

# FY 2019/20 SUSTAINABILITY FACTSHEET

"GROWING SUSTAINABLY GROWING TOGETHER"



## SUSTAINABILITY AT BTS GROUP

BTS Group is steadfast in growing its businesses through a best-in-class management approach to deliver sustainable value to society and our stakeholders. Our commitment to social and environmental responsibility is a key factor in maintaining continuity and stability that generates superior long-term risk adjusted returns on investments. The Company assesses itself against a rigorous environmental, social and governance (ESG) framework and has been recognised for its commitment to sustainability by numerous leading institutions around the world. **We were named as global industry leader of the Transportation and Transportation Infrastructure Industry in the Dow Jones Sustainability Indices 2020.**



BTS Group places great importance on the **United Nations Sustainable Development Goals (SDGs)** by prioritising six key goals in lines with the Company's business practices and sustainability framework.



## SUSTAINABILITY HIGHLIGHTS

### ENVIRONMENT

Our core business enables people to use lower carbon emitting transportation, improving the air quality. We rely on electricity as our main power source, so prioritise efficient energy usage to further mitigate environmental impacts.

**CO2** Annual GHG emission (tonnes CO<sub>2</sub>e)

Target 2019/20	Actual 2019/20
92,573	75,462

**⚡** Total electricity consumption per distance car-km (kWh per car-km)

Target 2019/20	Actual 2019/20
< 2.80	2.56

**⚡** Total electricity consumption (MWh)

Target 2019/20	Actual 2019/20
165,900	140,451

### GOVERNANCE & ECONOMIC

BTS Group aims to grow its businesses by delivering best products & services to customers through ethical business practices as well as responsible investment.

**😊** Percentage of satisfied customers increased each of the last three years

FY 2019	79%
FY 2018	76%
FY 2017	75%



**Award "5-star rating or "Excellent" rating in Corporate Governance.**  
Certified member of Thailand's Private Sector Collective Actions Coalition against Corruption

**First Thai Green Bond (THB 13bn) issued under official SEC regulation**



"Best Green Bond" award by the Asset Triple A Sustainability Capital Markets Regional Awards 2019

### SOCIAL

Customer and employee safety and wellbeing are fundamental component of our operating culture. The Company commits to providing a healthy workplace environment which is key for a good quality of life.

**👥** Percentage of employees engaged in the self-assessment increased YoY

FY 2019	80%
FY 2018	77%
FY 2017	74%

**🩹** No serious injuries of passengers, employees and contractors in the past two years

**94%** BTS Group sponsors communities and societies for over 90% of the Group CSR spending in FY 2019/20

- Commercial Initiatives and Sponsorship
- Community Investments
- Charitable Donations

BTS Group's fiscal year ends March.

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