

FY 2020/21 SUSTAINABILITY FACTSHEET

"BORDERLESS TRANSFORM SOLUTIONS"



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.

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



Member of
Dow Jones Sustainability Indices

Powered by the S&P Global CSA

THE FIRST AND ONLY RAIL TRANSPORTATION COMPANY CERTIFIED AS CARBON NEUTRAL

THE DJSI GLOBAL TRANSPORTATION SECTOR LEADER & THE SOLE RECIPIENT OF THE GOLD CLASS HONOUR

ENVIRONMENT

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

Efficient Energy Usage



Annual GHG emissions (tonnes CO₂e)

Target 2020/21
99,137

Actual 2020/21
74,600



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

Target 2020/21
< 2.80

Actual 2020/21
2.24



Total non-renewable electricity consumption (MWh)

Target 2020/21
182,917.4

Actual 2020/21
152,431.20



GOVERNANCE & ECONOMIC

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



Percentage of satisfied customers increased in each of the past four years

2017/18	2018/19	2019/20	2020/21
75%	76%	79%	82.4%



"5-star rating or "Excellent" rating in Corporate Governance for the 9th consecutive year

Certified member of the Thai Private Sector Collective Action Against Corruption

Issuance of the Second Green Bond (THB 8.6bn)



The bond has won the "Transport Deal of the Year, Thailand" award at the Asset Triple A Infrastructure Awards 2021



SOCIAL

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



Percentage of internal employee hires increased in each of the past four years

2017/18	2018/19	2019/20	2020/21
29%	40%	44%	60%



NO serious injuries and fatalities of passengers, employees and contractors in the past four years



96% of the Group CSR spending was sponsored in the form of community investments and commercial initiatives

- Commercial Initiatives
- Community Investments
- Charitable Donations

BTS Group's fiscal year ends March.

SUSTAINABILITY DEPARTMENT BTS GROUP HOLDINGS PCL

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