

# 2022 Corporate Key Performance Indicators

Bangchak has applied the 5 Malcolm Baldrige National Quality Award (MBNQA) results in our corporate performance evaluation.

## Financial and Market

- Market Share
- Financial Performance : EBITDA, PAT, TSR, ROIC

## Product and Process

- Operational Availability
- Operation Excellence
- Network Distribution Coverage
- Innovation projects

## Customer

- Customer Satisfaction

## Leadership and Governance

- Refinery Community Engagement
- CO2 Emission
- S&P Global CSA

## Workforce

- Employee Engagement
- Succession Development

