

## Sustainability Performance: Corporate Responsibility and Community Development

| Topic                                                                                                                                              | 2020 Performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Plan for 2021                                                                                                                                                                                                                                                               |
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|  <p><b>Sustainability Indicator</b></p>                           | <ul style="list-style-type: none"> <li>Community engagement was established as a performance indicator, which included 10,000 hours of employee engagement/volunteering (lowered from original target at 30,000 hours due to COVID-19).</li> <li>In 2020, our employees contributed 10,037 hours of volunteer service to community co-creation and CPN Volunteer activities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Establish community engagement as a performance indicator including 24,000 hours of employee engagement/volunteering.</li> </ul>                                                                                                     |
|  <p><b>Corporate Responsibility and Community Development</b></p> | <div data-bbox="500 649 649 719">  <p><b>Community Investment – In-Kind Contributions</b></p> </div> <ul style="list-style-type: none"> <li>Provided Baht 3.5 mn of manpower and funding for community co-creation and CPN Volunteer projects and activities.</li> <li>Joined forces with Central Group to implement the social development project “Central Tham,” providing Baht 23.9 mn worth of service to community.</li> <li>Held 84 activities, contributing to 10,037 hours volunteered as planned.</li> </ul> <div data-bbox="500 1002 803 1072">  <p><b>Commercial Initiatives</b></p> </div> <ul style="list-style-type: none"> <li>Organized 621 activities under “Center of Community,” of which 134 were activities to support SME business.</li> <li>Provided Baht 53.7 mn worth of free space to government agencies and communities (including entrepreneurs and businesses affected by the COVID-19 pandemic).</li> </ul> <div data-bbox="500 1244 792 1315">  <p><b>Charitable Donations</b></p> </div> <ul style="list-style-type: none"> <li>Donated Baht 17.4 mn to charities, including budget for supporting education and for relief efforts.</li> </ul> <p>The Company did not receive any complaints regarding significant community and environmental impact.</p> | <ul style="list-style-type: none"> <li>Provide free spaces to government agencies and communities, representing at least 10% of all activities by 2025.</li> <li>Study appropriate frameworks for Social Impact valuation or Return on Shared Value measurement.</li> </ul> |