



Performance Summary: Customer

Customer							
GRI	Required Data	Unit	OR Performance				Target
			2021	2022	2023	2024	
-	Product Recalls						
	Number of product lines for which products were recalled	Number	0	0	0	0	-
	Expenses incurred due to recalls issued	THB	0	0	0	0	-
	Revenues ^[1]	THB	515,744,923,339	793,462,675,285	772,694,958,334	726,842,933,265	-
	Cost of recalls as a percentage of annual revenues	% of Revenue	0	0	0	0	-
GRI 416-1	Assessment of the health and safety impacts of product and service categories						
(2016)	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	% of significant product and service categories	100	100	100	100.00	-
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services						
(2016)	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
	Incidents of non-compliance concerning the health and safety impacts of products and services breakdown by OR business units						
	Oil Business (PTT Station)	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
	Oil Business (LPG) ^[2]	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
	Oil Business (Lubricant Business)	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
	Retail Business (Café Amazon)	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
GRI 417-1	Product and Service Information and Labeling						
(2016)	Percentage of significant product or service categories covered by and assessed for compliance with such procedures	% of Significant product or service	100	100	100	-	-
GRI 417-2	Incidents of Non-compliance Concerning Product and Service Information and Labeling						
(2016)	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-



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	Incidents of non-compliance concerning product and service information and labeling breakdown by OR business units						
	Oil Business (PTT Station)	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	-	-
	Oil Business (LPG) ^[2]	number of incidents	0	0	0	0.00	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0.00	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0.00	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0.00	-
	Oil Business (Lubricant Business)	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	-	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	-	-
	Retail Business (Café Amazon)	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
	GRI 417-3 (2016)	Incidents of non-compliance concerning marketing communication information and labeling					
Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications		number of incidents	0	0	0	0	-
- Incidents of non-compliance with regulations resulting in a fine or penalty;		number of incidents	0	0	0	0	-
- Incidents of non-compliance with regulations resulting in a warning;		number of incidents	0	0	0	0	-
- Incidents of non-compliance with voluntary codes.		number of incidents	0	0	0	0	-
Incidents of non-compliance concerning marketing communication information and labeling breakdown by OR business unit						-	
Oil Business (PTT Station)		number of incidents	0	0	0	-	-
- Incidents of non-compliance with regulations resulting in a fine or penalty;		number of incidents	0	0	0	-	-
- Incidents of non-compliance with regulations resulting in a warning;		number of incidents	0	0	0	-	-
- Incidents of non-compliance with voluntary codes.		number of incidents	0	0	0	-	-
Oil Business (LPG) ^[2]		number of incidents	0	0	0	0	-
- Incidents of non-compliance with regulations resulting in a fine or penalty;		number of incidents	0	0	0	0	-
- Incidents of non-compliance with regulations resulting in a warning;		number of incidents	0	0	0	0	-
- Incidents of non-compliance with voluntary codes.		number of incidents	0	0	0	0	-
Oil Business (Lubricant Business)		number of incidents	0	0	0	-	-
- Incidents of non-compliance with regulations resulting in a fine or penalty;		number of incidents	0	0	0	-	-
- Incidents of non-compliance with regulations resulting in a warning;		number of incidents	0	0	0	-	-
- Incidents of non-compliance with voluntary codes.		number of incidents	0	0	0	-	-
Retail Business (Café Amazon)	number of incidents	0	0	0	-	-	
- Incidents of non-compliance with regulations resulting in a fine or penalty;	number of incidents	0	0	0	0	-	



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GRI	Required Data	Unit	OR Performance				Target
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	- Incidents of non-compliance with regulations resulting in a warning;	number of incidents	0	0	0	0	-
	- Incidents of non-compliance with voluntary codes.	number of incidents	0	0	0	0	-
-	Customer Using Online Service/Platform						
	Percentage of total customers using online services solutions/sales platform ^[3]	% of online Customer	85.76	85.25	85.86	86.00	-
	Percentage of revenues generated online (e.g. through direct sales, advertising, etc.)	% of revenues generated online	70.34	66.73	69.22	79.70	-
	Percentage of total customers using online services solutions/sales platform ^[1]	% of online Customer			100.00	100.00	-
	Percentage of revenues generated online (e.g. through direct sales, advertising, etc.)	% of revenues generated online			100.00	100.00	-
-							
	Customer satisfaction score ^[4]	% (score) of customer satisfaction	91	92	94	93	92
	Data coverage ^[5]	% of customer received the survey	100	100	100	100	-

Remarks:

N/A (Not Applicable): There is no relevant to the operations of OR.

No Data: There is no data in the reporting year.

[1] Revenue from Sales and service incomes, Other income, Gain (loss) on foreign exchange rates, and Gain (loss) on derivatives

[2] Reporting scope of LPG business includes only Business-to-Customer (B2C)

[3] The scope of Online Customer is Business-to-Business (B2B) i.e. LPG, Commercial (Industrial, Special product, Supply sales), PTT Stations, Café Amazon, Lube Marketing

[4] Data Coverage is calculated by Number of customers surveyed (both respondents and non-respondents) / Total number of customers[5] Satisfaction Survey is conducted with Business-to-Business (B2B)