

CENTRALRETAIL

ELEVATION EXCELLENCE

SUSTAINABLE FUTURE

PERFORMANCE DATA 2023



GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Business Ethics							
-	Reported Breaches of Business Ethics	Cases	89	80	48	63	Thailand
	- Corruption/Bribery	Cases	0	2	0	0	Thailand
	- Fraud	Cases	35	22	11	14	Thailand
	- Money Laundering and Insider Trading	Cases	0	0	0	0	Thailand
	- Conflict of Interest	Cases	3	1	0	3	Thailand
	- Internal Regulatory Non-Compliance	Cases	51	55	37	46	Thailand
	- Anti-Competitive Practices	Cases	0	0	0	0	Thailand
	Reported Other Types of Breaches of Business Ethics	Cases	8	7	2	3	Thailand
	- Society and Community	Cases	0	0	0	2	Thailand
	- Environment, Occupational Health and Safety	Cases	2	1	1	1	Thailand
	- Products and Packaging	Cases	5	0	0	0	Thailand
	- Human Rights Violations	Cases	0	1	0	0	Thailand
	- Discrimination & All Types of Harassment	Cases	0	0	0	0	Thailand
	- Others	Cases	1	5	1	0	Thailand
	Breaches of Business Ethics under Investigation	Cases	1	0	2	1	Thailand
	- Corruption/Bribery	Cases	0	0	0	0	Thailand
	- Fraud	Cases	0	0	1	0	Thailand
	- Money Laundering and Insider Trading	Cases	0	0	0	0	Thailand
	- Conflict of Interest	Cases	0	0	0	0	Thailand
	- Internal Regulatory Non-Compliance	Cases	1	0	1	1	Thailand
	- Anti-Competitive Practices	Cases	0	0	0	0	Thailand
	Other Types of Breaches of Business Ethics under Investigation	Cases	0	0	0	0	Thailand
	- Society and Community	Cases	0	0	0	0	Thailand
	- Environment, Occupational Health and Safety	Cases	0	0	0	0	Thailand
	- Products and Packaging	Cases	0	0	0	0	Thailand
	- Human Rights Violations	Cases	0	0	0	0	Thailand
	- Discrimination & All Types of Harassment	Cases	0	0	0	0	Thailand
	- Others	Cases	0	0	0	0	Thailand
205-3	Confirmed Breaches of Business Ethics	Cases	62	49	28	33	Thailand
	- Corruption/Bribery	Cases	0	1	0	0	Thailand
	- Fraud	Cases	25	15	8	13	Thailand

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Business Ethics							
-	- Money Laundering and Insider Trading	Cases	0	0	0	0	Thailand
	- Conflict of Interest	Cases	3	0	0	1	Thailand
	- Internal Regulatory Non-Compliance	Cases	34	33	20	19	Thailand
206-1	- Anti-Competitive Practices	Cases	0	0	0	0	Thailand
-	Confirmed Other Types of Breaches of Business Ethics	Cases	6	1	0	3	Thailand
2-27	- Society and Community	Cases	0	0	0	2	Thailand
2-27	- Environment, Occupational Health and Safety	Cases	1	0	0	1	Thailand
-	- Products and Packaging	Cases	5	0	0	0	Thailand
2-27	- Human Rights Violations	Cases	0	0	0	0	Thailand
-	- Discrimination & All Types of Harassment	Cases	0	0	0	0	Thailand
	- Others	Cases	0	1	0	0	Thailand
-	Provisions for fines and settlements specified for ESG issues in audited accounts						
	- Fines	Baht	0	0	0	0	Thailand
	- Settlements	Baht	0	0	0	0	Thailand
	Provisions for fines and penalties specified for Environmental issues						
	- Fines	Baht	0	0	0	0	Thailand
	- Penalties	Baht	0	0	0	0	Thailand
205-3	Actions Taken against Confirmed Breaches of Business Ethics for Employees	Cases	68	47	26	35	Thailand
	- Termination of Contract/ Dismissed	Cases	31	16	13	16	Thailand
	- Warning/Disciplinary Actions	Cases	22	21	8	12	Thailand
	- Transfer	Cases	1	1	0	0	Thailand
	- Send Back	Cases	2	3	4	4	Thailand
	- Corrective Actions as Complaint/Suggestion	Cases	10	6	1	3	Thailand
	- No Action	Cases	2	0	0	0	Thailand
	Actions Taken against Confirmed Breaches of Business Ethics for Business Partners (i.e. Suppliers, Contractors, etc.)	Cases	0	0	2	1	Thailand
	- Termination of Contract/ Not Renew Contract	Cases	0	0	1	1	Thailand
	- Warning/Disciplinary Actions	Cases	0	0	0	0	Thailand
	- Corrective Actions as Complaint/Suggestion	Cases	0	3	1	0	Thailand
	- No Action	Cases	0	0	0	0	Thailand

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Business Ethics							
205-3	Public legal cases regarding corruption brought against the organization or its employees	Cases	0	0	0	0	Thailand
-	Written/Digital Acknowledgement to Codes of Conduct						
	- Employees	%	N/A	96	100	100	Thailand, Vietnam, and Italy
	- Contractors/ Suppliers/ Service Providers	%	N/A	3.2	35	100	Thailand
	- Subsidiaries	%	N/A	100	100	100	Thailand, Vietnam, and Italy
	- Joint ventures (including stakes above 10%)	%	N/A	100	N/A	N/A	-
	Training on Codes of Conduct						
	- Employees	%	N/A	96	100	99	Thailand, Vietnam, and Italy
	- Contractors/ Suppliers/ Service Providers	%	N/A	3.2	N/A	N/A	-
	- Subsidiaries	%	N/A	100	100	99	Thailand, Vietnam, and Italy
	- Joint ventures (including stakes above 10%)	%	N/A	100	N/A	N/A	-
	Communication on Anti-Corruption Policies and Procedures						
	- Board of Director*	%	N/A	N/A	100	100	Thailand, Vietnam, and Italy
	- Employees	%	N/A	N/A	69	100	Thailand
	- Employee Category						
- Executive/Top Management	%	N/A	N/A	73	100	Thailand, Vietnam, and Italy	
- Middle Management	%	N/A	N/A	90	100	Thailand, Vietnam, and Italy	
- Senior Employees and Junior Management	%	N/A	N/A	95	100	Thailand, Vietnam, and Italy	
- Non-Management (including Part-Time Employees)	%	N/A	N/A	67	98	Thailand, Vietnam, and Italy	
- Region							
- Thailand	%	N/A	N/A	58	100	Thailand = Communication = Training	
- Vietnam	%	N/A	N/A	96	N/A	-	
- Italy	%	N/A	N/A	N/A	100	Italy	
- Business Partners	%	N/A	N/A	N/A	100	Thailand and Italy	
- Type of Business Partners							
- Contractors	%	N/A	N/A	N/A	100	Thailand and Italy	
- Suppliers	%	N/A	N/A	N/A	100	Thailand and Italy	
- Service Providers	%	N/A	N/A	N/A	100	Thailand and Italy	
- Region							
- Thailand	%	N/A	N/A	N/A	100	Thailand	
- Vietnam	%	N/A	N/A	N/A	N/A	No data	
- Italy	%	N/A	N/A	N/A	100	Italy	

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Business Ethics							
205-2	Training on Anti-Corruption Policies and Procedures						
	- Board of Director*	%	N/A	N/A	100	100	Thailand
	- Employees	%	N/A	N/A	69	91	Thailand
	- Employee Category						
	- Executive/Top Management	%	N/A	N/A	73	72	Thailand, Vietnam, and Italy
	- Middle Management	%	N/A	N/A	90	93	Thailand, Vietnam, and Italy
	- Senior Employees and Junior Management	%	N/A	N/A	95	96	Thailand, Vietnam, and Italy
	- Non-Management (including Part-Time Employees)	%	N/A	N/A	67	94	Thailand, Vietnam, and Italy
	- Region						
	- Thailand	%	N/A	N/A	58	91	Thailand
	- Vietnam	%	N/A	N/A	96	98	Vietnam
	- Italy	%	N/A	N/A	N/A	100	Italy

Remarks

* The Company governance body members consists only of the Board of Director that oversees business operations in all regions including Thailand, Vietnam and Italy.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Customer Relationship Management							
2-29	Customer Satisfaction Score						
-	- Percentage of Revenues						

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Supply Chain Management							
-	Supplier Screening and Selection						
	Total Suppliers	Numbers	N/A	24,560	12,698	9,435	Thailand and Vietnam
	Total Significant Suppliers	Numbers	N/A	290	1,136	572	Thailand and Vietnam
	- Tier 1 Suppliers	Numbers	N/A	24,560	12,698	9,435	Thailand and Vietnam

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023	
			2020	2021	2022	2023		
Supply Chain Management								
-	- Significant Tier-I Suppliers*	Numbers	N/A	290	1,136	572	Thailand and Vietnam	
	- Percentage of Total Spending on Significant Tier-I Suppliers	%	N/A	N/A	65*	63*	Thailand and Vietnam	
	- Non Tier-I Suppliers	Numbers	N/A	N/A	N/A	N/A	-	
	- Significant Non Tier-I Suppliers	Numbers	N/A	N/A	N/A	N/A	-	
-	Total Suppliers - Geographic Location							
	- Thailand	%	N/A	93.8	85.9	88.4	Thailand	
	- Outside of Thailand	%	N/A	6.2	14	11.6	Thailand	
	Total Suppliers - Business Category							
	- Food	%	N/A	27	36	37	Thailand	
	- Fashion	%	N/A	14	38	34	Thailand	
	- Hardline	%	N/A	9	20	19	Thailand	
	- Property	%	N/A	50	6	6	Thailand	
	- Health & Wellness	%	N/A	N/A	N/A	3	Thailand	
	Supply Chain Spend Value - Business Category		Million THB	N/A	139,474	134,995	152,176	Thailand
	- Food	%	N/A	27	24	21	Thailand	
	- Fashion	%	N/A	14	32	38	Thailand	
	- Hardline	%	N/A	9	42	39	Thailand	
	- Property	%	N/A	50	2	1	Thailand	
	- Health & Wellness	%	N/A	N/A	N/A	1	Thailand	
-	Supplier Assessment							
	- Total suppliers assessed	Numbers	N/A	N/A	10	77	Thailand	
	- Percentage of significant suppliers assessed	%	N/A	N/A	0.9	13.0	Thailand	
	- Suppliers assessed with substantial actual/potential negative impacts/risks	Numbers	N/A	N/A	0	0	Thailand	
	- Percentage of suppliers with substantial actual/potential negative impacts/risks with agreed corrective action plan	%	N/A	N/A	0	0	Thailand	
	- Suppliers with substantial actual/potential negative impacts/risks terminated	Numbers	N/A	N/A	0	0	Thailand	
308-1	New Suppliers screened using Environmental Criteria	%	100	100	100	100	Thailand	

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Supply Chain Management							
414-1	New Suppliers screened using Social Criteria	%	100	100	100	100	Thailand
	Supplier Development						
-	- Total suppliers supported in corrective action plan implementation	Numbers	N/A	N/A	0	0	Thailand
	- Percentage of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	%	N/A	N/A	0	0	Thailand
	- Total suppliers in capacity building programs	Numbers	N/A	N/A	0	0	Thailand
	- Percentage of significant suppliers in capacity building programs	%	N/A	N/A	0	0	Thailand

Remarks

• Only for suppliers of Food, Fashion and Hardline business categories in Thailand for FY2021.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Cybersecurity							
-	Cases of Information Security Breached Incidents¹ or Other Cybersecurity Incidents²	Cases	0	2	4	3	Thailand
418-1	- Cases of Data Breaches Incidents³, which consist of Data Breaches, Data Thefts, or Losses of Customer Data	Cases	0	0	1	0	Thailand
-	- Fines/Penalties Paid in Relation to Information Security Breaches or other Cybersecurity Incidents	THB	0	0	0	0	Thailand
Privacy Protection							
418-1	Substantiated Complaints⁴ regarding Breaches of Customer's Personal Data	Cases	0	1	0	0	Thailand
	- Complaints Received from Third Parties	Cases	0	1	0	0	Thailand
	- Complaints Received from Regulatory Bodies	Cases	0	0	0	0	Thailand
	Identified Leaks, Thefts, or Losses of Customer Data*	Cases	0	0	1	6	Thailand

Remarks

1. Information security breaches is defined as unauthorized access to computer data, applications, networks, devices, and data security systems.

2. Other cybersecurity incidents is defined as a cybersecurity breach other than unauthorized data access or disclosure, e.g. a perpetrator taking control of an information system that controls the organization's power generation or transport system.

3. Data breach is defined as a consequences of a cybersecurity breach leading to an unwanted situation or unlawful action, data leakage, unauthorized change or disclosure of personal information, as well as sorting and processing of personal or confidential information which affects cybersecurity.

4. Substantiated complaints is defined as a complaint letter drafted by a customer or a government regulatory body related to a breach of customer personal data, or a third-party complaint, which is consistent with the Company's personal data criteria or policy.

5. Secondary purposes are defined as the use of customer data different from the purpose previously notified to the data subject.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Packaging							
301-1	Total Weight of Non-Renewable Packaging Materials	Metric Tons	11,006	14,998	21,910	6,480	Thailand
301-2	- Recycled and/or Certified Material	% of Total Weight	ND	7.53	0.19	28.40	Thailand
301-1	Total Weight of Renewable Packaging Materials	Metric Tons	8,782	11,708	19,141	1,811	Thailand
-	- Wood/Paper Fiber Packaging	Metric Tons	8,782	11,708	19,141	1,811	Thailand
	- Recycled and/or Certified Material	% of Total Weight	ND	9.65	0.22	20.52	Thailand
301-1	Total Weight of Non-Renewable Packaging Materials	Metric Tons	2,224	3,290	2,769	4,669	Thailand
-	- Glass Packaging	Metric Tons	0	0	0	0	Thailand
	- Recycled and/or Certified Material	% of Total Weight	0	0	0	0	Thailand
	- Metal Fiber Packaging	Metric Tons	0	0	0	0	Thailand
	- Recycled and/or Certified Material	% of Total Weight	0	0	0	0	Thailand
	- Plastic Packaging	Metric Tons	2,224	3,290	2,769	4,669	Thailand
	- Recycled Content within Plastic Packaging	% of Total Weight	0	0	0	9.4	Thailand
	- Recyclable Plastic Packaging	% of Total Weight	81.5	86.3	3.0	12.5	Thailand
	- Compostable Plastic Packaging	% of Total Weight	4.4	5.1	2.8	9.5	Thailand

Remarks

• ND refers to no data

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Energy Consumption							
302-1	Total Energy Consumption (Within the Organization)	MWh	1,079,532	1,245,916	1,031,482	1,131,165	Thailand and Vietnam
		GJ	3,886,317	4,485,298	3,713,332	4,072,190	Thailand and Vietnam
	Total Non-Renewable Energy Consumption	MWh	1,062,284	1,194,350	952,014	1,001,507	Thailand and Vietnam
		GJ	3,824,224	4,299,661	3,427,250	3,605,421	Thailand and Vietnam
	- Total Non-Renewable Fuels Consumption	MWh	25,465	124,919	64,681	90,195	Thailand and Vietnam
		GJ	91,675	449,709	232,848	324,699	Thailand and Vietnam
	- Diesel	MWh	25,465	101,447	9,656	46,339	Thailand and Vietnam
		GJ	91,675	365,211	34,761	166,820	Thailand and Vietnam
	- LPG	MWh	ND	23,472	20,382	9,511	Thailand and Vietnam
		GJ	ND	84,498,884	73,374	34,240	Thailand and Vietnam

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Energy Consumption							
302-1	- Gasoline	MWh	ND	ND	34,643	34,345	Thailand and Vietnam
		GJ	ND	ND	124,714	123,639	Thailand and Vietnam
	- Total Non-Renewable Energy Purchased for Consumption	MWh	1,036,819	1,069,431	887,334	911,312	Thailand and Vietnam
		GJ	3,732,548	3,849,952	3,194,402	3,280,722	Thailand and Vietnam
	-Electricity	MWh	1,036,819	1,069,431	887,334	911,312	Thailand and Vietnam
		GJ	3,732,548	3,849,952	3,194,402	3,280,722	Thailand and Vietnam
	- Heating	MWh	0	0	0	0	Thailand and Vietnam
	- Cooling	MWh	0	0	0	0	Thailand and Vietnam
	- Steam	MWh	0	0	0	0	Thailand and Vietnam
	- Total Non-Renewable Energy Sold	MWh	0	0	0	0	Thailand and Vietnam
	- Electricity	MWh	0	0	0	0	Thailand and Vietnam
	- Heating	MWh	0	0	0	0	Thailand and Vietnam
	- Cooling	MWh	0	0	0	0	Thailand and Vietnam
	- Steam	MWh	0	0	0	0	Thailand and Vietnam
	Total Energy Consumption (Within the Organization)	MWh	17,248	51,566	79,467	129,658	Thailand and Vietnam
		GJ	62,093	185,638	286,081	466,769	Thailand and Vietnam
	- Total Renewable Fuels Consumption	MWh	-	-	3,338	5,934	Thailand and Vietnam
		GJ	ND	ND	12,015	21,362	Thailand and Vietnam
	- Biodiesel	MWh	ND	ND	694	2,701	Thailand and Vietnam
		GJ	ND	ND	2,500	9,723	Thailand and Vietnam
	- Bioethanol	MWh	ND	ND	2,643	3,233	Thailand and Vietnam
		GJ	ND	ND	9,515	11,639	Thailand and Vietnam
	- Total Renewable Energy Purchased for Consumption	MWh	17,248	51,566	76,129	123,724	Thailand and Vietnam
		GJ	62,093	185,638	274,066	445,406	Thailand and Vietnam
	- Electricity (Solar PV)	MWh	17,248	51,566	76,129	123,724	Thailand and Vietnam
		GJ	62,093	185,638	274,066	445,406	Thailand and Vietnam
	- Heating	MWh	0	0	0	0	Thailand and Vietnam
	- Cooling	MWh	0	0	0	0	Thailand and Vietnam
	- Steam	MWh	0	0	0	0	Thailand and Vietnam
	- Total Renewable Energy Sold	MWh	0	0	0	0	Thailand and Vietnam
	- Electricity	MWh	0	0	0	0	Thailand and Vietnam

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Energy Consumption							
302-1	- Heating	MWh	0	0	0	0	Thailand and Vietnam
	- Cooling	MWh	0	0	0	0	Thailand and Vietnam
	- Steam	MWh	0	0	0	0	Thailand and Vietnam
302-3	Total Energy Consumption (Within the Organization)	GJ/Baht	ND	ND	1.69E-05	1.74E-05	Thailand and Vietnam
302-4	Energy Consumption Reduction from Conservation or Efficiency Initiatives	J	ND	ND	ND	ND	Thailand and Vietnam

Remarks

- ND refers to no data
- N/A refers to not applicable data
- Boundary for energy consumption and Scope 2 GHG emissions of Central Department Stores & Robinson Department Stores does not include cooling energy (Cool air) imported from the landlords.
- Boundary for Scope 3 GHG emissions from Leased assets does not include Scope 3 GHG emissions from cooling energy (Cool air) which Central Department Stores & Robinson Department Stores supplied to and used by their tenants.

Definitions and Calculation Guidelines**Energy**

- Total energy consumption includes fossil fuels, electricity and renewable energy.
- Energy fuel consumption is calculated as the total amount of fuel consumed for each type multiplied by the calorific value for each type.
- The amount of electrical energy consumption (gigajoules) is equal to the sum of the amount of electrical energy consumed (megawatt hours) multiplied by 3.6.
- The conversion factor is based on Thailand Energy Efficiency Situation Report (Department of Alternative Energy Development) and Efficiency and The Engineering ToolBox from https://www.engineeringtoolbox.com/fuels-higher-calorific-values-d_169.html

Intensity

- The energy intensity value is calculated by the company's total revenue.

Base year

- The base year for comparing environmental data efficiency is 2023, which has been thoroughly collected and validated by an external verifier.

GRI Standards		Data	Unit	Data Collection Period				Data Coverage 2023
				2020	2021	2022	2023	
Water Withdrawal								
303-3	All Areas	Water Withdrawal: Third-party water (Municipal Water Suppliers)	Million Cubic Metre	6.8	6.67	7.36	8.43	Thailand and Vietnam
			Megalitre	6,800	6,670	7,364	8,443	Thailand and Vietnam
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	6.8	6.67	7.36	8.43	Thailand and Vietnam
			Megalitre	6,800	6,670	7,364	8,443	Thailand and Vietnam
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam
			Megalitre	0	0	0	0	Thailand and Vietnam

GRI Standards		Data	Unit	Data Collection Period				Data Coverage 2023	
				2020	2021	2022	2023		
Water Withdrawal									
303-3	All Areas	Water Withdrawal: Fresh Surface Water	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		Water Withdrawal: Fresh Groundwater	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		Water Withdrawal: Seawater (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		Water Withdrawal: Produce water	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
		- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam	
			Megalitre	0	0	0	0	Thailand and Vietnam	
	Areas with Water Stress	Water Withdrawal: Municipal Water Suppliers	Million Cubic Metre	ND	ND	5.33	4.99	Thailand and Vietnam	
			Megalitre	ND	ND	5,329	4,990	Thailand and Vietnam	
			- Freshwater (≤1,000 mg/L TDS)	Million Cubic Metre	ND	ND	5.33	4.99	Thailand and Vietnam
			Megalitre	ND	ND	5,329	4,990	Thailand and Vietnam	
			- Other water (>1,000 mg/L TDS)	Million Cubic Metre	0	0	0	0	Thailand and Vietnam
			Megalitre	0	0	0	0	Thailand and Vietnam	
Water Discharge									
303-4		- Water Discharge	Million Cubic Metre	5.44	5.34	5.89	6.74	Thailand and Vietnam	
			Megalitre	5,440	5,340	5,891	6,753	Thailand and Vietnam	

GRI Standards		Data	Unit	Data Collection Period				Data Coverage 2023
				2020	2021	2022	2023	
Water Consumption								
303-5	All Areas	Total water consumption	Million Cubic Metre	1.36	1.33	1.47	1.69	Thailand and Vietnam
			Megalitre	1,360	1,330	1,473	1,690	Thailand and Vietnam
	Areas with Water Stress	Total water consumption	Million Cubic Metre	ND	ND	1.07	1.00	Thailand and Vietnam
			Megalitre	ND	ND	1,066	1,000	Thailand and Vietnam
The Number of Incidents of Non-Compliance with Water Quality/Quantity Permits, Standards and Regulations								
-		Incidents of Non-Compliance with Water Quality/Quantity	Cases	0	0	0	0	Thailand
		Permits, Standards and Regulations						

Remarks

- ND refers to no data
- The operation does not have water storage.

Definitions and Calculation Guidelines

- Water withdrawal is defined as the amount of water collected from various water sources for the activities of the organization, calculated as the water rate (baht) / water price (baht per unit).
- Water consumption is defined as the water used in all processes or operations, including water for consumption and recirculating water that is recovered but not recirculated back to the original water source, including evaporation, dehydration, and more, calculated from 20% of the water drawn up for use.
- Water discharge is defined as the water that has been treated and discharged into public water sources.
- A water stress area is where water consumption is unsustainable to supply long-term sustainable water demand, which is located in a high-level water stress area.
- Water Intensity is calculated from water consumption with reference to the total revenue of the company.

Base year

- The base year used in the calculation for comparison of environmental data performance is 2023 when the data has been collected completely comprehensive and validated by external verifiers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
GHG Emissions							
	Total GHG Emissions	Metric Tons CO2e	637,655	461,298	571,781	1,093,691	Thailand and Vietnam
305-1	Total Direct GHG Emissions (Scope 1)	Metric Tons CO2e	6,898	39,527	53,772	62,518	Thailand and Vietnam
	- Biogenic CO2 Emission	Metric Tons CO2e	ND	ND	851	7,480	Thailand and Vietnam
305-2	Total Indirect GHG Emissions (Scope 2 Location-Based)	Metric Tons CO2e	518,306	384,588	435,910	474,659	Thailand and Vietnam
	Total Indirect GHG Emissions (Scope 2 Market-Based)	Metric Tons CO2e	518,306	384,588	435,910	474,659	Thailand and Vietnam
305-3	Total Other Indirect GHG Emissions (Scope 3)	Metric Tons CO2e	112,451*	37,183	82,099	556,514	Thailand and Vietnam
	- Downstream Transportation and Distribution	Metric Tons CO2e	ND	13,949	32,034	264,148	Thailand and Vietnam
	- Employee Commuting	Metric Tons CO2e	ND	22,858	49,475	153,017	Thailand and Vietnam
	- Business Travel by Airplane	Metric Tons CO2e	ND	376	591	1,269	Thailand and Vietnam
	- Downstream Leased Assets	Metric Tons CO2e	ND	ND	ND	90,548	Thailand and Vietnam

GRI Standards		Data	Unit	Data Collection Period				Data Coverage 2023
				2020	2021	2022	2023	
GHG Emissions								
305-3	- Water consumption	Metric Tons CO2e	ND	ND	ND	4,543	Thailand and Vietnam	
	- Waste Generated in Operations	Metric Tons CO2e	ND	ND	ND	42,989	Thailand and Vietnam	
	- Biogenic CO2 Emission	Metric Tons CO2e	ND	ND	ND	ND	Thailand and Vietnam	
305-4	GHG Emission Intensity (Scope 1&2)	Metric Tons CO2e	ND	ND	2.07E-06	2.15E-06	Thailand and Vietnam	
305-5	Total Direct Reduction of GHG Emission from Reduction Initiatives	Metric Tons CO2e	ND	ND	ND	ND	Thailand and Vietnam	

Remarks

- ND refers to no data
- Boundary for energy consumption and Scope 2 GHG emissions of Central Department Stores & Robinson Department Stores does not include cooling energy (Cool air) imported from the landlords.
- Boundary for Scope 3 GHG emissions from Leased assets does not include Scope 3 GHG emissions from cooling energy (Cool air) which Central Department Stores & Robinson Department Stores supplied to and used by their tenants.

Definitions and Calculation Guidelines

- Greenhouse gas emission
- Greenhouse gas emissions reporting covers CO2, CH4, N2O, HFCs, PFCs, SF6 and NF3 and is shown in terms of the CO2 equivalent to Global Warming Potential (GWP).

1. Reporting Scope

Identifying the organization's scope for collecting sources of greenhouse gas emissions covering affiliates, subsidiaries, joint ventures, and other companies under operational control of Central Retail Corporation Public Company Limited with the following details:

- 1.1 Direct GHG emissions (Scope 1) are processes and activities that generate greenhouse gas emissions directly from the organization's operations, such as fuel combustion of the organization's machinery and vehicles, leakage (fugitive emissions) in air conditioning and refrigeration systems, CO2 and FM200 fire extinguisher chemicals, as well as septic tank methane emissions.
- 1.2 Indirect GHG emissions Energy consumption (Scope 2) is the use of energy obtained from outside sources for the Company's operations, such as electricity from other projects (Without Bundle).
- 1.3 Other Indirect GHG emissions (Scope 3) are indirect emissions that occur as a result of a company's activities, but are from sources not owned or controlled by the company. The scope 3 of the Company include purchased goods and services, waste generated in operations, business travel, employee commuting, downstream distribution and transportation.

2. Quantity Reporting

- 2.1 Calculation of Scope 1 GHG emissions from the combustion process based on fuel consumption (by weight or volume) and greenhouse gas emission values referred to Intergovernment Panel on Climate Change 2006 (IPCC)
- 2.2 Calculation of greenhouse gas emissions produced indirectly Scope 2 will be reported from a total of external acquired electrical energy with the reference of the emission value from the producer or seller using the following methods:
- The location-based approach calculates the quantity of indirect GHG emissions from energy based on the average value of GHG emissions to categorize electrical generation based on its geographical location at the local, regional, and national levels.
 - The market-based approach is a method for calculating indirect GHG emissions from energy for organizations that wish to report greenhouse gas emissions on their output through a Power Purchase Agreement (PPA) or through their own contract. This includes the acquisition of a Renewable Energy Certificate (REC) credit certificate.
- 2.3 Other indirect greenhouse gas emissions (Scope 3) can be calculated in line with the Greenhouse Gas Protocol standard and classified into three categories for the Company's operations in 2023:
- Category 1: Purchased goods and services, including water consumption, which is calculated based on the amount of water used (m3) and the emission factor referred to by TGO.
 - Category 5: Waste generated in operations, including general waste, recycled waste, and hazardous waste, which is calculated based on the amount of waste (kg) and the emission factor referred to by TGO. Remarks: The reported waste does not include waste from Central Food Retail and waste generated by outsourced services.
 - Category 6: Business travel, including travel by plane, which is calculated based on the distance (km) and the emission factor referred to by Defra.
 - Category 7: Employee commuting, calculated based on the total employee commuting distance (km) and the emission factor referred to by TGO.
 - Category 9: Downstream Distribution and Transportation, calculated based on the total distance of the company's product delivery to customers (km) operated by outsourcing and the emission factor referred to by TGO.
 - Category 11: Downstream leased assets, calculated based on the total electricity consumption (kWh), water consumption (m3), and cooking gas consumption (kg) of the company's tenants and the emission factor referred to by TGO.

3. Assessment method

- Corresponding to The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard Revised Edition and the Carbon Footprint Assessment Guidelines of the Thailand Greenhouse Gas Management Organization (TGO).
- The conversion factor is based on the annual energy report of Thailand Department of Alternative Energy Development and Efficiency and The Engineering Tool Box (https://www.engineeringtoolbox.com/fuels-higher-calorific-values-d_169.html)
- Emission Factor based on Intergovernmental Panel on Climate Change (IPCC) and Thailand Greenhouse Gas Management Organization (TGO).
- Global Warming Potential (GWP) according to Intergovernmental Panel on Climate Change (IPCC: Intergovernment Panel on Climate Change 2006).ed with the business, especially employee commuting, Air travel for business travels.

Intensity

- Greenhouse Gas Emission Intensity is calculated by using the company's entire revenue.
- Intensity values include scope 1 and 2.

Base year

- The base year used in the calculation for comparison of environmental data performance is 2023 when the data has been collected completely comprehensive and validated by external verifiers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Waste Management							
306-3	Total Waste Generated	Metric Tons	71,636	67,102	98,007	98,201	Thailand and Vietnam
	- Hazardous Waste	Metric Tons	ND	ND	45	67	Thailand and Vietnam
	- Non-Hazardous Waste	Metric Tons	ND	ND	97,962	98,134	Thailand and Vietnam
306-4	Total Waste Diverted from Disposal	Metric Tons	3,705	5,318	10,272	7,993	Thailand and Vietnam
	- Total Hazardous Waste Diverted from Disposal	Metric Tons	ND	ND	13	3	Thailand and Vietnam
	- Preparation for reuse	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Recycling	Metric Tons	ND	ND	13	3	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	13	3	Thailand and Vietnam
	- Other recovery operations	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Total Non-Hazardous Waste Diverted from Disposal	Metric Tons	ND	ND	10,259	7,990	Thailand and Vietnam
	- Preparation for reuse	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Recycling	Metric Tons	ND	ND	10,259	7,990	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	10,259	7,990	Thailand and Vietnam
	- Other recovery operations	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
306-5	Total Waste Disposed	Metric Tons	67,931	61,784	87,735	90,208	Thailand and Vietnam
	- Total Hazardous Waste Disposed	Metric Tons	ND	ND	32	64	Thailand and Vietnam
	- Incineration with energy recovery	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Incineration without energy recovery	Metric Tons	ND	ND	2	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	2	0	Thailand and Vietnam

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Waste Management							
306-5	- Landfilling	Metric Tons	ND	ND	30	64	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	30	64	Thailand and Vietnam
	- Other disposal operations	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Total Non-Hazardous Waste Disposed	Metric Tons	ND	ND	87,703	90,144	Thailand and Vietnam
	- Incineration with energy recovery	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Incineration without energy recovery	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Landfilling	Metric Tons	ND	ND	87,703	90,144	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	87,703	90,144	Thailand and Vietnam
	- Other disposal operations	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Onsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	- Offsite	Metric Tons	ND	ND	0	0	Thailand and Vietnam
	Food Loss & Waste						
-	Total Food Loss & Waste Generated	Metric Tons	3,441	3,785	4,717	4,567	Thailand and Vietnam
	- Used for Alternative Purposes	Metric Tons	598	759	1,006	1,526	Thailand and Vietnam
	- Discarded	Metric Tons	2,843	3,026	3,711	3,041	Thailand and Vietnam
	Total Food Loss & Waste Generated - Composition						
	- Bakery	Metric Tons	ND	ND	173	172	Thailand and Vietnam
	- Deli	Metric Tons	ND	ND	214	209	Thailand and Vietnam
	- Fresh Meat	Metric Tons	ND	ND	170	186	Thailand and Vietnam
	- Fresh Packaged	Metric Tons	ND	ND	107	86	Thailand and Vietnam
	- Fresh Seafood	Metric Tons	ND	ND	41	55	Thailand and Vietnam
	- Produce	Metric Tons	ND	ND	1,020	1,054	Thailand and Vietnam

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Food Loss & Waste							
	- Snack	Metric Tons	ND	ND	44	52	Thailand and Vietnam
	Total Food Loss & Waste Generated - Composition	Baht	142,355,348	120,765,634	10,922,114	287,877,993	Thailand and Vietnam

Remarks

- ND refers to no data
- Boundary of waste diverted from disposal, waste directed to disposal and food loss and waste does not include all Business units of Vietnam operation and Central Food Retail Company Limited (CFR) and Central Family Mart Co., Ltd. (CFM) of Thailand operation.
- Boundary of waste related data does not include wastes arising from maintenance activities done by outsourced service providers.

Definitions and Calculation Guidelines

- Waste refers to garbage and waste occurred from company's operations and activities. The total amount of waste generated in this report is calculated by weight and estimation.
- Waste diverted from disposal: offsite refers to garbage and waste that are recycled through the recycling process or reused by external organizations
- Waste directed to disposal offsite refers to garbage and waste that is taken through the process of disposal such as landfill, incineration by external organizations

Base year

- The base year used in the calculation for comparison of environmental data performance is 2023 when the data has been collected completely comprehensive and validated by external verifiers.

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Responsible Sourcing							
-	Sales of Organic Produce (Vegetables and Fruits)	THB	215,951,015	208,864,421	365,054,246	397,673,718	Thailand
	Sales of OTOP Products	THB	175,012,598	124,554,619	143,726,710	174,029,600	Thailand
416-1	Percentage of Significant Product/Service Categories Assessed for Health and Safety Impact Improvement	%	N/A	N/A	100	100	Thailand
416-2	Incidents Concerning Health and Safety Impacts of Products/ Services	Cases	N/A	N/A	2,359	2,349	Thailand
	- Non-Compliance with Regulations resulting in a Fine or Penalty	Cases	N/A	N/A	6	6	Thailand
	- Non-Compliance with Regulations resulting in a Warning	Cases	N/A	N/A	0	2	Thailand
	- Non-Compliance with Voluntary Codes	Cases	N/A	N/A	2,353	2,284	Thailand
	Number of product lines for which products were recalled	Cases	33	32	30	33	Thailand
	Expenses incurred due to recalls issued	THB	2,587,139	800,972	272,690	115,086	Thailand
	Revenues (as provided in Company Information section)	THB	194,311,434,379	195,653,806,432	236,244,783,306	248,688,433,287	Thailand
	Cost of recalls as a percentage of annual revenues	%	0.00133	0.00041	0.00012	0.00005	Thailand

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Occupational Health and Safety							
403-9	Hours Worked						
	- Employees	Hours	95,558,754	101,219,284	154,823,759	131,866,123	Thailand, Vietnam, and Italy
	- Contractors	Hours	11,267,988	11,066,646	34,591,037	197,915,356	Thailand, Vietnam, and Italy
	Fatalities from Work-Related Injuries						
	- Employees	Cases	1	0	0	0	Thailand, Vietnam, and Italy
		Cases/1 million hours worked	0.000000010	0	0	0	Thailand, Vietnam, and Italy
	- Contractors	Cases	0	0	0	0	Thailand, Vietnam, and Italy
		Cases/1 million hours worked	0	0	0	0	Thailand, Vietnam, and Italy
	High-Consequence Work-Related Injuries						
	- Employees	Cases	0	0	0	0	Thailand, Vietnam, and Italy
		Cases/1 million hours worked	0	0	0	0	Thailand, Vietnam, and Italy
	- Contractors	Cases	0	0	0	0	Thailand, Vietnam, and Italy
		Cases/1 million hours worked	0	0	0	0	Thailand, Vietnam, and Italy
	Recordable Work-Related Injuries						
	- Employees	Cases	34	22	87	173	Thailand, Vietnam, and Italy
		Cases/1 million hours worked	0.000000036	0.000000022	0.000000056	0.000000131	Thailand, Vietnam, and Italy
	- Contractors	Cases	0	0	7	62	Thailand, Vietnam, and Italy
		Cases/1 million hours worked	0	0	0.000000020	0.000000031	Thailand, Vietnam, and Italy
	Lost Time Injury Frequency Rate (LTIFR)						
	- Employees	Cases/1 million hours worked	1.612	1.037	0.562	0.780	Thailand, Vietnam, and Italy
	- Contractors	Cases/1 million hours worked	0.976	0.181	0.202	0.130	Thailand, Vietnam, and Italy
403-10	Fatalities from Work-Related Ill-Health						
	- Employees	Cases	0	0	0	0	Thailand, Vietnam, and Italy
	- Contractors	Cases	0	0	0	0	Thailand, Vietnam, and Italy
	Recordable Work-Related Ill-Health						
	- Employees	Cases	1	0	18	0	Thailand, Vietnam, and Italy
	- Contractors	Cases	0	0	0	0	Thailand, Vietnam, and Italy

Definitions and calculation guidelines

Hours Worked is the total number of working hours including regular working hours and overtime

Work-Related Injuries as a result of injuries that occur from work or activity of the Company

Recordable work-related injuries Medical Injuries: MTIs

High-Consequence Work-Related Injuries Work-related injuries that result in time away from work where a full recovery cannot be made within 180 days.

Remark

- For the year 2022, contractor data reporting does not include transportation workers and salesperson of the fashion and hardline groups, and contractors of the property group because the data has not yet been collected.

Method for Calculating Work-Hours**Number of employee work-hours**

- Working hours (hour) = Number of worker x scheduled workday x number of working hour per day

Calculation Guidelines**Rate of fatalities as a result of work-related injuries**

- number of fatalities as a result of work - related injuries [200,000 or 1,000,000] / number of hour worked

Rate of high-consequence work-related injuries

- number of recordable work - related injuries x [200,000 or 1,000,000] / number of hour worked

Rate of recordable work-related injuries

- Working hours (hour) = Number of worker x scheduled workday x number of working hour per day

Lost Time Injury Frequency Rate (LTIFR)

- number of lost - time injuries frequency x [200,000 or 1,000,000] / number of hour worked

Fatalities from Work-Related Ill-Health

- number of lost - time occupational illness frequency x [200,000 or 1,000,000] / number of hour worked

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023	
			2020			2021			2022			2023				
Labor Practice and Human Rights																
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total		
-	Total Workforce	FTEs	20,795	34,726	55,521	20,124	33,461	53,585	23,429	37,905	61,334	22,942	37,565	60,507	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce	%	37	63	100	38	62	100	38	62	100	38	62	100	Thailand, Vietnam, and Italy	
	Total Workforce - Full-Time Employees	FTEs	20,032	32,455	52,487	19,447	31,751	51,198	21,443	33,666	55,109	21,595	33,885	55,480	Thailand, Vietnam, and Italy	
	- Percentage of Total Full-Time Employees	%	38	62	100	38	62	100	39	61	100	39	61	100	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce	%			95			96			90			92	Thailand, Vietnam, and Italy	
	Total Workforce - Part-Time Employees	FTEs	763	2,271	3,034	677	1,710	2,387	1,986	4,239	6,225	1,347	3,680	5,027	Thailand, Vietnam, and Italy	
	- Percentage of Total Part-Time Employees	%	25	75	100	28	72	100	32	68	100	27	73	100	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce	%			5			4			10			8	Thailand, Vietnam, and Italy	
	Total Workforce - Areas of Operation															
	- Thailand	FTEs	13,566	25,044	38,610	14,402	24,818	39,220	15,831	26,385	42,216	16,837	27,685	44,522	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce in Thailand	%	35	65	100	37	63	100	38	63	100	38	62	100	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce	%			70			73			69			74	Thailand, Vietnam, and Italy	
	- Vietnam	FTEs	6,914	8,618	15,532	5,414	7,576	12,990	7,240	10,391	17,631	5,715	8,674	14,389	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce in Vietnam	%	45	55	100	42	58	100	41	59	100	40	60	100	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce	%			28			24			29			24	Thailand, Vietnam, and Italy	
	- Italy	FTEs	315	1,064	1,379	308	1,067	1,375	358	1,129	1,487	390	1,206	1,596	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce in Italy	%	23	77	100	22	78	100	24	76	100	24	76	100	Thailand, Vietnam, and Italy	
	- Percentage of Total Workforce	%			2			3			2			3	Thailand, Vietnam, and Italy	
405-1	Total Workforce - Employee Category															
	- Management Workforce (Senior Employees and Junior Management, and Higher)	FTEs	5,128	8,507	13,635	1,240	1,312	2,552	1,950	2,358	4,308	782	943	1,725	Thailand, Vietnam, and Italy	
	- Percentage of Total Management Workforce	%	38	62	100	49	51	100	45	55	100	45	55	100	Thailand, Vietnam, and Italy	
	- Executive/Top Management	FTEs	144	105	249	51	35	86	50	42	92	61	36	97	Thailand, Vietnam, and Italy	
	- Percentage of Total Executive/Top Management	%	58	42	100	59	41	100	54	46	100	63	37	100	Thailand, Vietnam, and Italy	
	- Middle Management	FTEs	612	824	1,436	391	322	713	243	272	515	165	189	354	Thailand, Vietnam, and Italy	
	- Percentage of Total Middle Management Positions	%	43	57	100	55	45	100	47	53	100	47	53	100	Thailand, Vietnam, and Italy	
	- Senior Employees and Junior Management	FTEs	4,372	7,578	11,950	798	955	1,753	1,657	2,044	3,701	556	718	1,274	Thailand, Vietnam, and Italy	
	- Percentage of Total Senior Employee/Junior Management	%	37	63	100	46	54	100	45	55	100	44	56	100	Thailand, Vietnam, and Italy	
	- Non-Management (including Part-Time Employees)	FTEs	15,667	26,219	41,886	18,884	32,149	51,033	21,479	35,547	57,026	22,160	36,622	58,782	Thailand, Vietnam, and Italy	
	- Percentage of Total Non-Management	%	37	63	100	37	63	100	38	62	100	38	62	100	Thailand, Vietnam, and Italy	
	- Management in Revenue-Generating Functions**	FTEs	4,191	6,856	11,047	723	807	1,530	23,059	37,171	60,230	369	510	879	Thailand, Vietnam, and Italy	
	- Percentage of Total Management in Revenue-Generating Functions	%	38	62	100	47	53	100	38	62	100	42	58	100	Thailand, Vietnam, and Italy	

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
405-1	- STEM-Related Positions	FTEs	1,157	1,257	2,414	1,282	1,425	2,707	601	976	1,577	1,549	1,190	2,739	Thailand, Vietnam and Italy
	- Percentage of Total STEM-Related Positions	%	48	52	100	47	53	100	38	62	100	57	43	100	Thailand, Vietnam and Italy
-	Total Workforce - Nationalities														
	- Thai	FTEs	N/A	N/A	38,423	14,233	24,788	39,021	15,653	26,344	41,997	16,708	27,653	44,361	Thailand, Vietnam and Italy
	- Percentage of Total Thai Workforce	%	N/A	N/A	N/A	36	64	100	37	63	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			69			73			68			73	Thailand, Vietnam and Italy
	- Vietnamese	FTEs	N/A	N/A	15,519	5,390	7,565	12,955	7,206	10,381	17,587	5,687	8,664	14,351	Thailand, Vietnam and Italy
	- Percentage of Total Vietnamese Workforce	%	N/A	N/A	N/A	42	58	100	41	59	100	40	60	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			28			24			29			24	Thailand, Vietnam and Italy
	- Italian	FTEs	N/A	N/A	1,253	1,077	215	1,292	344	1,059	1,403	280	985	1,265	Thailand, Vietnam and Italy
	- Percentage of Total Italian Workforce	%	N/A	N/A	N/A	83	17	100	25	75	100	22	78	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			2			2			2			2	Thailand, Vietnam and Italy
	- French	FTEs	N/A	N/A	66	43	8	51	48	10	58	37	10	47	Thailand, Vietnam and Italy
	- Percentage of Total French Workforce	%	N/A	N/A	N/A	84	16	100	83	17	100	79	21	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			0.1			0.1			0			0.1	Thailand, Vietnam and Italy
	- Burmese	FTEs	N/A	N/A	42	50	8	58	41	9	50	25	8	33	Thailand, Vietnam and Italy
	- Percentage of Total Burmese Workforce	%	N/A	N/A	N/A	86	14	100	82	18	100	76	24	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			0.1			0.1			0			0	Thailand, Vietnam and Italy
	- Other Nationalities	FTEs	N/A	N/A	218	179	29	208	137	102	239	205	245	450	Thailand, Vietnam and Italy
	- Percentage of Total Other Nationalities Workforce	%	N/A	N/A	N/A	86	14	100	57	43	100	46	54	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			0.4			0.4			0			1	Thailand, Vietnam and Italy
	Total Management Workforce - Nationalities														
	- Thai	FTEs	N/A	N/A	11,880	403	513	916	464	572	1,036	458	595	1,053	Thailand, Vietnam and Italy
	- Percentage of Total Thai Workforce	%	N/A	N/A	N/A	44	56	100	45	55	100	43	57	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			87			36			24			61	Thailand, Vietnam and Italy
	- Vietnamese	FTEs	N/A	N/A	3,344	611	640	1,251	1,241	1,620	2,861	110	175	285	Thailand, Vietnam and Italy
	- Percentage of Total Vietnamese Workforce	%	N/A	N/A	N/A	49	51	100	43	57	100	39	61	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			25			49			66			17	Thailand, Vietnam and Italy
	- Italian	FTEs	N/A	N/A	228	87	128	215	92	129	129	98	144	242	Thailand, Vietnam and Italy
	- Percentage of Total Italian Workforce	%	N/A	N/A	N/A	40	60	100	71	100	171	40	60	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			2			8			3			14	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights															
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
-	- Indian	FTEs	N/A	N/A	1	1	1	2	35	4	39	29	4	33	Thailand, Vietnam and Italy
	- Percentage of Total Indian Workforce	%	N/A	N/A	N/A	50	50	100	90	10	100	88	12	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			0			0.1			1			2	Thailand, Vietnam and Italy
	- French	FTEs	N/A	N/A	40	47	8	55	47	7	54	35	7	42	Thailand, Vietnam and Italy
	- Percentage of Total French Workforce	%	N/A	N/A	N/A	85	15	100	87	13	100	83	17	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			0			2			1			2	Thailand, Vietnam and Italy
	- Other Nationalities	FTEs	N/A	N/A	102	91	22	113	71	26	97	52	18	70	Thailand, Vietnam and Italy
	- Percentage of Total Other Nationalities Workforce	%	N/A	N/A	N/A	81	19	100	73	27	100	74	26	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			1			4			2			4	Thailand, Vietnam and Italy
	Total Workforce - Religions*														
	- Bhuddist	FTEs	N/A	N/A	N/A	12,851	21,611	34,462	14,023	23,242	37,265	14,548	23,731	38,279	Thailand
	- Percentage of Total Buddhist Workforce	%	N/A	N/A	N/A	37	63	100	38	62	100	38	62	100	Thailand
	- Percentage of Total Workforce	%			N/A			88			61			63	Thailand
	- Muslim	FTEs	N/A	N/A	N/A	577	708	1,285	666	922	1,588	683	1010	1,693	Thailand
	- Percentage of Total Muslim Workforce	%	N/A	N/A	N/A	45	55	100	42	58	100	40	60	100	Thailand
	- Percentage of Total Workforce	%			N/A			3			3			3	Thailand
	- Christian	FTEs	N/A	N/A	N/A	128	171	299	159	189	348	141	204	345	Thailand
	- Percentage of Total Christian Workforce	%	N/A	N/A	N/A	43	57	100	46	54	100	41	59	100	Thailand
	- Percentage of Total Workforce	%			N/A			1			1			1	Thailand
	- Other Religions	FTEs	N/A	N/A	N/A	846	2,328	3,174	983	2,032	3,015	1465	2,740	4,205	Thailand
	- Percentage of Total Other Religions Workforce	%	N/A	N/A	N/A	27	73	100	33	67	100	35	65	100	Thailand
	- Percentage of Total Workforce	%			N/A			8			5			7	Thailand
405-1	Total Workforce - Age Group														
	- Age <30 Years	FTEs	N/A	N/A	22,212	6,867	12,114	18,981	9,386	15,574	24,960	8,867	14,452	23,319	Thailand, Vietnam and Italy
	- Percentage of Total Workforce Age <30 Years	%	N/A	N/A	N/A	36	64	100	38	62	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			40			35			41			39	Thailand, Vietnam and Italy
	- Age 30-50 Years	FTEs	N/A	N/A	29,957	12,047	19,000	31,047	12,880	20,089	32,969	12,567	20,250	32,817	Thailand, Vietnam and Italy
	- Percentage of Total Workforce Age 30-50 Years	%	N/A	N/A	N/A	39	61	100	39	61	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			54			58			54			54	Thailand, Vietnam and Italy
	- Age >50 Years	FTEs	N/A	N/A	3,352	1,210	2,347	3,557	1,163	2,242	3,405	1,508	2,863	4,371	Thailand, Vietnam and Italy
	- Percentage of Total Workforce Age >50 Years	%	N/A	N/A	N/A	34	66	100	34	66	100	35	65	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			6			7			6			7	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
405-1	Total Workforce - Other Diversity Indicators														
	- Disabilities	FTEs	303			438			130			242			Thailand and Italy
	- Percentage Total Workforce	%	0.55			0.82			0.21			0.40			Thailand and Italy
405-2	Ratio Between Average Compensation of Female to Male Employees														
	- Executive/Top Management														
	- Base Salary Only	-	N/A			N/A			0.85			0.88			Thailand, Vietnam and Italy
	- Base Salary + Other Cash Incentives	-	N/A			N/A			0.64			0.87			Thailand, Vietnam and Italy
	- Senior Employees and Junior Management, and Middle Management														
	- Base Salary Only	-	N/A			N/A			0.77			0.92			Thailand, Vietnam and Italy
	- Base Salary + Other Cash Incentives	-	N/A			N/A			0.76			0.92			Thailand, Vietnam and Italy
	- Non-Management														
	- Base Salary Only	-	N/A			N/A			1.08			1.06			Thailand, Vietnam and Italy
- Base Salary + Other Cash Incentives	-	N/A			N/A			1.03			1.02			Thailand, Vietnam and Italy	
412-2	Total Hours of Human Rights Training	Hours	483			15,140			41.79			10			Thailand, Vietnam and Italy
	Shares of Employees that Received Human Rights Training	%	4			38.6			99			100			Thailand, Vietnam and Italy
401-1	New Employee Hires and Rate*	FTEs	5,028	10,200	15,228	6,214	10,109	16,323	11,960	18,233	30,193	12,962	21,097	34,059	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%	33	67	100	38	62	100	40	60	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	9.06	18.37	27.43	11.60	18.87	30.46	19.50	29.73	49.23	21.42	34.87	56.29	Thailand, Vietnam and Italy
	New Employee Hires and Rate - Areas of Operation														
	- Thailand	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	7,741	11,729	19,470	10,823	17,639	28,462	Thailand, Vietnam and Italy
	- Percentage of Total New Hires in Thailand	%	N/A	N/A	N/A	N/A	N/A	N/A	40	60	100	38	62	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	N/A	12.62	19.12	31.74	17.89	29.15	47.04	Thailand, Vietnam and Italy
	- Vietnam	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	4,120	6,286	10,406	2,024	3,224	5,248	Thailand, Vietnam and Italy
	- Percentage of Total New Hires in Vietnam	%	N/A	N/A	N/A	N/A	N/A	N/A	40	60	100	39	61	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	N/A	6.72	10.25	16.97	3.35	5.33	8.67	Thailand, Vietnam and Italy
	- Italy	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	99	218	317	115	234	349	Thailand, Vietnam and Italy
	- Percentage of Total New Hires in Italy	%	N/A	N/A	N/A	N/A	N/A	N/A	31	69	100	33	67	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	N/A	0.16	0.36	0.52	0.19	0.39	0.58	Thailand, Vietnam and Italy
	New Employee Hires and Rate - Employee Category*														
	- Executive/Top Management	FTEs	26	13	39	4	5	9	9	4	13	7	6	13	Thailand, Vietnam and Italy
	- Percentage of Total New Executive/Top Management Hires	%	67	33	100	44	56	100	69	31	100	54	46	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	0.05	0.02	0.07	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.02	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023	
			2020			2021			2022			2023				
Labor Practice and Human Rights																
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total		
401-1	- Middle Management	FTEs	55	44	99	53	19	72	72	63	135	24	13	37	Thailand, Vietnam and Italy	
	- Percentage of Total New Middle Management Hires	%	56	44	100	74	26	100	53	47	100	65	35	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	0.10	0.08	0.18	0.10	0.04	0.13	0.12	0.10	0.22	0.04	0.02	0.06	Thailand, Vietnam and Italy	
	- Senior Employee and Junior Management	FTEs	471	595	1,066	116	91	207	630	816	1,446	72	99	171	Thailand, Vietnam and Italy	
	- Percentage of Total New Senior Employee and Junior Management Hires	%	44	56	100	56	44	100	44	56	100	42	58	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	0.85	1.07	1.92	0.22	0.17	0.39	1.03	1.33	2.36	0.12	0.16	0.28	Thailand, Vietnam and Italy	
	- Non-Management Employees	FTEs	4,476	9,548	14,024	6,041	9,994	16,035	11,249	17,350	28,599	12,859	20,979	33,838	Thailand, Vietnam and Italy	
	- Percentage of Total New Non-Management Hires	%	32	68	100	38	62	100	39	61	100	38	62	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	8.06	17.20	25.26	11.27	18.65	29.92	18.34	28.29	46.63	21.25	34.67	55.92	Thailand, Vietnam and Italy	
	New Employee Hires and Rate - Age Group*															
	- Age <30 Years	FTEs	3,606	7,950	11,556	3,945	6,975	10,920	7,713	11,693	19,406	9,266	14,737	24,003	Thailand, Vietnam and Italy	
	- Percentage of Total New Age <30 Years Hires	%	31	69	100	36	64	100	40	60	100	39	61	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	6.49	14.32	20.81	7.36	13.02	20.38	12.58	19.06	31.64	15.11	24.03	39.13	Thailand, Vietnam and Italy	
	- Age 30-50 Years	FTEs	1,398	2,229	3,627	2,217	3,069	5,286	4,158	6,442	10,600	3,615	6,245	9,860	Thailand, Vietnam and Italy	
	- Percentage of Total New Age 30-50 Years Hires	%	39	61	100	42	58	100	39	61	100	37	63	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	2.52	4.01	6.53	4.14	5.73	9.86	6.78	10.50	17.28	5.89	10.18	16.08	Thailand, Vietnam and Italy	
	- Age >50 Years	FTEs	24	24	48	52	65	117	89	98	187	81	115	196	Thailand, Vietnam and Italy	
	- Percentage of Total New Age >50 Years Hires	%	50	50	100	44	56	100	48	52	100	41	59	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	0.04	0.04	0.09	0.10	0.12	0.22	0.15	0.16	0.30	0.13	0.19	0.32	Thailand, Vietnam and Italy	
	New Employee Hires and Rate - Nationality*															
	- Thai	FTEs	N/A	N/A	N/A	6,150	10,096	16,246	7,691	11,712	19,403	10,792	17,629	28,421	Thailand, Vietnam and Italy	
	- Percentage of Total New Thai Hires	%	N/A	N/A	N/A	38	62	100	40	60	100	38	62	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	N/A	N/A	N/A	11.48	18.84	30.32	12.54	19.10	31.63	17.60	28.74	46.34	Thailand, Vietnam and Italy	
	- Vietnamese	FTEs	N/A	N/A	N/A	19	2	21	4,113	6,284	10,397	2,022	3,225	5,247	Thailand, Vietnam and Italy	
	- Percentage of Total New Vietnamese Hires	%	N/A	N/A	N/A	90	10	100	40	60	100	39	61	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	N/A	N/A	N/A	0.04	0	0.04	6.71	10.25	16.95	3.30	5.26	8.55	Thailand, Vietnam and Italy	
	- Italian	FTEs	N/A	N/A	N/A	12	1	13	92	202	294	103	203	306	Thailand, Vietnam and Italy	
	- Percentage of Total New Italian Hires	%	N/A	N/A	N/A	92	8	100	31	69	100	34	66	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	N/A	N/A	N/A	0.02	0	0.02	0.15	0.33	0.48	0.17	0.33	0.50	Thailand, Vietnam and Italy	
	- Indian	FTEs	N/A	N/A	N/A	0	2	2	11	2	13	13	5	18	Thailand, Vietnam and Italy	
	- Percentage of Total New Indian Hires	%	N/A	N/A	N/A	0	100	100	85	15	100	72	28	100	Thailand, Vietnam and Italy	
	- Percentage of Total Workforce	%	N/A	N/A	N/A	0	0	0	0.02	0.00	0.02	0.02	0.01	0.03	Thailand, Vietnam and Italy	

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights															
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
401-1	- Other Nationalities	FTEs	N/A	N/A	N/A	33	8	41	53	33	86	32	35	67	Thailand, Vietnam and Italy
	- Percentage of Total New Other Nationalities Hires	%	N/A	N/A	N/A	80	20	100	62	38	100	48	52	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	0.06	0.01	0.08	0.09	0.05	0.14	0.05	0.06	0.11	Thailand, Vietnam and Italy
-	Internal Hires (Open Positions Filled by Internal Candidates)*	FTEs	N/A	N/A	6,702	4,326	5,678	10,004	2,836	4,956	7,792	926	1,612	2,538	Thailand, Vietnam and Italy
	- Percentage of Total Internal Hires	%	N/A	N/A	N/A	43	57	100	36	64	100	36	64	100	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%	N/A	N/A	44.0	8.1	10.6	61.3	4.6	8.1	25.8	2.7	4.7	7.5	Thailand, Vietnam and Italy
	Internal Hires - Employee Category*														
	- Executive/Top Management	FTEs	N/A	N/A	N/A	4	1	5	4	3	7	3	4	7	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			0.03			0.0			0.0	Thailand, Vietnam and Italy
	- Middle Management	FTEs	N/A	N/A	N/A	15	17	32	28	21	49	13	20	33	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			0.20			0.2			0.1	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	FTEs	N/A	N/A	N/A	74	74	148	243	236	479	46	54	100	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			0.91			1.6			0.3	Thailand, Vietnam and Italy
	- Non-Management Employees	FTEs	N/A	N/A	N/A	4,233	5,586	9,819	2,561	4,696	7,257	864	1,534	2,398	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			60.15			24.0			7.0	Thailand, Vietnam and Italy
	Internal Hires - Age Group*														
	- Age <30 Years	FTEs	N/A	N/A	N/A	1,391	1,921	3,312	884	1,696	2,580	402	721	1,123	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			20.29			8.5			3.3	Thailand, Vietnam and Italy
	- Age 30-50 Years	FTEs	N/A	N/A	N/A	2,726	3,458	6,184	1,825	3,039	4,864	498	838	1,336	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			37.89			16.1			3.9	Thailand, Vietnam and Italy
	- Age >50 Years	FTEs	N/A	N/A	N/A	209	299	508	127	221	348	26	53	79	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			3.11			1.2			0.2	Thailand, Vietnam and Italy
	Internal Hires - Nationality*														
	- Thai	FTEs	N/A	N/A	N/A	4,259	5,671	9,930	1,934	3,367	5,301	400	851	1,251	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			60.83			17.6			3.7	Thailand, Vietnam and Italy
	- Vietnam	FTEs	N/A	N/A	N/A	4	0	4	862	1,562	2,424	510	739	1,249	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			0.02			8.0			3.7	Thailand, Vietnam and Italy
	-Italy	FTEs	N/A	N/A	N/A	8	1	9	19	23	42	11	21	32	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			0.06			0.1			0.1	Thailand, Vietnam and Italy
	- French	FTEs	N/A	N/A	N/A	41	2	43	8	1	9	2	-	2	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%			N/A			0.26			0.0			0.0	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights															
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
-	- Other Nationalities	FTEs	N/A	N/A	N/A	14	4	18	13	3	16	3	1	4	Thailand, Vietnam and Italy
	- Percentage of Total New Employee Hires	%	N/A			0.11			0.1			0.0			Thailand, Vietnam and Italy
	Average Hiring Cost per New Hire*	THB/FTE	1,378			3,718			3,357			7,290			Thailand, Vietnam and Italy
404-3	Employee Performance Appraisal														
	- Management by Objectives: Systematic use of Agreed Measurable Targets by Line Superior	%	100			100			100			100			Thailand, Vietnam and Italy
	- Multidimensional Performance Appraisal (E.g. 360 Degree Feedback)*	%	0			1			-			100			Thailand, Vietnam and Italy
	- Formal Comparative Ranking of Employees	%	100			100			100			100			Thailand, Vietnam and Italy
401-1	Employee Turnover and Rate	FTEs	6,107	11,104	17,211	10,803	6,575	17,378	9,892	16,029	25,921	8,664	15,238	23,902	Thailand, Vietnam and Italy
	- Percentage of Total Employee Turnover	%	35.48	64.52	100	62.16	37.84	100	38.16	61.84	100	36.25	63.75	100.00	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	11.00	20.00	31.00	20.16	12.27	32.43	16.13	26.13	42.26	14.32	25.18	39.50	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Areas of Operation														
	- Thailand	FTEs	N/A	N/A	N/A	XX	XX	N/A	6,324	10,503	16,827	6,008	10,218	16,226	Thailand, Vietnam and Italy
	- Percentage of Total Turnover in Thailand	%	N/A	N/A	N/A	N/A	N/A	N/A	38	62	100	37	63	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	N/A	10.31	17.12	27.44	9.93	16.89	26.82	Thailand, Vietnam and Italy
	- Vietnam	FTEs	N/A	N/A	N/A	XX	XX	N/A	3,533	5,437	8,970	2,627	4,958	7,585	Thailand, Vietnam and Italy
	- Percentage of Total Turnover in Vietnam	%	N/A	N/A	N/A	N/A	N/A	N/A	39	61	100	35	65	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	N/A	5.76	8.86	14.62	4.34	8.19	12.54	Thailand, Vietnam and Italy
	-Italy	FTEs	N/A	N/A	N/A	XX	XX	N/A	35	89	124	29	62	91	Thailand, Vietnam and Italy
	- Percentage of Total Turnover in Italy	%	N/A	N/A	N/A	N/A	N/A	N/A	28	72	100	32	68	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	N/A	0.06	0.15	0.20	0.05	0.10	0.15	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Employee Category														
	- Executive/Top Management	FTEs	N/A	N/A	N/A	XX	XX	11.00	8	1	9	4	7	11	Thailand, Vietnam and Italy
	- Percentage of Total Executive/Top Management Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	88.9	11.1	100	36.4	63.6	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.02	0.01	0.00	0.015	0.01	0.01	0.02	Thailand, Vietnam and Italy
	- Middle Management	FTEs	N/A	N/A	N/A	XX	XX	129	70	47	117	15	20	35	Thailand, Vietnam and Italy
	- Percentage of Total Middle Management Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	59.83	40.17	100	42.86	57.14	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.24	0.11	0.08	0.19	0.02	0.03	0.06	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	FTEs	N/A	N/A	N/A	XX	XX	541	506	672	1,178	133	140	273	Thailand, Vietnam and Italy
	- Percentage of Total Senior Employee and Junior Management Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	42.95	57.05	100	48.72	51.28	100	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
401-1	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	1.01	0.82	1.10	1.92	0.22	0.23	0.45	Thailand, Vietnam and Italy
	- Non-Management Employees	FTEs	N/A	N/A	N/A	XX	XX	16,697	9,308	15,309	24,617	8,512	15,071	23,583	Thailand, Vietnam and Italy
	- Percentage of Total Non-Management Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	37.81	62.19	100	36.09	63.91	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	31.16	15.18	24.96	40.68	14.07	24.91	38.45	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Age Group														
	- Age <30 Years	FTEs	N/A	N/A	N/A	XX	XX	10,245	5,848	9,436	15,284	5,296	9,088	14,384	Thailand, Vietnam and Italy
	- Percentage of Total Age <30 Years Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	38	62	100	37	63	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	19.12	9.53	15.38	25	8.75	15.02	24	Thailand, Vietnam and Italy
	- Age 30-50 Years	FTEs	N/A	N/A	N/A	XX	XX	6,730	3,897	6,346	10,243	3,249	5,969	9,218	Thailand, Vietnam and Italy
	- Percentage of Total Age 30-50 Years Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	38	62	100	35	65	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	12.56	6.35	10.35	17	5.37	9.86	15	Thailand, Vietnam and Italy
	- Age >50 Years	FTEs	N/A	N/A	N/A	XX	XX	407	147	247	394	119	181	300	Thailand, Vietnam and Italy
	- Percentage of Total Age >50 Years Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	37	63	100	40	60	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.76	0.24	0.40	0.64	0.20	0.30	0.50	Thailand, Vietnam and Italy
	Employee Turnover and Rate - Nationality														
	- Thai	FTEs	N/A	N/A	N/A	XX	XX	20.04	6,278	10,492	16,770	5,973	10,210	16,183	Thailand, Vietnam and Italy
	- Percentage of Total Thai Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	37.44	62.56	100	36.91	63.09	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.04	10.24	17.11	27.34	9.87	16.87	26.75	Thailand, Vietnam and Italy
	- Vietnamese	FTEs	N/A	N/A	N/A	XX	XX	12.08	3,525	5,437	8,962	2,625	4,956	7,581	Thailand, Vietnam and Italy
	- Percentage of Total Vietnamese Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	39.33	60.67	100	34.63	65.37	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.02	5.75	8.86	14.61	4.34	8.19	12.53	Thailand, Vietnam and Italy
	- Italian	FTEs	N/A	N/A	N/A	XX	XX	0.20	33	82	115	27	56	83	Thailand, Vietnam and Italy
	- Percentage of Total Italian Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	28.70	71.30	100	32.53	67.47	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.00	0.05	0.13	0.19	0.04	0.09	0.14	Thailand, Vietnam and Italy
	- French	FTEs	N/A	N/A	N/A	XX	XX	0.01	14	3	17	6	2	8	Thailand, Vietnam and Italy
	- Percentage of Total French Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	82.35	17.65	100	75.00	25.00	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.00	0.02	0.00	0.03	0.01	0.00	0.01	Thailand, Vietnam and Italy
	-Burmese	FTEs	N/A	N/A	N/A	XX	XX	0.00	8	0	8	9	1	10	Thailand, Vietnam and Italy
	- Percentage of Total Burmese Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	100	0	100	90	10	100	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
401-1	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	-	0.01	0	0.01	0.01	0.01	0.02	Thailand, Vietnam and Italy
	- Other Nationalities	FTEs	N/A	N/A	N/A	XX	XX	0.10	34	15	49	24	13	37	Thailand, Vietnam and Italy
	- Percentage of Total Other Nationalities Turnover	%	N/A	N/A	N/A	N/A	N/A	N/A	69.39	30.61	100	64.86	35.14	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	N/A	N/A	N/A	N/A	N/A	0.00	0.06	0.02	0.08	0.04	0.02	0.06	Thailand, Vietnam and Italy
-	Total Voluntary Employee Turnover and Rate	FTEs	3,886	7,218	11,104	3,376	5,841	9,217	8,589	13,791	22,380	8,233	14,441	22,674	Thailand, Vietnam and Italy
	- Percentage of Total Voluntary Employee Turnover	%	35	65	100	37	63	100	38	62	100	36	64	100	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%	7.0	13.0	20.0	6.3	10.9	17.2	14.00	22.49	36.49	13.61	23.87	37.47	Thailand, Vietnam and Italy
	Total Voluntary Employee Turnover and Rate														
	- Employee Category														
	- Executive/Top Management	FTEs			N/A			5			8.00			9.00	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			N/A			0.01			0.01			0.01	Thailand, Vietnam and Italy
	- Middle Management	FTEs			N/A			38			97			30	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			N/A			0.07			0.16			0.05	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	FTEs			N/A			161			1,059			251	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			N/A			0.3			1.73			0.41	Thailand, Vietnam and Italy
	- Non-Management Employees	FTEs			N/A			9,002			20,880			22,384	Thailand, Vietnam and Italy
	- Percentage of Total Workforce	%			N/A			16.8			34.04			36.99	Thailand, Vietnam and Italy
-	Employee Engagement Score*	%	N/A	N/A	71	73	74	73	73	72	72	73	72	76	Thailand, Vietnam and Italy
	Employee Engagement Score - Employee Category*														
	- Executive/Top Management	%			N/A			84			82			76	Thailand, Vietnam and Italy
	- Middle Management	%			N/A			64			61			65	Thailand, Vietnam and Italy
	- Senior Employee and Junior Management	%			N/A			71			60			60	Thailand, Vietnam and Italy
	- Non-Management Employees	%			N/A			75			73			73	Thailand, Vietnam and Italy
	Employee Engagement Score - Nationality*														
	- Thai	%			N/A			74			72			76	Thailand, Vietnam and Italy
	- Non-Thai	%			N/A			61			58			52	Thailand, Vietnam and Italy
401-3	Parental Leave														
	- Employees entitled to parental leave	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	463	25,973	26,436	1625	30,868	32,493	Thailand, Vietnam and Italy
	- Employees that took parental leave	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	3	1,198	1,201	35	1,488	1,523	Thailand, Vietnam and Italy
	- Employees returned to work after parental leave ended	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	0	992	992	31	1242	1273	Thailand, Vietnam and Italy
	- Return to work rate of employees that took parental leave	%	N/A	N/A	N/A	N/A	N/A	N/A	0	82.80	82.60	88.58	83.47	83.59	Thailand, Vietnam and Italy

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Labor Practice and Human Rights															
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
401-3	(Percentage of employees that took parental leave)														
	- Employees returned to work after parental leave ended and still employed 12 months after return to work	FTEs	N/A	N/A	N/A	N/A	N/A	N/A	0	776	776	31	1198	1229	Thailand, Vietnam and Italy
	- Retention rate of employees that took parental leave	%	N/A	N/A	N/A	N/A	N/A	N/A	0	78.23	78.23	100	96.46	96.54	Thailand, Vietnam and Italy
	(Percentage of employees returned to work after parental leave ended)														
-	Freedom of Association and Collective Bargaining														
	Percentage of employees represented by Welfare Committee, Collective Bargaining Agreements, or similar	%			100			100			100			100	Thailand, Vietnam and Italy

* Only for employees in Thailand or data coverage of 72% of revenue for FY2019-2021.

** Only for employees in Thailand and Vietnam or data coverage of 94% of revenue for FY2019-2021.

GRI Standards	Data	Unit	Data Collection Period												Data Coverage 2023
			2020			2021			2022			2023			
Human Capital Development															
			Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	
404-1	Average Hours of Traning per Employee - Total Workforce	Hours/FTE/Year	N/A	N/A	10.0	13.2	14.2	13.8	14.4	15.3	14.9	19.5	17.3	18.1	Thailand, Vietnam, and Italy
	Average Hours of Training per Employee - Employee Category														
	- Executive/Top Management	Hours/FTE/Year	5.8	8.7	7.0	15.7	13.9	14.5	4.6	6.3	5.4	11.6	21.1	14.3	Thailand, Vietnam, and Italy
	- Middle Management	Hours/FTE/Year	8.5	9.8	9.2	16.5	18.7	17.8	10.7	12.7	11.7	24.2	26.9	25.4	Thailand, Vietnam, and Italy
	- Senior Employee and Junior Management	Hours/FTE/Year	9.8	9.8	9.8	17.4	20.7	19.4	11.1	12.9	12.0	34.5	31.1	32.4	Thailand, Vietnam, and Italy
	- Non-Management Employees	Hours/FTE/Year	12.0	13.3	12.8	10.5	11.8	11.3	14.3	15.0	14.6	19.1	16.9	17.8	Thailand, Vietnam, and Italy
-	Average Cost of Training per Employee	THB/FTE/Year			1,820			2,800			2,133			3,602	Thailand, Vietnam, and Italy
	Human Capital Return On Investment (HCROI)	-			1.1			1.2			1.5			1.6	Thailand, Vietnam, and Italy

GRI Standards	Data	Unit	Data Collection Period				Data Coverage 2023
			2020	2021	2022	2023	
Indirect Economic Impacts							
203-1	Philanthropic Contributions	THB	460,426,812.5	77,478,320	125,726,079	79,730,000	Thailand
	- Cash Contributions	THB	44,130,000	24,042,092	17,748,463	11,870,000	Thailand
	- In-Kind Giving: Product or Services, Donations, Projects/ Partnerships or Similar	THB	60,820,000	18,038,566	42,334,258	39,250,000	Thailand
	- Management Overheads	THB	144,960,000	24,760,700	36,967,830	28,610,000	Thailand



CENTRALRETAIL

Central Retail Corporation Public Company Limited

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

 +66 2650 3600  ir@central.co.th  www.centralretail.com