

Charoen Pokphand Group Stakeholder Engagement Report 2021

MAKING TODAY
A BETTER TOMORROW



ซีพี...เพื่อความยั่งยืน





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EXECUTIVE SUMMARY

Engaging and maintaining good relationship with all stakeholder groups is a key approach that drives C.P. Group as a leading sustainable company. The Group has therefore developed the stakeholder engagement and guideline that is applicable to all business units. This policy and guideline is developed in accordance with the international standard AA1000 – Stakeholder Engagement Standard. It support business units to determine stakeholder identification, communication channel and groups frequency, as well as stakeholder response evaluation. This allows the company to engage with stakeholders and create clear purpose of achieving agreed outcomes. In addition, C.P. Group ensures to conduct a regular review of activities and engagement channels in order to maximize mutual benefits.

To achieve 80% of stakeholder engagement score, the Group has conducted the first group-wide stakeholder engagement survey as a process to review and enhance the relationship with our stakeholders. In 2021, the engagement score result is 82% where competitors, government, shareholders and investors have given top 3 scores. In addition to the engagement survey, the Group has conducted one-on-one interview with representatives of 3 stakeholder group namely; employees and families, customers and consumers, and business partners. We have gained insight information from our stakeholders which is contributed to our engagement plan. Ultimately, C.P. Group ensures to always create efficient stakeholder engagement and embraces social and environmental responsibilities as one of the company key management approach.



Charoen Pokphand Group (C.P. Group) adheres to continue building relationships with stakeholders. The Group engages stakeholders and incorporates their recommendations into every process of businesses' operations. We focus on and ensure the creation of values and positive outcomes throughout the value chain.

FRAMEWORK

Charoen Pokphand Group has established the stakeholder engagement framework according to AA1000 Stakeholder Engagement Standard as an approach to engage and collaborate with our stakeholders along the value chain. This framework support to drive continuous and effective bonding with our stakeholders to bring positive changes.

To enhance our stakeholder engagement approach, the Governance, Risk, and Audit Committee has reviewed stakeholder groups and provided recommendations in 2021. The committee's advice was taken into account, aiming to strengthen capabilities of our stakeholder engagements. As a result, we have classified a new stakeholder group from the previous 10 groups to 11 groups, of which the additional group is 'creditors' which is separated from 'shareholders and investors'. This adjustment allows us to respond to the needs and expectations of each stakeholders' groups, effectively.

1. PLAN

- Identify and prioritize stakeholder groups
- Determine engagement methods
- Establish and communicate boundaries of disclosure
- Draft engagement plan

2. PREPARE

- Mobilize resources
- Build engagement capacity
- Identify and prepare for engagement risks



4. ACT, REVIEW AND IMPROVE

- Monitor and evaluate the engagement (2021 – Engagement Survey)
- Learn and improve
- Develop and follow up on action plan
- Publicly report on the engagement

3. IMPLEMENT

- Invite stakeholders to engage
- Brief stakeholders to ensure success of the engagement
- Engage with stakeholders
- Record output and develop an action plan

Stakeholder Engagement Survey



SURVEY PROCESS

Charoen Pokphand Group recognized the importance to Act, Review, and Improve our engagement with stakeholders. Thus, the systematic stakeholder engagement survey is developed as a significant process to evaluate quality of our engagement on annual basis.

In 2021, we have conducted the first group-wide stakeholder engagement survey based on the following survey process. The process is designed based on international standards, the research of globally recognized practices, as well as the existing engagement surveys of our businesses. We have carried out the survey via an online platform through the collaboration of our business units' management representatives. This is to ensure that it covered the appropriate number of participants and was conducted in a transparent manner. Once the result is analyzed, we reported to our management executives and the business units to form strategic directions that improves our engagement. Finally, the engagement mechanisms and the results are publicly reported to all stakeholders.

2. METHODOLOGY & GUIDELINE

- Develop survey methodology
- Develop questionnaire and guideline
- Engage with business units to finalize methodology, questionnaire and guideline

4. DATA ANALYSIS

- Analyze survey results
- Prepare a survey summary report



1. PLAN

- Research on international standard for multi-stakeholder survey
- Review current stakeholder survey of core business units
- Conduct survey action plan

3. SURVEY

- Conduct online survey platform
- Launch survey via Management Representative
- Follow up on survey response

5. COMMUNICATION

- Communicate the result to stakeholders:
 - ✓ Sustainability Report
 - ✓ Stakeholder Engagement Report

METHODOLOGY

This quantitative survey was designed to measure three key criteria to be computed as a stakeholder engagement score of Charoen Pokphand Group, consisting of:



Sustainability
Performance*



Corporate
Communication



Overall
Perception

The result is based on a sample size of 6,495 people, proportionate to the number of people from each stakeholder group. It is calculated to ensure that the survey covers the appropriate number of samples covering all C.P. Group's businesses. The stakeholder engagement score is the sum of the top two boxes: 'good and excellent' from three sections as aforementioned.

*Note: Question 1.1 was excluded from the overall engagement score. It is used for materiality matrix revision.

Questionnaire

Section 1



SUSTAINABILITY PERFORMANCE

- 1.1 Importance of sustainability material Issues to stakeholders
- 1.2 Sustainability development performance in stakeholders' opinion

Section 2



CORPORATE COMMUNICATION

- 2.1 Communication
- 2.2 Listening
- 2.3 Responding

Section 3



OVERALL PERCEPTION

- 3.1 Satisfaction on overall business performances
- 3.2 Level of company's overall sustainability performances



SURVEY OVERVIEW 2021

Survey Demographic

Number of Participant

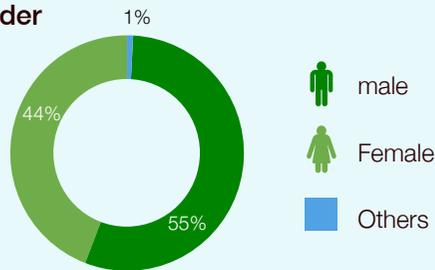
6,495

people

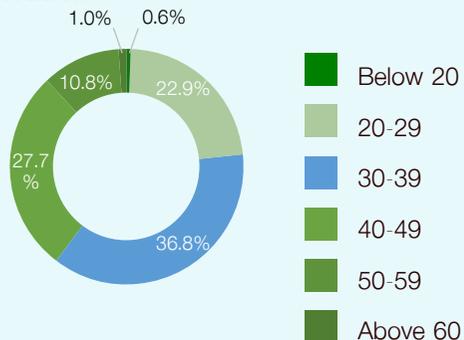
**ENGAGEMENT
SCORE
Year 2021**

82%

By Gender



By Generation



By Stakeholder Groups



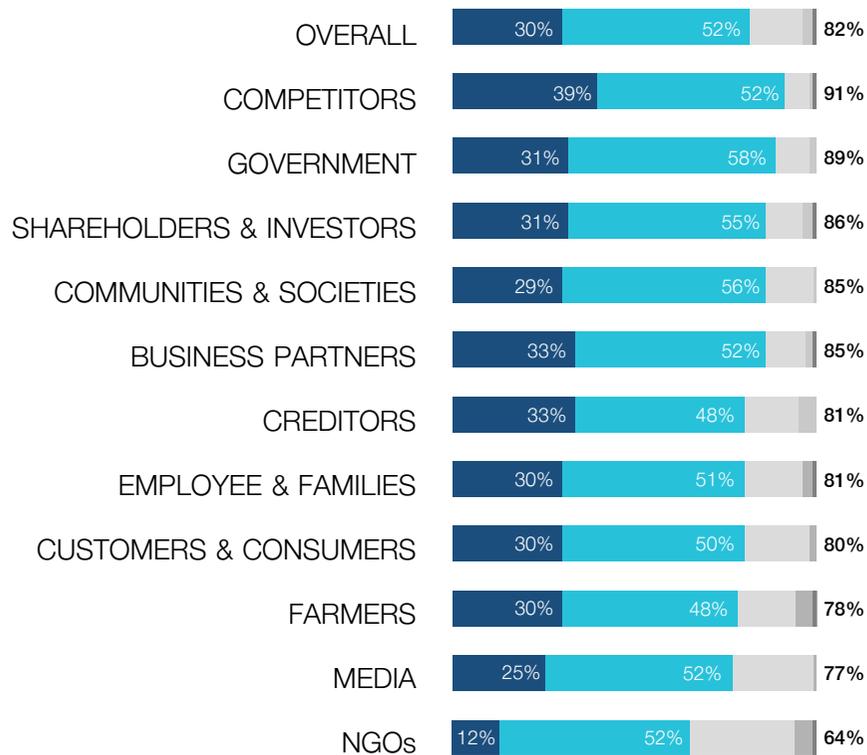
By Business Lines



SURVEY RESULT 2021

OVERALL ENGAGEMENT RESULT

82%



■ Highly Engaged
 ■ Moderately Engaged
 ■ Neutral
■ Passive
 ■ Very Poor

Key Summary

The overall engagement results from 11 stakeholder groups

Top Three Score :

- Competitors (91%)
- Government (89%)
- Shareholders & Investors (86%)

Bottom Three Score :

- NGOs (64%)
- Media (77%)
- Farmers (78%)

Regarding to Charoen Pokphand Group's 2030 Sustainability Goal for Stakeholder Engagement is targeted at 80%. From the survey in 2021, the stakeholder engagement result is above the target at 82%. This bar graph demonstrates scores from 11 stakeholder groups which the three stakeholder groups, NGOs, Media and Farmers have scored below the target. The scores reflect the sample size of these three groups that are relatively low compared to the others. With this result, C.P. Group is planning to enhance engagement and plan to increase the sample size in 2022 proportionately.

SURVEY RESULT 2021

SUSTAINABILITY PERFORMANCE

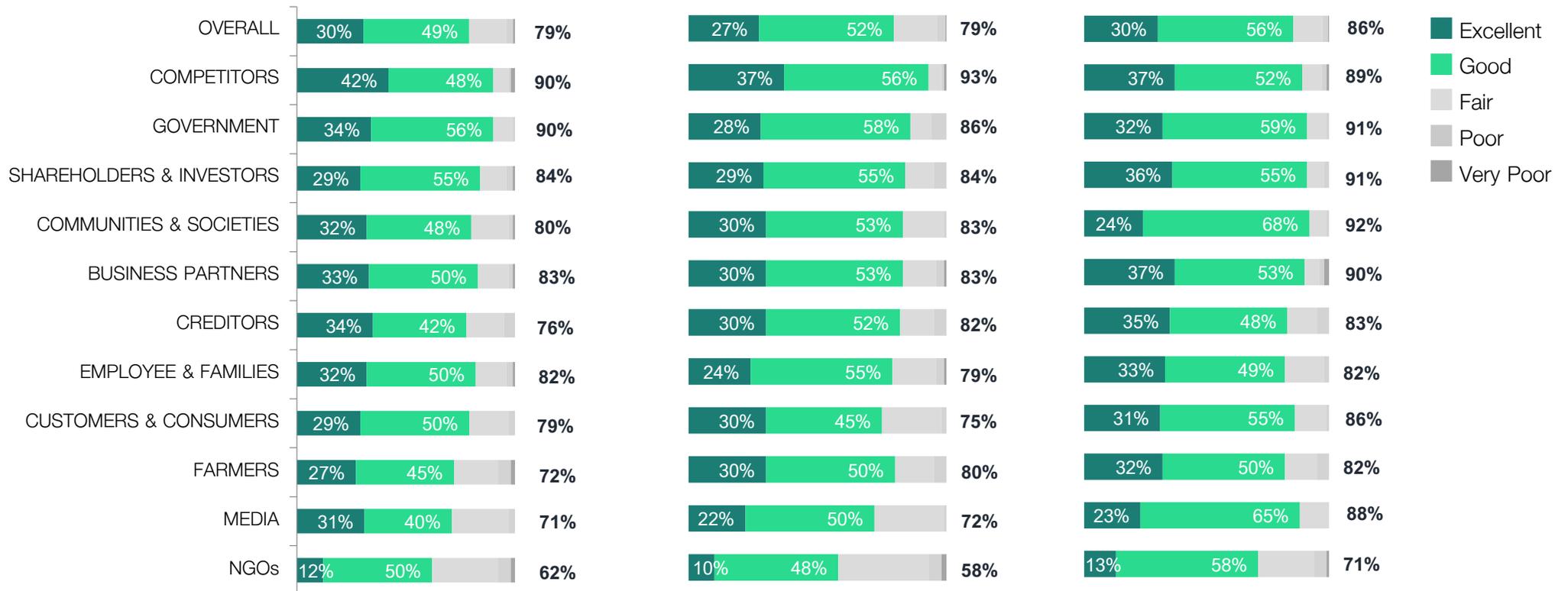
79%

CORPORATE COMMUNICATION

79%

OVERALL PERCEPTION

86%



Key Summary

Looking into the results of each section;

- Sustainability Performance – NGOs, Media, Farmers, Creditors and Customer & Consumers scored lower than target score at 62%, 71%, 72%, and 79% respectively.
- Corporate Communication – NGOs, Media, Customer & Consumers and Employee & Families scored below target at 58%, 72%, 75% and 79%, respectively.
- Overall Perception – NGOs scored below target at 71%.

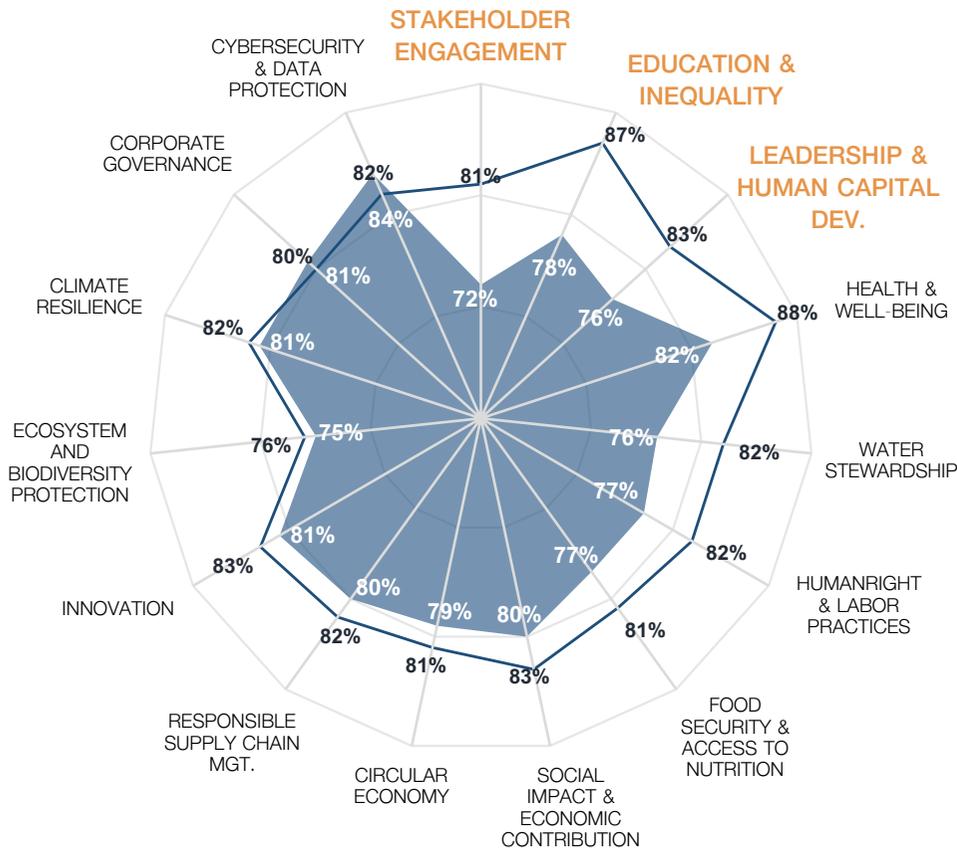
SURVEY RESULT 2021

	< 50	50-59	60-69	70-79	> 80						
C.P. GROUP SUSTAINABILITY PERFORMANCE											
CORPORATE GOVERNANCE	85	79	63	87	79	96	85	66	72	89	89
HUMAN RIGHTS & LABOR PRACTICES	82	79	67	86	90	94	87	78	62	78	49
EDUCATION AND INEQUALITY REDUCTION	78	79	64	79	80	96	88	62	74	93	66
LEADERSHIP AND HUMAN CAPITAL DEV.	76	79	65	81	81	78	83	57	73	90	71
CYBERSECURITY AND DATA PROTECTION	86	84	74	89	80	97	88	83	69	91	85
HEALTH & WELL-BEING	83	83	73	85	79	98	93	55	83	93	72
SOCIAL IMPACT AND ECONOMIC CONTRIBUTION	84	87	77	82	78	91	85	57	72	89	83
FOOD SECURITY AND ACCESS TO NUTRITION	82	82	67	78	82	88	85	53	70	93	70
INNOVATION	83	81	71	83	76	90	91	60	83	88	85
STAKEHOLDER ENGAGEMENT	77	78	69	77	68	90	78	49	58	90	63
CLIMATE RESILIENCE	82	71	68	84	78	79	87	81	84	94	87
CIRCULAR ECONOMY	77	69	84	85	80	87	75	59	73	89	89
WATER STEWARDSHIP	81	73	74	83	90	79	76	61	63	79	82
ECOSYSTEM AND BIODIVERSITY PROTECTION	81	72	80	77	86	88	69	51	65	90	63
RESPONSIBLE SUPPLY CHAIN MANAGEMENT	79	79	73	86	81	91	89	58	67	89	86
CORPORATE COMMUNICATION											
COMMUNICATION PROCESS	78	78	76	84	84	84	88	65	76	96	79
LISTENING PROCESS	78	71	80	81	84	87	79	49	68	92	80
RESPONDING PROCESS	88	74	83	84	81	88	85	62	71	91	88
OVERALL PERCEPTION											
OVERALL SATISFACTION	82	83	82	90	92	91	88	74	85	86	83
OVERALL PERFORMANCE	82	89	80	89	79	90	93	68	89	91	82

SURVEY RESULT 2021

Materiality Issues Score by Stakeholders

□ IMPORTANCE ■ PERFORMANCE



At Charoen Pokphand Group (C.P. Group), the sustainability development is a significant approach in managing the company while creating values to the country and the society. To align stakeholder's' need and expectation while driving sustainability inclusivity, C.P. Group assess level of each 15 materiality issues which are importance to the stakeholders.

Top Three Materiality to Focus and Improve

-  Stakeholder Engagement
-  Education & Inequality
-  Leadership & Human Capital Development

This result is applied to the materiality assessment 2021 where we have reviewed our materiality matrix.

 More information is available on [Materiality Assessment Report 2021](#)

Engagement by Stakeholder Group

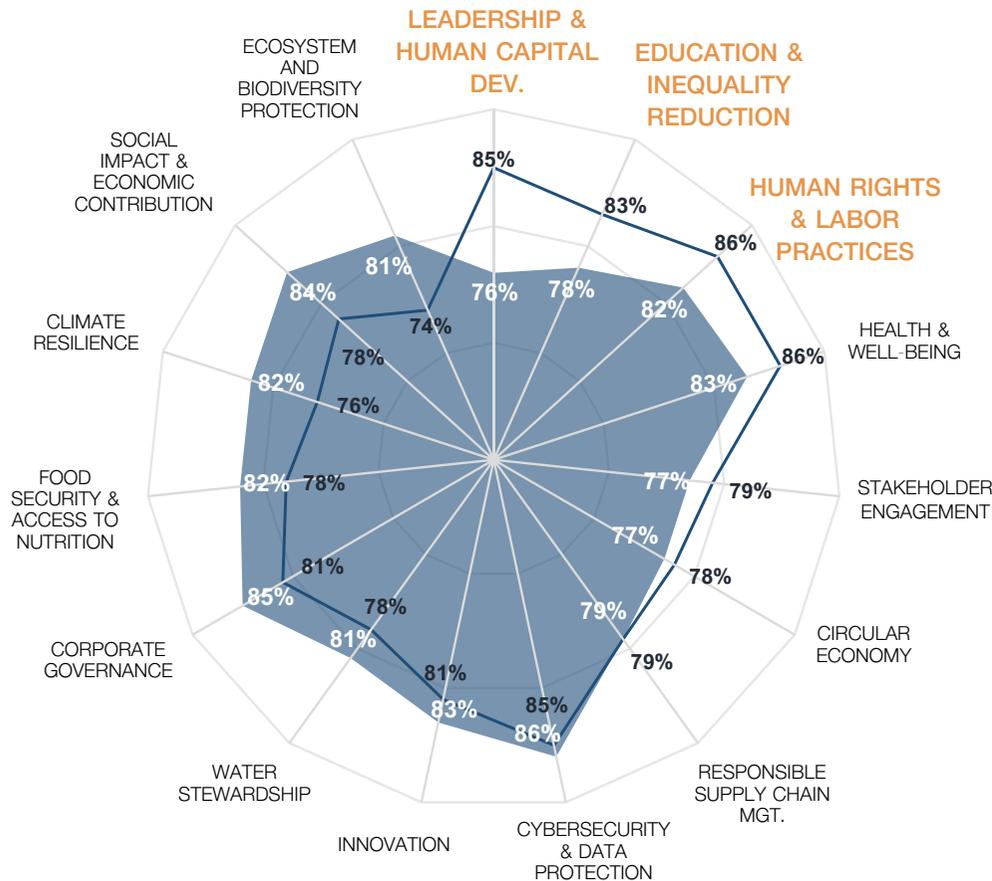




EMPLOYEES AND FAMILIES

Materiality Issues Score by Employees and Families

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

81%

Key Summary

The engagement score of employees and families is higher than the target and result at 81%. This stakeholder group has given high score on sustainability performance and overall perception at 82%. However, the lower score is on corporate communication at 79% (section 2). Therefore, we plan to enhance the communication channels with our employees and ensure that everyone are communicated and connected, especially at present where the hybrid working takes place. The relationship with our employees and families will be strengthened.

Top Three Issues to Focus and Improve :

- Leadership & Human Capital Development
- Education & Inequality Reduction
- Human Rights & Labor Practices

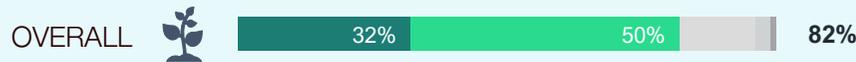


EMPLOYEES AND FAMILIES

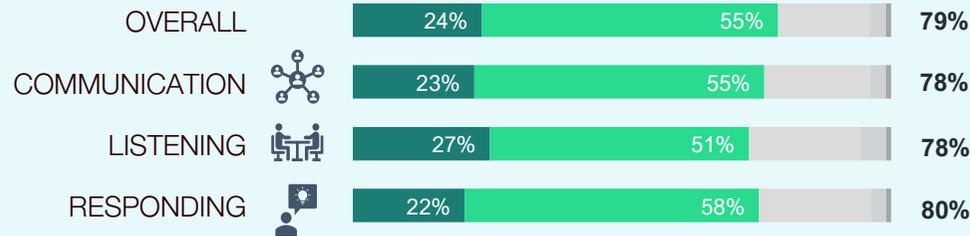
OVERALL ENGAGEMENT



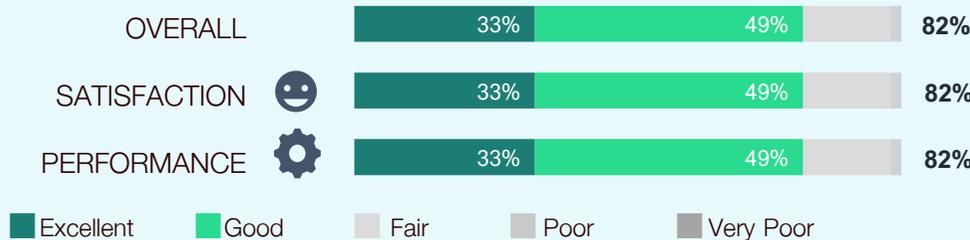
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

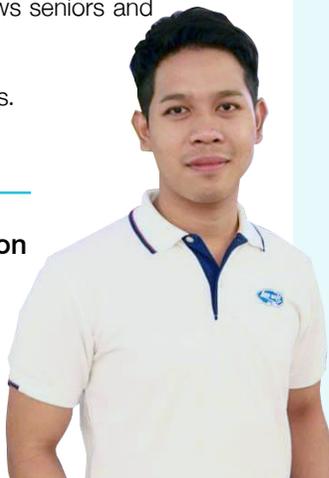
ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Regularly communicate through various channels such as face-to-face, e-mail, Intranet, CPG Connect Application, HR Communication, etc. Meetings, working team meeting Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Compensation, benefits, and remuneration Career progression Work environment Occupational health and safety
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Treat employees with respect for human rights principle Continuously develop employee's capability Retain good and talented employees Enhance a human resources management system management strategies Comply with labor law of the country where business is located Enact the Safety, Occupational Health and Workplace Policy and Guidelines Provide fair compensation, benefits and welfare for all employees 	<ul style="list-style-type: none"> Employees receive appropriate training Leadership training and development Grievances and whistle-blowing management Assessments on safety, occupational health and workplace environment



LISTEN TO OUR EMPLOYEES AND FAMILIES

I am impressed with the leadership and human capital development at CPRAM Co., Ltd. (CPRAM) where the company is driving this important area effectively. I am considered one of the successors from the leadership development program. At CPRAM, the executive management focus on the people and the importance of learning and development. The company offers a good work environment and a variety of seminars and trainings which encourage us to work as well as developed ourselves regularly. Personally, for some of the new tasks that I am responsible for, I often approach my supervisors for advice without any hesitation. Eventually, we found a suitable way together. In addition, I think the Group is also doing well in this regard, for example, there were the sharing experiences and knowledge sessions by our executives, while CPRAM also organized a get-together session that allows seniors and juniors employees to share both work and life experiences.

Mr. Pulipatt Patalatimanon
CPRAM Co., Ltd.



For the human development process, if the organization does not have oversight on creating engagement and enhancing employees' capability, it would be difficult for the company to attract and retain talents. Today, it is not just the compensation that employees value but also the company's culture and corporate strategy. At Ascend Group, the company has integrated technology by developing the Ascend Connect Application as a communication channel for employees. Nevertheless, this application is a one-way communication to which employees are unable to respond. Therefore, it is necessary to review the direction and strategy. To improve our operation, it is necessary to enhance employees' skills and knowledge and emphasize company core values, and culture. These will support employees, to get along with the company, especially new generations. Eventually, they will be able to work effectively and sustainably.

Ms. Vilasinee Chobsa-ard
Ascend Group Co., Ltd.



I am impressed with the Group's 6 core values, especially the 3 benefits: where the benefit for the country and society come first. I agree with this value because when I think about my work, I feel very happy every time my work is beneficial to others. So, this value is important. In addition, I am impressed with the leadership development program "CP Future Leaders Development Program : FLP", that allows new generation leaders to responsible for the chicken manure management project. Each person is responsible for each aspect of the project while having support and advice from senior management. It is a very good project to develop skillful and knowledgeable talents and to retrain them at the company.

Ms. Fu Wenjing
Chia Tai Henning Modern
Agricultural Technology

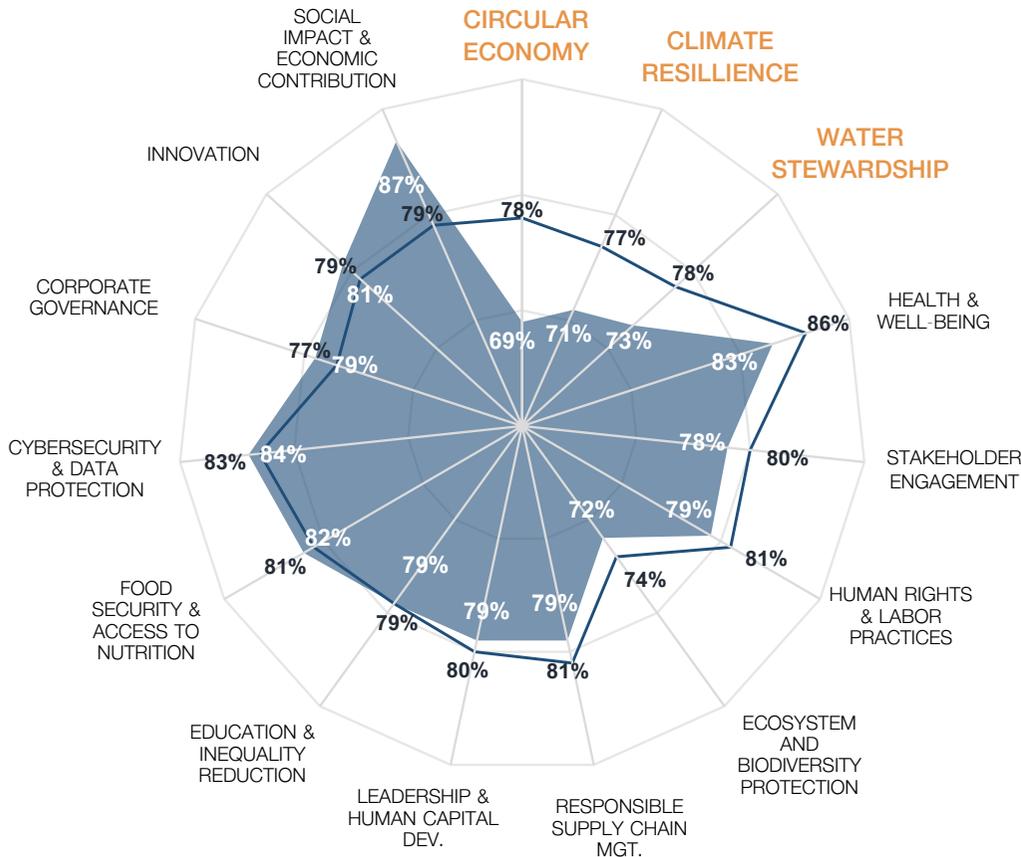




CUSTOMERS AND CONSUMERS

Materiality Issues Score by Customers and Consumers

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021



Key Summary

The engagement score of Customers and Consumers is achieved the target at 80%. The group has given high score on overall perception at 86% (section 3) while given lower score on corporate communication at 75% (section 2). Thus, C.P. Group plans to enhance the communication channels with our customers and consumers, in order to listen and respond to their needs and expectations. Moreover, their interests will be integrated from the Group's operations to delivering our products and services that meet their interests.

Top Three Issues to Focus and Improve :

- Circular Economy
- Climate Resilience
- Water Stewardship

CUSTOMERS AND CONSUMERS

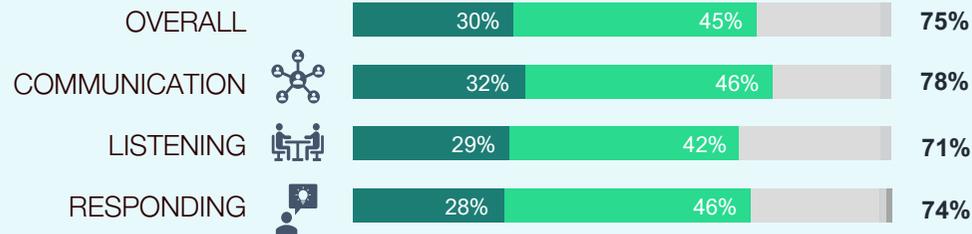
OVERALL ENGAGEMENT



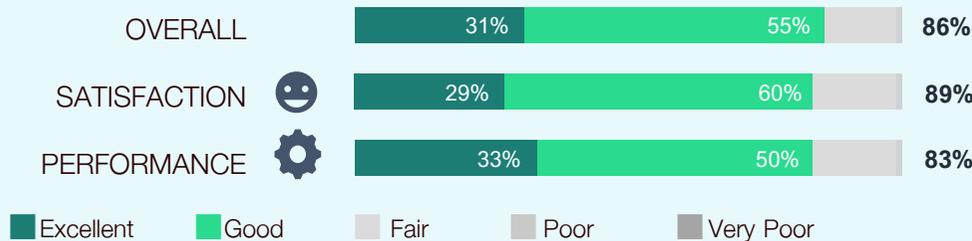
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Feedback and grievance channels Customer surveys and interviews Meetings and site visits Websites and consumer newsletters on regular basis Consumer center Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Quality and safety of products and services Product traceability Post-sale information about products and services Personal data privacy
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Develop products and services that meet quality and safety standards Help consumers understand products and services through product labeling, and protect customer data privacy Develop a product traceability system 	<ul style="list-style-type: none"> Commitment and implementation of quality production processes Product labels, website, and direct consumer hotline Raw material sourcing and traceability



LISTEN TO OUR CUSTOMERS AND CONSUMERS

My family is a big fan of C.P. Five Star Chicken since 2009. C.P. has been providing variety of quality product especially the chicken which is Halal certified. I'm impressed with how the company pay attention to health and well-being of people by producing nutritious products, for an example, chicken with no antibiotics and no growth hormones. C.P. is doing well in enhancing the product quality using innovation, how they manage their storage to maintain its' quality and nutrition of the product and provide fresh products. However, my current concern is the oil price which has increased, I hope the product price would not raise because it would impact cost of living. Anyway, I hope C.P. continue to produce diverse type of good products for the people. Also, I would like to thank to C.P. Bangladesh for conducting to do several projects to decrease hunger issues in the communities.

Mr. Saddam Hossain
Bangladesh



As a customer, C.P. Group (CP) has great support for me in all matters. I have been supported on fertilizer trading and knowledge that helps to increase the number of products. CP supports landscape adjustment, including helping farmers in the area of draught to install and repair water pumps for their crops. I think CP is doing well in developing and producing products that are friendly to the customer and the environment. I am impressed with the water-soluble fertilizer that helps me to save cost and save water in a long term. In addition, I would like CP to join the community to support farmers with small crops to be able to grow their own products. It will help to generate income for themselves and their families.

Kamnan Suthep Boonchaeng
Thailand

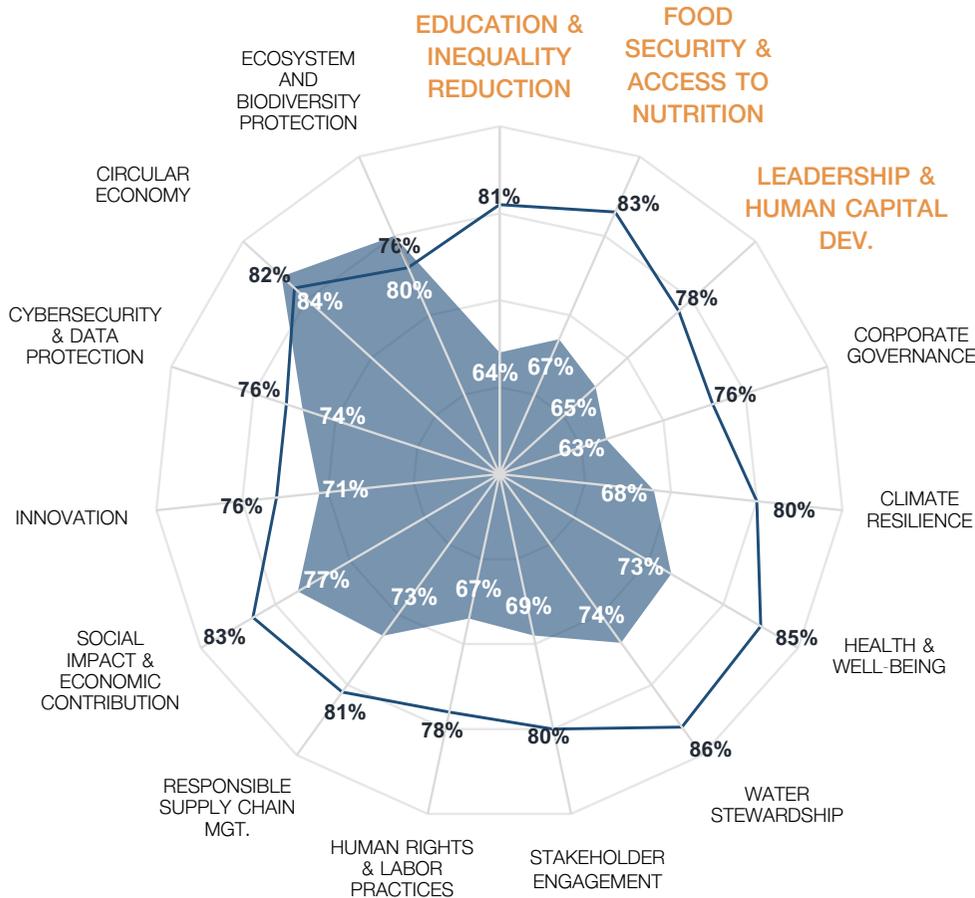




FARMERS

Materiality Issues Score by Farmers

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

78%

Key Summary

The engagement score of farmers is slightly below the target at 78%. The farmers have given a high score on overall perception at 82% (section 3) while giving a lower score on sustainability performance at 72% (section 1). Thus, we will focus on the top three materiality issues which are prioritized by our farmers. C.P. Group will develop and monitor our support on education, provide food security and access to nutrition, and uphold our employee's career development while encouraging our business partners to support their employees and create wider impacts to the society.

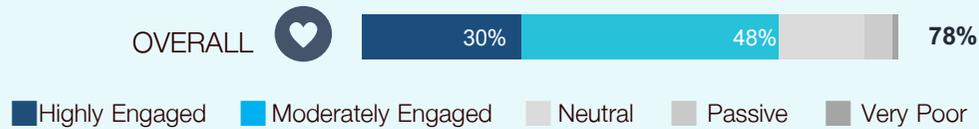
Top Three Issues to Focus and Improve :

-  Education & Inequality Reduction
-  Food Security & Access to Nutrition
-  Leadership & Human Capital Development



FARMERS

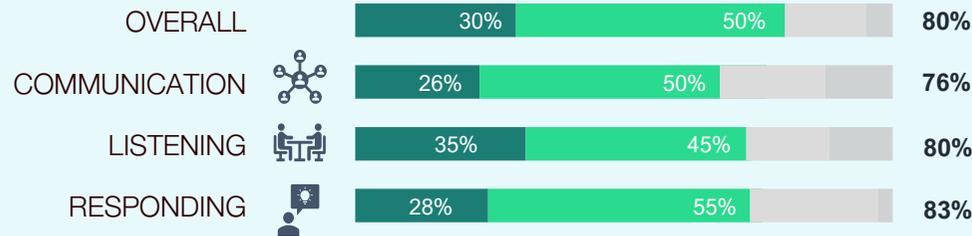
OVERALL ENGAGEMENT



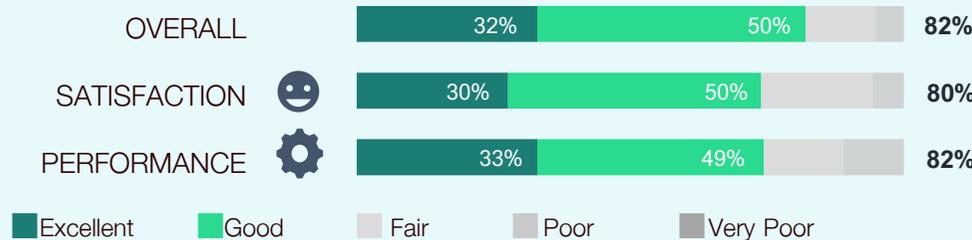
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

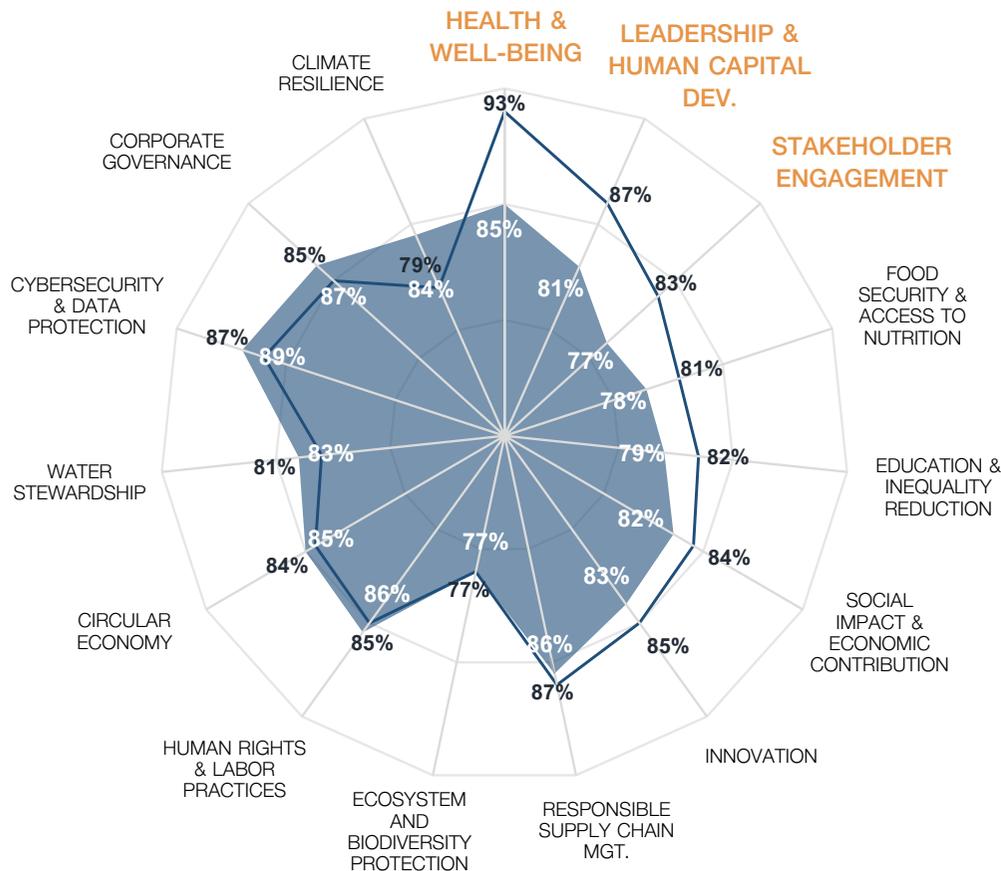
ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Site visits and participatory meetings once a year Farmer promotion centers/collaboration projects Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Capacity-building for farmers Timely and sufficient access to resources Fair business practices
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Support on skills, tools, and responsible operations that are sufficient for farmers' needs Encourage and share knowledge on agriculture 4.0 on regular basis Guarantee sources of income, analyzed markets and sale channels for farmers Develop fair contracts according to the law and regulation 	<ul style="list-style-type: none"> Farmer support and rural community development projects Sustainable supply chain management Enhance farmers' capabilities in farming



BUSINESS PARTNERS

Materiality Issues Score by Business Partners

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

85%

Key Summary

The engagement score of business partners is higher than the target which the result is at 85%. The group has given relatively high score on overall perception at 90% (section 3) while given lower score on sustainability performance and corporate communication at 83% (section 1 and 2). Concerning this result, C.P. Group plans to enhance the communication channels with different types of business partners and ensure that communication channels are practical. Hence, the communication frequency and C.P. Group's ability to response to our business partners shall be more effective.

Top Three Issues to Focus and Improve :

-  Health & Well-Being
-  Leadership & Human Capital Development
-  Stakeholder Engagement



BUSINESS PARTNERS

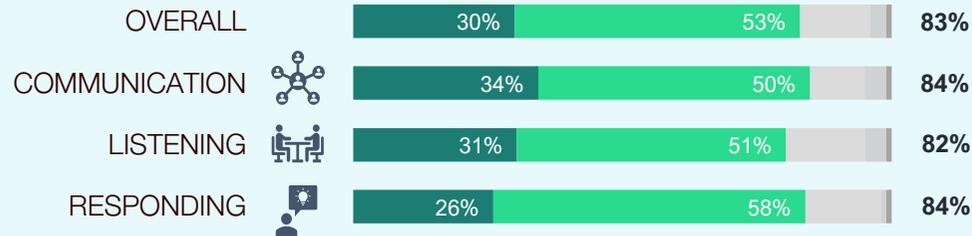
OVERALL ENGAGEMENT



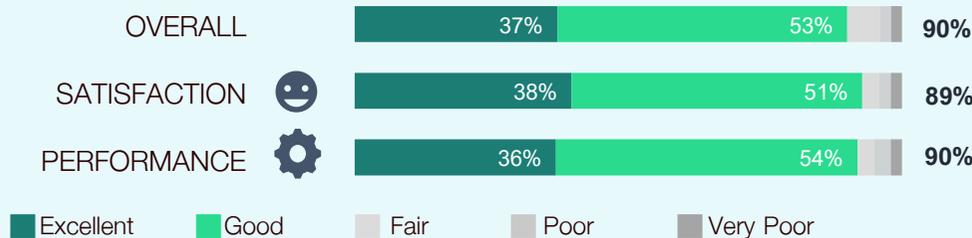
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Site visits and joint meetings once a year Supplier capacity-building projects, partnerships, and joint innovation development Assessments, consultations, and technical services Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Supplier capacity-building Human rights and environmental impacts in the supply chain Fair business practices
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Continuously develop supplier partnership projects Develop criteria for supplier assessment according to the Sustainable Procurement Policy Communicate with suppliers to help them understand requirements Treat all suppliers equally and fairly according to business agreements / Business Code of Conduct 	<ul style="list-style-type: none"> Projects to promote small-scale entrepreneurs Open innovation Supplier capacity-building Communications on the Supplier Code of Conduct Operations based on the foundations of ethics and transparency



LISTEN TO OUR BUSINESS PARTNERS

I think that in terms of sustainability, TRUE Corporation (TRUE) has developed in innovation. Especially in the case of 5G products or even with projects for awareness in the matter of wild elephants, projects to support people with impaired hearing, or projects that TRUE worked with Huawei last year, such as projects that support Start-Ups, and there have been other joint activities between TRUE and its supplier, Huawei, in terms of creating sustainability for the country's economy and promote the subject matter of the underprivileged or those who live far away. In addition, TRUE takes care of business partners fairly. We have a system to communicate information or for making quotations/bids. We also have a platform that is logical and fair which clarifies the Supplier Code of Conduct to partners.

Mr. Mana Saetang
Huawei Technologies
(Thailand) Co., Ltd.



I have known Chia Tai since I was in grades 3-4 because my family has sent seeds to Chia Tai. It has been over 20 years that my family is a business partner of Chia Tai. The company is stable, reliable, and offers a fixed price. Moreover, Chia Tai shares knowledge with business partners as well as gives advice on the agricultural matter. I participated in the training that the company organized at Chia Tai Farm, Kanchanaburi Province. From the training, I gained extensive knowledge about plating, protecting plants, and many other matters that farmers do not know. In addition, I have communicated closely with Chia Tai Team through telephone and face-to-face meetings. All of these are very useful for a business partner like me. I hope Chia Tai will organize the training session more often.

Khun Anchalee Thawatchai
Yodwicha
Nan Province, Thailand

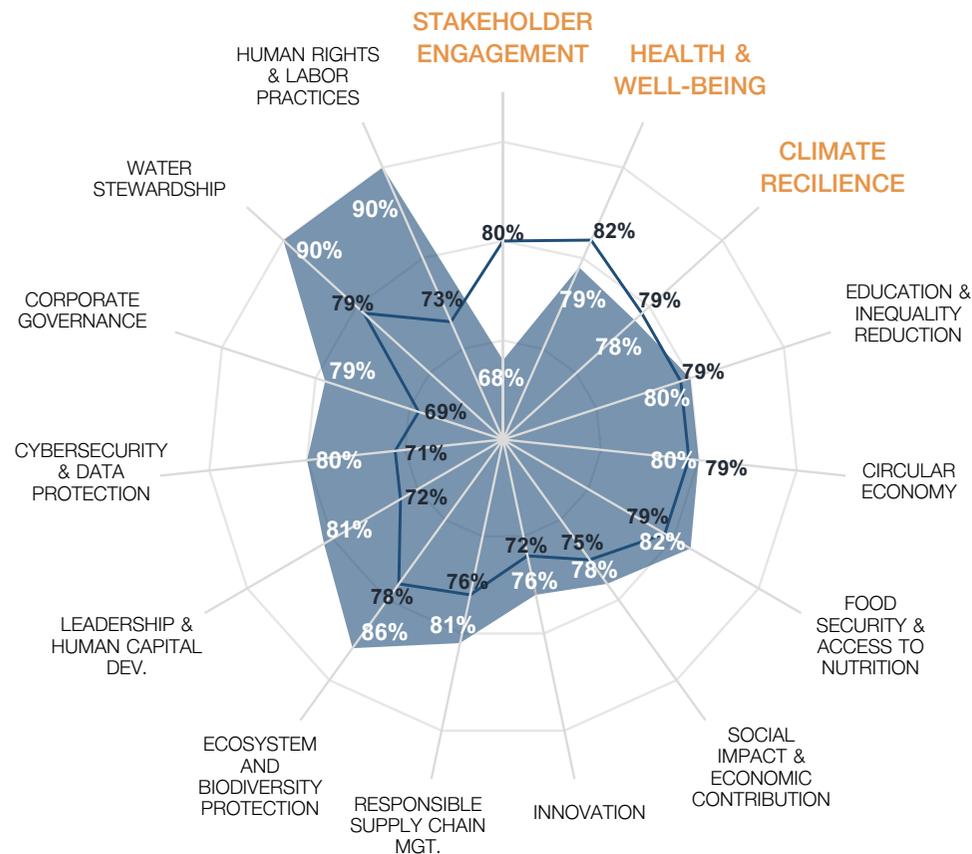




COMMUNITIES AND SOCIETIES

Materiality Issues Score by Communities and Societies

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021



Key Summary

The engagement score of communities and societies is 85% which is higher than the target. The communities and societies group has given high score on overall perception at 92% (section 3) while given lower score on sustainability performance at 80% (section 1). C.P. Group plans to focus on the top three materiality issues which were prioritized by our communities and societies. One of which is the stakeholder engagement which is a major concern. Therefore, it is our priority to manage our relationship that lessen the gaps between our communities and societies and us. We will ensure that their interests are taken as a part of C.P. Group Sustainability Development.

Top Three Issues to Focus and Improve :

-  Stakeholder Engagement
-  Health & Well-Being
-  Climate Resilience

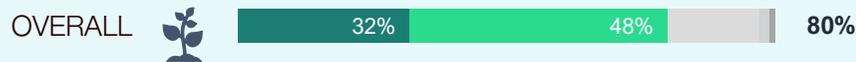


COMMUNITIES AND SOCIETIES

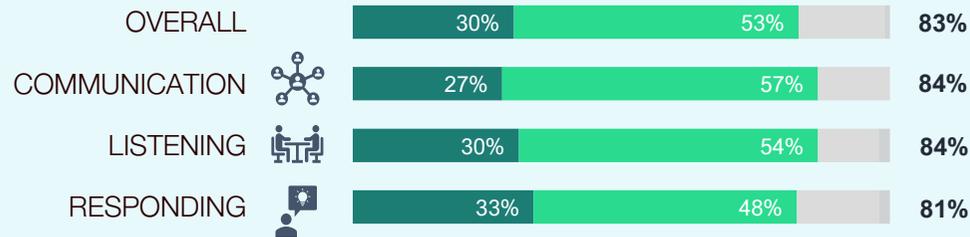
OVERALL ENGAGEMENT



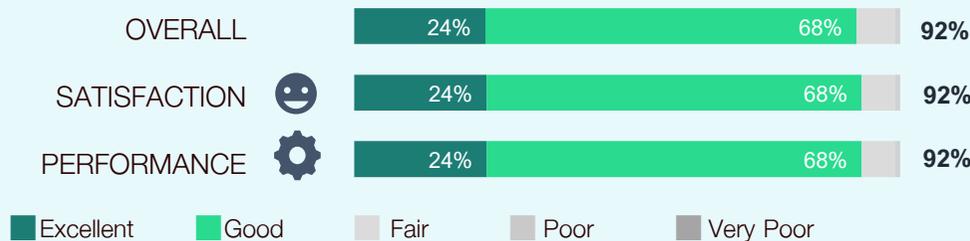
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

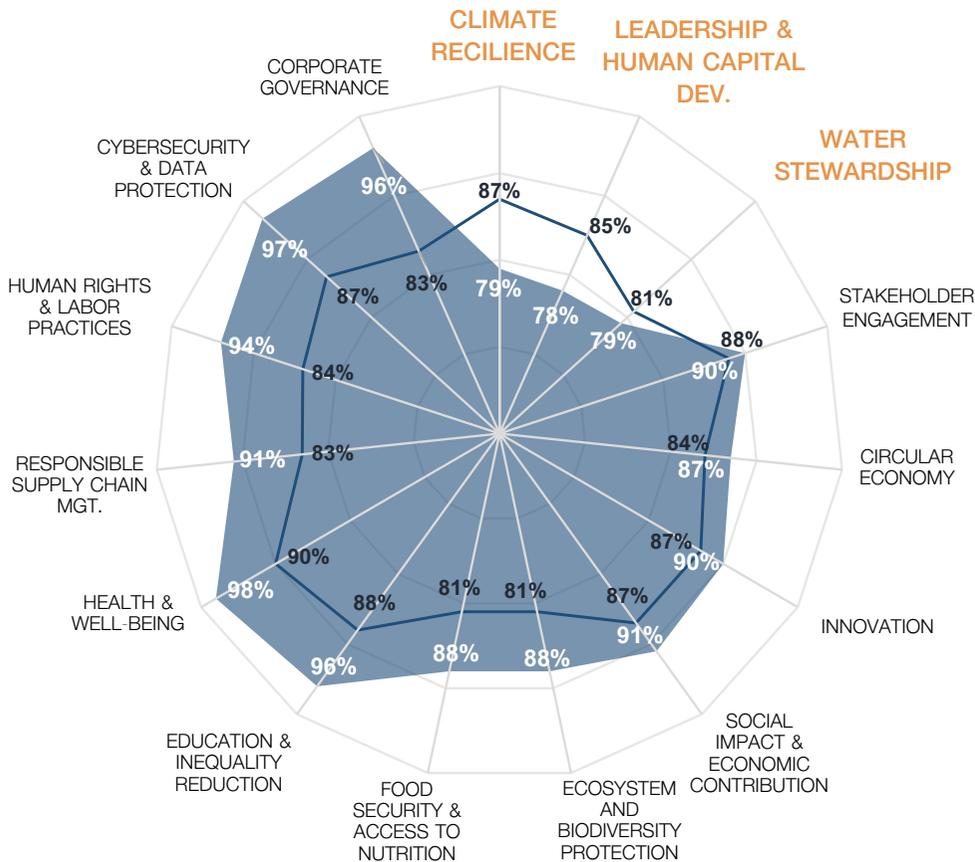
ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Opinion survey and listening to recommendations Dialogues and regular visits Activities to promote quality livelihoods Academic and Advisory Center Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Business impacts on societies, communities, and the environment Engagement in promoting community livelihoods Promoting community employment Transparent and efficient communications on performance
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Promote community engagement and partner with government agencies, private sector organizations, educational institutions, and independent organizations Leverage the Company's competitive advantages as tools to create positive impacts and mitigate negative impacts on societies 	<ul style="list-style-type: none"> Initiatives that create values for society Knowledges and skills that support people for career promotion Climate change management Water stewardship Ecosystem and biodiversity protection



GOVERNMENT

Materiality Issues Score by Government

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021



Key Summary

The government has given high engagement score at 89%. The high score is given on overall perception at 91% (section 3) while the lower score is corporate communication at 86% (section 2). Nevertheless, the score of all sections are above target. Thus, we plan to remain the management in engaging the government as well as improving on communication to ensure that they are communicated and connected, especially on relevant issues such as C.P. Group contribution on Climate Resilience. The issue has the highest gap comparing to the rest of materiality issues.

Top Three Issues to Focus and Improve :

-  Climate Resilience
-  Leadership & Human Capital Development
-  Water Stewardship

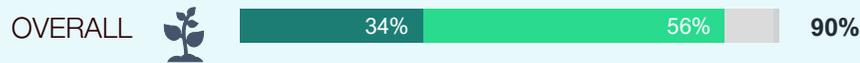


GOVERNMENT

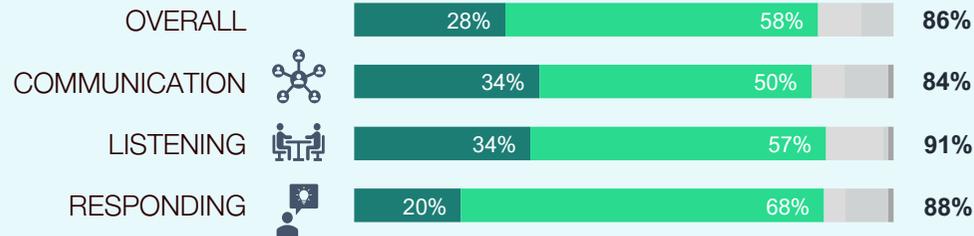
OVERALL ENGAGEMENT



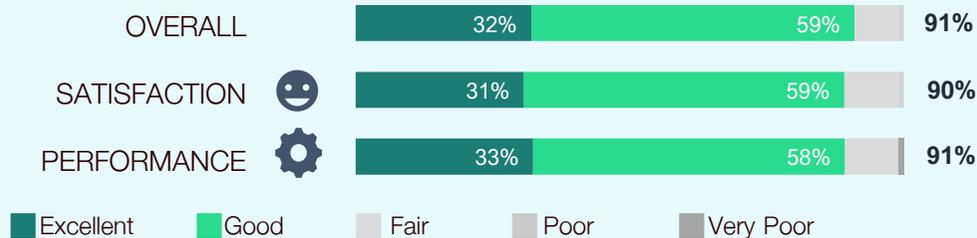
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

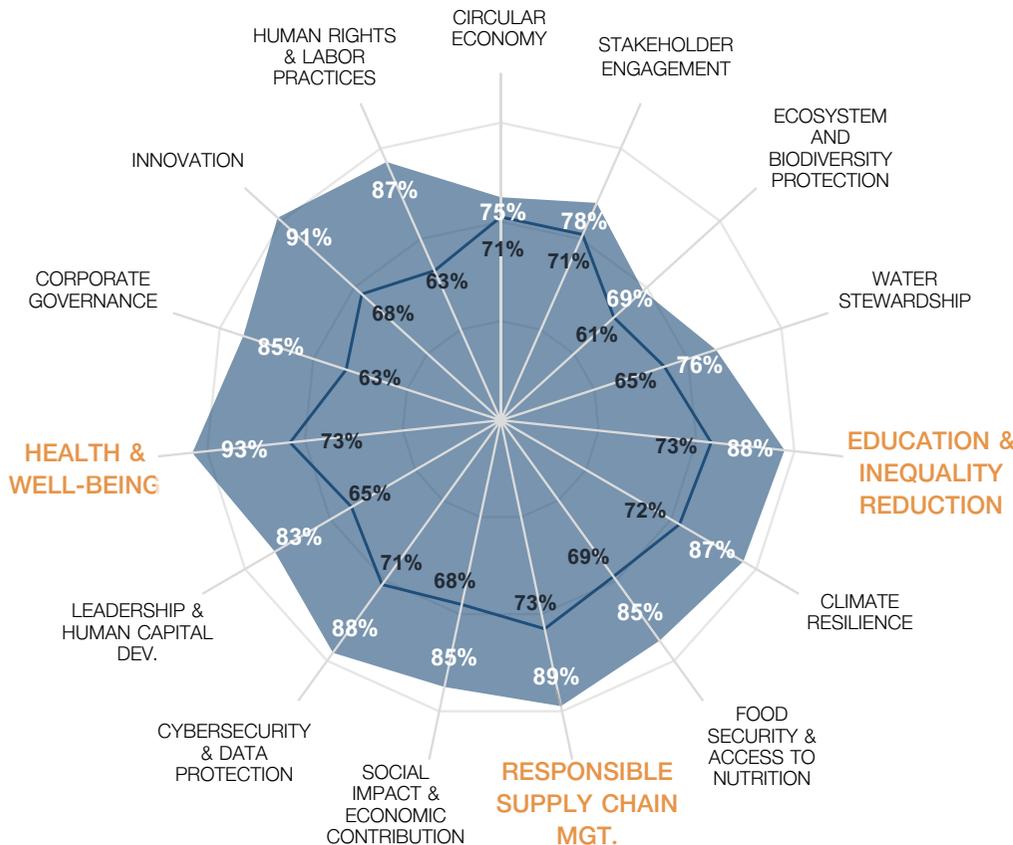
ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Meetings and visits on various occasions Collaboration and support for initiatives, project development, and beneficial activities Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Compliance to relevant laws and regulations Being a model business for social and environmental responsibility Complete, transparent, and efficient performance disclosures
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Monitor and strictly comply with all relevant laws and operating guidelines Collaborate on and support initiatives, and develop projects and activities that will benefit the country Communicate and disclose performance in a complete, transparent, and efficient manner, and receive recommendations for improving operational plans 	<ul style="list-style-type: none"> Good corporate governance Oversight of compliance across the Group Partnerships for sustainable development



SHAREHOLDERS AND INVERTORS

Materiality Issues Score by Shareholders and Investors

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

86%

Key Summary

The engagement score of shareholders and investors is relatively higher than the target at 86%. The group has given high score on overall perception at 91% (section 3) while given lower score on sustainability performance and corporate communication at 84% (section 1 and 2). In comparison, the performances regarding 15 materiality issues have scored beyond the importance score. Thus, we plan to focus on the top three materiality issues which were prioritized by shareholders and investors. It is to ensure that their interests are taken as a part of C.P. Group Sustainability Development.

Top Three Issues to Focus and Improve :

- Education & Inequality Reduction
- Responsible Supply Chain Management
- Health & Well-Being



SHAREHOLDERS AND INVERTORS

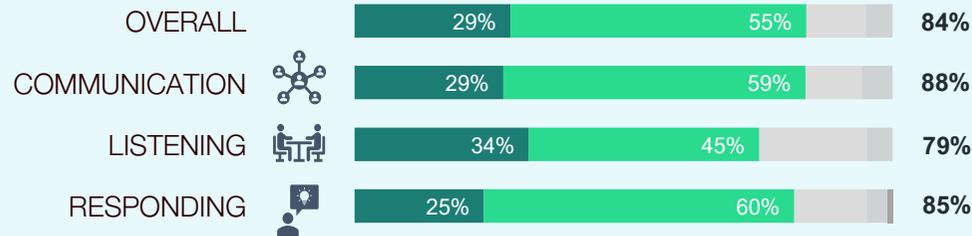
OVERALL ENGAGEMENT



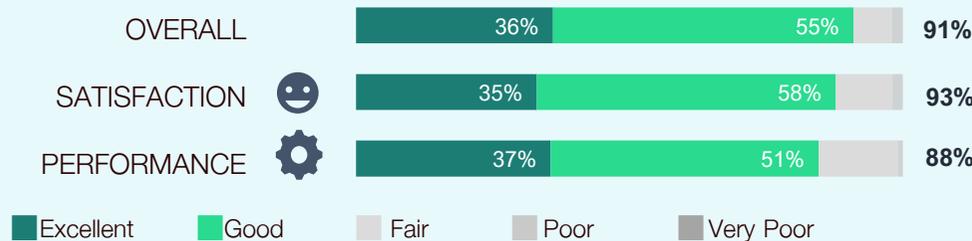
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

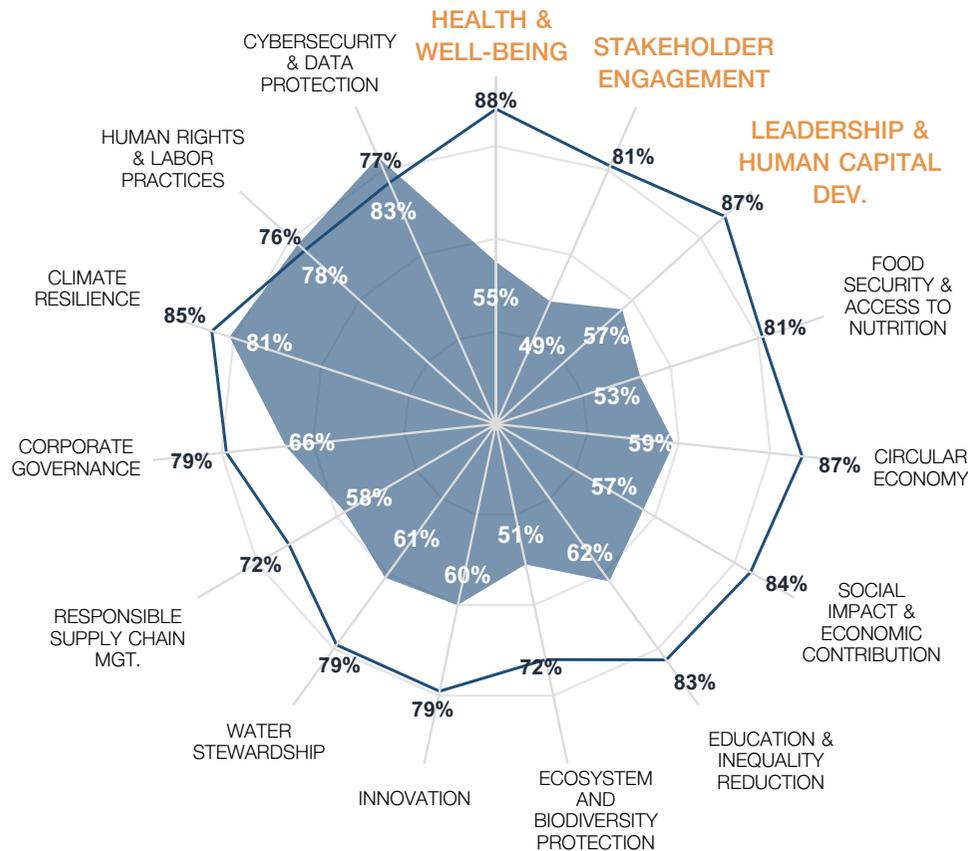
ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Meetings and roadshows Site visits to operational units Investor Relations Office Annual Sustainability Report Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Corporate Governance Complete, transparent, and efficient performance disclosures Enhancing business direction, capabilities, and strategies
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Operate in compliance with laws, corporate governance principles, objectives, company's regulations, and decisions of the Shareholders Listen to the recommendations and reflections from shareholders and investors Collaborate with relevant agencies to improve operational efficiency Transparent disclosure in accordance with international standard 	<ul style="list-style-type: none"> Good corporate governance Corporate sustainability management Innovation management and promotion Reliability towards company



NON-GOVERNMENTAL ORGANIZATIONS (NGOs)

Materiality Issues Score by NGOs

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

64%

Key Summary

The engagement score of NGOs is below the target at 64%. The group has given high score on overall perception at 71% (section 3) while given lower score on corporate communication at 58% (section 2). C.P. Group acknowledges the importance in engaging our NGOs. It is our priority to review our engagement mechanism with the NGOs and plan a better and suitable way to engage with this the group of stakeholder. Moreover, we see the necessary to communicate on our 2030's Sustainability Development Goal and the key projects that C.P. Group is driving as well as its' benefits to the countries and societies.

Top Three Issues to Focus and Improve :

- Health & Well-Being
- Stakeholder Engagement
- Leadership & Human Capital Development



NON-GOVERNMENTAL ORGANIZATIONS (NGOs)

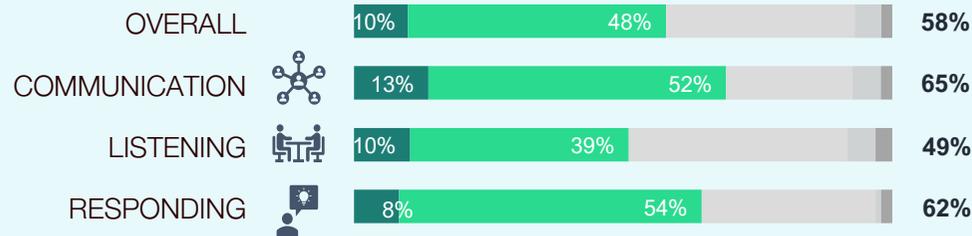
OVERALL ENGAGEMENT



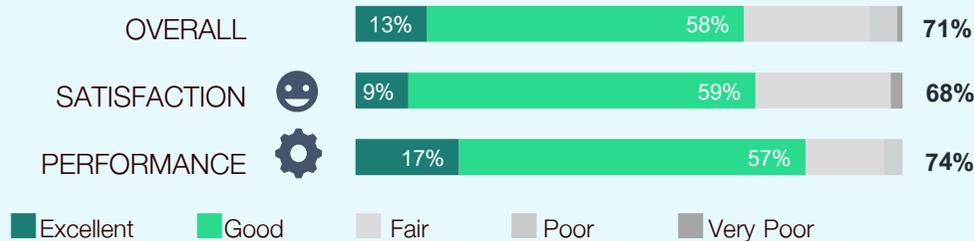
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



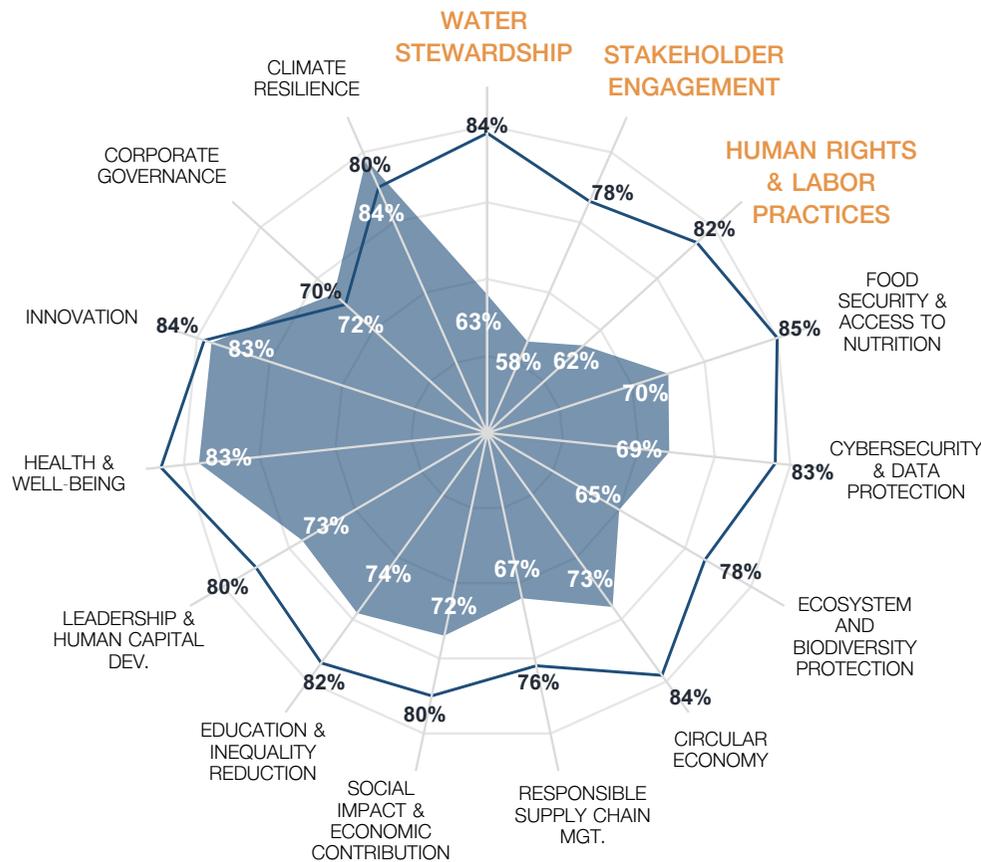
ENGAGEMENT MECHANISM

ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Regular feedback and dialogues Support collaboration through networks as appropriate Site visits to business units Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Impacts of business operation on societies, communities, and the environment Social projects Complete, transparent, and efficient performance disclosures to the public
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Coordinate work locally to jointly address problems Listen to expectations and recommendations to determine and integrate to the company's operational approach Communicate and disclose performance in a complete, transparent, and efficient manner, and receive recommendations for improving future operational plans Work together on projects that contributes positive impacts to environment and society 	<ul style="list-style-type: none"> Network of partners to contributes for a wide range of positive outcomes Operations that uphold human rights and labor practices Value-added initiatives for societies Ecosystem and biodiversity protection

MEDIA

Materiality Issues Score by Media

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

77%

Key Summary

The engagement score of media is below the target at 77%. The group has given high score on overall perception at 88% (section 3) while given lower score on sustainability performance at 71% (section 1). Hence, C.P. Group will focus on the top three materiality issues which were prioritized by the media. It is to ensure that their interests are incorporated to C.P. Group Sustainability Development.

Top Three Issues to Focus and Improve :

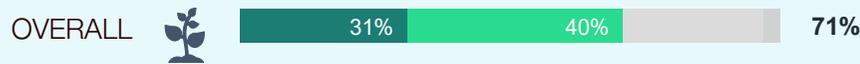
-  Water Stewardship
-  Stakeholder Engagement
-  Human Rights & Labor Practices

MEDIA

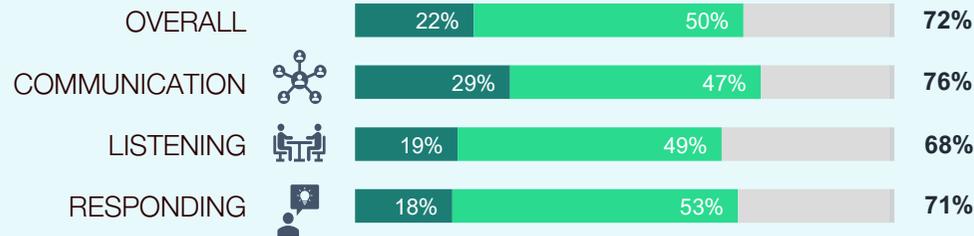
OVERALL ENGAGEMENT



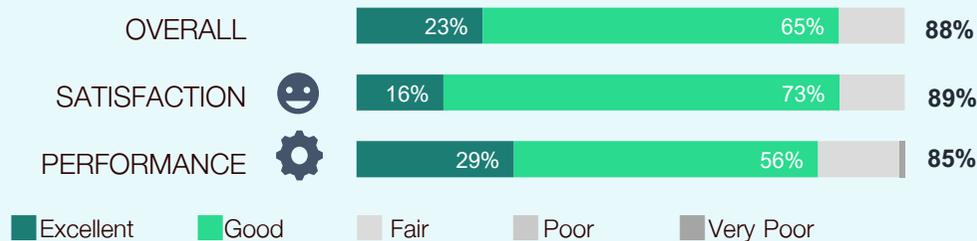
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



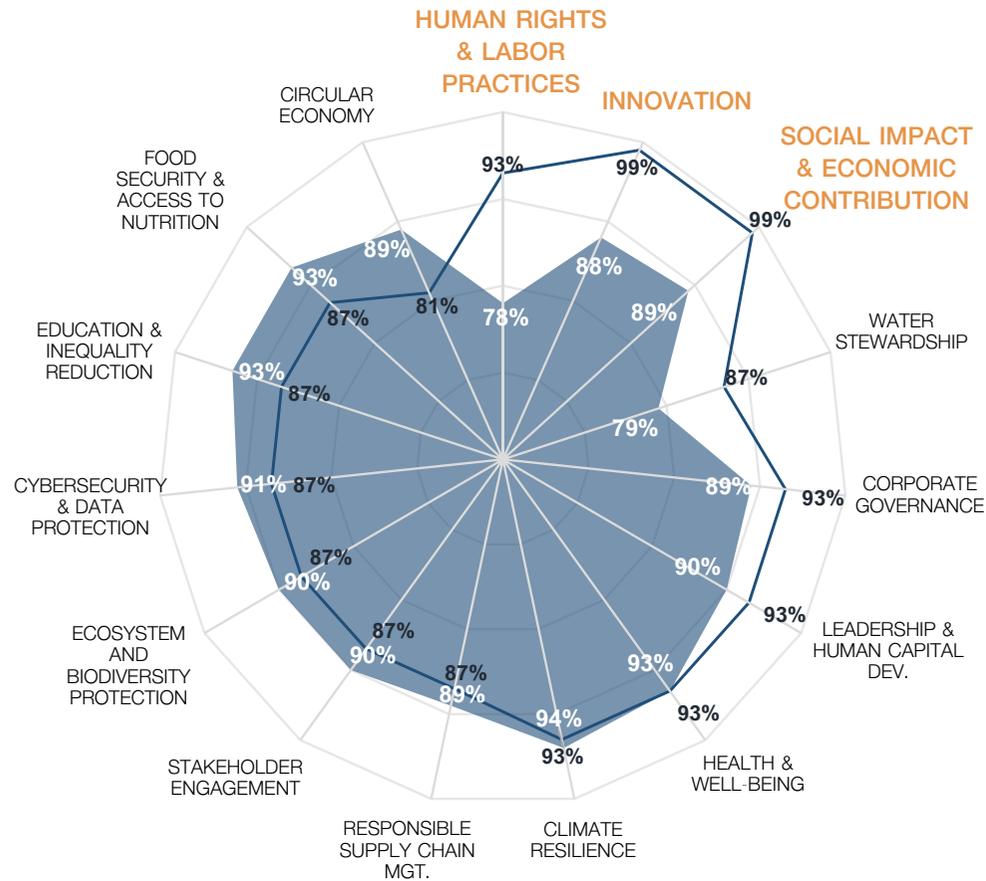
ENGAGEMENT MECHANISM

ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> • Communications through all formats/channels • Media visits to operational units • Press conferences and regular media interviews • Support and engagement in media activities • Website and news/communications materials • Feedback and grievance channels • Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> • Corporate governance • Complete, transparent, and efficient • performance disclosures • Business impacts on societies, communities, and the environment • Social projects
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> • Engage media on company's important activities, especially sustainability development projects and initiatives • Promptly inform on key activities to ensure the media's acknowledgement and remain good relationship • Provide factual, useful, and timely information for official communication to the public • Monitor news reports to inform future operational approach 	<ul style="list-style-type: none"> • Good relations with the organization • Useful and timely information based on facts

COMPETITORS

Materiality Issues Score by Competitors

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

91%

Key Summary

The engagement score of competitors is relatively higher than the target at 91% for the engagement score. The group has given high score on corporate communication at 93% (section 2) while given lower score on overall perception at 89% (section 3). It reflects the interest of our competitors on C.P. Group's corporate communication and the information we have published. On the other hand, the lower score on overall perception determined the overall performance that C.P. Group shall focus and improve.

Top Three Issues to Focus and Improve :

-  Human Rights & Labor Practices
-  Innovation
-  Social Impact & Economic Contribution

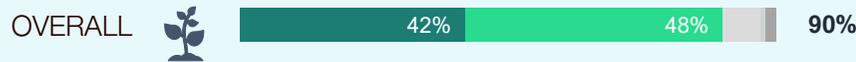


COMPETITORS

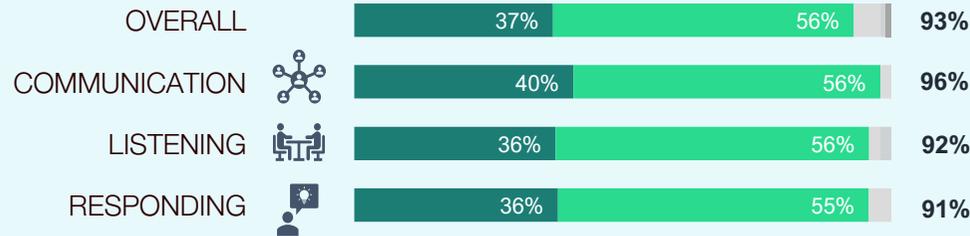
OVERALL ENGAGEMENT



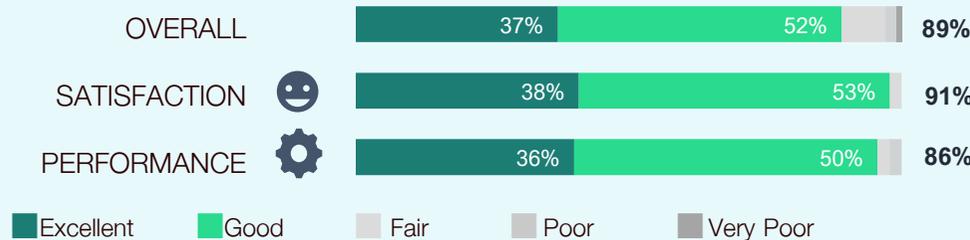
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



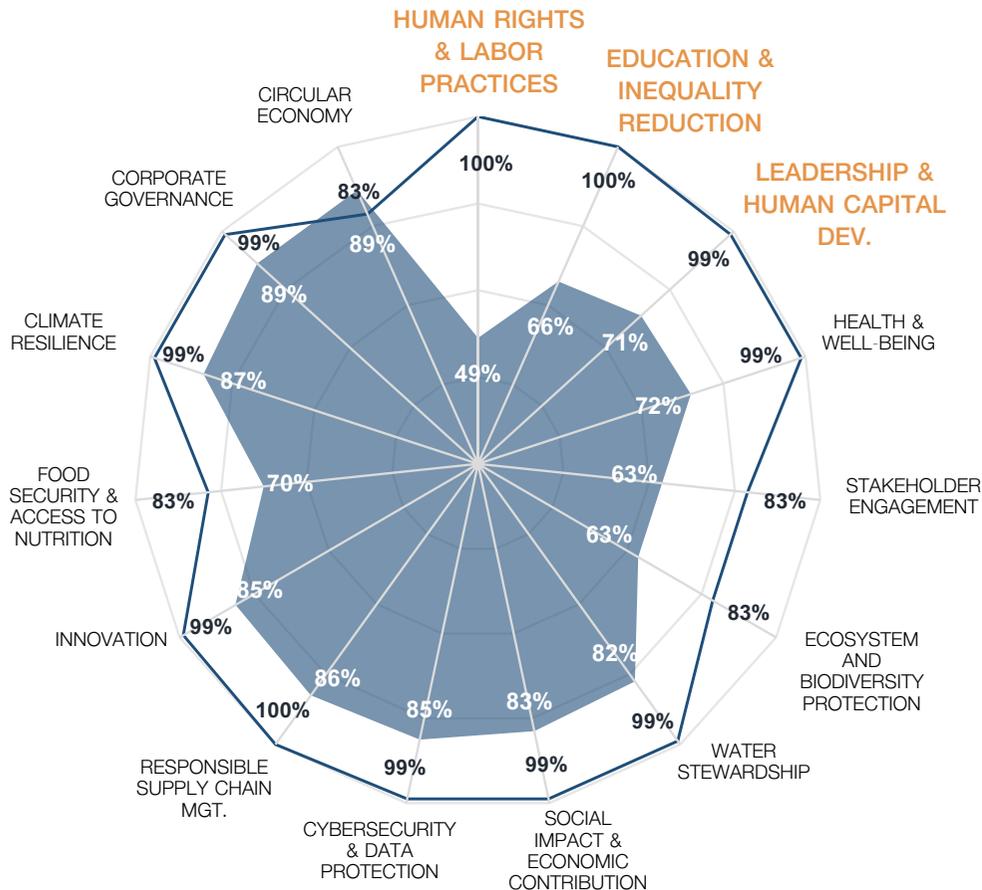
ENGAGEMENT MECHANISM

ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Meetings with third party organizations, such as the Federation of Thai Industries News and information obtained through public media and forums Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Compliance with ethics of competition, laws, and trade regulations Competitive advantages and capabilities in conduction business based on business ethics
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Adhere to the rules/ethics of competition and establish a monitoring mechanism to ensure that there is no conduct associated with gaining trade secrets from competitors Prohibit any actions to defame competitors' reputation based on unfounded facts Integrate innovations to support business operations 	<ul style="list-style-type: none"> Good corporate governance Anti-corruption Develop and upgrade quality products and services that are friendly to consumers, society and environment

CREDITORS

Materiality Issues Score by Creditors

□ IMPORTANCE ■ PERFORMANCE



ENGAGEMENT SCORE Year 2021

81%

Key Summary

The engagement score of creditors is higher than the target at 81%. The group has given high score on overall perception at 83% (section 3) while given lower score on sustainability performance at 76% (section 1). Therefore, it is necessary for C.P. Group to prioritize the top three materiality issues of the creditors. It is to ensure that we are operating while integrating their interests to C.P. Group Sustainability Development. This will allow us to improve our performances and well as response to the creditors' expectations.

Top Three Issues to Focus and Improve :

-  Human Rights & Labor Practices
-  Education & Inequality Reduction
-  Leadership & Human Capital Development

CREDITORS

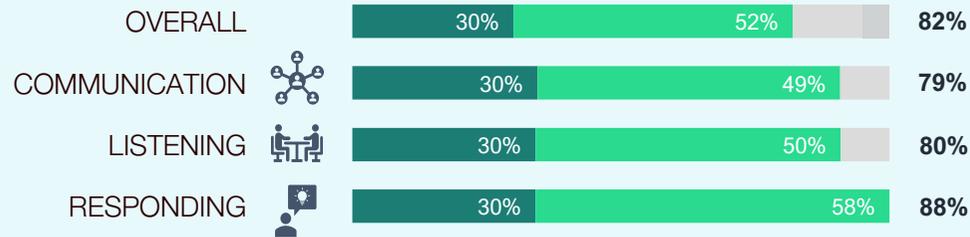
OVERALL ENGAGEMENT



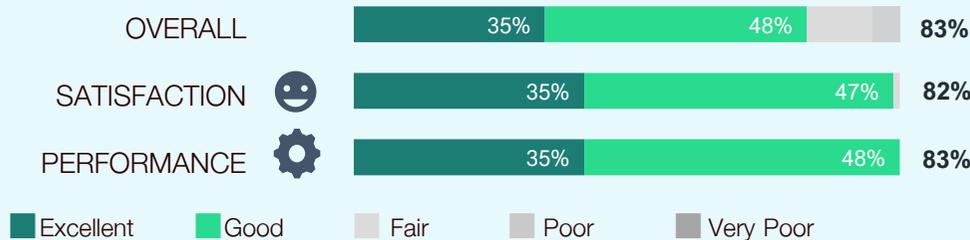
SUSTAINABILITY PERFORMANCE



CORPORATE COMMUNICATION



OVERALL PERCEPTION



ENGAGEMENT MECHANISM

ENGAGEMENT CHANNEL	ISSUE OF INTEREST
<ul style="list-style-type: none"> Meetings Letter to creditors Investor Relation Office Website and news/communications materials Feedback and grievance channels Satisfaction and engagement survey once a year 	<ul style="list-style-type: none"> Corporate Governance Complete, transparent, and efficient performance disclosures Enhancing competitiveness and business direction
ACTION AND RESPONSE	VALUE CREATION
<ul style="list-style-type: none"> Operate in compliance with laws, corporate governance principles, objectives, and company's regulations Comply strictly with the creditor's conditions Collaborate with relevant agencies to improve operational efficiency 	<ul style="list-style-type: none"> Reliability and good relationship with the company Good corporate governance Corporate sustainability management Innovation management and promotion

Appendix



SURVEY RESULT 2021

The Charoen Pokphand Group's Stakeholder Engagement Survey 2021 is analyzed using two calculation methods.

- Top 2 Box Score:** The score is calculated by the sum of results from scale 4 and 5 (moderately engaged and highly engaged). This score is monitored and tracked against C.P. Group's Stakeholder Engagement Score that derived from Sustainability Performance, Corporate Communication, and the Overall Perception.
- Average Score:** The score is calculated from the average of scale 1 to 5 (very poor to highly engaged) to show overall perception of all stakeholder groups.

STAKEHOLDER GROUPS	ENGAGEMENT SCORE	
	TOP 2 BOX SCORE	AVERAGE SCORE
OVERALL	82	81
COMPETITORS	91	84
GOVERNMENT	89	83
SHAREHOLDERS & INVESTORS	86	84
BUSINESS PARTNERS	85	82
COMMUNITIES & SOCIETIES	85	81
CREDITORS	81	78
EMPLOYEES & FAMILIES	81	81
CUSTOMERS & CONSUMERS	80	81
FARMERS	78	78
MEDIA	77	79
NGOs	64	73

แบบสำรวจการรับรู้ของผู้มีส่วนได้เสีย ด้านการจัดการด้านความยั่งยืนของบริษัทฯ ประจำปี 2565 Stakeholder Perception Survey on Sustainable Development Management 2022

แบบสำรวจนี้ มีวัตถุประสงค์เพื่อสอบถามการรับรู้เกี่ยวกับการจัดการด้านความยั่งยืนของ บริษัทฯ ในมุมมองของ ผู้มีส่วนได้เสีย รวมถึงความพึงพอใจต่อการสร้างความผูกพันกับผู้มีส่วนได้เสีย เพื่อนำผลการสำรวจไปทำการพัฒนาปรับปรุงกระบวนการของบริษัทฯ ให้สอดคล้องกับความคาดหวังของผู้มีส่วนได้เสียมากยิ่งขึ้น บริษัทฯ จึงขอความอนุเคราะห์จากท่านในการตอบแบบสอบถาม โดยพิจารณาและทำเครื่องหมาย ลงหน้าคำตอบที่ตรงกับความคิดเห็นของท่าน โดยมีรายละเอียดดังต่อไปนี้

The objective of this survey is to learn about the perceptions of C.P. Group's stakeholders regarding the company's management of sustainability issues and stakeholder engagement. Your input will help us further develop and improve our management practice, enabling us to respond to the needs and expectations of all stakeholder groups more effectively. Thank you for your kind assistance and valuable comments. The questions are as follows:

ข้อมูลทั่วไป General Information

1. ประเภทของผู้มีส่วนได้เสีย Stakeholder Group

- พนักงานและครอบครัว (Employees and Families)
- ลูกค้าและผู้บริโภค (Customers and Consumers)
- เกษตรกร (Farmers)
- คู่ค้าธุรกิจ (Business Partners)
- ชุมชนและสังคม (Communities and Societies)
- ภาครัฐ (Governments)
- ผู้ถือหุ้น นักลงทุน (Shareholders and Investors)
- องค์กรพัฒนาเอกชน (Non-governmental organization)
- สื่อมวลชน (Media)
- เจ้าหนี้ (Creditors)
- คู่แข่งทางการค้า (Competitors)

2. อายุ Age

- น้อยกว่า 20 ปี (Below 20 years)
- 20 – 29 ปี (20-29 years)
- 30 – 39 ปี (30-39 years)
- 40 – 49 ปี (40-49 years)
- 50 – 59 ปี (50-59 years)
- 60 ปีขึ้นไป (60 years and above)

3. เพศ Gender

- ชาย Male
- หญิง Female
- อื่น ๆ Others

ด้านความยั่งยืนของบริษัทฯ Company's Sustainable Development

การกำกับดูแลกิจการ เช่น โครงสร้างและกระบวนการกำกับดูแล การบริหารความเสี่ยง การปฏิบัติตามกฎระเบียบ และกระบวนการ ตรวจสอบภายใน จริยธรรมทางธุรกิจ การจัดการข้อร้องเรียน
Corporate governance, such as governance structures, risk management, business compliance and internal audit process, business ethics, and complaint management

4. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

- น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)
- น้อย (Low)
- ปานกลาง (Medium)
- สูง (High)
- สูงมาก (Very high)

5. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

การปกป้องและส่งเสริมด้านสิทธิมนุษยชนและการปฏิบัติด้านแรงงาน เช่น การตรวจสอบและจัดการความเสี่ยงด้านสิทธิมนุษยชนอย่างรอบด้าน ส่งเสริมโอกาสที่เท่าเทียม และความหลากหลายของบุคลากร อาชีวอนามัยและความปลอดภัยของพนักงานและผู้รับเหมา

Protection and promotion of human rights and good labor practices, such as comprehensive human rights assessment, equal opportunity, diversity and inclusion, and occupational health and safety of employees and contractors

6. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

- น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)
- น้อย (Low)
- ปานกลาง (Medium)
- สูง (High)
- สูงมาก (Very high)

7. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

การส่งเสริมด้านศึกษา และลดความเหลื่อมล้ำ เช่น การส่งเสริมการเข้าถึงการศึกษาที่มีคุณภาพ การส่งเสริมโอกาสในการเรียนรู้ตลอดชีวิตสำหรับทุกคน การสนับสนุนทุนการศึกษา กิจกรรมจิตอาสาเพื่อการศึกษา ผลกระทบของการพัฒนาการศึกษา

Promotion of education and reduction of inequality, such as promoting access to quality education, opportunities and lifelong learning for all, scholarships, volunteering for education activities, and quantifying impacts of educational development.

8. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

- น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)
- น้อย (Low)
- ปานกลาง (Medium)
- สูง (High)
- สูงมาก (Very high)

9. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

กระบวนการพัฒนาผู้นำและทรัพยากรบุคคล เช่น การพัฒนาผู้นำ การพัฒนาทรัพยากรบุคคล การดึงดูดและรักษาคณะเก่งคนดีไว้กับองค์กร

Human capital and leadership development such as leadership development, human resource development, talent attraction and retention.

10. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

- น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)
- น้อย (Low)
- ปานกลาง (Medium)
- สูง (High)
- สูงมาก (Very high)

11. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

การบริหารจัดการนวัตกรรม เช่น การพัฒนาโครงสร้างพื้นฐานด้านการวิจัยและพัฒนา การจัดการทรัพย์สินทางปัญญา การสร้างองค์กรแห่งนวัตกรรม การสร้างนวัตกรรมของผลิตภัณฑ์และบริการ

Innovation management, such as research and development (R&D) infrastructure, intellectual property management, building innovative organizations, and innovation of products and services

20. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

21. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้ อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

การสร้างความผูกพันกับผู้มีส่วนได้เสีย เช่น การสำรวจความผูกพันกับผู้มีส่วนได้เสีย การรับฟังความคิดเห็นจากผู้มีส่วนได้เสีย การตอบสนองต่อประเด็นและข้อกังวลของผู้มีส่วนได้เสีย

Stakeholder engagement, such as conducting stakeholder engagement survey, listening to stakeholder expectations, responding to stakeholder issues and concerns.

22. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

23. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้ อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

การปรับตัวต่อการเปลี่ยนแปลงสภาพภูมิอากาศ เช่น โครงการลดการปล่อยก๊าซเรือนกระจก การเพิ่มประสิทธิภาพการใช้พลังงาน การปลูกป่า ผลิตภัณฑ์คาร์บอนต่ำ ผลิตภัณฑ์ที่ได้รับฉลากสิ่งแวดล้อม การประเมินวัฏจักรชีวิต

Climate resilience, such as greenhouse gas (GHG) emission reduction project, increase energy efficiency, reforestation, low carbon products, product with environmental labels, and product life cycle assessment (LCA).

24. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

25. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้ อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

ระบบเศรษฐกิจหมุนเวียน เช่น การจัดการของเสียอย่างมีประสิทธิภาพ การจัดการขยะอาหารและของเสียที่ ถูกนำไปฝังกลบ การส่งเสริมการใช้บรรจุภัณฑ์ที่ยั่งยืนเป็นมิตรกับสิ่งแวดล้อม

Circular Economy, such as efficient waste management, food waste management, promotion to the use of sustainable/environmentally friendly packaging.

26. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

27. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้ อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

การดูแลรักษาทรัพยากรน้ำ เช่น การใช้น้ำอย่างมีประสิทธิภาพ การประเมินความเสี่ยงด้านน้ำ การจัดการทรัพยากรน้ำของห่วงโซ่อุปทาน การสร้างความสมดุลการใช้น้ำระหว่างบริษัทกับชุมชนในพื้นที่

Water Stewardship, such as efficient water consumption, water risk assessment, supply chain water resource management, and the ensuring that the company's operations do not negatively impact communities' rights to clean water.

28. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

29. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

การปกป้องระบบนิเวศและความหลากหลายทางชีวภาพ เช่น โครงการร่วมมือกับพันธมิตรที่เกี่ยวข้องใน ระดับสากล

โครงการอนุรักษ์และฟื้นฟูทรัพยากรสิ่งแวดล้อม ระบบนิเวศทั้งบนบกและในน้ำ

Ecosystem and biodiversity protection, such as collaboration with relevant partners at the international level, conservation and restoration programs for ecosystems on land and below water

30. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

31. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

การจัดการห่วงโซ่อุปทานอย่างรับผิดชอบ เช่น การตรวจสอบย้อนกลับวัตถุดิบที่มีความเสี่ยงสูงด้านความยั่งยืน จรรยาบรรณสำหรับลูกค้า การบริหารความเสี่ยงของลูกค้า การเสริมสร้างศักยภาพของลูกค้าธุรกิจ การจัดซื้อจัดจ้างที่ยั่งยืน

Responsible supply chain management, such as high-risk raw material traceability, supplier code of conduct, supplier risk assessment, supplier capacity building, and sustainable procurement.

32. ท่านให้ความสนใจในประเด็นนี้อยู่ในระดับใด

To what extent, is this issue material to you?

น้อยมากหรือแทบไม่มีความสำคัญ (Very little or almost no importance)

น้อย (Low)

ปานกลาง (Medium)

สูง (High)

สูงมาก (Very high)

33. ท่านคิดว่าบริษัทฯ มีความมุ่งมั่นในการจัดการและผลการดำเนินงานในประเด็นนี้อยู่ในระดับใด

In your opinion, to what extent is the company committed to managing this issue and how well is it doing?

ควรปรับปรุงอย่างยิ่ง (Very Poor)

ควรปรับปรุง (Poor)

พอใช้ (Fair)

ดี (Good)

ดีเยี่ยม (Excellent)

ด้านการสื่อสาร การรับฟังและตอบสนองต่อผู้มีส่วนได้เสีย**Communication, listening, and responding to company's stakeholders**

34. ท่านคิดว่าบริษัทฯ มีการสื่อสารกับผู้มีส่วนได้เสียทั้งภายในและภายนอกองค์กรในระดับใด การสื่อสารครอบคลุมถึงช่องทาง ความถี่ และความชัดเจนของข้อมูลในการสื่อสาร เป็นต้น

In your opinion, at what level does the company communicate to internal and external stakeholder groups? This includes variety of communication channels, communication frequency, and clarity of information communicated.

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

35. ท่านคิดว่าบริษัทฯ มีการจัดการเพื่อรับฟังความคิดเห็นของผู้มีส่วนได้เสียอยู่ในระดับใด

In your opinion, how effective is the company's process of listening to stakeholders' inputs?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

36. ท่านคิดว่าบริษัทฯ มีกระบวนการและผลการดำเนินงานเพื่อตอบสนองความต้องการและความคาดหวังของผู้มีส่วนได้เสียอยู่ในระดับใด

In your opinion, how effective is the company's management process in responding to stakeholder's needs and expectations?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

ด้านความคิดเห็นและความพึงพอใจในภาพรวม**Overall opinion and satisfaction with the company**

37. ท่านมีความพึงพอใจโดยรวมต่อบริษัทฯ อยู่ในระดับใด

How satisfied are you with the company's overall business performances, e.g. quality of services and products?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

38. ท่านมีความคิดเห็นในภาพรวมต่อการดำเนินการของบริษัทฯ อยู่ในระดับใด

In your opinion, what is the level of company's overall performance regarding the 15 sustainability topics listed above (Questions 4 – 33)?

- ควรปรับปรุงอย่างยิ่ง (Very Poor)
- ควรปรับปรุง (Poor)
- พอใช้ (Fair)
- ดี (Good)
- ดีเยี่ยม (Excellent)

ข้อเสนอแนะเพิ่มเติม Additional suggestions

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