



## Government

Approach to Stakeholder Engagement	Examples of Stakeholder Expectation	Examples of Companies' Responses
<ul style="list-style-type: none"> <li>Supporting joint projects and various assistance provided 77 times as a governmental agency responsible for public relations work. Support and assistance was provided to Department of Internal Trade, the Food and Drug Administration, the Health Department, the Environment Department, and the District Offices covering 50 districts in the Bangkok Metropolis</li> <li>Collectively sharing views and openly building relationships with the governmental agencies, 34 times</li> <li>Coordination to leverage government services and receive assessment visits</li> <li>Participating in the development and use of plastic waste, together with the national environment committee as part of the "Circular Economy" project</li> </ul>	<ul style="list-style-type: none"> <li>Strict compliance with the laws and the relevant regulations</li> </ul>	<ul style="list-style-type: none"> <li>Study, establish an understanding in relation to the laws and related regulations with area specificity or local laws as well as applying the same to so that it aligns with the business operations</li> <li>Compliance with the laws and the relevant regulations</li> </ul>
	<ul style="list-style-type: none"> <li>To serve as an example to the business sector in demonstrating social and environmental responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Share perspectives through associations, and various trade unions</li> <li>Support initial assessments by the public sector and other sectors and groups related to sustainable development</li> </ul>
	<ul style="list-style-type: none"> <li>Carry out fair business practices with partners</li> </ul>	<ul style="list-style-type: none"> <li>Determine policies on creating programs and clearly prevent any conflicts to the interests</li> </ul>

The Company worked as an ally with every sector in order to increase awareness on the trends and needs, and to participate in sharing its views and advice, where, budgetary support was provided, which included supporting qualified persons of the Companies to provide their assistance to the associations as per the table below.

No.	Association	2019 Budget (Baht)
1	The Thai Chamber of Commerce and Board of Trade of Thailand	2,301,639
2	The United Nations	607,860
3	The Development of Thai Capital Retailers Association	388,815

**In 2019, CP ALL Plc. :**

1

Participated in the working group for the development and usage of plastic waste “Circular Economy Project” under the subcommittee on managing plastic waste, national environment committee, of the Ministry of Natural Resources and Environment, tasked with jointly submitting proposed amendments to the (draft) roadmap in managing plastic waste for the years 2018-2030 for Thailand, and jointly worked on formulating a plan to drive the “Circular Economy”, managing waste products from manufacturing and consumerism to enter new manufacturing processes, or to be reused, in order to solve the problem of and manage the plastic waste in Thailand to earnestly achieve results.

2

In addition, CP ALL Plc. and Siam Makro PCL participated and supported the Thai Retailers Association’s implementation of the national plastic program in an effort to drive policies and economic mechanisms in reducing the cost of alternative plastic goods, which is an application of economies of scale on bio-based plastics. Actual implementation of the aforementioned policy would result in significant net positives. The Companies support qualified persons from the Companies to participate as the board of the Thai Chamber of Commerce and Board of Trade of Thailand in order to gain an awareness of the tendencies, needs and provide their views together with advice, support the joint participation between the retail partners and governmental agencies in order to support the retail business in Thailand.



**Landlord**

Approach to Stakeholder Engagement	Examples of Stakeholder Expectation	Examples of Companies’ Responses
<ul style="list-style-type: none"> <li>• Annual Engagement survey</li> <li>• Channels to receive feedback and complaints such as                             <ul style="list-style-type: none"> <li>- Submitting information and complaints through a Call Center</li> <li>- Public relations news through SMS</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Continuous joint operations pursuant to principles of good governance</li> <li>• Public relations and sharing news regarding the Companies’ policies</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a system to oversee, follow up and resolve the issues complained thereof</li> <li>• Site visits to establish relationships with the landlord, once every trimester at a minimum</li> <li>• Activities to create a sense of pride and joint accomplishment with the Companies for the landlord</li> </ul>