

Community and Social Development

Importance

The company has actively driven this mission in two levels as follows:

1. Taking care of Bangchak's neighbors (Disclosure 413-1)

Targets Year 2020-2025

Because the refinery is considered as the main work area as it comprises 90% of operations area, participation in community activities around our operations are broken down into four sub-groups to better respond to the needs / expectations of each group. The majority of the expectations are 1) conducting business with safety 2) advance communication of any work plans 3) prompt communication during any emergency 4) multiple communication channels 5) continual communities activities, which include 6) members of the communities' participation in activities that benefit the community and society. Bangchak's community relation strategy comprises of eight areas: safety, education, sports, quality of life, environment, community relations and culture preservations, economic improvement, and corporate social responsibility. In 2020, more than 140 activities were organized and more than 71,083 beneficiaries from the activities.

2020 Targets	Community Relations Strategy
<ol style="list-style-type: none"> 1. Complaints from the wider community 0 case 2. Satisfaction rate of participants in the community > 90% 3. Evaluation of community engagement > 85% 4. Friendliness, helpfulness, safety assessment > 85% 	Organize activities that consistently meet the needs of the community, creating friendliness, usefulness, and safety

2020 Performance



Zero complaints from the communities



Satisfaction rate of participants in the community > 90%



Community engagement score was 84.4% (assessment conducted by a third-party)



Friendliness: 84.2%,
Helpfulness: 84.0%
Confidence (in safety): 86.13%





	Community	Family	School	Condominiums
Population estimate	10 communities in Bang Na / Phra Khanong 1 military flats 1 Bang Nam Phueng Subdistrict, Phra Pradaeng District 17,885 people	5,098 households that are members of "Leaf Family" 5,098 people	19 schools in Bang Na District, Phra Khanong and Bang Nam Phueng sub-district 14,363 people	29 projects around the refinery 6,316 people
Participants of activity (amount/ percentage*)	45,986 people 64.69%	6,258 people 8.80%	18,249 people 28.67%	590 people 0.83%
Social investment 9.386 million baht (Development Budget / Donation Budget)	Development Budget 64.88% Donation Budget 17.40%	Development Budget 9.45%	Development Budget 4.50% Donation Budget 1.07%	Development Budget 2.70%

* Percentage of all people participating in community relations activities from all groups in 2020 = 71,083 persons

2020 key operations to respond to Bangchak's neighbors expectations

Safety

Emergency Evacuation Drills

Every year Bangchak organizes emergency evacuation drills for various potential incidents and conducted training and seminars to educate teachers, students, and school personnel to be able to use fire extinguishers.

In 2020, Bangchak conducted evacuation drills and training sessions to 6 schools and 11 condominium around the refinery in Phra Kanong and Bang Na districts.

Communication

There are various communication channels available for communities around the refinery including:

- ✓ Direct communication with community relations personnel who visit the communities or via telephone conversations
- ✓ LINE group for community committee, condominium residents, and teachers in schools in the communities around the refinery
- ✓ Public announcement boards in the communities and condominiums
- ✓ Facebook group: Bangchak Family Group
- ✓ Expanded coverage of audio announcement system for advance communication of work plans



Economic

1. Project "Community Kitchen - Pansuk Market"

Community Kitchen - Pansuk Market has been on-going since 2012. The project aims to generate income for residents in the communities by providing occasional retail space to sell food and other products free of charge such as during major turnarounds and during construction projects, in staff canteen, as well as catering food from community sellers during various community activities. In addition, Bangchak provides biodegradable containers and packaging as well as educate sellers on waste separation so that they can take part in caring for the environment.

In 2020, Community Kitchen - Pansuk Market was able to generate over 7,764,000 baht of income for 12 sellers, which helped strengthen communities and improve product offering through a customer satisfaction and feedback survey.

Environment

1. Project “Bangchak Cares for the Community” project to reduce dust

Bangchak partnered with Phra Khanong District Office to help alleviate PM2.5 health problems in the community. Bangchak’s management and employees together with District Office personnel gave away 20,000 N95 masks to residents in the communities, schools and government agencies surrounding the refinery.

Quality of Life

1. Project “Bangchak Cares - Fight COVID-19”

Bangchak started projects and activities to produce and distribute masks and sanitizing alcohol which were in short supply through multiple projects as follows:

- ✔ Bangchak COVID-19 Care Bags:
Provided 32,000 care bags which include cloth masks, sanitizing alcohol gel, vitamin C, and a sticker with emergency contact number to communities residents, condominiums, and schools.
- ✔ Provide alcohol gel for hand washing during shortage to residents of the community and condominiums, their families and student and health centers around the refinery
- ✔ Employing community residents to sew masks to fight COVID-19 members of the communities (mostly stay-at-home mothers and young adults) were able to generate additional incomes for their families. The masks sewn were given to Service Station personnel and contractors in the refinery.
- ✔ Bangchak helped organized an activity where community volunteers sew masks for donation. Bangchak supported by provided sewing kits and fabrics, as well as taught volunteers to sew cloth masks. The volunteers were able to donate 300 masks to the elderly in the community.



- ✔ Bangchak provided vegetable seeds to 200 families so that they can grow their own food, reduce trips to buy food, reduce costs and create family activities during Work from Home periods.
- ✔ Setup “Tung Pan Suk” in our Service Stations, schools, and temples around the area to ease the hardship of community members during the crisis. Food and necessity items to people in needs were provided to people in needs.



Education

Eco-school project

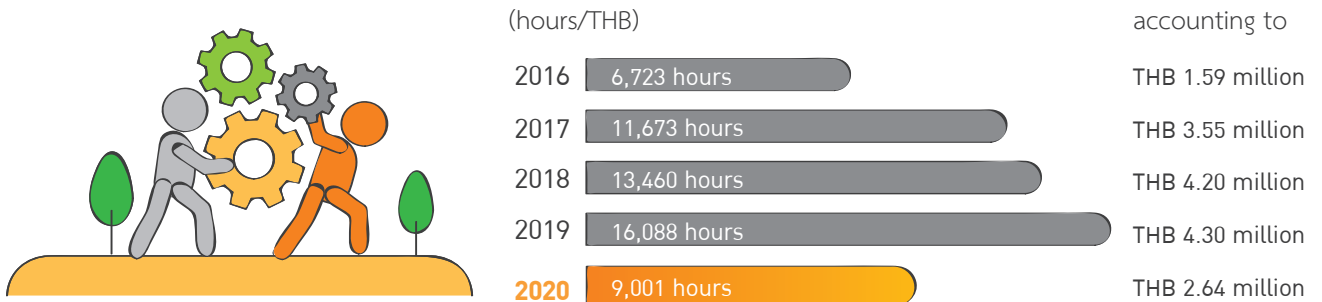
The project is a partnership between Bangkok, Department of Environmental Quality, Phra Khanong District Office, and Bang Na District Office. The project aims to encourage school administrator and science teachers in 11 schools around the refineries to learn how to develop curriculums that include environmental issues in an integrated manner.



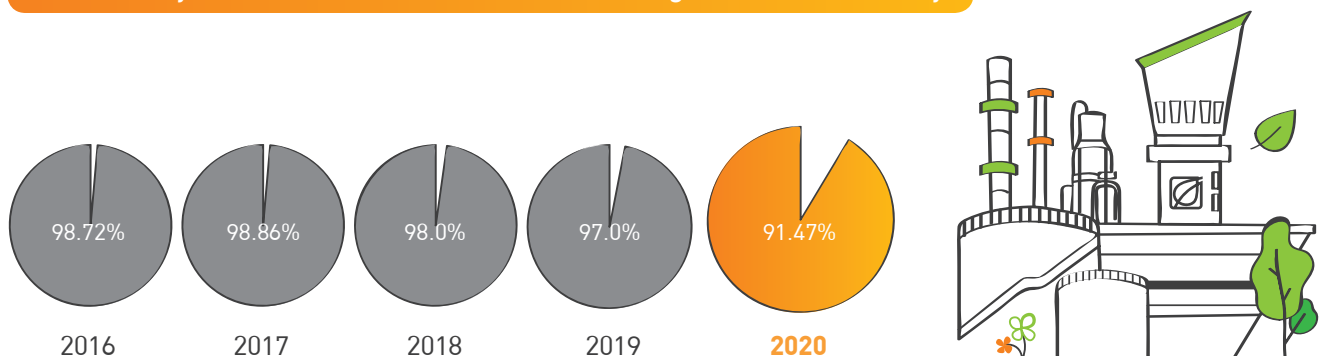
- ✓ School management / teachers can use their environment knowledge to apply in the course
- ✓ School's staffs and students were developed in terms of environment learning continuously according to government policies and trend of the world
- ✓ School's staffs and students learned, understood and lived with environment, community, and society in a sustainable way with more happiness

In 2020, the project utilized online resources such as uploading clips on Youtube to enable participants to learn anywhere and anytime.

Total hours of employees' volunteer work around the refinery



Community Satisfaction on CSR activities (Percentage) around the refinery



On-going CSR Projects

Aspect	Commitment	On-going Project
Safety	<ul style="list-style-type: none"> Believe in the safety of the refinery Have safety immunity and able to deal with emergencies from situations or disasters 	<ul style="list-style-type: none"> Training for emergency plans and fire fighting for schools / communities / condominiums, Year 17th Provide equipment and fire extinguishers, Year 17th Check the availability of community safety equipment, Year 3rd
Economy	<ul style="list-style-type: none"> Making money and providing opportunities for people in the community using knowledge and ability to create work that is beneficial to oneself and family Promoting learning about financial management and investment 	<ul style="list-style-type: none"> Community enterprise make extra money, increase business potential, expand support and group integration to establish more professional groups (Community Enterprise Project Year 6th) Supporting products and services from entrepreneurs in the community to use in the activities of the company to distribute income to the community (Year 17th) Opportunity for restaurants in the community to sell food in the headquarters canteen and in the Bangchak Green Stadium area, free of charge, to generate income for the community more than 1,700 baht / shop / day (Community – Pan Sook Market Year 7th)
Environment	<ul style="list-style-type: none"> Aware of environmental problems and make good use of resources 	<ul style="list-style-type: none"> A project to buy used vegetable oil in communities around the refinery, year 9th Firefly Path Project Way of Conservation Year 7th Our Khung BangKachao Project Year 3th
Quality of Life	<ul style="list-style-type: none"> Enhancing quality of life, healthy body, and healthy mind 	<ul style="list-style-type: none"> “The Same Family” Project, Year 27th “Healthy Community” Project, Year 10th “Health Care for Elderly” Project, Year 4th “Bangchak Good Youth” Project, Year 5th Bangchak Cares Fight COVID-19 Project Year 2nd
Education	<ul style="list-style-type: none"> Age-appropriate learning development among children 	<ul style="list-style-type: none"> Bangchak Youth Scholarship Project, Year 17th the importance of developing teachers and students Project, Year 17th
Sport	<ul style="list-style-type: none"> Drug-free living among the youth Having opportunity for good education from sports 	<ul style="list-style-type: none"> Bangchak Youth Football Club, Year 14th
Relationships and preserving cultural traditions	<ul style="list-style-type: none"> Strengthen good relations between the distilleries and neighboring communities 	<ul style="list-style-type: none"> Leaf Family Journal, Year 15th Visit communities Year 17th Condo Neighbor Activity, Year 9th

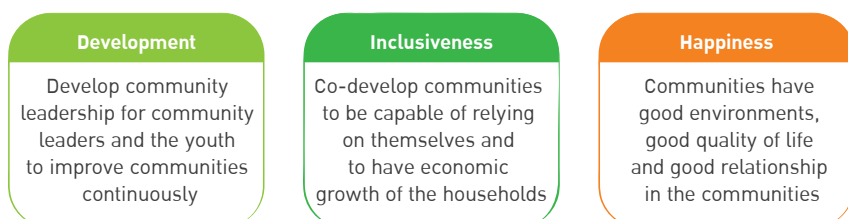
Future Plans

The company focuses on participation in caring for the communities around the refinery in parallel with its business operations. Part of the plan is identifying potential young leaders in the community and providing them with opportunities to further grow and become self-reliant and establish a better life.

Target 2021-2025 : Community Engagement Score 87%



Community Relations Strategy



2. Supporting the Society

Bangchak supports the UN Sustainable Development Goals (SDGs) using “Bangchak WOW” framework by promoting activities in three areas: Well Being Improvement, Oxygen Enhancement, and Water Management.



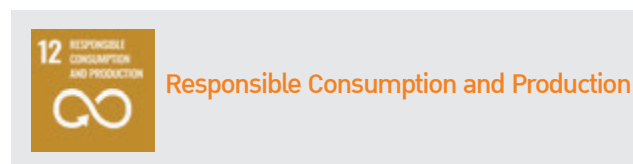
Encouraging Bangchak’s customers to take part in carbon reduction in their everyday lives. Relevant projects include:

- “Your Tree” Project a mobile application that encourage consumers to use cleaner fuel to reduce emission from combustion process which is like planting a tree to capture carbon.
- “Upgrading Diesel Products to Reduce PM2.5” Project- Bangchak produced low sulfur (10 ppm) diesel fuel to be sold in greater Bangkok Area to help reduce PM2.5. As emission from vehicle contribute to 51% of the PM2.5 in Bangkok, it is important that Bangchak act to be part of the solutions to this health crisis. Even though low sulfur diesel cost higher, Bangchak did not pass these costs on to the customers. In addition, the Company planted over 300,000 trees in Bangkok to increase green areas.
- “Winnonie” project – the project aims to improve the economic conditions of motorcycle taxi drivers who must pay high interest rate on their motorcycles. The project encourage the motorcycle taxi drivers to lease an electric motorcycle to reduce interest payments, fuel cost, and maintenance costs. The project was initiated by Bangchak’s employees under the “Intrapreneur” project, which also supports Bangchak’s goal to become a green and innovative business.



- “Everlasting Battery: Revolutionizing the Future of Energy” Seminar - which featured academics, government agencies, and world-class startups who shared experiences and development trends of Li-ion batteries that will have profound implications to the energy industry. Battery is a key technology Bangchak is focusing on to transition itself to greener and more innovative businesses.

- Project to develop Wet Forest area in Phu Long forest- the last remaining forest in Lamphao, Chaiphaphum province. Although the project has been on-going for 16 years, dry conditions led to wildfires that damaged over 3,000 rai of the forest. Bangchak’s proposed solution is to grow 10 rai of wet forest to capture water based on Koh Nong Na model. Over 2,000 trees were planted and the area is monitor quarterly.



Plastic waste remains a major global problem. The COVID-19 crisis and the subsequent increase in food delivery means that the volume of plastic waste continue to grow. In order to do our part in reducing plastic waste per SDG 12.4, Bangchak uses Circular Economy framework and bioplastics innovation to produce bioplastic. In addition, the Company support SDG 12.8 in raising consumer awareness by campaigning to reduce single-use plastics in Inthanin Coffee shops and convenient stores as follows:

- “Reduce Waste with Bangchak” Project - Bangchak encourages customers to bring their own cups to Inthanin Coffee to reduce waste (except during COVID-19). Customers who bring their own cups receive a discount. This campaign help to reduce 1 – 2.4 million plastic cup waste annually. In parallel, the Company is switching beverage cups and lids to bioplastics. To date over 60 million plastic cups have been replaced by bioplastic.
- “Rak Pan Sook” project – Bangchak collected PET bottles to be recycled into fibers which can be used to produce products from recycled plastics. In 2020, over 300,000 bottles were collected and recycled into tote bags, canvas bags, and masks, all of which were given to Bai Mai Pan Suk Foundation to be sold for charity to support the foundation’s work.

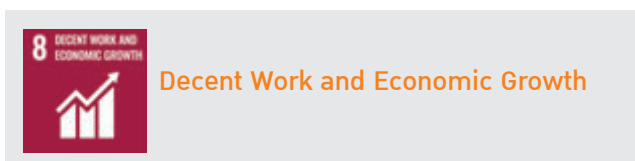


- Community Service Stations (COOP Service Station) Project – The project is supported by Cooperative Promotion Department and agricultural cooperatives across the country. Agricultural cooperatives with their own service stations can help reduce the cost of fuel to members in the COOP. In addition, members also



- “Biodiesel from used vegetable oil” project – Bangchak expanded the buying locations throughout the communities around the refinery. Employee volunteers went into the communities to collect and buy used vegetable oil in partnership with government agencies, restaurants, and private companies. In 2020, over 22,750 kilograms of used vegetables oil were collected. This project also helped to reduce the reuse of oil when cooking as well as discharging oil into the environment by raising awareness to the public in multiple areas in Bangkok such as Phasicharoen District and Laksi District. After the project, water qualities around the areas were tested and shown to have improved, especially the level of oil and grease. The project helps to alleviate water pollution as well as clogged water drains.

In addition, Bangchak also collaborated with “Tang Won Tung” and Nursery Cup - “Kaew Pao Kla” projects by donating bioplastic cups to the Royal Forest Department to grow seedling instead of using plastic nursery bags.



Helping to improve the well-being of Thai society is one of Bangchak’s core believes. Since the foundation of the company, Bangchak grew our business in tandem with society’s growth, the Company focuses on building economic strength to the communities and Thai farmers. Projects to support SDG 8 are:

- receive profit sharing in the form of dividends as well as member privileges. The project has improved the livelihood of over 1 million farmer families. Bangchak sets a target to add 10 COOP service stations annually. Bangchak also help COOP partners on the marketing and internal management tools to increase sale and operational effectiveness as well as improve the image of the service station. The COOP Turnpro project was established to improve business acumen of COOP management and agricultural cooperation.
- Partnership School Project – Bangchak, Agricultural Cooperative Project, and the Mechai Viravaidya Foundation have partnered with 5 schools in Khon Kaen, Lampang and Surin provinces to establish “Agricultural business in school”. The project aims to teach students to learn about agriculture management, saving and budgeting under the guidance of teachers. The project also lends money to families who wish to develop their own business. To date, 19 loans have been given and the fund has over 440,000 baht.

Education: Bai Mai Pan Suk Foundation

COVID-19 crisis has led to many students falling behind in their education. In 2020 Bai Mai Pan Suk Foundation has adjusted its work plan on helping to improve literacy rate by focusing on year 1 students under the “Read, Write, Learn, Fun – Make Dek Jew Becomes Dek Jaew” project. The project is entirely online from recruiting, teachers training, and monitoring. The Foundation was able to expand its reach to over 42 schools in 30 provinces and 1,100 students.