2018	assessment, and incident	<u>Safety</u>	
	investigation		
	403-3 Occupational health services	https://www.pttor.com/th/sustainability/sustainability_page/Occupational-Health-and-	
		Safety	
	403-4 Worker participation,	https://www.pttor.com/th/sustainability/sustainability_page/Occupational-Health-and-	
	consultation, and communication on	Safety	

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Status Continues Continu		occupational health and safety	Safety	
CGA 7 Prevention and militigation of uncupational health and safety Safety		403-6 Promotion of worker health	https://www.pttor.com/th/sustainability/sustainability_page/Occupational-Health-and-	
Community 2016			Safety	
Impunite trincibly linked by functions Proceedings		403-7 Prevention and mitigation of	https://www.pttor.com/th/sustainability/sustainability_page/Occupational-Health-and-	
Politicinations Performance Summary Coccapational Testin & Safety		occupational health and safety	Safety	
403-8 Workers covered by an occupations health and safety tritters (Newsy, ptor. corroll houseane) in the safety occupations (Health & Safety tritters (Newsy, ptor. corroll houseane) in the safety of the safety o		impacts directly linked by business		
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### document system ### do		403-8 Workers covered by an	Select: Performance Summary: Occupational Health & Safety	
ACR 40.5 Fixer related ill health Select: Performance Summary: Occupational Fleath & Safety		occupational health and safety	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
Add 1		management system		
GRI 404 Trailing and Education 204-11 Average hours of fraining per 204-12 Programs for suppressing per 204-12 Programs for suppressing per 204-13 Programs for suppressing per 204-3 Processing of employees 204-4 Processing of employees 20		403-9 Work-related injuries	Select: Performance Summary: Occupational Health & Safety	
Add-1 Average hours of training and Education 404-1 Average hours of training per Select: Performance Summary: People 404-2 Programs for upgrading 1042-2 Programs 1042-2 Progra			https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
Add-1 Average hours of training and Education 404-1 Average hours of training per Select: Performance Summary: People 404-2 Programs for upgrading 1042-2 Programs 1042-2 Progra		403-10 Work-related ill health	Select: Performance Summary: Occupational Health & Safety	
Operation 40-1 Average hours of training per Select: Performance Summary; People				
Select Performance Summary: People Internation International	GRI 404: Training	404-1 Average hours of training per		
404-2 Programs for upgrading employees skills and transition assistance programs of upgrading employees assistance programs of upgrading another state of programs and transition assistance programs of upgrading employees receiving regular performance and career development reviews and Equal 200-20 (a) 1 Diversity of governance and career development reviews 201-20 (a) 20-20	ŭ			
employee skills and transition assistance programs 404-3 Percentage of employees receiving regular performance and career development reviews 405-1 Diversity of governance bodies and employees 405-1 Diversity of governance bodies and employees 405-2 Ratio of basic satary and remuneration of vormen to men 405-2 Ratio of basic satary and remuneration of vormen to men 405-1 Ricidents of discrimination and corrective actions taken 405-1 Coperations and suppliers in which the right to freedom of Association and collective Bargaining 2016 408-1 Operations and suppliers at significant risk for incidents of discrimination and corrective actions taken 406-1 Coperations and suppliers at significant risk for incidents of forced or compulsory Labor 2016 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory Labor 2016 410-1 Security personnel trained in formations of forced or compulsory labor 410-1 Security personnel trained in formations and 410-1 Security personnel trained in formations or forced or compulsory labor 410-1 Security personnel trained in formations and incidents of forced or compulsory labor 410-1 Security personnel trained in formations 2016 410-1 Security	2016		, , , , , , , , , , , , , , , , , , , ,	
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Ag4-3 Percentage of employees receiving regular performance and career development reviews			and-wen-being.	
Processing regular performance and career development reviews CRI 405: Diversity and Equal Departurity 2016 A05: Diversity of governance Dedices and employees Ded			Colort Defermance Comment Develo	
GRI 405: Diversity and Equal Opportunity 2016 405-1 Diversity of governance Dubdies and employees Decides Decides and employees Decides Decides and employees Decides Decid				
Select: Performance Summary: Board Structure https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary Select: Performance Summary: People https://www.pttor.com/th/sustainability_page/Performance-Summary Select: Performance Summary: People https://www.pttor.com/th/sustainability_page/Performance-Summary A05-2 Ratio of basic salary and remuneration of women to men premuneration of women premuneration of women premuneration of women to men premuneration of women premuneration premuneration pre			nttps://www.pttor.com/tr/sustainability/sustainability_page/Performance-summary	
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programs		assessments, and development		
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	413-2 Operations with significant	https://www.pttor.com/th/sustainability/sustainability_page/Community-Development-	
	actual and potential negative	and-Social-Collaboration	
	impacts on local communities		
GRI 414: Supplier	414-1 New suppliers that were	Select: Performance Summary: Supply Chain	
Social Assessment	screened using social criteria	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
2016	414-2 Negative social impacts in	Select: Performance Summary: Supply Chain	
	the supply chain and actions taken	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary_	
GRI 415: Public	415-1 Political contributions	https://www.pttor.com/th/sustainability/sustainability_page/Governance-Risk-and-	
Policy 2016		Compliance	
		Select: Performance Summary: Economics	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary_	
GRI 416:	416-1 Assessment of the health and	Select: Performance Summary: Customer	
Customer Health	safety impacts of product and	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary_	
and Safety 2016	service categories		
	416-2 Incidents of non-compliance	https://www.pttor.com/th/sustainability/sustainability_page/Product-and-Service-	
	concerning the health and safety	<u>Stewardship</u>	
	impacts of products and services	Select: Performance Summary: Customer	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary_	
GRI 417:	417-1 Requirements for product	https://www.pttor.com/th/sustainability/sustainability_page/Product-and-Service-	
Marketing and	and service information and	<u>Stewardship</u>	
Labeling 2016	labeling		
	417-2 Incidents of non-compliance	https://www.pttor.com/th/sustainability/sustainability_page/Product-and-Service-	
	concerning product and service	<u>Stewardship</u>	
	information and labeling	Select: Performance Summary: Customer	
		https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary_	
	417-3 Incidents of non-compliance	https://www.pttor.com/th/sustainability/sustainability_page/Sustainable-Branding	
	concerning marketing	Select: Performance Summary: Customer	
	communications	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
GRI 418:	418-1 Substantiated complaints	https://www.pttor.com/th/sustainability/sustainability_page/Data-Security-and-Privacy	
Customer Privacy	concerning breaches of customer	Select: Performance Summary: Customer Privacy	
2016	privacy and losses of customer	https://www.pttor.com/th/sustainability/sustainability_page/Performance-Summary	
	data		
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