

CENTEL Employee information	2019	% of employee	2020	% of employee	2021	% of employee	2022	% of employee
<b>1. Employee Information</b>								
<b>The total number of employees by gender (person)</b>								
Total	18,280		8,591		13,087		15,007	
Male	6,957	38%	3,510	41%	4,677	36%	5,551	37%
Female	11,323	62%	5,081	59%	8,410	64%	9,456	63%
<b>The number of permanent employees by gender (person)</b>								
Total	10,469		8,505		7,602		8,428	
Male	4,391	42%	3,464	41%	2,993	39%	3,393	40%
Female	6,078	58%	5,041	59%	4,609	61%	5,035	60%
<b>The number of temporary employees by gender (person)</b>								
Total	131		86		21		133	
Male	71	54%	46	53%	13	62%	68	51%
Female	60	46%	40	47%	8	38%	65	49%
<b>The number of part-time/casual/temporary employees by gender (person)</b>								
Total	7,680		-		5,464		6,446	
Male	2,495	32%	-		1,671	31%	2,090	32%
Female	5,185	68%	-		3,793	69%	4,356	68%
<b>The number of male employees by age (person)</b>								
Under 30 years old	4,130	59%	1,196	34%	2,501	53%	3,014	54%
Between 30-50 years old	2,480	36%	2,032	58%	1,939	41%	2,303	41%
Over 50 years old	347	5%	282	8%	237	5%	234	4%
<b>The number of female employees by age (person)</b>								
Under 30 years old	7,030	62%	2,180	43%	5,407	64%	6,224	66%
Between 30-50 years old	3,933	35%	2,648	52%	2,768	33%	2,991	32%
Over 50 years old	360	3%	253	5%	235	3%	241	3%
<b>The number of male employees by position (person)</b>								
Operation level	6,505	93.5%	3,061	87.2%	4,263	91.1%	4,316	77.8%
Management level	434	6.2%	422	12.0%	391	8.4%	1,215	21.9%
High management/Executives Level	18	0.3%	27	0.8%	23	0.5%	20	0.4%
<b>The number of female employees by position (person)</b>								
Operation level	10,854	95.9%	4,528	89.1%	7,888	93.8%	6,703	70.9%
Management level	461	4.1%	544	10.7%	514	6.1%	2,744	29.0%
High management/Executives Level	8	0.1%	9	0.2%	8	0.1%	9	0.1%
<b>The number of employees by work experience (person)</b>								
Less than 1 year	7,110	39%	565	7%	4,512	34%	6,913	46%
1-3 years	4,605	25%	2,141	25%	2,747	21%	2,370	16%
>3 years -5 years	1,672	9%	1,374	16%	1,590	12%	1,490	10%
>5 years -9 years	2,408	13%	2,037	24%	1,813	14%	1,587	11%
>9 years -15 years	1,452	8%	1,524	18%	1,462	11%	1,615	11%
More than 15 years	1,033	6%	962	11%	963	7%	1,032	7%
<b>The total number of employees by religion (person)</b>								
Northern	1,341	7%	330	4%	723	6%	788	5%
Central	10,056	55%	4,821	56%	8,003	61%	8,971	60%
Northeastern	1,725	25%	550	16%	1,213	26%	1,412	25%
Eastern	1,762	16%	935	11%	1,155	9%	1,350	14%
Western	509	3%	327	4%	239	2%	-	0%
Southern	2,377	13%	1,401	16%	1,417	11%	1,827	12%
Other Countries	510	3%	337	4%	337	3%	659	4%

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<b>The total number of employees by nationality (person)</b>								
Thailand	17,695	96.80%	8,090	94.16%	12,488	95.42%	14,343	95.58%
Cambodia	1	0.01%	1	0.01%	1	0.01%	1	0.01%
Kazakhstan					1	0.01%	1	0.01%
Kenya	1	0.01%	1	0.01%	1	0.01%	1	0.01%
Canada	2	0.01%	1	0.01%	1	0.01%	1	0.01%
China	14	0.08%	5	0.06%	3	0.02%	6	0.04%
Japan	25	0.14%	1	0.01%	4	0.03%	8	0.05%
Dutch	1	0.01%			2	0.02%	2	0.01%
Denmark	1	0.01%						
Taiwan	1	0.01%	1	0.01%				
Nepal	14	0.08%	8	0.09%	8	0.06%	35	0.23%
Bangladesh	78	0.43%	58	0.68%	45	0.34%	84	0.56%
Bulgaria	1	0.01%						
Belarus	1	0.01%	1	0.01%	1	0.01%		
Brazil			1	0.01%				
Pakistan	1	0.01%	1	0.01%	4	0.03%	13	0.09%
Franch	9	0.05%	11	0.13%	7	0.05%	9	0.06%
Cambodia	4	0.02%	3	0.03%	117	0.89%		
Philippines	27	0.15%	21	0.24%	11	0.08%	45	0.30%
Puttan	2	0.01%	2	0.02%				
Maldives	176	0.96%	117	1.36%	126	0.96%	192	1.28%
Malaysia	1	0.01%	1	0.01%	1	0.01%	7	0.05%
Morocco	1	0.01%	1	0.01%				
Germany	10	0.05%	8	0.09%	6	0.05%	7	0.05%
Ukraine	2	0.01%					3	0.02%
Russia	6	0.03%	4	0.05%	2	0.02%	2	0.01%
Laos					61	0.47%		
Lebanon					1	0.01%		
Vietnam	3	0.02%	2	0.02%	2	0.02%	5	0.03%
Sri Langka	72	0.39%	53	0.62%	48	0.37%	70	0.47%
Spain	1	0.01%	1	0.01%	1	0.01%		
Switzerland	1	0.01%			1	0.01%	3	0.02%
Sweden	1	0.01%	1	0.01%	1	0.01%	1	0.01%
America	6	0.03%	3	0.03%	2	0.02%	2	0.01%
Australia	7	0.04%	8	0.09%	4	0.03%	5	0.03%
Austria	3	0.02%	2	0.02%	1	0.01%	8	0.05%
England	9	0.05%	5	0.06%	4	0.03%	1	0.01%
Italy	4	0.02%	3	0.03%	3	0.02%	2	0.01%
India	71	0.39%	44	0.51%	54	0.41%	69	0.46%
Indonesia	15	0.08%	6	0.07%	5	0.04%	16	0.11%
Egypt	10	0.05%	4	0.05%	4	0.03%	8	0.05%
Iran					1	0.01%	2	
South America	2	0.01%						
No registered status	1	0.01%	7	0.08%				
Not specify			116	1.35%				
<b>The number of employees by education (person)</b>								
Lower than a bachelor's degree.	-		-		9,392	72%	13,052	87%
Bachelor's degree.	-		-		3,528	27%	1,808	12%
Master's degree.	-		-		164	1%	146	1%
Doctorate degree (Ph.D.).					3	0%	1	0%
<b>The number of employees resignation (person)</b>								
Turnover Rate (%)	26.2		20.6		27.1		30.5	
<b>The total number of employee resignations (excluding Part-time)</b>	3,990		3,013		2,003		2,506	
Male	1,601	40%	1,174	39%	748	37%	857	34%
Female	2,389	60%	1,839	61%	1,255	63%	1,649	66%
<b>The number of male resigned employees by age (person)</b>								
Under 30 years old	1,052	66%	749	64%	427	57%	457	53%
Between 30-50 years old	508	32%	396	34%	308	41%	381	44%
Over 50 years old	41	3%	29	2%	13	2%	19	2%
<b>The number of female resigned employees by age (person)</b>								
Under 30 years old	2,481	104%	1,320	72%	828	66%	1,062	64%
Between 30-50 years old	917	38%	763	41%	395	31%	567	34%
Over 50 years old	62	3%	63	3%	32	3%	20	1%

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<b>The number of resigned employees by religion (unit:person)</b>								
Northern	83	2%	66	2%	41	2%	53	2%
Central	2,798	70%	2,268	75%	1,318	66%	1,705	68%
Northeastern	175	4%	124	4%	81	4%	120	5%
Eastern	276	7%	188	6%	171	9%	221	9%
Western	42	1%	34	1%	25	1%	-	0%
Southern	456	11%	296	10%	286	14%	321	13%
Other Countries	160	4%	37	1%	81	4%	86	3%
<b>The number of resigned employees by nationality (person)</b>								
Thailand	-	-	-	-	1,890	94.4%	2,418	96%
Kazakhstan	-	-	-	-	2	0.1%	-	-
Canada	-	-	-	-	1	0.0%	-	-
China	-	-	-	-	2	0.1%	-	-
Nepal	-	-	-	-	3	0.1%	2	0%
Belarus	-	-	-	-	1	0.0%	-	-
Franch	-	-	-	-	2	0.1%	-	-
Cambodia	-	-	-	-	23	1.1%	14	1%
Philippines	-	-	-	-	6	0.3%	1	0%
Puttan	-	-	-	-	2	0.1%	-	-
Laos	-	-	-	-	6	0.3%	-	-
Maldives	-	-	-	-	34	1.7%	49	2%
Sri Langka	-	-	-	-	18	0.9%	12	0%
America	-	-	-	-	1	0.0%	1	0%
Australia	-	-	-	-	1	0.0%	-	-
India	-	-	-	-	7	0.3%	6	0%
Indonesia	-	-	-	-	3	0.1%	3	0%
Egypt	-	-	-	-	1	0.0%	-	0%
<b>The number of employees who resigned voluntarily by gender (people)</b>								
Total	3,990	-	3,013	-	2,003	-	2,506	-
Male	1,601	40%	1,174	39%	748	37%	857	34%
Femal	2,389	60%	1,839	61%	1,255	63%	1,649	66%
<b>The number of new employees (people)</b>								
Total (exclude Part-time)	3,522	-	1,504	-	9,488	-	15,814	-
Male	1,357	39%	585	39%	3,276	35%	5,412	34%
Femal	2,166	61%	919	61%	6,212	65%	10,402	66%
<b>The number of male new employees (people)</b>								
Under 30 years old	994	73%	435	74%	2,877	88%	4,595	85%
Between 30-50 years old	344	25%	139	24%	391	12%	772	14%
Over 50 years old	19	1%	11	2%	8	0%	45	1%
<b>The number of female new employees (people)</b>								
Under 30 years old	1,607	74%	670	73%	5,639	91%	9,331	90%
Between 30-50 years old	544	25%	240	26%	559	9%	1,037	10%
Over 50 years old	14	0.6%	9	1.0%	14	0.2%	34	0%
<b>The number of new employees by religion (person)</b>								
Northern	26	1%	13	1%	508	5%	861	5%
Central	2,739	78%	1,333	89%	6,543	69%	10,523	67%
Northeastern	65	2%	17	1%	1,030	11%	1,566	10%
Eastern	162	5%	41	3%	746	8%	1,409	9%
Western	-	0%	3	0%	1	0%	-	0%
Southern	303	9%	66	4%	552	6%	1,259	8%
Foreign Countries	190	5%	27	2%	108	1%	196	1%

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<b>The number of new employees by nationality (person)</b>								
Thailand	n/a		n/a		9,293	97.94%	15,458	98%
Cambodia	n/a		n/a		1	0.01%	-	
Kazakhstan	n/a		n/a		1	0.01%	5	0%
Canada	n/a		n/a		1	0.01%	-	
Japan	n/a		n/a		1	0.01%	4	0%
Nepal	n/a		n/a		3	0.03%	6	0%
Bangladesh	n/a		n/a		2	0.02%	23	0%
Pakistan	n/a		n/a		3	0.03%	12	0%
Myanmar	n/a		n/a		74	0.78%	56	0%
Philippines	n/a		n/a		3	0.03%	7	0%
Laos	n/a		n/a		11	0.12%	-	
Maldives	n/a		n/a		49	0.52%	110	1%
Germany	n/a		n/a		1	0.01%	3	0%
Sri Langka	n/a		n/a		11	0.12%	45	0%
Singapore	n/a		n/a		1	0.01%	4	0%
America	n/a		n/a		1	0.01%	-	
Italy	n/a		n/a		1	0.01%	1	0%
Iran	n/a		n/a		1	0.01%	9	0%
India	n/a		n/a		21	0.22%	68	0%
Egypt	n/a		n/a		1	0.01%	3	0%
<b>The number of job openings for internal employees (person)</b>								
Total	n/a		n/a		n/a		17,345	
Male employees hired	n/a		n/a		n/a		4,644	31%
Female employees hired	n/a		n/a		n/a		9,670	64%
Average hiring cost (THB)	n/a		n/a		n/a		191	
<b>The number of employees on maternity leave (person)</b>								
Number of employees entitled to maternity leave	11,323	61.9%	5,081	59.1%	8,410	64.3%	9,456	63.0%
Number of employees who used maternity leave entitlement.	335	1.8%	202	2.4%	311	2.4%	210	1.4%
Number of employees who took maternity leave and returned to work afterward.	266	1.5%	164	1.9%	196	1.5%	164	1.1%
<b>The Disability Employment (person)</b>								
Total disable employees	296	2%	98	1%	89	1%	132	1%
Male	133		42		15		74	
Female	36		56		90		58	
Operation level					108		132	
Management level								
Disable employees Compensation (THB)	24,500,000		15,741,314		14,389,350		7,081,048	
<b>Hiring of elderly employees (Unit: person)</b>								
Total	142	0.8%	95	1.1%	75	0.6%	102	1%
Male	74		50		38		62	
Female	68		45		37		39	
Operation level	98		47		30		40	
Management level	58		48		45		62	
Elderly employees Compensation (THB)	59,800,000		46,798,572		46,773,620		66,267,976	
<b>Employee promotions by gender (people)</b>								
Total number of employees promoted	240	1%	633	7%	1,251	10%	4,620	31%
Male	115	48%	306	48%	395	32%	1,570	34%
Female	125	52%	327	52%	856	68%	3,050	66%
<b>Employee promotions by nationality (person)</b>								
Thai	n/a		619	97.8%	1,248	99.8%	4,574	99%
Foreigners	n/a		14	2.2%	3	0.2%	46	1%
<b>Employee promotions by position (person)</b>								
Director Up	n/a		n/a		4	0.3%	5	0%
Manager and Director	n/a		n/a		-		31	1%
<b>Number of employees hired through Outsource/Agency *not company employees*</b>								
Total	n/a		n/a		n/a		499	
Male	n/a		n/a		n/a		301	
Female	n/a		n/a		n/a		198	

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<b>Number of Sales Employees</b>								
Total	n/a		n/a		n/a		80	0.5%
Male	n/a		n/a		n/a		18	22.5%
Female	n/a		n/a		n/a		62	77.5%
<b>Number of Female Sales Employees</b>								
Number of female operation	n/a		n/a		n/a		18	23%
Number of female management	n/a		n/a		n/a		43	54%
Number of female high-level executives	n/a		n/a		n/a		1	1%
<b>Number of employees related to STEM : Science/ IT/ Engineering /Mathematics</b>								
Total	n/a		n/a		n/a		601	4%
Male	n/a		n/a		n/a		317	53%
Female	n/a		n/a		n/a		284	47%
<b>Number of female employees related to STEM : Science/ IT/ Engineering /Mathematics</b>								
Number of female operation	n/a		n/a		n/a		182	30%
Number of female management	n/a		n/a		n/a		98	16%
Number of female high-level executives	n/a		n/a		n/a		4	1%
<b>Number of employees who are welfare committee members</b>								
Total	n/a		n/a		n/a		134	1%
Male	n/a		n/a		n/a		70	52%
Female	n/a		n/a		n/a		64	48%
% of employees covered by welfare agreements: (Collective bargaining)		100%		100%		100%		100%
<b>2.Compensation</b>								
<b>Employee compensation (Baht)</b>								
Total compensation	5,259,517,000		3,709,000,000		3,200,000,000		4,373,000,000	
<b>Provident Fund</b>								
Number of employees who are members of Employee Provident Fund (person)	n/a		2,096		1,628		1,330	
Amount of money contributed by the company to the Employee Provident Fund (Baht)	n/a		36,000,000		29,000,000			
<b>Ratio of basic salary and compensation for</b>								
High-level management, including Director and above	1 : 0.95		1 : 0.79		1 : 0.84		1 : 1.00	
Management Level	1 : 0.93		1 : 0.98		1 : 0.83		1 : 1.04	
Operational level	1 : 0.96		1 : 0.98		1 : 1.01		1 : 0.89	
<b>3.Safety, occupational health, and environmental conditions in employees' work.</b>								
<b>Total working hours of all employees (hours)</b>	<b>822,600</b>		<b>386,595</b>		<b>588,915</b>		<b>675,315</b>	
Injury Rate (IR) /per 1,000,000 operating hours	n/a		2.8		2.7		4.5	
Lost Time Injury Rate (LTIR) /per 1,000,000 operating hours	n/a		2.9		1.6		0.3	
Number of Fatalities	n/a		-		2		-	
Total number of sick leave days taken by employees (days)	n/a		7,929		2,785		25,309	
<b>4. Promotion of relationship and employee engagement.</b>								
Important labor disputes (yes / no).	-		-		-		-	
<b>Number of employees volunteering for social activities (person)</b>								
Total employee	7,612		1,132		75		1,325	
Total hours to participate in activities	1,574,018		16,309		2,004		3,597	
<b>The number of complaints filed by employees regarding human rights violations and unfair labor practices (issue)</b>								
Complaints regarding human rights violations	-		-		-		-	
Complaints regarding unfair labor practices	3		2		2		-	
Resolved and addressed	3		2		2		-	
Under investigation or being addressed	-		-		-		-	

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<b>5. Employee development.</b>									
Training and development expenses for employees (baht)	n/a			18,100,000		14,688,322		14,920,316	
Average training hours per employee per year (hours/person/year)	14.0			8.9		21.6		18.4	
Average training hours per male employee per year (hours/person/year)	n/a			n/a		n/a		8.3	
Average training hours per female employee per year (hours/person/year)	n/a			n/a		n/a		10.6	
<b>Number of employees who received training (person)</b>									
Total	n/a			n/a		n/a		15,007	
Male	n/a			n/a		n/a		5,798	39%
Female	n/a			n/a		n/a		9,209	61%
The percentage of total employees	n/a			n/a		n/a		200	
<b>Number of male employees who attended training by position (person)</b>									
Operation level	n/a			n/a		n/a		4,602	79%
Management level	n/a			n/a		n/a		1,182	20%
Executive level	n/a			n/a		n/a		14	0%
<b>Number of female employees who attended training by position (person)</b>									
Operation level	n/a			n/a		n/a		6,523	70.8%
Management level	n/a			n/a		n/a		2,675	29.0%
Executive level	n/a			n/a		n/a		11	0.1%
<b>Number of male employees who attended training by age (person)</b>									
Under 30 years old	n/a			n/a		n/a		3,375	58%
Between 30-50 years old	n/a			n/a		n/a		2,158	37%
Over 50 years old	n/a			n/a		n/a		265	5%
<b>Number of female employees who attended training by age (person)</b>									
Under 30 years old	n/a			n/a		n/a		6,169	67%
Between 30-50 years old	n/a			n/a		n/a		2,773	30%
Over 50 years old	n/a			n/a		n/a		267	3%
<b>Number of employees trained in the Code of Conduct:</b>									
Number of employees trained in anti-corruption:	n/a			n/a		n/a		8,460	56%
Number of employees trained in anti-corruption:	n/a			n/a		n/a		8,460	56%
<b>Number of employees trained in Cyber Security (person)</b>									
Total	n/a			n/a		n/a		2,669	
The percentage of total employees	n/a			n/a		n/a		18%	
Male	n/a			n/a		n/a		1,474	55%
Femal	n/a			n/a		n/a		1,195	45%

GRI Standards								
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2020	2021	2022
1	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	<b>Percentage of employees that the organization's anti-corruption policies and procedures have been communicated to</b>				
				Senior Management	%	100	100	100
				Middle Management	%	100	100	100
				Junior Management	%	100	100	100
				Officer	%	100	100	100
				<b>Percentage of employees that have received training on anticorruption</b>				
		Senior Management	%	100	100	100		
		Middle Management	%	100	100	100		
		Junior Management	%	100	100	100		
		Officer	%	100	100	100		
		205-3	Confirmed incidents of corruption and actions taken	Number of confirmed incidents of corruption	case	0	0	0
				Number of confirmed incidents of conflict of interest	case	0	0	0
Number of confirmed incidents of Money Laundering	case			0	0	0		
Number of confirmed incidents of insider trading	case			0	0	0		
2	Anti-Competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, monopoly practices	No. of legal actions completed during the reporting period regarding anti-competitive behavior	Case	0	0	0
				No. of legal actions completed during the reporting period regarding violations of anti-trust and monopoly legislation	Case	0	0	0

GRI Standards										
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2019	2020	2021	2022	2022 Target
1	Energy	302-1	Energy consumption within the organization	Total fuel consumption within the organization from non-renewable sources	MWh	2,567,745.28	177,185.43	163,286.32	304,136.99	241,365.48
				Total fuel consumption within the organization from renewable sources	MWh	26.51	177.66	426.81	734.64	
				Total energy consumption within the organization	MWh	2,567,771.79	177,363.09	163,713.13	304,871.63	
2	Water and effluents	303-3	Water withdrawal	Total water withdrawal from all areas	Megaliters	2,672.24	1,944.88	1,550.05	3,260.25	
		303-4	Water Discharge	Total water discharge to all areas	Megaliters	1,743.33	1,439.67	1,107.48	2,246.35	
		303-5	Water Consumption	Total water consumption	Megaliters	928.91	505.21	442.57	1,013.90	
3	Biodiversity	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations	Sites	0	0	0	0	
4	Emissions	305-1	Direct (Scope 1) GHG emissions	Gross direct (Scope 1) GHG emissions	metric ton co2e	27,749.39	22,780.23	15,218.89	34,956.27	15,218.89
		305-2	Energy indirect (Scope 2) GHG emissions	Gross location-based energy indirect (Scope 2) GHG emissions	metric ton co2e	86,883.99	67,069.62	59,323.50	98,625.04	81,670.95
		305-3	Other indirect (Scope 3) GHG emissions	Gross other indirect (Scope 3) GHG emissions	metric ton co2e	23,446.54	18,319.43	16,876.35	25,817.08	
5	Waste	306-3	Waste generated	Total weight of non-hazardous waste generated	Metric tons	7,241.26	3,593.69	2,254.60	7,842.53	
		306-4	Waste diverted from disposal	Total weight of non-hazardous waste diverted from disposal	Metric tons	2,289.01	1,107.59	606.66	1,852.41	
		306-5	Waste directed to disposal	Total weight of non-hazardous waste directed to disposal	Metric tons	4,952.25	2,486.10	1,647.94	5,990.12	
6	Environmental Violations	2-27	Compliance with Laws and Regulations	Total number of significant instances of non-compliance with laws and regulations regarding environmental violations	Case	0	0	0	0	
				Total monetary value of fines for instances of non-compliance with laws and regulations regarding environmental violations	THB	0	0	0	0	

\*The sustainability performance on environmental aspects is a combine figures between hotel and food businesses.



GRI Standards									
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2019	2020	2021	2022
1	<b>Non-Discrimination</b>	<b>406-1</b>	Incidents of discrimination and corrective actions taken	Incident case of discrimination	Case	0	0	0	0
2	<b>Local Communities</b>	<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	Percentage of operations with implemented local community engagement, including the use of environmental impact assessments and ongoing monitoring	%	100	100	100	100
3	<b>Customer Privacy</b>	<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Number of substantiated complaints received concerning breaches of customer privacy	Case	0	0	0	0
				Total number of identified leaks, thefts, or losses of customer data	Case	0	0	0	0