



Government

Approach to Stakeholder Engagement	Examples of Stakeholder Expectation	Examples of Companies' Responses
<ul style="list-style-type: none"> Supporting joint projects and various assistance provided 53 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 Collectively sharing views and openly building relationships with the governmental agencies, 29 times Coordination to leverage government services and receive assessment visits Participating in the development and use of plastic waste, together with the national environment committee as part of the "Circular Economy" project 	<ul style="list-style-type: none"> Strict compliance with the laws and the relevant regulations 	<ul style="list-style-type: none"> 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 Compliance with the laws and the relevant regulations
	<ul style="list-style-type: none"> To serve as an example to the business sector in demonstrating social and environmental responsibility 	<ul style="list-style-type: none"> Sharing perspectives through associations, and various trade unions Supporting initial assessments by the public sector and other sectors and groups related to sustainable development
	<ul style="list-style-type: none"> Carry out fair business practices with partners 	<ul style="list-style-type: none"> Determining policies on creating programs and clearly prevent any conflicts to the interests
Guidance on Mitigating and Preventing the Risk of COVID-19		
	<ul style="list-style-type: none"> Cooperate with the governmental sector in disclosing the information of those who are infected by COVID-19 Strictly follow the measures of the government Determine COVID-19 prevention measures and good behaviors Assist suppliers with their business operations during the time of crisis Correct disposal of infected wastes such as used masks No hoard of products 	<ul style="list-style-type: none"> Regularly cooperate and comply with the government's policies, including to follow with the published policies and procedures Internal audit within the organization on compliance with the government's policies Control the product prices to be appropriate with price set by the government Encouraging the suppliers to comply with the policies and procedures of the government

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.	Trade Associations	2020 Monetary Contributions (Baht)
1	Thai Retailers Association	77,000
2	The Thai Chamber of Commerce and Board of Trade of Thailand	55,277
3	The Federation of Thai Industries	66,430

In 2020, CP ALL Plc. participated and supported projects with various organizations as follows.

Business Accelerator Project

Supports screening system and tools to improve businesses CP ALL Plc. signed an MOU with the Thai Chamber of Commerce and Board of Trade of Thailand for the pilot project during the COVID-19 epidemic with the Business Accelerator Project to support screening system and tools to improve the businesses. It will assess the readiness of products via online systems, which incorporated all of the knowledge of 7-Eleven’s product selection process, so that one know the strengths and weaknesses as well as improvements to be made before entering the modern trade market. This create an opportunity for the SMEs who are members of the Thai Chamber of Commerce and its affiliates to develop their business management during time of crisis to be able to enter the market.



Circular Economy Project

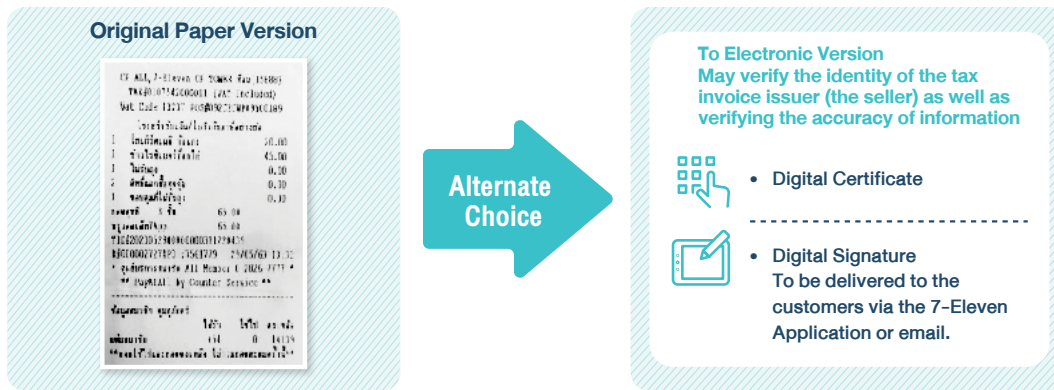
CP ALL Plc. participated in the working group for the development and usage of plastic waste “Circular Economy Project” under the subcommittee on managing plastic waste, national environment committee, of the Ministry of Natural Resources and Environment, tasked with jointly submitting proposed amendments to the (draft) roadmap in managing plastic waste for the years 2018–2030 for Thailand to enter the “Circular Economy.” It joined as a member of a private party working with the Department of Environmental Quality Promotion and Pollution Control Department of the Ministry of Natural Resource and Environment to jointly work on the project to reduce use of plastic bags, project to reduce use of single-use plastic, waste sorting project, and other projects relating to the environment. Also participated in working with the Public Private Partnership Plastic, a working team officially appointed by the Plastic Waste Management Committee, focused on the development and use of plastic waste to drive efforts in preventing and solving plastic waste issues in Thailand under the “Circular Economy”.

E-Tax Invoice Project


CP ALL Plc. gives emphasis on convenience, worth of mouth for new form of services. This would be in the form of giving customers convenience, providing options for customers to take receipt innovation, abbreviated tax invoice and a full tax invoice in electronic form. This mitigates global warming impacts. ALL Member can receive them in 7-Eleven application.

This helps reduce paper usage to protect safeguard the environment. It also helps emphasize protecting customers' data.

- Convenient, no lost of receipt and could be verified anytime
- Reduce the use of resources and preserve the environment
- Safe, files may be downloaded to be stored at own's device
- Quick, may request tax invoice via the 7-Eleven application
- Correspond to the digital lifestyle



Business Alliances

Approach to Stakeholder Engagement	Examples of Stakeholder Expectation	Examples of Companies' Responses
Landlord <ul style="list-style-type: none"> • Channels to receive feedback and complaints such as <ul style="list-style-type: none"> - Submitting information and complaints through a Call Center : 956 times - Annual engagement survey - Public relations news through SMS and email - Site visits the landlord at least once every trimester • Sending special occasion wishes via SMS • Provide new year gifts • Support activities 	<ul style="list-style-type: none"> • Continuous joint operations pursuant to principles of good governance • Swift cooperation and problem solving 	<ul style="list-style-type: none"> • Establishment of a system to oversee, follow up and resolve the issues complained thereof • Uplift the satisfaction survey of the landlord towards the Company
	<ul style="list-style-type: none"> • Public relations and sharing news regarding the Companies' policies 	<ul style="list-style-type: none"> • Site visits to establish relationships with the landlord, once every trimester at a minimum • Public relations news through SMS and email • Activities to promote the special locations landlord for strategic partners
	<ul style="list-style-type: none"> • Receive rent payment on time 	<ul style="list-style-type: none"> • On-time rental fee payment system in place
	<ul style="list-style-type: none"> • Ensure that the rental property is in good conditions throughout the terms of the rent as well as after 	<ul style="list-style-type: none"> • Measures to look after the rental property and environment surrounding such property
 Guidance on Mitigating and Preventing the Risk of COVID-19		
	<ul style="list-style-type: none"> • No issues on making rent payment such as late payments • Disposal of infected waste such as masks in the stores 	<ul style="list-style-type: none"> • On-time rental fee payment measures in place to instill confidence in the landlords • Measures to dispose infected waste such as masks in the stores