



MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM



BTS SUSTAINABILITY

“Corporate Sustainability Sharing: When Corporates Met Analysts”

ESG topic raised in IR meeting

Only one ESG question asked BTSG IR team in the past year..

Investors' and Analysts' Question on ESG
January 2019 - present

	Sell Side	Buy Side
Total	14	302
ESG Question	-	1

Did your
company
participate in any
ESG certification

Question From Buy Side

ดัชนีชั้นนำ	DJSI	FTSE4Good Index	MSCI ESG Index
ผู้ประเมิน ESG	RobecoSAM	FTSE Russell	MSCI ESG Research
Environment	Environment	Environment	<ul style="list-style-type: none"> ▪ การบริหารจัดการด้านความเสี่ยงด้านสิ่งแวดล้อม สังคม และบรรษัทภิบาล ▪ การประเมินผลกระทบในเชิงลบของการดำเนินธุรกิจที่มีต่อสังคมและสิ่งแวดล้อม ซึ่งหัวข้อหลักในการประเมินครอบคลุมตัวชี้วัด 5 ประเด็น คือ <ul style="list-style-type: none"> ▪ สิ่งแวดล้อม ▪ ลูกจ้าง ▪ สิทธิมนุษยชน และชุมชน ▪ สิทธิของผู้ใช้แรงงานและห่วงโซ่อุปทาน ▪ บรรษัทภิบาล
Social	Social	Social	
Economic and Governance	Economic	Governance	
	<p>นโยบายด้านสิ่งแวดล้อมและระบบบริหารจัดการ</p> <p>การรายงานด้านสิ่งแวดล้อม</p> <p><u>ความหลากหลายทางชีวภาพ</u></p> <p><u>การใช้ทรัพยากรอย่างมีประสิทธิภาพ</u></p>	<p>การเปลี่ยนแปลงสภาพภูมิอากาศ</p> <p>การใช้น้ำ</p> <p><u>ความหลากหลายทางชีวภาพ</u></p> <p><u>การจัดการมลพิษและการใช้ทรัพยากร</u></p>	
	<p>การรายงานผลกระทบทางสังคม</p> <p>การพัฒนาแรงงาน</p> <p>แนวทางการจูงใจและรักษาบุคคลที่มีความสามารถ</p> <p>การเป็นพลเมืองที่ดีขององค์กรและนโยบายด้านการกุศล</p> <p>ตัวชี้วัดการปฏิบัติด้านแรงงาน</p> <p>การเชื่อมโยงผู้มีส่วนได้เสีย</p> <p>มาตรฐานสำหรับคู่ค้า</p>	<p>ความรับผิดชอบต่อลูกค้า</p> <p>สิทธิมนุษยชนและชุมชน</p> <p>มาตรฐานด้านแรงงาน</p> <p>สุขภาพและความปลอดภัย</p>	
	<p><u>หลักบรรษัทภิบาล</u></p> <p><u>การต่อต้านการทุจริต</u></p> <p><u>การจัดการความเสี่ยงและภาวะวิกฤติ</u></p> <p>จรรยาบรรณทางธุรกิจ</p> <p>นวัตกรรม</p>	<p><u>หลักบรรษัทภิบาล</u></p> <p><u>การต่อต้านการทุจริต</u></p> <p><u>การบริหารความเสี่ยง</u></p> <p>ความโปร่งใสเกี่ยวกับภาษี</p>	

Our path towards sustainability

Overview

BTS VALUES



BTS SDGs FOCUS



AWARDS & RECOGNITIONS



BTS SUSTAINABILITY FRAMEWORK

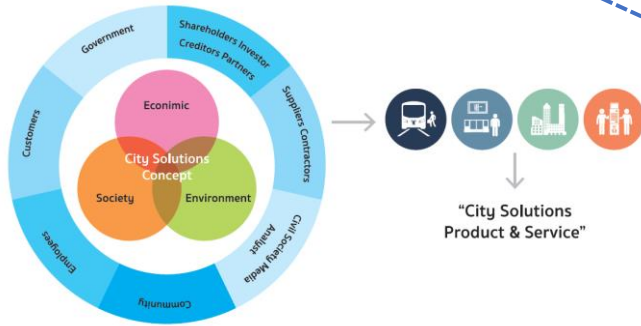
Our path towards sustainability

Source of BTS Sustainability Framework

Sufficiency Economy Philosophy



BTS sustainable guidelines



BTS Vision, Mission, Values

Vision
To provide sustainable 'City Solutions' that contribute to an improved way of life

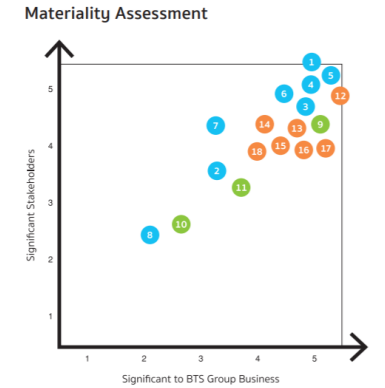
Mission
We aim to provide a sustainable and leading set of 'City Solutions' to urban communities across Asia, supporting critical needs in our four principal business areas: Mass Transit, Media, Property, and Services.

Values

- DELIVERING CUSTOMER SATISFACTION**
Our success is dependent on our ability to develop long-lasting customer relationships. This will be achieved by listening, understanding and anticipating our customers' needs and delivering products or services that satisfy those needs. We are professional, accountable and transparent and always strive to be responsive.
- CREATING SHAREHOLDER VALUE**
We strive to deliver excellent shareholder value through strategic growth and improvement in operational effectiveness. Specifically, we aim to deliver long-term shareholder returns to our investors that outperform returns from investment alternatives with a similar risk profile.
- SUPPORTING SUSTAINABLE GROWTH**
Our client base and shareholder value must be enhanced in a sustainable manner. We conduct our business by upholding sustainable practices that reduce environmental impact compared to competing products and services.
- DEVELOPING COMMUNITIES**
We are an integral part of the communities which we operate in. We provide 'City Solutions' that enhance our customers' sense of community. We contribute revenues and resources to work with local communities supporting education and children's welfare and we promote the health and well-being of the employees and their families.



Materiality Assessment



Global Framework



Our path towards sustainability

Source of BTS Sustainability Framework

Vision

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VALUES



DELIVERING
CUSTOMER
SATISFACTION



CREATING
SHAREHOLDER VALUE



SUPPORTING
SUSTAINABLE GROWTH



DEVELOPING
COMMUNITIES

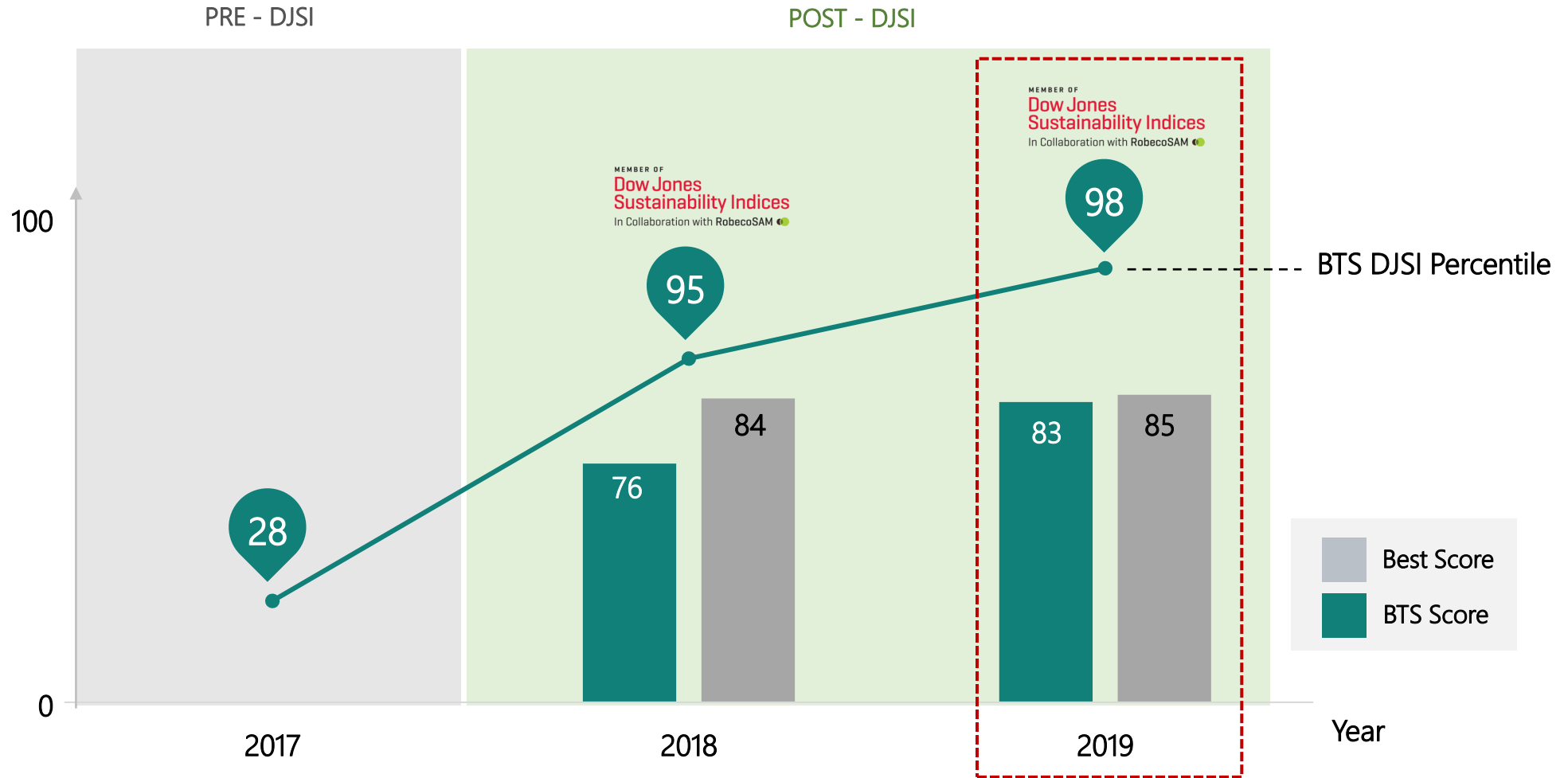
Our path towards sustainability

BTS Sustainability Framework



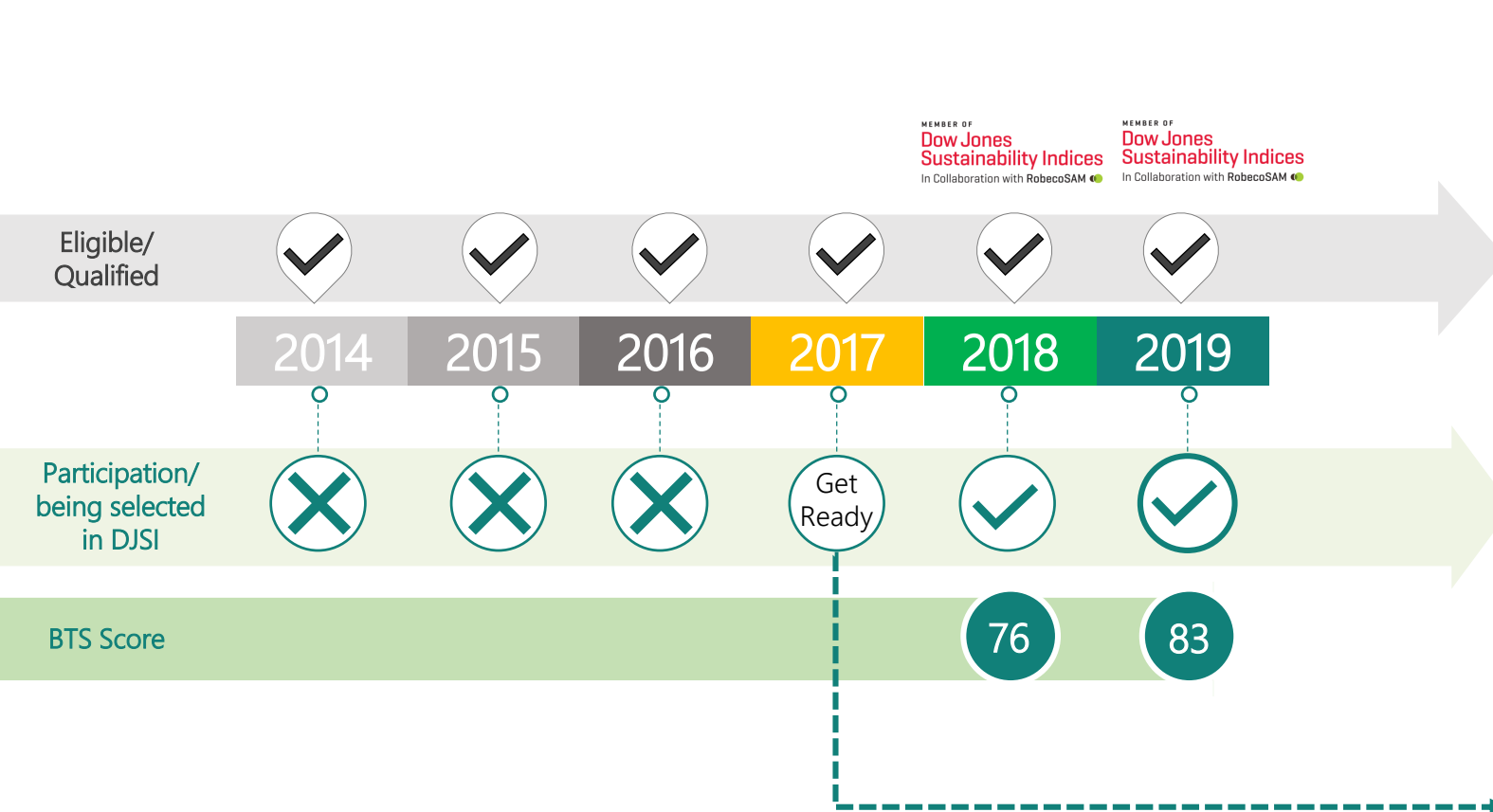
Pathway to DJSI

Being a member of DJSI is not only an award but a reflection of our continual efforts



DJSI Pathway

BTS has been invited since 2014, participated in 2018 and been selected in DJSI in the 1st attempt



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Benefit of participants in the assessment

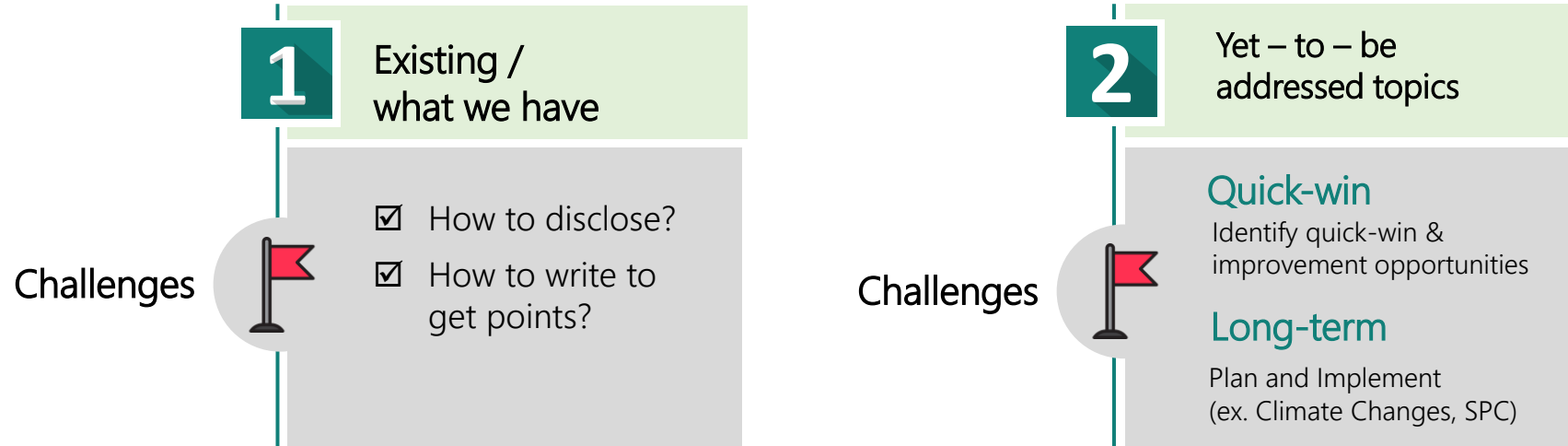
- DJSI is global sustainability benchmark (visibility with well over 100,000 of stakeholders)
- DJSI provides integrated assessment of economic, environment, social criteria with a "strong focus on long-term shareholders value"
- Reputation & brand for sustainable investing

DJSI's key milestones to get ready

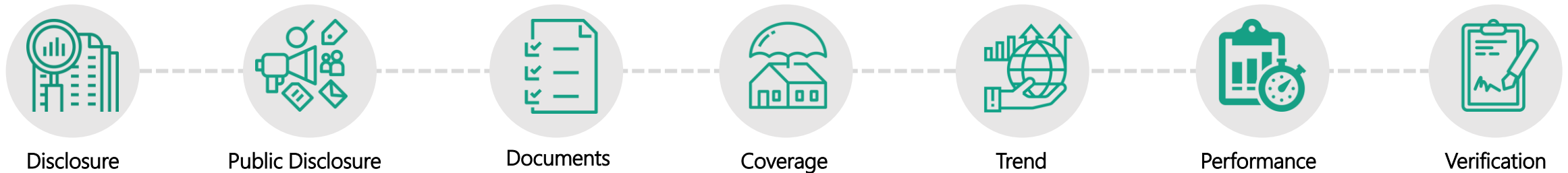
- ☑ Self-check status (to assess our readiness)
 - เอาชุดคำถาม DJSI มาศึกษา
- ☑ "People" involvement / collaboration "co-ordinator" is needed
- ☑ As we are new to this, "coach" is preferable (ERM)
- ☑ As "ESG-focused" is about "process", "planning and prioritisation" is the must

DJSI's key milestone to get ready

Gap analysis



Assessment focused



DJSI's key milestone to get ready

Gap analysis

1

Existing / what we have

- How to disclose?
- How to write to get points?

2

Yet – to – be addressed topics

Information Security/Cybersecurity & System Availability

GAP : Incident response not tested semi annually (currently at least annually)

Environmental Reporting

GAP : No external assurance for environmental reporting

Social Reporting

Gap: BTS does not have any external assurance on social reporting

Operational Eco Efficiency

Gap: energy consumption, water consumption, and waste trend in FY2018 have increased

Quick-win

Incident response to be tested semi annually

Appoint external auditor to audit and assure BTS's environmental reporting

Appoint External Auditor to audit and assure BTS's Social reporting such as LTIFR, training hours, etc.

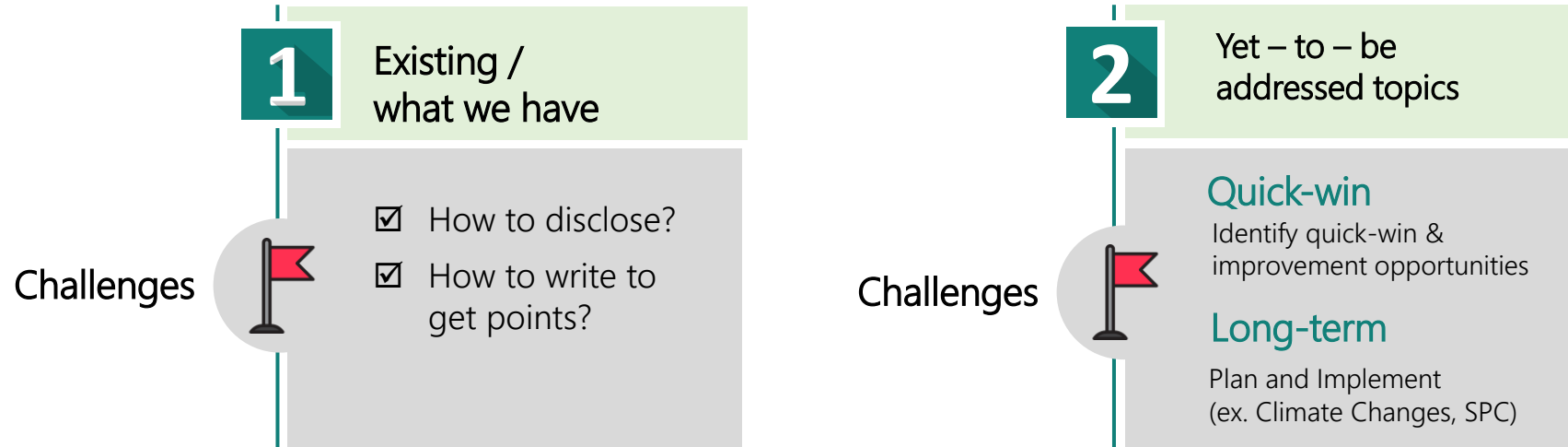
Long-term

Continue to increase Environmental reporting coverage

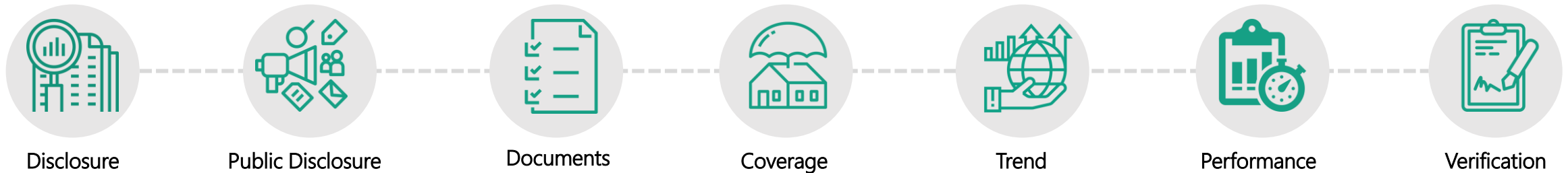
Consider utilizing alternative energy sources, such as renewable energy like solar PV

DJSI's key milestone to get ready

Gap analysis



Assessment focused



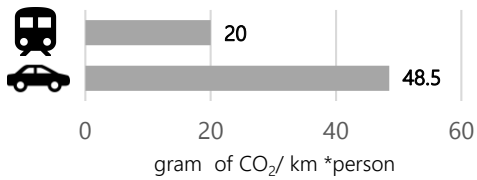
Our path towards sustainability

ESG Performance 2019

Environment

BTS contributes to the Bangkok Master Plan on Climate Change 2013 - 2023 where public transportation development is a key success factor for achieving Bangkok Green City.

CO₂ emissions from BTS Sky Train in Comparison to Transporting by car*

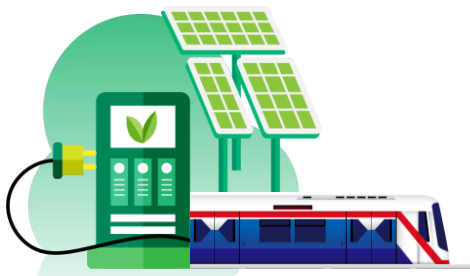


228,627 Tons
CO₂ reduction
Since 2014-2018

76,808 Ton/year
Targeted in 2021

Energy Efficiency

As a mass transit operator which consumes electricity as its main energy in the business operations, we prioritize efficient use of electricity and put effort to mitigate its environmental impacts.



now Reduce

- ↑ Passengers and extension routes serviced
- ↓ Electricity consumption compared with operating network length

next Renewable

"BTS Solar Cell Project" at particular depots' roofs is on study

Governance

We govern our cooperate with cooperate governance principle to ensure sustainable returns in the long-term as well as create confidence among investors and stakeholders.



Excellent level in corporate governance report of Thai listed companies by Thai Institute of Directors (IOD)



Anti-corruption Policy
Certified companies of Thailand's private sector collective action coalition against corruption

Social

With the recognition of the importance of employee to business' success and sustainability, we strive to develop competencies of our staffs in parallel with promoting healthy and safe working environment as well as their well-being.

Accidents & Safety Management

Serious injuries for 5 consecutive years = 0

People Development & Talent Retention

78.5% Employee engagement rate

↓ Employee turnover rate

Employee turnover rate (%)	year
20.15	2015
15.26	2016
10.26	2017
7.37	2018

* From the studies of Engineering department BTSC

ประเด็นนำถ้ามเกี่ยวกับ Corporate Sustainability

DJSI sub-assessment topics in each dimension as a useful guidance for analysts

Economic Dimension



- ✓ Corporate Governance
- ✓ Materiality
- ✓ Risk & Crisis Management
- ✓ Codes of Business Conduct
- ✓ Customer Relationship Management
- ✓ Policy Influence
- ✓ Supply Chain Management
- ✓ Information Security/Cybersecurity & System Availability
- ✓ Privacy Protection

Environmental Dimension



- ✓ Environmental Reporting
- ✓ Environmental Policy & Management Systems
- ✓ Operational Eco-Efficiency
- ✓ Climate Strategy
- ✓ Fuel Efficiency

Social Dimension



- ✓ Social Reporting
- ✓ Labor Practice Indicators
- ✓ Human Rights
- ✓ Human Capital Development
- ✓ Talent Attraction & Retention
- ✓ Corporate Citizenship and Philanthropy
- ✓ Occupational Health and Safety
- ✓ Stakeholder Engagement





“ You have stolen
my childhood
and my dreams
with your
empty words ”

Greta Thunberg



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