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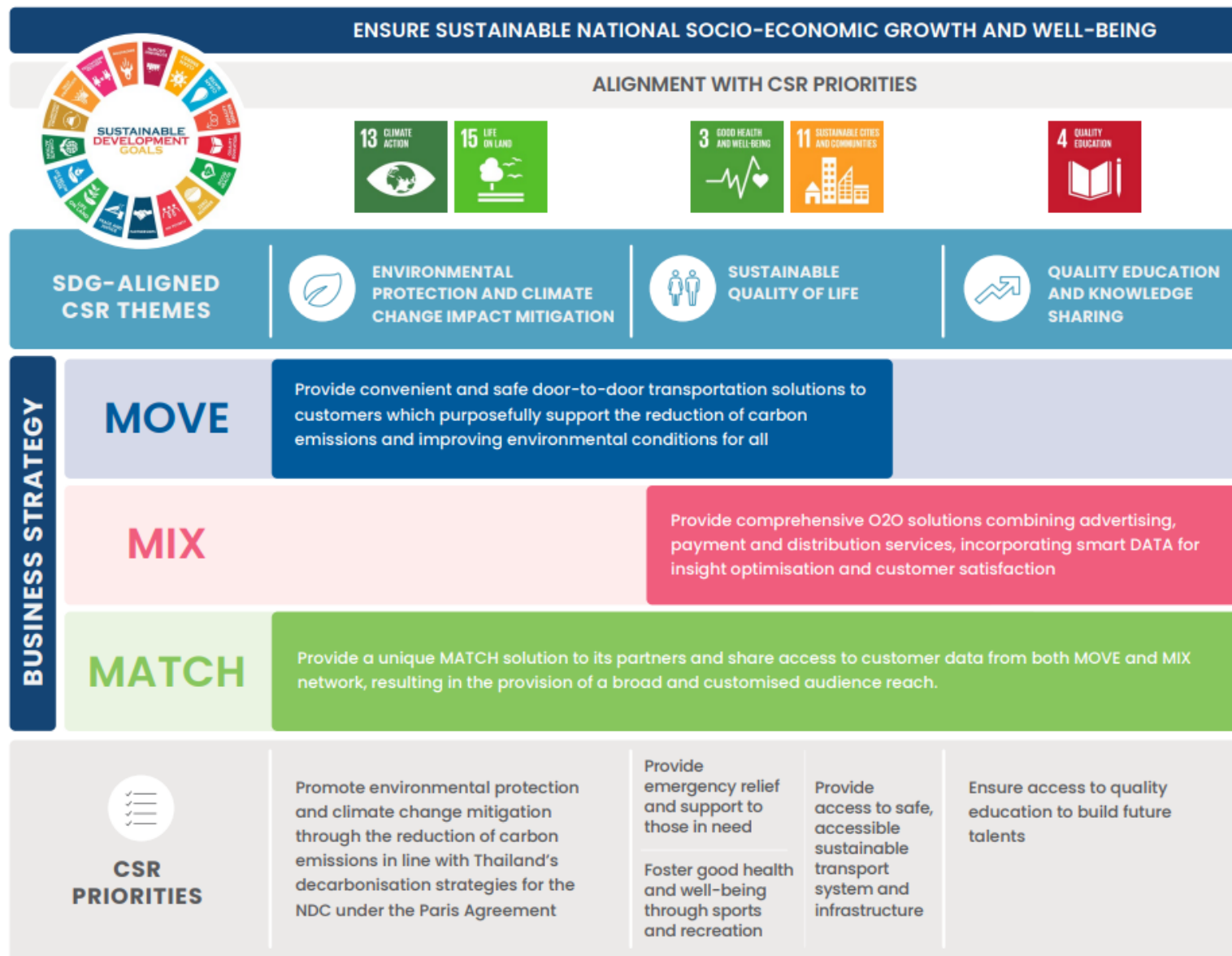
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# OVERVIEW

The strategic direction of BTS Group's CSR initiatives aligns with sustainability-driven priorities from our 3M operations coupled with a clear integration of the United Nations Sustainable Development Goals (SDGs). Our CSR programmes all work to facilitate community participation and investments through our commercial operations, products or services. Together, every respective project and initiative work towards a central purpose – to empower communities towards a more sustainable future for all.



# ABOUT THE SURVEY

## Method and Key Areas of Exploration

At BTS Group, community engagement is a continuous and collaborative process that nurtures meaningful relationships between the company and the communities along the BTS SkyTrain routes. By fostering open dialogue and active participation, we aim to better understand local aspirations, concerns, and values. Through this engagement, we strive to co-create solutions that support community wellbeing and enhance the quality of urban life. Strengthening these connections not only empowers local communities but also reinforces mutual trust, helping us move forward together toward a more inclusive and sustainable city.

### Step 1

#### Survey Definition

Identify target BTS SkyTrain line and relevant key stakeholders for focused community engagement.

### Step 2

#### Data Collection

Conduct in-person interviews to gather insights from community members and local stakeholders.

### Step 3

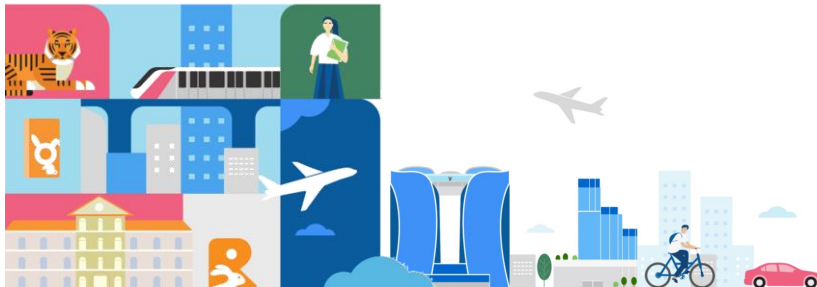
#### Data Analysis

Thoroughly evaluate direct and indirect impacts, positive or negative, on the surveyed stakeholders.

### Step 4

#### Action Plan

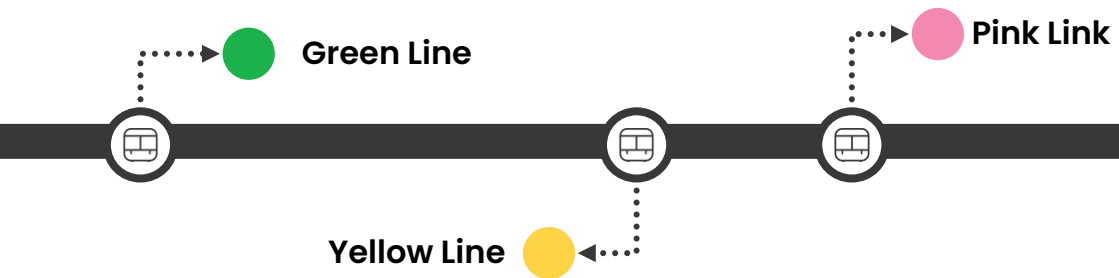
Develop or improve solutions to address identified negative impacts on community wellbeing.



# ABOUT THE SURVEY

## Scope of Community Engagement Survey

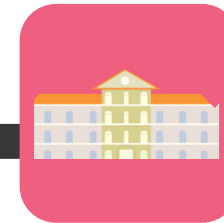
### Scope of Survey by BTS SkyTrain Line



### Scope of Survey by Stakeholders



Surrounding  
Communities



Academic  
Institutions



BTS SkyTrain  
Passengers



Complaint  
Channel





# ABOUT THE SURVEY

## Key Assessment Areas

We aim to understand how BTS operations have impacted surrounding communities across the following areas:

### Overall Community Impact

The general effect of BTS operations on the wellbeing and quality of life in the community.

### Operational Impact

Changes in noise levels, traffic, and waste patterns associated with BTS activities in the community.

### Community Development

The general effect of BTS operations on the wellbeing and quality of life in the community.

### Community Programmes & Funding

Support provided by BTS for local initiatives such as education, health, and infrastructure.

### Employment & Income Opportunities

The general effect of BTS operations on the wellbeing and quality of life in the community.



# RESULTS & FINDINGS

## Executive Summary

A community survey was conducted in person with 30 residents aged between 30 and 50 living near the Green, Yellow, and Pink BTS Lines. All participants have lived in the area well before the commencement of operations, allowing for meaningful insights into post-operation impacts. The results showed that the community experienced more positive than negative effects. Although some negative impacts were identified, residents noted that these were addressed once reported and felt the overall benefits of the operations clearly outweighed the drawbacks.

### Key Identified Negative Impact

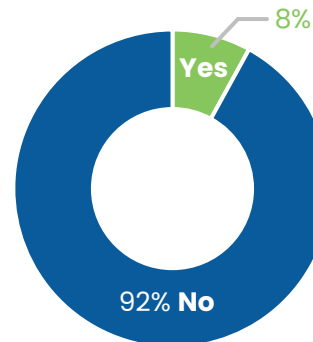
Noise Pollution

Income Disruption to Taxi Drivers

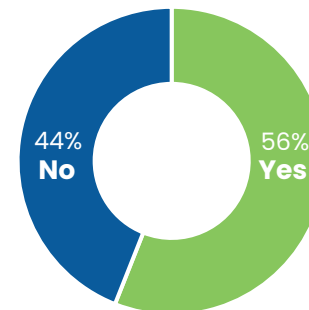
Waste Generation Surrounding the Stations

### Key Figures

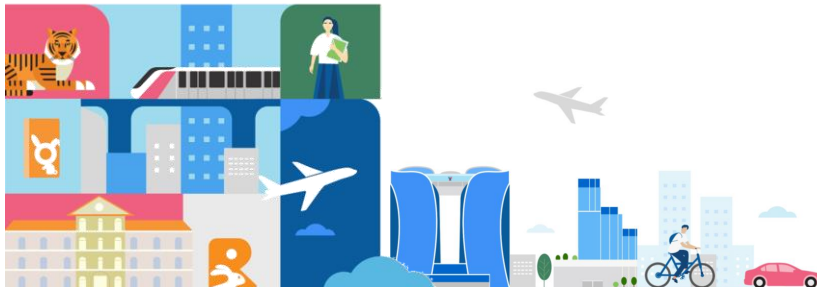
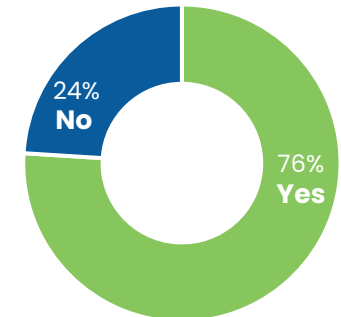
Experienced  
Negative Impact  
from Operations



Operations Have  
Generated Income  
for the community



Have Increased Access to  
Quality Education, Health  
and Ease of Mobility





# SURVEY BREAKDOWN AND ACTION PLAN

	Surrounding Communities	Academic Institutions	BTS SkyTrain Passengers	BTSC Official Complaint Channel
Significance to Operations	Surrounding communities serve as key users whose travel needs shape service delivery. The system transforms how they commute which offers faster, more reliable transport, reducing car use, and improving access to jobs and services across the city.	Students and school staff are regular users whose travel patterns inform service planning. The system enhances their commute by offering a faster, safer mode of transport and improving access to education across the city.	Passengers drive ridership, revenue, and service demand. Their travel patterns guide route planning, station development, and scheduling. Without passengers, the system cannot fulfill its role in reducing traffic congestion, promoting sustainable transport, or connecting people to jobs, schools, and essential services.	An official complaint channel allows the public to report issues, helping the company quickly identify and resolve problems. This improves service quality, builds trust, and shows accountability. Additionally provides insights into passenger needs and expectations, supporting continuous improvement and more responsive operations.
Identified Key Impact <i>(Positive and Negative)</i> <i>(Direct and Indirect)</i>	<ul style="list-style-type: none"><li>• <b>Negative:</b> noise pollution</li><li>• <b>Negative:</b> waste surrounding stations (underneath)</li><li>• <b>Negative:</b> shift in commuter behavior away from taxis since the introduction of the SkyTrain, impacting taxi drivers' income.</li><li>• <b>Positive:</b> improved transport infrastructures</li></ul>	<ul style="list-style-type: none"><li>• <b>Positive:</b> ease of transport</li><li>• <b>Positive:</b> community development programmes through knowledge sharing about BTS SkyTrain</li></ul>	<ul style="list-style-type: none"><li>• <b>Positive:</b> activities that promote knowledge</li><li>• <b>Positive:</b> cleanliness and pleasant surrounding</li></ul>	<ul style="list-style-type: none"><li>• <b>Negative:</b> noise pollution</li></ul>
Response to Identified Negative Impact	<p><b>Noise Pollution:</b> Barriers have been installed to soundproof against noise pollution caused by SkyTrain operations.</p> <p><b>Waste:</b> waste disposal facilities have been placed throughout the stations</p>	n/a	n/a	<ul style="list-style-type: none"><li>• <b>Noise Pollution:</b> Barriers have been installed to soundproof against noise pollution caused by SkyTrain operations.</li></ul>



# The World's Most Sustainable Transportation Company



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