

SUSTAINABILITY PERFORMANCE

The report focuses on the sustainability performance of CPN Retail Growth Leasehold REIT (CPNREIT)'s core activity. Its scope covers CPNREIT's business operations and properties in Thailand from 1 January 2023 to 31 December 2023 (FY2023). This is including economic social and environmental aspects according to the REIT Manager or CPN REIT Management Co., Ltd. (CPNRM or the Company)'s sustainable development strategy.

- **Economic:** This report discloses the performance outcomes of the Company as mentioned in the Annual Report 2023.
- **Social and Environmental:** This report discloses the performance outcomes of the Company and any properties that have a significant social and environmental impacts.

As of 31 December 2023, CPNREIT's portfolio comprised 12 properties across Thailand i.e., 7 shopping centers, 4 office buildings and 1 hotel.

Boundary of Sustainability Performance Reporting

No.	Property	Social (Employee and Safety)				Environmental (Energy, GHG, Water, and Waste)			
		2020	2021	2022	2023	2020	2021	2022	2023
Shopping Center		5	7	7	7	5	5	7	7
1	Central Rama 2	●	●	●	●	●	●	●	●
2	Central Rama 3	●	●	●	●	●	●	●	●
3	Central Pinklao	●	●	●	●	●	●	●	●
4	Central Chiangmai Airport	●	●	●	●	●	●	●	●
5	Central Pattaya Beach	●	●	●	●	●	●	●	●
6	Central Marina		●	●	●		●	●	●
7	Central Lampang		●	●	●		●	●	●
Office Properties		2	4	4	4	2	2	4	4
1	Pinklao Tower A	●	●	●	●	●	●	●	●
2	Pinklao Tower B	●	●	●	●	●	●	●	●
3	The Ninth Towers Grand Rema 9		●	●	●		●	●	●
4	Unilever House Grand Rema 9		●	●	●		●	●	●
Hotel Property		NA	NA	1	1	NA	1	1	1
1	Hilton Pattaya*			●	●		●	●	●

Remarks

- NA = not applicable
- The Sustainability Performance Reporting have certified by Lloyd's Register Quality Assurance Ltd.
- *The Environmental impact data (greenhouse gas emissions, energy, water, and waste) of Hilton Pattaya is a part of Hilton's environmental data has also certified by DEKRA Certification, Inc. under limited independent assurance since 2013, which disclosed in Hilton performance via <https://cr.hilton.com/our-reporting/#performance>

SUSTAINED VALUE

CPNREIT strives for robust business growth while mitigates business risks by diversifying its business platforms geographically and investment types which have promising growth.

Financial: The REIT Manager aims to uphold its strong financial position to continually support the growth of businesses through prudent financial management practices and effective financial cost control.

GRI Standards	Metrics	Unit	2020	2021	2022	2023
201-1	Rental income and other income	Million Baht	4,069.6	3,527.16	4,886.72	5,776.78
	Cost of rental and service, SG&A, Property Management Fee	Million Baht	621.9	745.56	936.1	1,046.8
	Net profit	Million Baht	1,537.5	376.8	1,393.3	2,183.5
	Distribution per Unit	Baht/Unit	0.7419	0.6032	1.1369	1.126

Corporate Governance: The REIT Manager is committed to the highest level of corporate governance and transparency in the execution of policies and processes as this is fundamental to the management and operational protocols of CPNREIT.

GRI Standards	Metrics	Unit	2020	2021	2022	2023
2-9, 405-1	Governance Structure					
	Executive directors	Person	2	2	3	3
	Independent directors	Person	2	2	2	2
	Board Meeting Attendance					
	Average board meeting attendance	% per year	100	96	100	96
205-2	Communication about Code of Business Conduct with Stakeholders					
	Employee	%	100	100	100	100
	Contractor/Supplier/Services Provider	%	100	100	100	100
206-1	Breaches of the Codes of Conduct					
	Corruption or Bribery	Case	None	None	None	None
	Anti-competitive behavior	Case	None	None	None	None
	Anti-trust and monopoly legislation	Case	None	None	None	None
	Conflicts of Interest	Case	None	None	None	None
	Money Laundering or Insider trading	Case	None	None	None	None
	Discrimination or Harassment	Case	None	None	None	None
	Customer Privacy Data	Case	None	None	None	None

Customer Management and Development: The REIT Manager strives to cater to customers' different needs and expectations, and constantly look for ways to improve the quality of experience for its customers and visitors.

GRI Standards	Metrics	Unit	2020	2021	2022	2023
2-29	Overall Shopper/Visitor satisfaction with Property Manager	Point			59*	34*
	Overall Tenant satisfaction index with Property Manager	Point			45*	39*
	Data coverage of Tenant Satisfaction Index	%			81.6	54
	Complaints					
416-2	Incidents of non-compliance concerning the health and safety impacts of products and service	Case	0	0	0	0
417-3	Incidents of non-compliance concerning marketing communications	Case	0	0	0	0
418-1	Total number of information security breaches	Case	0	0	0	0
	Total number of clients, customers, employees affected by the breaches	Case	0	0	0	0
2-27	Non-compliance with laws and regulations in the environment social and economic area	Case	0	0	0	0

Remarks

- With the ongoing pandemic, there were external factors that could affect customer satisfaction. For this reason, "Shopper and Tenant Satisfaction" was removed from our 2020 – 2021 performance indicators.
- *Since 2022, company change the customer satisfaction survey measurement by using Net Promoter Score (NPS) measure taken from asking customers how likely they are to recommend our service to others on a scale of 0-10. In the Net Promoter system, customers are categorized into three groups—promoters (score of 9 and 10), detractors (score of 7 and 8) and passives (score of 0 to 6), NPS is calculated by subtracting the percentage of customers who answer the NPS question with a 6 or lower (detractors) from the percentage of customers who answer with a 9 or 10 (promoters), so our score is lower than the past years.
 - For Standard Meaning:
 Score -100 to 0 means "Needs improvement."
 Score 0 to 30 means "Fair."
 Score 31 to 70 means "Good."
 Score 71 to 100 means "Excellent."

EMPOWERING PEOPLE

The REIT Manager is committed to developing the high-performance work culture that embraces diversity and collaboration. CPNRM upholds Central Pattana Plc. (CPN) to be a workplace of choice for employees and adheres to its policies on non-discriminatory employment practices and equal remuneration.

Workforce Statistics

GRI Standards	Metrics		Unit	2020		2021		2022		2023	
				Female	Male	Female	Male	Female	Male	Female	Male
2-7	By employment type	Permanent full-time Employee: CPNREIT Team Head Office	Person	6	0	5	0	5	0	5	0
2-8		Permanent full-time Contractor: workforce	Person	232	319	272	367	371	494	497	604
	Workforce by location	Total workforce	Person	557		644		870		1106	
		Bangkok Metropolitan	Person	129	192	132	180	126	167	207	249
		North	Person	51	58	70	94	61	91	233	263
		East	Person	52	69	75	93	189	236	62	92

Remark

- Since 2022, The company has changed reporting structure to cover employees only CPNREIT Team Head Office during 2019-2022. (For the past reporting, employees including the CPNREIT Team Head Office and permanent full-time contractors.)

Inclusive and Diversity

GRI Standards	Metrics		Unit	2020		2021		2022		2023	
				Female	Male	Female	Male	Female	Male	Female	Male
405-1	Board gender diversity	Number of Board of Directors	Person	4	1	4	1	4	1	4	1
		Percentage of male and female	%	80	20	80	20	80	20	80	20
	Workforce by work category	Top management	Person	0	0	0	0	0	5	6	9
		Middle management	Person	18	13	19	11	13	12	29	26
		Junior management	Person	26	44	39	56	23	20	38	63
		Non-management	Person	194	262	219	300	340	457	429	506
		Revenue-Generating Function	Person					367	216	397	263
		Science, Technology, Engineering and Mathematics (STEM) function	Person					4	170	4	178
	Workforce by age	Less than 30 years old	Person	62	63	62	55	89	76	104	111
		Between 30-50 years old	Person	221	159	198	276	265	365	366	428
		More than 50 years old	Person	36	16	17	36	22	53	32	65
	Workforce by nationality	Thai	Person	319	238	277	367	375	487	501	595
		Others	Person	0	0	0	0	1	7	1	9
	Workforce by cultural background	Central	Person	199	158	125	165	160	208	222	249
		Northeast	Person	34	18	29	37	65	74	19	42
		South	Person	7	4	4	7	5	7	7	5
		North	Person	79	58	66	96	65	94	63	98
		East	Person	0	0	50	57	78	102	188	206
		West	Person	0	0	3	5	5	7	3	4
	Disability employment	Disability contractor	Person	0	0	0	0	1	2	1	3

Collective Bargaining Agreement

2-30	Total employees covered by collective bargaining agreements	%	100	100	100	100	100
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Engagement and Retention

GRI Standards	Metrics		Unit	2020		2021		2022		2023	
				Female	Male	Female	Male	Female	Male	Female	Male
401-3	Workforce engagement	Engagement score	%	83		78		86		85	
		Engagement score by gender	%			73	82	82	82	80	90
		Percentage of employees covered	%			94		98		73	
	Recruitment	Total number of new hires	Person	26	9	6	2	31	10	112	102
	New employment by age	Less than 30 years old	Person	21	5	3	2	14	5	59	41
		Between 30-50 years old	Person	4	4	3	0	17	5	52	57
		More than 50 years old	Person	1	0	0	0	0	0	1	4
	New employment by level	Top management	Person	0	0	0	0	3	0	0	1
		Middle management	Person	0	1	0	0	28	10	10	6
		Junior management	Person	4	0	1	0	0	0	34	35
		Non-management	Person	22	8	5	2	0	0	68	60
	Voluntary turnover by work category	Top management (SEVP-EVP)	Person	0	0	0	0	0	0	0	2
		Middle management (SVP-M)	Person	0	2	0	1	2	2	12	9
		Junior management (AM-Sup)	Person	0	1	5	5	4	1	30	24
		Non-management (SO-Consultant)	Person	40	24	24	13	52	47	45	37
	Voluntary turnover by age	Less than 30 years old	Person	23	13	16	8	23	21	33	19
		Between 30-50 years old	Person	15	9	12	11	34	26	53	48
		More than 50 years old	Person	2	5	1	0	1	3	1	5
	All turnover	Total turnover	Person	40	27	29	19	58	50	87	72
		Percentage of voluntary turnover per total employee	%	16.81	8.46	10.47	5.18	15.43	10.12	17.33	11.92
	Lay-off		Person	0	0	0	0	0	0	0	0

Leave and Absenteeism

GRI Standards	Metrics		Unit	2020	2021	2022	2023
403-2(a)	Leave day taken	Annual leave	Day	1,900	8,471	10,644	9,488
		Employee using maternity leave	Person	18	10	8	6
		Employee remaining at work after maternity leave	Person	0	10	8	6
		Sick leave	Day	795	2,555	5,142	653
		Leave without pay	Day	53	0	399	121

Training and development

GRI Standards	Metrics		Unit	2020		2021		2022		2023	
				Female	Male	Female	Male	Female	Male	Female	Male
404-1	Average training hours by work category	Top management	Hours	11		25		16		18	
		Middle management									
		Junior management									
		Non-management									
		Percentage of employees who received training programs	%					96.44		97.87	
		Percentage of employees who received ESG training	%					21.15		98.63	
	Training Cost / FTE		Baht	1,388		1,626		1,076		2,963.64	

Remuneration ratios

GRI Standards	Metrics		Unit	2020		2021		2022		2023	
				Female	Male	Female	Male	Female	Male	Female	Male
405-2	Employee remuneration	Total Workforce	Million baht							558.16	
			%							271.49	286.67
										48.64	51.36
	Gender pays ratio by work category (base salary)	Top management	Female : Male								
		Middle management								1.75	
		Junior management		0.99		1.06		0.99		1.18	
		Non-management		1.00		0.95		0.98		0.92	
	Gender pays gap (Hourly rate)	Mean gender pay gap	%	7.28		7.82		7.48		1.19	
		Median gender pay gap	%	7.31		9.88		8.73		1.03	
		Mean bonuses pay gap	%	13.82		12.63		8.37		1.31	
		Median bonuses pay gap	%	4.61		9.08		3.53		0.96	
	Provident fund	Number of Workforce enrolled in provident fund	Person							901	
		Ratio of workforce enrolled in provident fund	%							81.46	
		Company's contribution to the provident fund	Million baht							10.95	
			%							1.96	

Remark

- The remuneration ratios reporting cover only shopping center groups which's the main employment structures.

Definitions and calculation guidelines

CPNREIT's employees are workers under employment contracts with the REIT Manager and the Property Manager (only Central Pattana) they are classified into four groups, as Top Management, Middle Management, Junior Management, and Non-Management.

- **Top Management** includes those from the level of President, Senior Executive Vice President (SEVP) and Executive Vice President (EVP)
- **Middle Management** includes those from level from Senior Vice President (SVP), Vice President (VP), Assistant Vice President (AVP), Senior Manager and Manager
- **Junior Management** includes those from level from Assistance Manager and Supervisor
- **Non-Management** includes those from level from Senior Officer, Officer, Operator and Consultant

Remarks The total number of employees reported excluded Grand Canal PLC workforce which 15 employees, 7 male and 8 female.

Occupational Safety and Health Management

GRI Standards	Metrics	Unit	2020		2021		2022		2023		
			Female	Male	Female	Male	Female	Male	Female	Male	
Occupational Health and Safety											
403-8(a) (2018)	Ratio of workforce represent in OHS Committee per total employment	%	7.36		13.35		9.08		8.41		
403-9(a) (2018)	Work-related injuries of employee										
	Number of fatalities as a result of work-related injuries (fatality)	Case	0.00		0.00		0.00		0.00		
	Number of high-consequence work-injuries (excluding fatalities) (high-consequence)	Case	0.00		0.00		0.00		0.00		
	Number of recordable work-related injuries (recordable)	Case	0.00		0.00		0.00		0.00		
	Number of Lost time Injury Frequency Rate (LTIFR)	Case	0.00		0.00		0.00		0.00		
	Number of worked hours	Hour	13,141		13,141		10,931		10,574		
	Rate of fatalities as a result of work-related injury (fatality)										
	Rate of fatalities as a result of work-related injury per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of fatalities as a result of work-related injury per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of high-consequence work-injuries (excluding fatalities) (high-consequence)										
	Rate of high-consequence work-injuries per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of high-consequence work-injuries per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of recordable work-related injuries (recordable)										
	Rate of recordable work-related injuries per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of recordable work-related injuries per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of Lost-time Injury Frequency rate (LTIFR)										
	Rate of Lost-time Injury Frequency rate 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of Lost-time Injury Frequency rate per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of Days away/restricted or transfer rate (DART)										
	Rate of Days away/restricted or transfer rate per 200,000 hours worked	Day/Hour	0.00		0.00		0.00		0.00		
	Rate of Days away/restricted or transfer rate per 1,000,000 hours worked	Day/Hour	0.00		0.00		0.00		0.00		
	Rate of Lost workday rate (LWR)										
	Rate of Lost workday rate per 200,000 hours worked	Day/Hour	0.00		0.00		0.00		0.00		
	Rate of Lost workday rate per 1,000,000 hours worked	Day/Hour	0.00		0.00		0.00		0.00		
	Absentee Rate (AR)	%	0.00		0.00		0.00		0.00		

403-9(b) (2018)

Work-related injuries of contractor

*

GRI Standards	Metrics	Unit	2020		2021		2022		2023		
			Female	Male	Female	Male	Female	Male	Female	Male	
Occupational Health and Safety											
403-10(a) (2018)	Number of fatalities as a result of work-related injury (fatality)	Case	0.00		0.00		0.00		0.00		
	Number of high-consequence work-injuries (excluding fatalities) (high-consequence)	Case	0.00		0.00		0.00		0.00		
	Number of recordable work-related injuries (recordable)	Case	2.00		0.00		7.00		0.00		
	Number of Lost time Injury Frequency Rate (LTIFR)	Case	2.00		0.00		7.00		0.00		
	Number of worked hours	Hour	1,769,561		4,147,532		9,681,708		9,985,225		
	Rate of fatalities as a result of work-related injury (fatality)										
	Rate of fatalities as a result of work-related injury per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of fatalities as a result of work-related injury per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of high-consequence work-injuries (excluding fatalities) (high-consequence)										
	Rate of high-consequence work-injuries per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of high-consequence work-injuries per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of recordable work-related injuries (recordable)										
	Rate of recordable work-related injuries per 200,000 hours worked	Case/Hour	0.23		0.00		0.14		0.00		
	Rate of recordable work-related injuries per 1,000,000 hours worked	Case/Hour	1.13		0.00		0.72		0.00		
	Rate of Lost-time Injury Frequency rate (LTIFR)										
	Rate of Lost-time Injury Frequency rate 200,000 hours worked	Case/Hour	0.23		0.00		0.14		0.00		
	Rate of Lost-time Injury Frequency rate per 1,000,000 hours worked	Case/Hour	1.13		0.00		0.72		0.00		
	Rate of Days away/restricted or transfer rate (DART)										
	Rate of Days away/restricted or transfer rate per 200,000 hours worked	Day/Hour	0.90		0.00		0.83		0.00		
	Rate of Days away/restricted or transfer rate per 1,000,000 hours worked	Day/Hour	4.52		0.00		4.13		0.00		
	Rate of Lost workday rate (LWR)										
	Rate of Lost workday rate per 200,000 hours worked	Day/Hour	0.00		0.00		0.00		0.00		
	Rate of Lost workday rate per 1,000,000 hours worked	Day/Hour	0.00		0.00		0.00		0.00		
	Work-related ill health of employee										
	Number of fatalities as a result of work-related ill health (fatality)	Case	0.00		0.00		0.00		0.00		
	Number of high-consequence ill health (recordable)	Case	0.00		0.00		0.00		0.00		
	Number of worked hours	Hour	13,141		13,141		10,931		10,931		
	Rate of Occupational Illness Frequency Rate (OIFR)										
	Rate of Occupational Illness Frequency Rate per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of Occupational Illness Frequency Rate per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
403-10(b) (2018)	Work-related ill health of contractor		*								
	Number of fatalities as a result of work-related ill health (fatality)	Case	0.00		0.00		0.00		0.00		

GRI Standards	Metrics	Unit	2020		2021		2022		2023		
			Female	Male	Female	Male	Female	Male	Female	Male	
Occupational Health and Safety											
	Number of high-consequence ill health (recordable)	Case	0.00		0.00		0.00		0.00		
	Number of worked hours	Hour	1,769,561		4,147,532		9,681,708		9,985,225		
	Rate of Occupational Illness Frequency Rate (OIFR)										
	Rate of Occupational Illness Frequency Rate per 200,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		
	Rate of Occupational Illness Frequency Rate per 1,000,000 hours worked	Case/Hour	0.00		0.00		0.00		0.00		

Definitions and calculation guidelines

Definitions and Recording Criteria

Below are the definitions and recording criteria used by Central Pattana Plc to calculate, collect and report occupational health and safety statistics:

- **Work-hours** Total number of working hours.
- **Work-related fatalities** as a result of injuries that occur from work or activity of the Company.
- **Recordable work-related injuries** Medical Treatment Injuries: MTIs that resulted in a certain level of treatment given by health professionals to combat injury, disease or disorder, which includes suturing of any wound, casting, surgeries (major and minor), detoxification, gastric lavage, Sodium Chloride IV Infusion, blood transfusion, administration of oxygen, CPR, medication dispensing, rehabilitation and loss or removal of an organ, as well as restricted work activity or death. MTIs do not include the following:
 - First aid
 - Medical visits for the purpose of observation or consultation
 - Diagnostic procedures including x-rays, ultrasound, blood tests, prescription medication solely for diagnostic purposes (e.g., mydriatics)
- **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.
- **Lost Time Injury Frequency Rate: LTIFR** The rate of work-related injuries that result in time away from work.
- **Days Away/Restricted or Transfer Rate: DART** The rate of work-related injuries and diseases that result in time away from work, restricted work activity or job transfer.
- **Lost Workday Rate: LWR** The rate of work-related injuries and diseases of high-consequence that result in time away from work where a full recovery cannot be made within 180 days.
- **Occupational Illness Frequency Rate: OIFR** The rate of occupational illnesses that result in time away from work.

Method for Calculating Work-Hours

- Number of employees 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**
 =
$$\frac{\text{number of fatalities as a result of work – related injuries} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$
- **Rate of high-consequence work-related injuries (excluding fatalities)**
 =
$$\frac{\text{number of high – consequence work – related injuries (excluding fatalities)} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$

- **Rate of recordable work-related injuries**

$$= \frac{\text{number of recordable work – related injuries} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$
- **Lost-time injuries frequency rate: LTIFR**

$$= \frac{\text{number of Lost – time injuries frequency} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$
- **Lost-time injuries frequency rate: OIFR**

$$= \frac{\text{number of Lost – time Occupational illness frequency} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$
- **Days away/Restricted or Transfer rate: DART**

$$= \frac{\text{Total Number of Days away/restricted or transfer from injuries and illness} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$
- **Lost Workday Rate: LWR**

$$= \frac{\text{Total Number of Lost Days from injuries and illness of high – consequence work} \times [200,000 \text{ or } 1,000,000]}{\text{number of hour worked}}$$
- **Absentee Rate: AR**

$$= \frac{\text{Number of lost day injuries and other occupational diseases that are not excused} \times 100}{\text{Total number of operating day in a year}}$$

Remarks

- Since 2022, The company has changed reporting structure to cover Work-related injuries and ill health of employees only CPNREIT Team Head Office during 2019-2022. (For the past reporting, Work-related injuries and ill health of employees including the CPNREIT Team Head Office and permanent full-time contractors.)
- FY2019 * data of Work-related injuries and ill health of contractor cover permanent contractors including Shopping Center and Office Properties employee, not cover regularly outsource contractors ie; housekeepers, security guards, gardener which have been included since 2020.
- Since FY2021 data includes the number of work-hours and the number of work-related injuries and occupational diseases of Grand Canal Land PLC, which comprises the Ninth Towers Grand Rama 9, and Unilever House Grand Rama 9.
- In 2022, we expanded our reporting boundary further to cover contractors including daily casuals, trainees, and daily outsource contract.

ENRICHED ENVIRONMENT

The Manager strives to develop and implement environmental-friendly features in its properties and improve overall energy efficiency. It believes that the efficient use of resources such as energy and water reduce operational costs, mitigates regulatory and physical risks, and creates value for its stakeholders.

Energy

GRI Standards	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
302-1 (a)	Non-renewable fuel consumption	MWh	21,239.04	15,436.84	10,818.04	14,980.19	15,189.07	-28.5%
	Diesel	MWh	348.36	252.93	264.75	274.36	246.13	
	Gasoline	MWh	230.02	225.97	110.89	106.57	84.51	
	Liquefied Petroleum Gas (LPG)	MWh	20,659.30	14,957.32	10,441.73	14,598.68	14,857.72	
	Cooking oil	MWh	1.36	0.62	0.67	0.58	0.72	
302-1 (b)	Self-generated electricity from renewable sources	MWh	656.27	855.61	1,608.12	1,650.85	1,639.90	+149.9%
	Onsite Solar	MWh	656.27	855.61	1,608.12	1,650.85	1,639.90	
	Purchased Electricity	MWh	171,796.62	123,033.84	106,024.41	134,485.83	144,015.35	-16.2%
	Non-renewable sources (Grid electricity from MEA/PEA)	MWh	171,796.62	123,033.84	106,024.41	134,485.83	144,015.35	
	Renewable sources (Onsite Solar via PPA contract)	MWh	-	-	-	-	-	
	Renewable sources (Offsite Solar via PPA contract)	MWh	-	-	-	-	-	
302-2 (a)	Total Non-Renewable Energy Sold	MWh	104,412.44	83,236.21	50,966.07	67,603.99	72,495.57	-30.6%
	Electricity sold to tenant	MWh	83,803.86	68,308.60	40,536.40	53,571.29	58,057.54	-30.7%
	LPG sold to tenant	MWh	20,608.58	14,927.61	10,429.66	14,032.70	14,438.03	-29.9%
302-1(e)	Total net energy consumption within organization	MWh	89,279.49	56,090.08	67,484.50	83,512.88	88,348.75	-1.0%
	Non-renewable source (Fuel and Grid electricity)	MWh	88,623.22	55,234.47	65,876.38	81,862.03	86,708.86	-2.2%
	Renewable source (Solar)	MWh	656.27	855.61	1,608.12	1,650.85	1,639.90	+149.9%
	Total net electricity consumption within organization	MWh	88,649.04	55,580.85	67,096.12	82,565.39	87,597.71	-1.2%
	Non-renewable sources (Grid electricity)	MWh	87,992.77	54,725.24	65,488.00	80,914.54	85,957.81	-2.3%
	Renewable sources (Solar)	MWh	656.27	855.61	1,608.12	1,650.85	1,639.90	+149.9%
	Percentage of renewable energy per total net energy consumption							
	Within building	%	0.34	0.61	1.36	1.09	1.02	+200.9%
	Within the organization	%	0.74	1.53	2.38	1.98	1.86	+152.5%
	Percentage of renewable electricity per total net electricity consumption within the organization							
	Within building	%	0.38	0.69	1.49	1.21	1.13	+195.9%
	Within the organization	%	0.74	1.54	2.40	2.00	1.87	+152.9%
302-3	Energy intensity							
	Building usage (Non-renewable and renewable sources)	kWh / m ²	371.87	267.49	210.01	263.32	311.96	-16.1%
	Company usage (Non-renewable and renewable sources)	kWh / m ²	171.41	107.69	119.65	145.52	154.93	-9.6%

GRI Standards	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
	Company usage (Non-renewable source only)	kWh / m ²	170.15	106.04	116.80	142.65	152.05	-10.6%
	Tenant usage (Non-renewable source only)	kWh / m ²	200.46	159.80	90.36	117.80	127.13	-36.6%
	Electricity intensity							
	Building usage (Non-renewable and renewable sources)	kWh / m ²	331.09	237.85	190.83	237.22	255.42	-22.9%
	Company usage (Non-renewable and renewable sources)	kWh / m ²	170.20	106.71	118.96	143.87	153.61	-9.7%
	Company usage (Non-renewable source only)	kWh / m ²	168.94	105.07	116.11	140.99	150.73	-10.8%
	Tenant usage (Non-renewable source only)	kWh / m ²	160.89	131.15	71.87	93.35	101.81	-36.7%
	Total area of the assets in portfolio	Sq.m.	596,977	596,977	596,613	606,472	606,472	
	Data coverage by area	%	87.3	87.3	94.5	94.6	94.6	

Definition and calculation guidelines

Energy

The number of properties in calculating during 2019-2023 comprised 12 properties across Thailand i.e., 7 shopping centers, 4 office buildings and 1 hotel.

Total energy consumption includes energy from fuel combustion, electricity, and renewable energy.

- Total fuel consumption = the sum of all types of fuel resource consumption x its heating value (in each) – Unit in GJ
- Conversion factor are referred to the Annual Thailand Energy Report, Department of Alternative Energy Development and Efficiency
- Total energy consumption within organization = Fuel consumption from non-renewable + renewable energy + Electricity purchased – Electricity sold to tenants

Total area of the assets

The total area of assets in the company's portfolio includes the gross leasable area (GLA) and common areas, excluding parking. GLA specifically refers to tenant spaces. Common areas encompass spaces shared with customers or tenants, over which the company has operational control. These may include entrance areas, corridors, lifts, escalators, waste storage areas, etc. The areas are used for the Environmental Resource Management sections including Energy, Water, GHG and Waste.

Intensity

Energy intensity ratio is calculated by dividing energy consumption by Gross Leasable Area (GLA) and common areas.

Water

GRI Standards	Water Area	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
303-3	All areas	Water withdrawal (TDS ≤ 1,000 mg/L)	m ³	1,874,921.05	1,347,617.78	1,133,805.13	1,560,529.04	1,631,589.79	-13.0%
		Third-party water/Municipal water	m ³	1,786,710.46	1,315,469.64	1,109,892.45	1,529,662.44	1,596,400.98	
		Groundwater	m ³	88,210.59	32,148.14	23,912.68	30,866.60	35,188.81	
		Rainwater/Surface water	m ³		-	-	-	-	
		Water withdrawal (TDS > 1,000 mg/L)	m ³		-	-	-		

GRI Standards	Water Area	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
	Areas with water stress	Water withdrawal (TDS ≤ 1,000 mg/L)	m ³	300,564.15	222,336.05	222,700.69	235,460.80	220,681.03	-26.6%
		Third-party water /Municipal water	m ³	212,353.56	190,187.91	198,788.00	204,594.20	185,492.22	
		Groundwater	m ³	88,210.59	32,148.14	23,912.68	30,866.60	35,188.81	
		Rainwater/Surface water	m ³		-	-	-	-	
		Water withdrawal (TDS > 1,000 mg/L)	m ³		-	-	-	-	
303-3	Total water withdrawal	Municipal water/Third-party water + Groundwater + Rainwater/Surface water	m ³	1,874,921.05	1,347,617.78	1,133,805.13	1,560,529.04	1,631,589.79	-13.0%
303-4	All areas	Water discharge by destination (TDS ≤ 1,000 mg/L)	m ³	1,391,780.98	957,909.69	876,512.21	1,135,090.57	933,873.19	-32.9%
		Surface water	m ³	1,391,780.98	957,909.69	876,512.21	1,135,090.57	933,873.19	
		Seawater	m ³	-	-	-	-	-	
		Groundwater	m ³	-	-	-	-	-	
		Third-party water	m ³	-	-	-	-	-	
		Water discharge by destination (TDS > 1,000 mg/L)	m ³		-	-	4,736.51	182,042.53	
		Third-party water : Oil&Grease and sewage	m ³		-	-	4,736.51	3,921.75	
		Third-party water : Municipal WWTP						178,120.78	
	Areas with water stress	Water discharge by destination (TDS ≤ 1,000 mg/L)	m ³	256,739.57	143,445.57	129,980.20	122,881.93	108,925.34	
		Surface water	m ³	256,739.57	143,445.57	129,980.20	122,881.93	108,925.34	
		Seawater	m ³		-	-	-		
		Groundwater	m ³		-	-	-		
		Third-party water	m ³		-	-	-		
		Water discharge by destination (TDS > 1,000 mg/L)	m ³		-	-	496.27	488.17	
		Third-party water : Oil&Grease and sewage					496.27	488.17	
		Third-party water : Municipal WWTP							
303-4	Total water discharge	Surface water + seawater + Groundwater + Third-party water	m ³	1,391,780.98	957,909.69	876,512.21	1,135,090.57	933,873.19	-32.9%
303-4 (clause 2.4.2)		Water discharge by level of treatment		1,391,780.98	957,909.69	876,512.20	1,135,090.57	1,111,993.97	
		Primary Treatment	m ³	279,811.36	147,702.35	119,122.84	165,028.92	178,120.78	
		Secondary Treatment	m ³	1,111,970	810,207	757,389.36	970,061.65	933,873.19	
303-5	All areas	Total water consumption	m ³	483,140.07	389,708.10	257,292.93	420,701.96	515,674.07	+6.7%
	Areas with water stress	Total water consumption	m ³	43,824.59	78,890.48	92,720.49	112,082.60	111,267.52	+153.9%
		Water intensity	m ³ / m ²	0.93	0.75	0.46	0.73	0.90	-2.5%

GRI Standards	Water Area	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
		Total recycled water	m ³	6,881.47	6,127.87	10,415.62	23,052.75	21,331.84	+210%
			%	0.37%	0.45%	0.92%	1.48%	1.31%	256.2%
		Data coverage by area	%	87.3	87.3	94.5	94.6	94.6	

Definition and calculation guidelines

Water management involves water from external sources, water treatment, discharge water and recycled water. Evaluation of water utilization efficiency and risks from difference water sources is in place.

- **Water withdrawal** sum of all water drawn from surface water, groundwater, or a third party for any use over the course of the reporting period.
- **Water consumption** sum of all water that has been withdrawn and incorporated into products, used in the shopping center or generated as waste, has evaporated, transpired, or been consumed or is polluted to the point of being unusable by other users, and is therefore not released back to surface water, groundwater, seawater, or a third party over the course of the reporting period.
- **Recycled water** refers to the amount of reused water consumption after wastewater is treated through the wastewater management processes. Water management is in place at the Company's shopping center and offices buildings.
- **Water discharge** sum of effluents, used water, and unused water released to surface water, groundwater, seawater, or a third party, for which the organization has no further use, over the course of the reporting period.
- **Level of wastewater treatment**
 - **Primary treatment** is physical treatment of wastewater by the company before being discharged to third-party wastewater treatment plant or municipality wastewater treatment plant. This includes wastewater from Central Pattaya Beach, Central Marina and Hilton Pattaya which send wastewater to Pattaya wastewater treatment plant.
 - **Secondary treatment** is physical and biological wastewater treatment inside shopping center prior discharge into public water. Secondary treatment comprises Sequence Batch Reactor (SBR) or Deep shaft.
- **Water stress area** ability, or lack thereof, to meet the demand for water which shopping center are in water stress High. There are 2 shopping malls located in Extremely High water stress areas i.e. Central Chiangmai Airport and Central Lampang.
- **Water intensity ratio** calculated by dividing water consumption by Gross Leasable Area (GLA) and common areas.

Greenhouse Gas Emissions

GRI Standards	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
305-1	Direct (Scope 1) GHG emissions	Ton CO ₂ e	1,870.46	770.08	435.90	865.65	858.30	-54.1%
305-2	Indirect (Scope 2) GHG emissions	Ton CO ₂ e	51,220.59	40,679.02	32,737.45	40,449.18	42,970.31	-16.1%
	Location-based	Ton CO ₂ e	51,220.59	40,679.02	32,737.45	40,449.18	42,970.31	
	Market-based	Ton CO ₂ e	51,220.59	40,679.02	32,737.45	40,449.18	42,970.31	
305-3	Other indirect (Scope 3) GHG emissions	Ton CO ₂ e	81,532.45	61,179.40	34,168.48	44,829.57	47,677.67	-41.5%
	1. Purchased goods and services : municipal water	Ton CO ₂ e	858.74	619.12	530.44	777.22	863.65	0.6%
	5. Waste generated in operations: landfill disposal	Ton CO ₂ e	24,753.05	16,076.56	10,298.55	13,449.81	13,818.28	-44.2%
	6. Business travel	Ton CO ₂ e	122.45	36.55	3.65	6.89	7.78	-93.7%

GRI Standards	Metrics	Unit	2019 (Base Year)	2020	2021	2022	2023	Compared with Base Year
305-4	9. Downstream transportation and distribution : Waste transportation	Ton CO ₂ e	1,498.97	698.68	130.85	624.94	682.43	-54.5%
	13. Downstream leased assets : Electricity sold to tenants	Ton CO ₂ e	49,613.76	40,354.61	20,833.74	26,780.29	29,022.97	-41.5%
	13. Downstream leased assets : LPG sold to tenants	Ton CO ₂ e	4,685.49	3,393.88	2,371.25	3,190.42	3,282.58	-29.9%
	Scope 1 & 2 GHG emissions	Ton CO ₂ e	53,091.05	41,449.10	33,173.35	41,314.82	43,828.61	-17.4%
	Scope 1 & 2 & 3 GHG emissions	Ton CO ₂ e	134,623.50	102,628.50	67,341.83	86,144.39	91,506.28	-32.0%
	GHG Intensity							
	Scope 1 per floor area	kg CO ₂ e / m ²	4.26	1.75	0.77	1.61	1.51	-64.7%
	Scope 2 per floor area	kg CO ₂ e / m ²	98.34	78.10	58.04	70.48	75.35	-23.4%
	Scope 3 per floor area	kg CO ₂ e / m ²	156.53	117.46	60.58	78.12	83.61	-46.6%
	Scope 1 & 2 per floor area	kg CO ₂ e / m ²	101.93	79.58	58.82	72.09	76.86	-24.6%
	Scope 1 & 2 & 3 per floor area	kg CO ₂ e / m ²	258.46	197.04	119.39	150.20	160.46	-37.9%
	Data coverage by area (S1& 2& 3)	%	87.3%	87.3%	94.5%	94.6%	94.6%	

Definition and calculation guidelines

Greenhouse Gas

Reporting scope of GHG emissions covers CO₂, CH₄, and N₂O which are calculated and shown in the form of CO₂ equivalent that generates Global Warming Potential (GWP) specified by Intergovernmental Panel on Climate Change 2006 (IPCC) Meanwhile, the figure of emission factors is referred from IPCC and Thailand Greenhouse Gas Management Organization (TGO).

1. Scope Boundaries

- 1.1 Direct emission (Scope 1) occurs from fuel or natural gas combustion, refrigerant, fire extinguisher (CO₂) and Sulfur Hexafluoride (SF₆) through operating processes and activities under the Company's monitoring, control, and management.
- 1.2 Indirect emission (Scope 2) occurs from electricity, bought from external sources and use in common area and HVAC system under company operational control.
- 1.3 Other indirect emission (Scope 3) occurs from water usage, electricity usage by tenants and fuel by business travel (staff travels by taxis, airplanes, train, boat, and car rent), LPG usage by tenants and waste treatment and transportation outside the Company.

2. Report on Emission

- 2.1 Direct emission (Scope 1) is based on fuel consumption (by weight or quality), e.g., the quality of oil or natural gas x GHG emission rate, as suggested in the 2006 IPCC guidelines.
- 2.2 Indirect emission (Scope 2) occurs mainly from electricity, bought from external sources for Central Pattana's operations only. The GHG Protocol defines two calculation methods for the measurement of Scope 2 emissions:
 - Market-based methods based on average energy generation emission factors for defined geographic locations, including local, subnational, or national boundaries.
 - Location-based method based on GHG emissions emitted by the generators from which the reporter contractually purchases electricity bundled with contractual instruments, or contractual instruments on their own.
- 2.3 Other indirect emission (Scope 3) occurs from water usage, fuel and electricity usage by tenants and business travel (staff travels by taxis, airplanes, train, boat, and car rent)_including waste treatment and transportation outside organizational boundary. Total 5 categories in scope 3 are considered for the Company:
 - Category 1 Purchased goods and services include emissions from water usage

- Category 5 Waste generated in operations include emissions from third-party disposal and treatment of waste generated in the reporting company's owned or controlled operations
- Category 6 Business travel includes emissions from the transportation of employees for business related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars.
- Category 9 Downstream transportation and distribution include emissions from waste transportation to and from disposal site
- Category 13 Downstream leased assets includes emissions from the operation of assets that are owned by the Company and leased to other entities. This includes fuel combustion and electricity use of tenants under leasing arrangements.

3. **Assessment Method** according to The Greenhouse Gas Protocol: A corporate accounting and Reporting Standard Revised Edition and Thailand Greenhouse Gas Management Organization (TGO) guideline for carbon footprint assessment.

Intensity

Emission intensity ratio is calculated by dividing GHG emissions by Gross Leasable Area (GLA) and common areas.

Remarks

- o Our base year for the calculation of environmental impact is FY2019.
- o All figures for GHG emission have been recalculated from previous year due to change in emissions associated with proportion of CPNREIT investment. CPNREIT has invested in properties, but not the operator. Therefore, GHG emissions data in this report had been estimated based on percentage of areas being invested by CPNREIT in shopping mall and hotel.

Waste

GRI Standards	Metrics	Unit	2020	2021	2022	2023
306-3 Waste generated	Waste generated	metric tons	6,365.32	4,724.97	7,544.40	8,739.83
	Hazardous waste	metric tons	0.72	1.14	2.10	3.79
	Electronic waste (E-waste)	metric tons	0.11	0.15	0.56	0.74
	Infectious waste	metric tons	1.72	2.31	8.65	10.20
	General waste	metric tons	5,955.60	4,325.86	5,894.57	6,051.56
	Waste to Energy (RDF and Bio-diesel)	metric tons			928.63	1,539.23
	Recycle waste (plastic, paper, metal, can, glass)	metric tons	340.43	321.87	614.31	870.94
	Preparation food	metric tons	66.74	73.64	95.58	263.37
306-4 Waste diverted from disposal	Waste diverted from disposal (offsite)	metric tons	408.00	392.26	710.45	1,135.05
	Hazardous waste	metric tons	0.84	0.15	0.56	0.74
	Recycling/ Reclaim (Hazardous waste, E-waste)	metric tons	0.84	0.15	0.56	0.74
	Non-hazardous waste	metric tons	407.17	392.11	709.89	1,134.31
	Recycling	metric tons	340.37	319.10	614.31	870.94
	Composting	metric tons	66.74	73.01	95.58	263.37
	Reuse (waste for art)	metric tons	0.06	-		
306-5	Waste directed to disposal (offsite)	metric tons	5,957.32	4,332.71	6,833.95	7,604.78
	Hazardous waste	metric tons	1.72	3.45	10.75	13.99

GRI Standards	Metrics	Unit	2020	2021	2022	2023
Waste directed to disposal	Incineration (Infectious waste)	metric tons	1.72	3.45	10.75	13.99
	Non-hazardous waste	metric tons	5,955.60	4,329.26	6,823.20	7,590.79
	Landfill (General waste)	metric tons	5,955.60	4,329.26	5,894.57	6,051.56
	Waste to Energy (RDF and Bio-diesel)	metric tons			928.63	1,539.23
	Diversion rate	%	6.40	8.30	9.42	13
	Waste Prevention (Organic waste into agriculture or animal feed)					1,169.43
	Data coverage by area	%	73.58	94.54	94.63	94.63

Definition and calculation guidelines

Waste covers total waste generated through Central Pattana's operations and activities. The quantity of waste is based on valid estimation.

- **Waste diverted from disposal** refers waste is taken for preparation for reuse, recycling and composting offsite.
- **Waste directed to disposal** refers waste is taken for incineration (with/without energy recovery), landfill offsite.
- **Waste generated rate** calculated from waste generated per customer visits.
- **Waste diversion rate** calculated from waste diverted from disposal per waste generated.

Remarks In 2021, we expanded our reporting boundary data includes Central Marina, Central Lampang, the Ninth Towers Grand Rama 9, and Unilever House Grand Rama 9

LRQA Independent Assurance Statement

Relating to CPN Retail Growth Leasehold REIT's performance data and information for the calendar year 2023

This Assurance Statement has been prepared for CPN Retail Growth Leasehold REIT (CPN REIT) in accordance with our contract but is intended for the readers of this Report.

Terms of engagement

LRQA (Thailand) Limited (LRQA) was commissioned by CPN Retail Growth Leasehold REIT's (CPN REIT) to provide independent assurance on its performance data and information in 2023 "the data" against the assurance criteria below to a limited level of assurance and at the materiality of the professional judgement of the verifier using LRQA's verification approach. LRQA's verification procedure is based on current best practice, is in accordance with ISAE 3000¹ and uses the following principles of - inclusivity, materiality, responsiveness and reliability of performance data.

Our assurance engagement covered CPN REIT's activities in Thailand under its financial control only and specifically the following requirements:

- Evaluating the accuracy and reliability of data and information for only the selected indicators listed below:
 - Environmental: (GRI 302-1) Energy consumption, (GRI 302-3) Energy intensity, (GRI 303-3 to 5) Water withdrawal /discharge and consumption, (GRI 305-1) Direct (Scope 1), (GRI 305-2) Energy indirect (Scope 2), (GRI 305-3) Other indirect (Scope 3) – Cat 1.Purchased goods and services, Cat 5. Waste generated in operations, Cat 6.Business travel, Cat 9. Downstream transportation and distribution and Cat 13. Downstream leased assets only, GHG emissions, (GRI 305-4) GHG emissions intensity and (GRI 306- 3 to 5) Waste generated/diverted form disposal and direct to disposal.
 - Social: (GRI 403-9 and 10) Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities for all employees.

Our assurance engagement excluded the data and information of CPN REIT's subsidiaries and all its activities outside of Thailand. Our assurance engagement also excluded the data and information of its suppliers and any third-parties mentioned in the report.

LRQA's responsibility is only to CPN REIT. LRQA disclaims any liability or responsibility to others as explained in the end footnote. CPN's responsibility is for collecting, aggregating, analysing and presenting all the data and information within the report and for maintaining effective internal controls over the systems from which the report is derived. Ultimately, the report has been approved by, and remains the responsibility of CPN REIT.

LRQA's Opinion

Based on LRQA's approach nothing has come to our attention that would cause us to believe that CPN REIT has not, in all material respects:

- Met the requirements above
- Disclosed accurate and reliable performance data and information as no errors or omissions were detected

The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

Note: The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limited assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

LRQA's approach

LRQA's assurance engagements are carried out in accordance with our verification procedure. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:

- Auditing CPN REIT's data management systems to confirm that there were no significant errors, omissions or mis-statements in the report. We did this by reviewing the effectiveness of data handling process, and systems, including those for internal verification. We also spoke with key people in various departments responsible for compiling the data and drafting the report.
- Sampling of evidences presented at CPN REIT's office to confirm the reliability of the selected topic specific standards.

Observations

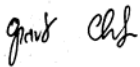
Further observations and findings, made during the assurance engagement, is:

- Reliability:
CPN REIT has a well-defined data management system to consolidate data and information associated with the selected specific topic standards. Maintaining internal verification processes will continually improve the reliability of its reported data and information.

LRQA's standards, competence and independence

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

Dated: 15 March 2024



Opart Charuratana
LRQA Lead Verifier

On behalf of LRQA (Thailand) Ltd.
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