The Company places significant emphasis on quality and standards. It participated in the assessment for the national quality award (Thailand Quality Award - TQA), using TQA criteria as a guideline for developing management practices, process improvements, and achieving results for becoming an organization with sustainable growth. The Company is the only one to receive the TQA award in 2022 from Thailand Quality Award Office, Thailand Productivity Institute (FTPI), Ministry of Industry, for excellence in management aligned with international standards in the oil refinery and trading business sector. This recognition reflects the positive development in innovation, capabilities, organizational governance, and societal responsibility. In addition, the Marketing Business Group received the Thailand Quality Class (TQC) for the second consecutive year, showcasing improved results in all aspects, including product and process quality, customer relations, human resources, and financial and marketing aspects. Furthermore, the Oil Refinery and Trading Business Group was honored with the Global Performance Excellence Award (GPEA) in 2023

at the World Class level. This prestigious global award recognizes the Company as the first and only oil refinery worldwide to achieve this highest level of acknowledgment. It reflects the Company's position as a world-class oil refinery and a role model in quality assessment standards on a global scale. This accomplishment showcases the ongoing development of management practices in all dimensions of operations, recognized by the Asia Pacific Quality Organization, Inc (APQO) in New Zealand.



# **Supply Chain Management**

Bangchak Corporation Public Company Limited has shown consistent growth and remains dedicated to sustainable business operations. Effective supply chain management is pivotal for the prosperity of the business. The Company emphasizes transparency, auditability in procurement procedures, and efficient relationship management with all stakeholders. This ensures seamless operations and responsiveness to consumer demands while adhering to corporate governance principles according to the supplier code of conduct for sustainable business development (BCP – Supplier Code of Conduct).

Moreover, the Company places significance on developing the capabilities of procurement personnel within the Bangchak group. This includes imparting knowledge on procurement procedures, strategic sourcing, and expanding the shared database of suppliers to augment competitiveness across the group. Intra-group training sessions encompass various topics such as spending analysis, and price and cost analyses to empower procurement personnel in planning and strategizing for the procurement of goods and services in each business group.

In managing relationships with suppliers, the Company consistently organizes seminars to provide opportunities for suppliers to comprehend the Company's policies and procurement management guidelines, with a focus on the supplier code of conduct for sustainable business development (BCP - Supplier Code of Conduct). The Company encourages feedback and suggestions from suppliers to continually enhance future collaborations. During 2023, the Company provided knowledge on greenhouse gas accounting, attracting over 40 interested suppliers.

In 2023, the Company acquired shares of Bangchak Sriracha Public Company Limited (Previously Esso (Thailand) Public Company Limited) and registered a name change on November 15, 2023, leading to a business consolidation. In terms of procurement, a centralized approach (Shared Service) was implemented to provide procurement services Environmental Dimension



within the group. This involves exchanging knowledge through

the Community of Practice (CoP) for Procurement, a community that brings together procurement professionals from companies in the Bangchak group code of conduct and sustainability risks. This assessment will focus on suppliers classified as Significant Suppliers



and user-friendly features.

efficiently.

# **Implementation in 2023**

# Adjusting strategies in collaboration with companies in the Group.

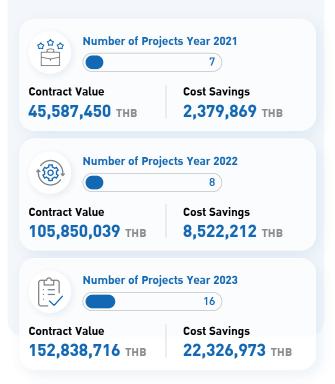
Enhancing the procurement procedure within the group to strategically manage procurement through the Community of Practice for Procurement (CoP Procurement) with Spending Analysis and Category Strategy development. This can lead to the successful obtaining of high-quality products and services at reasonable prices, along with expanding shared suppliers. The processes are as follows:

## Grouping products to improve bargaining power and developing standardized specifications

The main procurement strategy for collaborative implementation is Consolidate Volume, in which similar products and/or services are gathered for bidding processes together to enhance bargaining power, both in terms of price and other service conditions. The strategy began with common products/services such as cleaning and health checks for executives and employees. In 2023, there has been an increase in the number of product and service groups, such as in chemical and specialized inspections works.

Implementing a main procurement strategy through Consolidate Volume to gather similar products and/or services, compete for prices collectively, and enhance negotiation power. The collaborative procurement has led to the consideration of revisiting products/service specification and scope of work to adhere to the same standard of companies in the Group.

#### Result Collaborative Procurement



### Vendor List Sharing

Within the CoP Procurement group, there has been an exchange of information on Vendor Lists to broaden the supplier database and enhance opportunities for suppliers to participate in competitive bidding.

#### Vendor Knowledge Sharing

In 2023, the Procurement Department continues its endeavors to support and provide opportunities for suppliers to exhibit new products, services, and technologies to the Company's procurement team and pertinent users. This has been achieved through Vendor Knowledge Sharing sessions, encompassing technologies such as automatic drone technology for inspecting the abnormalities of various tanks or pipes, as well as detecting gas emissions using AI technology to reduce work time, augment efficiency, broaden inspection coverage, and allow for contractors to enhance their labor cost and workspace management.

## Annual Supplier Seminar

In 2023, the Company acquired Esso (Thailand) Public Company Limited, leading to a business consolidation. Consequently, the Procurement Department adjusted its procurement policy to a centralized Shared Service model and modified the format of the annual supplier seminar. Key suppliers within the group were invited to this event to communicate policies, directions, and the Company's operational guidelines. Great emphasis was placed on the Supplier Code of Conduct to promote sustainable development. The seminar covered the topic "Sustainability as a Key to Business Success", which fosters the awareness of environmental, social, and governance (ESG) aspects of suppliers, thus fortifying the entire supply chain and sustainable business operation.

In addition, the seminar provided additional insights into greenhouse gas management in the "Bangchak Group's Decarbonization Journey" section. It also promoted participation in the Carbon Markets Club, which is Thailand's first greenhouse gas reduction club, supporting carbon credit trading and certification for renewable energy production.

Following the acquisition and business consolidation, the Procurement Department communicated the direction and operational strategies for procurement to encourage suppliers to propose new technologies applicable to the Group's operations. This initiative aimed to streamline processes, reduce costs, and enhance efficiency.

To foster continuous development, the Procurement Department opened the floor for suppliers to inquire, express opinions, and provide recommendations on issues related to working with procurement and end-users. This proactive approach allowed suppliers to submit questions in advance, providing an additional channel for effective communication.

# Workforce Development through Digital Transformation

Based on feedback received during the 2022 Supplier

Seminar and through various channels regarding the complexity of the existing Sourcing Platform, the Company has considered implementing a new Sourcing Platform that is more user-friendly and responsive to the demand of both suppliers and end-user in 2023. This new platform has been selected and is currently under development.

# Result:



# **Environmental Promotion**

The Company continues to prioritize procurement of environmental-friendly goods and services by maintaining a list of the products and services since 2016. Activities related to construction, maintenance, and cleaning, including the use of environmentally friendly products and Green Label Thailand-certified items, are actively encouraged among suppliers.

The data study revealed that from the environmentalfriendly products and services of 24 groups, 20 groups are regularly used by the Company in every year.

#### **Result:**



using **ZU** groups of environmental-friendly products and services from 24 groups,

83%

which is equivalent to

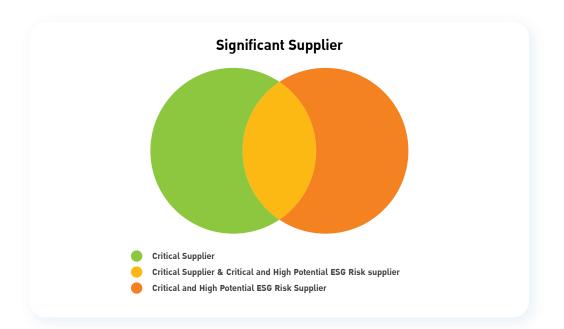
(target 80%)

The Company places a paramount importance on compliance with human rights within the organization and among suppliers. The Supplier Code of Conduct lucidly communicates ethical standards to suppliers and establishes a well-defined procedure, regarding the severity of complaints, handling timeframes, mediation procedures, and the form of remedies for each level of severity. The Company also places importance on the taking care of contractor's workforce by ensuring the suppliers comply with labor laws, providing fair wages, and benefits to workers, to align with legal stipulations.

# Sustainable Supply Chain Management

Bangchak Corporation Public Company Limited has been managing its supply chain sustainability from upstream to downstream, incorporating the principles of the UN Global Compact framework to guide its operations with partners and considering sustainable business practices in terms of the Environmental, Social, and Governance (ESG) aspects. In alignment with its procurement principles of clearness, fairness, and professionalism, Bangchak has implemented a Supplier Code of Conduct (SCOC) since 2016. Every new registered supplier must adhere to the SCOC, and continuous adherence to ethical business practices is emphasized with the goal to integrate procurement processes into the Company's business strategy, aligning with international standards for sustainable procurement to mitigate business disruptions and delays caused by unforeseen circumstances. Moreover, managing resources efficiently aims to enhance competitiveness and generate long-term benefits for both Bangchak and its partners, fostering confidence among stakeholders. Additionally, Bangchak conducts sustainable supply chain management in line with Global Reporting Initiative (GRI) standards, including GRI 308 (Supplier Environmental Assessment) and GRI 414 (Supplier Social Assessment), as well as reporting in accordance with the evaluation criteria of the Dow Jones Sustainability Indices (DJSI).

Bangchak Company has established a framework for sustainable supply chain management in evaluating suppliers to group suppliers in risk management. By evaluating suppliers that are significant to the business, using the criteria for evaluating Critical Suppliers together with the criteria for evaluating Critical and High Potential ESG Risk Suppliers which covers both suppliers that directly supply products and services to the company (Tier-1 Suppliers) and suppliers that provide their products and services through Tier-1 suppliers to the company (Non Tier-1 Suppliers) including encouraging suppliers to apply a sustainable supply chain management.



Overview

# The process of sustainable supply chain management are as follows:





The company prioritizes supply chain management, beginning with supplier screening. New suppliers are required to register and acknowledge and adhere to the Supplier Code of Conduct. This commitment serves as an indication of compliance with the Company's Supplier Code of Ethics and meets the initial procurement criteria.

Supplier Code of Conduct (SCOC)

to foster sustainable business development, guided by principles of environmental, social, and governance (ESG) practices. It comprises five categories: (BCP – Supplier Code of Conduct: SCOC)

- Business Ethics
- Labor Practices and Human Rights
- Health and Safety
- Environmental Responsibility
- Community and Social Development

#### **Supplier Assessment**

Determining and analyzing suppliers (Critical Tier-1 & Non Tier-1 Suppliers) to differentiate significant suppliers based on the following criteria:

- Suppliers with high purchase order volume suppliers (Categorized by supplier group)
- Suppliers providing key raw materials, products, and services to the Company's business processes
- Suppliers in the market with limited players



Remark: The number of suppliers conducting direct business with the Company is determined based on suppliers with procurement contracts in the assessment year 2023.

Sustainability (ESG) Risk Assessment The Company conducts regular annual assessments in supply chain management which involves grouping suppliers in alignment with risks and importance, aiming to identify Significant Suppliers and emphasizing on assessing suppliers in environmental, social, and business/governance aspects. If a supplier is found to pose critical or high potential ESG risks (Critial and High Potential ESG Risk Supplier), the Company would provide guidance for improvement and collaboratively develop corrective action or prevention plans, with follow-up and reporting mechanisms. Additionally, longterm development plans are established together to elevate supply chain management, expanding the role of ESG in the supply chain to support suppliers in aligning with Bangchak's expectations, with a compliance rate of 100% (GRI 308-2, GRI 414-2) which includes:

**Environmental Risk Assessment:** Evaluating the negative impacts resulting from the business activities of suppliers, including greenhouse gas emissions, energy usage, water consumption, resource utilization, pollution emissions, waste generation, and contribution to biodiversity loss. This may entail the Company's responsibility for environmental restoration efforts.

**Social Risk Assessment:** Evaluating the negative impacts resulting from the business activities of suppliers who fail to comply with laws and regulations, causing harm, unsafe

conditions, damage to life and property, as well as complaints due to non-compliance with human rights and labor practices such as child labor, forced labor, discrimination, and lack of freedom of association and negotiation. This may result in the Company's responsibility for the damages incurred, including damage to reputation.

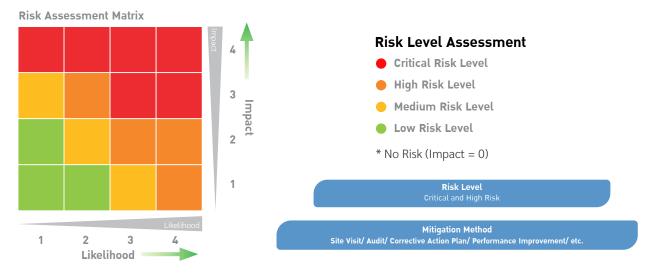
Business/Governance Risk Assessment: Evaluating the negative impacts resulting from the business activities of suppliers, such as corruption, bribery, conflicts of interest, unfair competition practices, unfair pricing, poor service quality, delayed delivery of goods and services, and failure to comply with procurement contracts. These factors can lead to adverse business consequences, of which the economic value of the damage is assessed daily. The business/ governance risk assessment process involves examining information about the policies and guidelines for preventing corruption of supplier companies, such as those that need to interact with government agencies.

**Risk Level Assessment:** The severity of the impact of suppliers is evaluated on a scale of 5 levels, which are No Risk, Low Risk, Moderate Risk, High Risk, and Critical Risk, in conjunction with criteria related to environmental, social, and business/governance aspects.

**Likelihood Assessment:** The likelihood of occurrence is assessed based on the frequency of purchasing goods/ services from suppliers.

#### Risk Level = Impact x Likelihood

(Environment Risk, Social Risk & Buiness/Governance Risk)



In the year 2023, ESG risk assessments were conducted with Tier-1 Suppliers, totaling 525 suppliers, and Non-tier 1 Suppliers, totaling 845 suppliers. It was found that suppliers faced significant and critical risks from their suppliers in the environmental aspect, including risks related to oil spills and fires. In the social aspect, risks included complaints and in the business/ governance aspect, risks included late or non-delivery of goods, delivery of poor-quality products, leading to business disruptions. The Company collaborated with assessed suppliers to develop diverse risk mitigation measures to prevent the occurrence of impacts and risks. This collaboration achieved a 100% success rate in implementing risk mitigation measures, with no termination (0%) of business operations with the suppliers assessed with high risky (GRI 308-2, GRI 414-2) with details as follows:

ESG Risk Issue	<b>Risk Mitigation Plan</b>	Target	Performance
Environmental Risk (G	iri 308-2)		
• Oil spills/ fires	<ul> <li>Conduct joint emergency drills once a year.</li> <li>Include clauses in contracts requiring suppliers to comply strictly with transportation requirements.</li> <li>Obtain insurance coverage for damages and have a guarantee from the transport company to claim damages in case of loss.</li> </ul>	Zero Incident	Incident = 0 case
Social Risk (GRI 414-2)			
• Complaints	<ul> <li>Plan ahead for purchasing services/products, referencing the preparation time frame according to the previous Cycle TAM, including monitoring the status of goods after receiving a Purchase Order (PO).</li> <li>Include penalty clauses in contracts to ensure that suppliers comply strictly with transportation requirements.</li> <li>Encourage suppliers to install TMS, GPS, CCTV systems, and hold monthly meetings to monitor the performance of the transportation company, including monitoring driver behavior and controlling vehicle speed.</li> </ul>	Zero Incident	Incident = 0 case
Business/Governance Risk			
Late/non-delivery of goods and delivery of poor-quality products	<ul> <li>Hold daily meetings with subcontractors to discuss updates on plans and progress.</li> <li>Develop Key Performance Indicators (KPIs) for shipping vessels every quarter (Loss/ schedule/ safety)/ conduct quarterly checks to assess the readiness of vessels. (Terminal feedback)</li> <li>Encourage subcontractors to install driver fatigue prevention systems in vehicles to enhance safety during transportation.</li> </ul>	Zero Incident	Incident = 0 case

The analysis and gap closure process for environmental, social, and governance (ESG) risks of supplier groups, including raw material procurement, transportation, and products and services.

 $\widehat{\Box} \equiv$ 



Tier-1 suppliers and Non-Tier-1 suppliers ESG risk assessment results	The number of suppliers assessed for ESG risk (Suppliers)	High level risks (Suppliers)	Critical level risks (Suppliers)	Gaps closed (Suppliers)
All 525 Tier-1 Suppliers have unde	rgone ESG risk assessment	s, achieving a co	mpletion rate of	100%.
Environmental Risk (GRI 308-2)	525	15 (2.9%)	9 (1.7%)	24 (4.6%)
Social Risk (GRI 414-2)	525	2 (0.4%)	22 (4.2%)	24 (4.6%)
Business/Governance Risk	525	17 (3.2%)	13 (2.5%)	30 (5.7%)
All 845 Non Tier-1 Suppliers have u	undergone ESG risk assessr	ments, achieving	a completion rat	te of 100%.
Environmental Risk (GRI 308-2)	845	6 (0.7%)	6 (0.7%)	12 (1.4%)
Social Risk (GRI 414-2)	845	13 (1.5%)	6 (0.7%)	19 (2.2%)
Business/Governance Risk	845	22 (2.6%)	12 (1.4%)	34 (4%)
Sup		2023 Results		
Tier-1 Supplier				
Number of suppliers conducting business directly with the Company (Tier-1 Suppliers)				525
Number of the Company's direct and critical suppliers (Critical Tier-1 Suppliers)			31	
Number of Tier-1 Suppliers with ESG risks at critical and high levels			30	
Number of significant suppliers conducting business directly with the Company (Significant Tier-1 Suppliers)			40	
The percentage of purchases from Significant Tier-1 Suppliers to the total purchase volume				60.3%
Non Tier-1 Supplier				

Number of suppliers not conducting business directly with the Company (Non Tier-1 Suppliers)	845
Number of the Company's non-direct but critical suppliers (Critical Non Tier-1 Suppliers)	112
Number of Non-Tier-1 Suppliers with ESG risks at critical and high levels	39
Number of significant suppliers not conducting business directly with the Company (Significant Non Tier-1 Suppliers)	127
Significant Supplier	
Number of Significant Tier-1 Suppliers and Significant Non Tier-1 Suppliers	167

Remark: Significant Supplier refers to suppliers that are significant in terms of business impact, including Critical Suppliers, Critical and High Potential ESG Risk Suppliers, and Critical Supplier & Critical and High Potential ESG Risk Suppliers.

## After analyzing the suppliers, the Company promotes adherence to the Supplier Code of Conduct

**(SCOC)** and conducts self-assessments through the SCOC Online Self-Assessment system with the objective to encourage significant suppliers of the Company to participate in the SCOC Online Self-Assessment until completion. This assessment is scheduled to be conducted every three years. However, during the review cycle for updating the Supplier Code of Conduct, suppliers are required to complete the SCOC Online Self-Assessment with adjustments aligned with the latest version of the Supplier Code of Conduct. Subsequently, the Company conducts verification and gap analysis, aiming to mitigate potential risks and provides recommendations for improvements to suppliers to ensure compliance with the Supplier Code of Conduct.

In 2023 which was the year of reassessment for critical suppliers, with assessments scheduled annually. All of the Company's Critical Tier-1 suppliers, totaling 31, participated in and responded to the SCOC Assessment. The Sustainability Management and Procurement Departments provided training and guidance on conducting the SCOC Online Self-Assessment and assessing ESG risks to critical Tier-1 suppliers. It is expected that suppliers will use this knowledge to assess their own suppliers (critical Non Tier-1 suppliers), thereby reducing ESG risks that may impact future business operations both directly and indirectly. indirectly And, the company conducted on-site ESG visits to the critical tier 1 suppliers, covering 100% alignment with the criteria of completing on-site ESG visits to all critical suppliers during the annual assessment period.



**Results:** The satisfaction level of suppliers receiving the advice and support provided to improve compliance with the Supplier Code of Conduct is very high, at 75%, and high, at 25%. Additionally, the Company communicated the Supplier Code of Conduct to individuals and businesses intending to become suppliers. These individuals or businesses must acknowledge and commit to complying with the Supplier Code of Conduct before becoming suppliers, with a compliance rate of 100% (GRI 308-1, GRI 414-1).

**The Company conducts supplier audits continuously, including both document auditing (Supplier desk assessment) and on-site auditing (Supplier on-site assessment),** in line with the ethical standards and ESG risk assessment criteria regarding environmental, social, and economic/governance aspects. These evaluations consider both negative and positive impacts on the environment, society, and business continuity according to international standards such as ISO9001, ISO14001, ISO45001, ISO50001, TIS/OHSAS18001, ISO/IEC17025, UDHR, UNGC, UNGP, ILO, and Green Industry Level 5: Green Network standards. This effort aims to promote and expand environmental management practices throughout the supply chain, particularly among suppliers, encouraging the development of green networks and demonstrating a commitment to environmental development as part of the corporate culture and responsible business conduct in society.

Based on the assessment, the Company provides recommendations for suppliers to align with ethical standards and sustainable business practices (ESG), as follows:

Governance and Economic Dimension

Appendix

	ESG Assessment	Recommendations for Improvement to Suppliers
2	Environmental (E)	
	• Environment	<ul> <li>Facilitating training sessions and implementing additional communication initiatives to deepen comprehension and raise awareness regarding environmental concerns pertinent to the Company's environmental initiatives and projects.</li> <li>Encouraging waste segregation practices within the workplace to foster a culture of sustainability and promote the principles of Reduce, Reuse, and Recycle (3Rs).</li> </ul>
	Social (S)	
	• Labor Practices and Human Rights	<ul> <li>Supporting the development of a human rights policy with clear guidelines and standards.</li> <li>Fostering effective communication of the human rights policy by considering fundamental human rights principles or internationally recognized frameworks aligned with business operations, ensuring internal stakeholders are informed and engaged.</li> <li>Encourage to proceed HRDD to prevent any practices that violate rights.</li> </ul>
	• Safety and Occupational Health	<ul> <li>Supporting employees to utilize their free annual health check-ups right for through social security.</li> <li>Encouraging appropriate workplace assessments and analysis of working conditions.</li> <li>Recommendation for regular fire drills and evacuation training.</li> <li>Encouraging the maintenance of PPE equipment records and ensuring equipment is in good working condition for employee safety.</li> </ul>
	• Community Development	<ul> <li>Supporting continuous community engagement activities, such as public property maintenance or educational funding initiatives.</li> <li>Participating in local community internship programs for the children of community members (in relevant fields).</li> <li>Supporting community projects to create jobs and income opportunities for community members.</li> </ul>
	Cybersecurity and Personal Data Protection	• Encouraging the use of cloud-based operating systems and data backup systems to increase the security level.
	Business/Governance (G)	
	• Business Ethics	<ul> <li>Supporting the development of a corporate governance policy that exemplifies best practices.</li> <li>Fostering transparent communication of the corporate governance policy to ensure collective awareness and adherence among internal stakeholders.</li> <li>Support for inspections is provided to ensure compliance with</li> </ul>

policy guidelines.

The Company is committed to developing and enhancing the sustainability of its suppliers

by providing continuous training to enhance knowledge and understanding, and to support the integration of ESG practices into their business operations, particularly focused on Significant Suppliers. The training covers topics such as supplier ethics, organizational sustainability risk assessment, criteria for selecting Significant Suppliers, the Company's procurement regulations and processes, and practical training on greenhouse gas (GHG) accounting with the objective to raise awareness and understanding of climate change and reduce GHG emissions throughout the supply chain. Additionally, it aims to build relationships with suppliers and collaborate to mitigate the impact of climate change, thereby reducing the Company's Scope 3 GHG emissions.



**Results:** The satisfaction level of suppliers participating in various training programs is very high, at 90% and high, at 10%. This includes promoting and providing guidance to suppliers to conduct business and develop sustainability capabilities. During the annual supplier seminar in 2023, the Company presented certificates of excellence to 7 suppliers who conducted business with good ESG principles that aligned with the Company's supplier ethics.

Results of assessm	ent and development to enhance the Sustainability of suppliers	2023 Result	2023 Target
1. Supplier Assessment	1.1 The total number of suppliers assessed through desk assessments and on-site assessments.	40 Suppliers	40 Suppliers
	1.2 The percentage of Significant Tier-1 suppliers that have been assessed.	100	
	1.3 The number of suppliers assessed for ESG risks arising from substantial actual or potential negative impacts.	40 Suppliers	-
	1.4 The percentage of suppliers at risk of ESG negative impacts that have actually occurred/may occur significantly that have implemented improvements/remediations according to jointly developed plans.	100	
	1.5 The number of suppliers at risk of ESG negative impacts that have actually occurred/may occur significantly, and the suppliers whose trading/ purchase has been suspended or contracts terminated by the Company.	0	
2. Promotion and support for improving and revising operational plans	2.1 The total number of suppliers who have received promotion and support for improving and revising operational plans.	40 Suppliers	40 Suppliers
	2.2 The percentage of suppliers who have been assessed for high ESG risks from negative impacts that have actually occurred/may occur significantly, and who have received promotion and support for improving and revising operational plans.	100	
3. Capability Enhancement	3.1 The total number of suppliers who have received capacity enhancement support.	40 Suppliers	40 Suppliers
	3.2 The percentage of suppliers who have received capacity enhancement support.	100	