

# CENTRAL RETAIL



**RESILIENCE REIMAGINED**

GRI CONTENT INDEX

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions	
<b>Central Retail</b>						
<b>Organization profile</b>						
102	General Disclosures (2016)	102-1	Name of the Organization	About this Report	28-29	
		102-2	Activities, brands, products, and services	About Central Retail	16-21	
		102-3	Location of Headquarters	About Central Retail	16-21	
		102-4	Location of operations	About Central Retail	16-21	
		102-5	Ownership and legal form	About this Report	28-29	
		102-6	Markets served	About Central Retail	16-21	
		102-7	Scale of the organization	Performance Data	-	
		102-8	Information on employees and other workers	Performance Data	-	
		102-9	Supply Chain	About Central Retail	16-21	
		102-10	Significant changes to the organization and its supply chain	About Central Retail	16-21	
		102-11	Precautionary Principles or approach	Innovation	135-141	
		102-12	External initiatives	Performance Data	-	
		102-13	Membership of associations	Performance Data	-	
<b>Strategy</b>						
102	General Disclosures (2016)	102-14	Statement from senior decision-maker	Chairman and CEO Message	4-5	
<b>Ethics and Integrity</b>						
102	General Disclosures (2016)	102-16	Values, principles, standards, and norms of behavior	Vision, Mission, Our Sustainability Framework	22-27	
<b>Governance</b>						
102	General Disclosures (2016)	102-18	Governance Structure	Corporate Governance and Business Ethics	151-158	
		102-30	Effectiveness of risk management processes	Risk and Crisis Management and Resilience	159-165	

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions	
<b>Stakeholder Engagement</b>						
102	General Disclosures (2016)	102-40	List of stakeholder groups	Stakeholder Engagement	35-37	
		102-42	Identifying and selecting stakeholders	Stakeholder Engagement	35-37	
		102-43	Approach to stakeholder engagement	Stakeholder Engagement	35-37	
		102-44	Key topics and concerns raised	Stakeholder Engagement	35-37	
<b>Reporting Practice</b>						
102	General Disclosures (2016)	102-45	Entities included in the consolidated financial statements	About this Report	28-29	
		102-46	Defining report content and topic boundaries	Materiality Assessment	30-34	
		102-47	List of material topics	Materiality Assessment	30-34	
		102-48	Restatements of information	About this Report	28-29	
		102-49	Changes in reporting	About this Report	28-29	
		102-50	Reporting period	About this Report	28-29	
		102-51	Date of most recent report	About this Report	28-29	
		102-52	Reporting cycle	About this Report	28-29	
		102-53	Contact point for questions regarding the report	About this Report	28-29	
		102-54	Claims of reporting in accordance with the GRI Standards	About this Report	28-29	
		102-55	GRI content Index	GRI content Index	-	

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions
<b>Environment</b>					
<b>Climate Change and Energy Management</b>					
<b>103</b>	Management Approach (2016)	<b>103-1</b>	Explanation of the material topic and its boundary	Climate Change and Energy Management	<b>42-49</b>
		<b>103-2</b>	The management approach and its components	Climate Change and Energy Management	<b>42-49</b>
		<b>103-3</b>	Evaluation of the management approach	Climate Change and Energy Management	<b>42-49</b>
<b>302</b>	Energy (2016)	<b>302-1</b>	Energy consumption within the organization	Climate Change and Energy Management Performance Data	<b>42-49</b>
		<b>302-3</b>	Energy intensity	Climate Change and Energy Management Performance Data	<b>42-49</b>
		<b>302-4</b>	Reduction of energy consumption	Climate Change and Energy Management Performance Data	<b>42-49</b>
<b>305</b>	Emission (2016)	<b>305-1</b>	Direct (Scope 1) GHG emissions	Climate Change and Energy Management Performance Data	<b>42-49</b>
		<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	Climate Change and Energy Management Performance Data	<b>42-49</b>
		<b>305-3</b>	Other indirect (Scope 3) GHG emissions	Climate Change and Energy Management Performance Data	<b>42-49</b>
		<b>305-4</b>	GHG Emissions intensity	Climate Change and Energy Management Performance Data	<b>42-49</b>
<b>Raw Material Sourcing</b>					
<b>103</b>	Management Approach (2016)	<b>103-1</b>	Explanation of the material topic and its boundary	Raw Material Sourcing	<b>50-54</b>
		<b>103-2</b>	The management approach and its components	Raw Material Sourcing	<b>50-54</b>
		<b>103-3</b>	Evaluation of the management approach	Raw Material Sourcing	<b>50-54</b>
<b>308</b>	Supplier Environmental Assessment (2016)	<b>308-1</b>	New suppliers that were screened using environmental criteria	Raw Material Sourcing	<b>50-54</b>

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions
--------------	-------------	----------------------	---------	-------------	-----------

### Waste Management

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Waste Management	55-60	
		103-2	The management approach and its components	Waste Management	55-60	
		103-3	Evaluation of the management approach	Waste Management	55-60	
303	Water and Effluents (2018)	303-3	Water withdrawal	Performance Data	-	
		303-5	Water consumption	Performance Data	-	
306	Waste (2020)	306-1	Waste generation and significant waste-related impacts	Waste Management	55-60	
		306-2	Management of significant waste-related impacts	Waste Management	55-60	
		306-3	Waste generated	Waste Management Performance Data	55-60	
		306-4	Waste diverted from disposal	Waste Management Performance Data	55-60	
		306-5	Waste directed to disposal	Performance Data	-	

### Circular Economy

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Circular Economy	61-67	
		103-2	The management approach and its components	Circular Economy	61-67	
		103-3	Evaluation of the management approach	Circular Economy	61-67	
301	Materials (2016)	301-1	Materials used by weight or volume	Circular Economy Performance Data	61-67	
		301-2	Recycled input materials used	Performance Data	-	
306	Waste (2020)	306-4	Waste diverted from disposal	Circular Economy	61-67	

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions
<b>Social</b>					
<b>Healthy and Safe Products</b>					
103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Healthy and Safe Products	71-75
		103-2	The management approach and its components	Healthy and Safe Products	71-75
		103-3	Evaluation of the management approach	Healthy and Safe Products	71-75
416	Customer Health and Safety (2016)	416-1	Assessment of the health and safety impacts of product and service categories	Healthy and Safe Products	71-75
		416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Healthy and Safe Products	71-75
<b>Human Capital Development</b>					
103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Human Capital Development	76-81
		103-2	The management approach and its components	Human Capital Development	76-81
		103-3	Evaluation of the management approach	Human Capital Development	76-81
404	Training and Education (2016)	404-1	Average hours of training per year per employee	Human Capital Development Performance Data	76-81
		404-2	Programs for upgrading employee skills and transition assistance programs	Human Capital Development	76-81
		404-3	Percentage of employees receiving regular performance and career development reviews	Human Capital Development	76-81
<b>Talent Attraction and Retention</b>					
103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Talent Attraction and Retention	82-92
		103-2	The management approach and its components	Talent Attraction and Retention	82-92
		103-3	Evaluation of the management approach	Talent Attraction and Retention	82-92
401	Employment (2016)	401-1	New employee hires and employee turnover	Talent Attraction and Retention Performance Data	82-92
		401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent Attraction and Retention Performance Data	82-92
		401-3	Parental leave	Performance Data	-
404	Training and Education (2016)	404-3	Percentage of employees receiving regular performance and career development reviews	Performance Data	-

GRI Standard

Description

GRI Disclosure Title

Chapter

Page Number

Omissions

Occupational Health and Safety

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Occupational Health and Safety	93-100	
		103-2	The management approach and its components	Occupational Health and Safety	93-100	
		103-3	Evaluation of the management approach	Occupational Health and Safety	93-100	
403	Occupational Health and Safety (2018)	403-1	Occupational health and safety management systems	Occupational Health and Safety	93-100	
		403-2	Hazard identification, risk assessments, and incident investigation	Occupational Health and Safety	93-100	
		403-3	Occupational health services	Occupational Health and Safety	93-100	
		403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	93-100	
		403-5	Worker training on occupational health and safety	Occupational Health and Safety	93-100	
		403-6	Promotion of worker health	Occupational Health and Safety	93-100	
		403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	93-100	
		403-9	Work-related injuries	Occupational Health and Safety Performance Data	93-100 -	
		403-10	Work-related ill health	Occupational Health and Safety	93-100	

Labor Practice and Human Rights

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Labor Practice and Human Rights	101-108	
		103-2	The management approach and its components	Labor Practice and Human Rights	101-108	
		103-3	Evaluation of the management approach	Labor Practice and Human Rights	101-108	
405	Diversity and Equal Opportunity (2016)	405-1	Diversity of Governance bodies and employees	Labor Practice and Human Rights Performance Data	101-108 -	
		405-2	Ratio of basic salary and remuneration of women to men	Labor Practice and Human Rights Performance Data	101-108 -	
412	Human Rights Assessment (2016)	412-1	Operations that have been subject to human rights reviews or impact assessments	Labor Practice and Human Rights	101-108	
		412-2	Employee training on human rights policies or procedures	Performance Data	-	

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions
<b>Community Contribution and Product Development</b>					
<b>103</b>	Management Approach (2016)	<b>103-1</b>	Explanation of the material topic and its boundary	Community Contribution and Product Development	<b>109-115</b>
		<b>103-2</b>	The management approach and its components	Community Contribution and Product Development	<b>109-115</b>
		<b>103-3</b>	Evaluation of the management approach	Community Contribution and Product Development	<b>109-115</b>
<b>413</b>	Local Communities (2016)	<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	Community Contribution and Product Development	<b>109-115</b>
<b>203</b>	Indirect Economic Impacts (2016)	<b>203-2</b>	Infrastructure investments and services supported	Community Contribution and Product Development	<b>109-115</b>

GRI Standard	Description	GRI Disclosure Title	Chapter	Page Number	Omissions
--------------	-------------	----------------------	---------	-------------	-----------

## Economic

### Supply Chain Management

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Supply Chain Management	119-127
		103-2	The management approach and its components	Supply Chain Management	119-127
		103-3	Evaluation of the management approach	Supply Chain Management	119-127
414	Supplier Social Assessment (2016)	414-1	New suppliers that were screened using social criteria	Supply Chain Management	119-127

### Cybersecurity and Privacy Protection

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Cybersecurity and Privacy Protection	128-134
		103-2	The management approach and its components	Cybersecurity and Privacy Protection	128-134
		103-3	Evaluation of the management approach	Cybersecurity and Privacy Protection	128-134
418	Customer Privacy (2016)	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity and Privacy Protection Performance Data	128-134 -

### Innovation

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Customer Relationship and Brand Management	135-141
		103-2	The management approach and its components	Customer Relationship and Brand Management	135-141
		103-3	Evaluation of the management approach	Customer Relationship and Brand Management	135-141

### Customer Relationship and Brand Management

103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Customer Relationship and Brand Management	142-150
		103-2	The management approach and its components	Customer Relationship and Brand Management	142-150
		103-3	Evaluation of the management approach	Customer Relationship and Brand Management	142-150

GRI Standard	GRI standard name	GRI Disclosure	GRI Disclosure Title	Chapter	Page	Omission
<b>Corporate Governance and Business Ethics</b>						
103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Corporate Governance and Business Ethics	151-158	
		103-2	The management approach and its components	Corporate Governance and Business Ethics	151-158	
		103-3	Evaluation of the management approach	Corporate Governance and Business Ethics	151-158	
205	Anti-corruption (2016)	205-1	Operations assessed for risks related to corruption	Corporate Governance and Business Ethics	151-158	
		205-2	Communication and training about anti-corruption policies and procedures	Corporate Governance and Business Ethics Performance Data	151-158 -	
		205-3	Confirmed incidents of corruption and actions taken	Corporate Governance and Business Ethics Performance Data	151-158 -	
307	Environmental Compliance (2016)	307-1	Non-compliance with environmental laws and regulations	Corporate Governance and Business Ethics	151-158	
405	Diversity and Equal Opportunity (2016)	405-1	Diversity of governance bodies and employees	Corporate Governance and Business Ethics	151-158	
419	Socioeconomic Compliance (2016)	419-1	Non-compliance with laws and regulations in the social and economic area	Corporate Governance and Business Ethics	151-158	
<b>Risk and Crisis Management and Resilience</b>						
103	Management Approach (2016)	103-1	Explanation of the material topic and its boundary	Risk and Crisis Management and Resilience	159-165	
		103-2	The management approach and its components	Risk and Crisis Management and Resilience	159-165	
		103-3	Evaluation of the management approach	Risk and Crisis Management and Resilience	159-165	



# CENTRALRETAIL

Central Retail Corporation Public Company Limited

22 Soi Somkid Ploenchit Road, Lumpini, Pathumwan, Bangkok 10330

☎ +66 2 650 3600

✉ [ir@central.co.th](mailto:ir@central.co.th)

🌐 [www.centralretail.com](http://www.centralretail.com)