



Customer							
GRI	Required Data	Unit	OR Performance				Target
			2022	2023	2024	2025	
-	<b>Product Recalls</b>						
	Number of recalled issued	Number	0	0	0	0	-
	Quantity of products recalled	Unit	0	0	0	0	-
GRI 416-1 (2016)	<b>Assessment of the health and safety impacts of product and service categories</b>						
	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	100.00	100.00	-
GRI 416-2 (2016)	<b>Incidents of non-compliance concerning the health and safety impacts of products and services</b>						
	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	-
	<b>Incidents of non-compliance concerning the health and safety impacts of products and services breakdown by OR business units</b>						
	<b>Oil Business (PTT Station)</b>	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	-
	<b>Oil Business (LPG) <sup>[2]</sup></b>	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	-
	<b>Oil Business (Lubricant Business)</b>	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	-
	<b>Retail Business (Café Amazon)</b>	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 (2016)	<b>Product and Service Information and Labeling</b>						
	Percentage of significant product or service categories covered by and assessed for compliance with such procedures	% of Significant product or service	100	100	100.00	100.00	-
GRI 417-2 (2016)	<b>Incidents of Non-compliance Concerning Product and Service Information and Labeling</b>						
	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	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	-
	<b>Incidents of non-compliance concerning product and service information and labeling breakdown by OR business units</b>						



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	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) <sup>[2]</sup>	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 417-3 (2016)	<b>Incidents of non-compliance concerning marketing communication information and labeling</b>						
	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	-
	<b>Incidents of non-compliance concerning marketing communication information and labeling breakdown by OR business unit</b>						
	<i>Oil Business (PTT Station)</i>	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	-
	<i>Oil Business (LPG)<sup>[2]</sup></i>	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	-
	<i>Oil Business (Lubricant Business)</i>	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	-
	<i>Retail Business (Café Amazon)</i>	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	-



Performance Summary: Customer

Customer							
GRI	Required Data	Unit	OR Performance				Target
			2022	2023	2024	2025	
-	<b>Customer Using Online Service/Platform</b>						
	Percentage of total customers using online services solutions/sales platform <sup>[3]</sup>	% of online Customer	85.25	85.86	86.00	86.00	85.00
	Percentage of revenues generated online (e.g. through direct sales, advertising, etc.)	% of revenues generated online	66.73	69.22	76.27	83.11	80.00
	Customer satisfaction score <sup>[4]</sup>	% (score) of customer satisfaction	92	94	93	92	93
	Data coverage <sup>[5]</sup>	% 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)