



## Assessment

Report for:

# CP ALL Public Company Limited

|                                   |  |
|-----------------------------------|--|
| <b>LRQA reference:</b>            | BGK00001000  |
| <b>Assessment dates:</b>          | 2-3 May 2024                                       |
| <b>Assessment location:</b>       | CP All Head Office – remote audit                  |
| <b>Assessment criteria:</b>       | ISO31000:2018 and CSA Handbook (April 2024)        |
| <b>Assessment team:</b>           | Ms. Phornsuang Markmanee and Mr. Opart Charuratana |
| <b>LRQA Client Facing Office:</b> | LRQA Office  |

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| <b>Attachments</b> |
| None               |

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| <b>This report was presented to and accepted by:</b> |
| <b>Name:</b>   |
| <b>Job Title:</b>                                    |

## 1. Executive report

### Assessment outcome:

- CP ALL has established and implement risk management for the business and ESG impacts inline with ISO31000:2018, together with CSA handbook (April 2024) – per evidence demonstrated during 1 January – 31 December 2023

### Areas for senior management attention:

- CP ALL should review and improve competency criteria for person who perform internal risk assessment
- CP ALL should establish objective and target (Business goals) related to risk management process
- Even though CP ALL refer the action taken to minimise business impacts through BCM plan, however, CP ALL should also refer to risk mitigation plans to ensure the action taken against the significant risks be proper controlled.



## 2. Verification summary

### Visit objective

LRQA has performed third party assessment for CP ALL, using ISO31000:2018, together with CSA handbook – April 2024 as assessment criteria, to make public claim regarding the establishment and implementation of risk assessment process in the organization.

### Introduction

This assessment be conducted remotely with support evidence form CP ALL to enable assessor understanding and evaluation the process design and degree of implementation of risk management in the period of 1 January – 31 December 2023.

### Grading of Findings

The following definitions apply to the grading of findings in this report:

|  |   |
|--|---|
| <b>Major non-conformity</b>              | <p>The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve:</p> <ul style="list-style-type: none"> <li>▪ <i>the policy, objectives or public commitments of the organisation</i></li> <li>▪ <i>compliance with the applicable regulatory requirements</i></li> <li>▪ <i>conformance to applicable customer requirements</i></li> <li>▪ <i>conformance with the audit criteria deliverables.</i></li> </ul> |
| <b>Minor non-conformity</b>              | <p>A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.</p>  |
| <b>Opportunity for Improvement (OFI)</b> | <p>An opportunity for improvement is a suggestion from the verifier to improve the operator's performance in monitoring and reporting.</p>  |



### 3. Findings Log

|   |                        |                                      |                   |   |
|---|------------------------|--------------------------------------|-------------------|---|
| 1. Grading of the finding *   | 2. New, Open, Closed   | 3. Description of the LRQA finding   | 4. Review by LRQA | 5. Process, aspect, department or theme |
| 6. Date of the finding  | 7. YYMM<Initials>seq.# | 8. Clause of the applicable standard |                   |   |
| * MIS = Misstatement    MMIS = Material Misstatement    NCN = Nonconformity    MNCN = Material Nonconformity    OFI = Opportunity for Improvement    xLRQA = LRQA Follow Up |                        |                                      |                   |   |

| Grade<br>1 | Status<br>2 | Finding<br>3  | Correction, root cause &<br>corrective action review<br>4 | Process / aspect<br>5 | Date<br>6 | Reference<br>7 | Clause<br>8 |
|------------|-------------|---|---|-----------------------|-----------|----------------|-------------|
| OFI        | New         | CP ALL should review and improve competency criteria for person who perform internal risk assessment  |   |                       | 2 May 24  | 2405OCZ01      |             |
| OFI        | New         | CP ALL should establish objective and target (Business goals) related to risk management process  |   |                       | 2 May 24  | 2405OCZ02      |             |
| NCN        | New         | Even though CP ALL refer the actions taken to minimise business impacts through BCM plan, however, CP ALL should also instead refer to risk mitigation plans to ensure the actions taken against the significant risks (to prevent at root cause) be proper controlled. |   |                       | 2 May 24  | 2405OCZ03      |             |



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| <b>Verifier:</b> | Ms. Phornsuang Markmanee and Opart Charuratana |
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|                         |                      |                    |                             |
|-------------------------|----------------------|--------------------|-----------------------------|
| <b>Verification of:</b> | Policy and procedure | <b>Auditee(s):</b> | CP ALL Risk management team |
|-------------------------|----------------------|--------------------|-----------------------------|

|   |  |  |  |
|---|--|--|--|
| <p><b>Audit trails and sources of evidence:</b></p> <p>Discussion of potential business and ESG impact topics as refer to CPALL<br/>         Communication of risk management policy<br/>         Risk assessment procedure, tools and criteria</p> <p><b>Evaluation and conclusions:</b></p> <p>Risk management policy be established, communicated and deployed through out the organization. Risk assessment process also be established and implemented using input form the organisation’s context, engagement with stakeholder and analysis.</p> <p>Suggest reinforcing competency of risk evaluator.</p> |  |  |  |
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|                         |                                    |                    |                             |
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| <b>Verification of:</b> | Risk identification and mitigation | <b>Auditee(s):</b> | CP ALL Risk management team |
|-------------------------|------------------------------------|--------------------|-----------------------------|

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| <p><b>Audit trails and sources of evidence:</b></p> <p>CP ALL Risk management process – 2023<br/>         Significant risk identifications – Business, ESG<br/>         BCM related</p> <p><b>Evaluation and conclusions:</b></p> <p>Suggest establishing organization’s goal to risk assessment process, as part of process monitoring.</p> <p>The significant risks be identified included business and ESG related. However, the refer mitigation from BCM plan seem to be reactive action (to bring business back to normal), with limited evidence to refer to action taken to prevent the risks.</p> |  |  |  |
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#### 4. Assessment plan

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| <b>Assessment type :</b><br><b>Third party audit</b> | <b>Assessment criteria</b><br>- ISO31000:2018<br>- CSA handbook (April 2024) |
|--|--|

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|---|--|---|
| <b>Verification team</b><br><b>Phornsuang Markmanee and Opart Charuratana</b> | <b>Verification dates</b><br><b>2-3 May 2024</b> | <b>Issue date</b><br><b>18 April 2024</b> |
|---|--|---|

|                                 |  |
|---------------------------------|--|
| (2 May 2024)– Remote assessment |  |
| 9.00-9.15                       | Introductory meeting with management to explain the scope of the visit, assessment methodology, method of reporting and to discuss the company's organisation (approximately 30 minutes).  |
| 9.15                            | Discussion of potential business and ESG impact topics as refer to CPALL<br>Communication of risk management policy<br>Risk assessment procedure, tools and criteria<br><br>Competency of risk assessment team<br>Objective and target (goal)<br>Action taken to mitigate risk |
|                                 | Review of day's findings & Report Writing / Closing meeting  |
| 16.00                           | End of audit   |