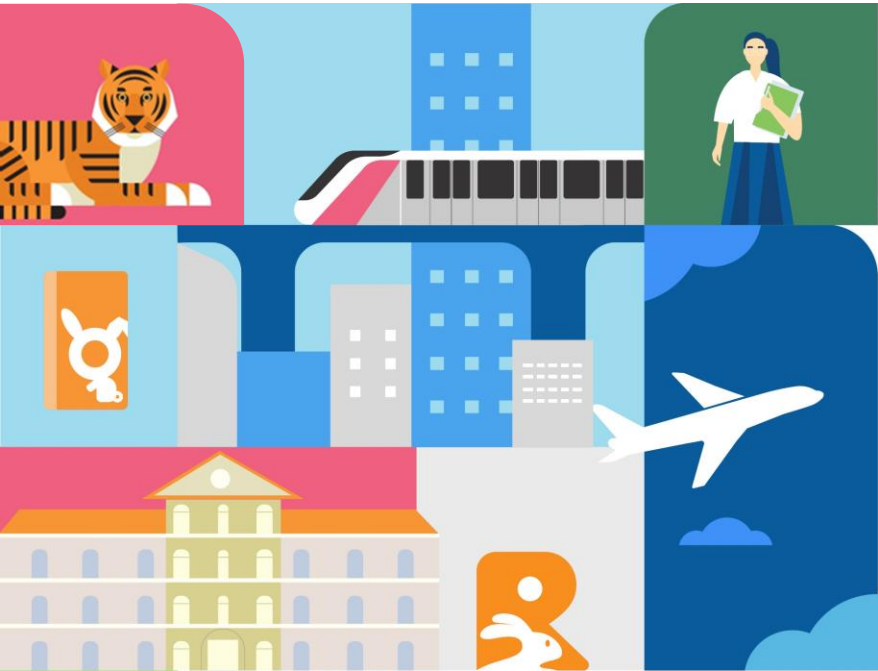


Stakeholder Engagement Survey FY 2025/26

SUSTAINABILITY DEPARTMENT
BTS GROUP HOLDINGS PCL



TABLE OF CONTENTS



01 Overview

Community and Social Development framework

02 About the Survey

Engagement Survey Method and Boundary Identification

03 Summary of Results

Executive Summary and Key Figures

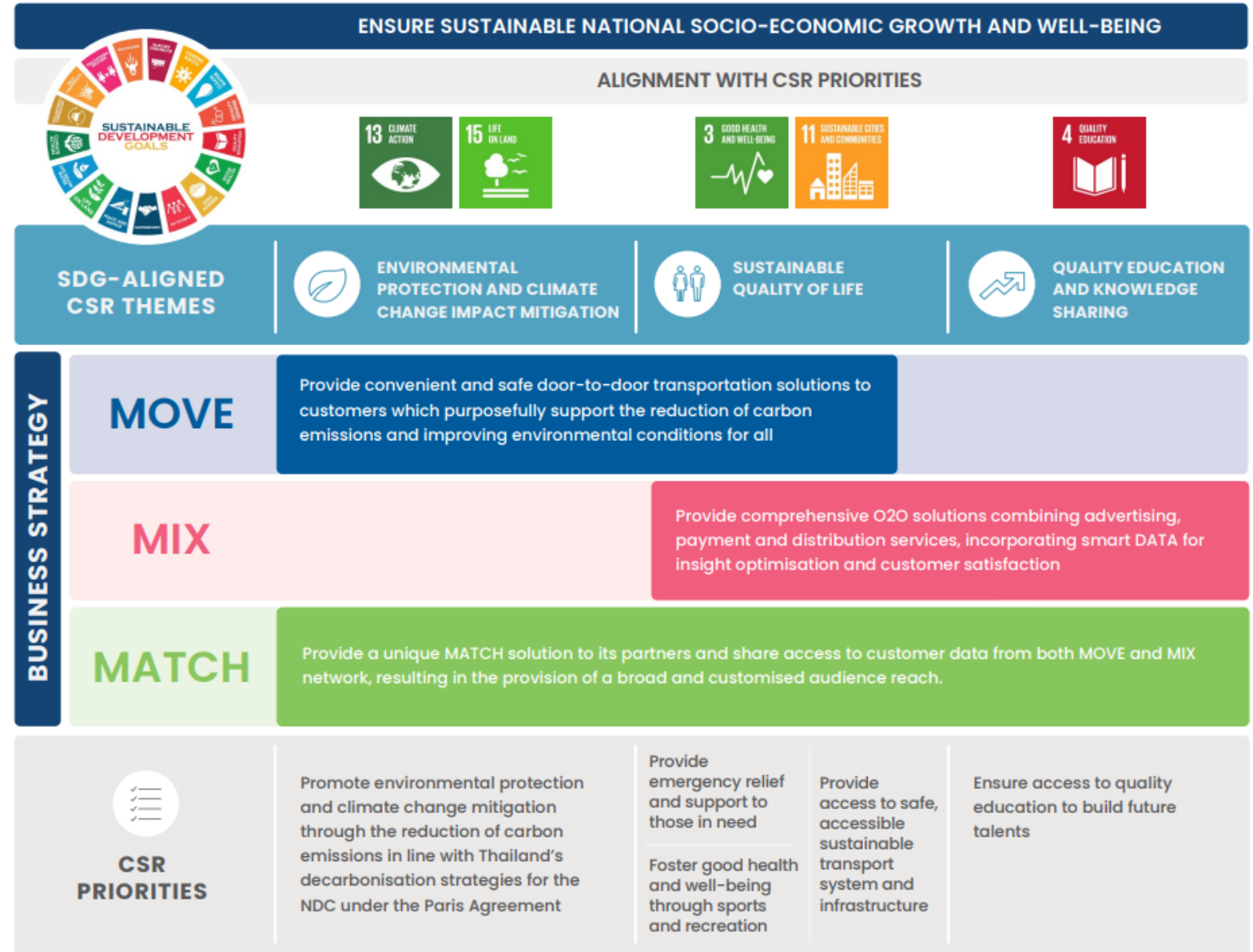
04 Survey Breakdown

Stakeholder Identification and Survey Boundary



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, stakeholder 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 stakeholder engagement.

Step 2

Data Collection

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

Step 3

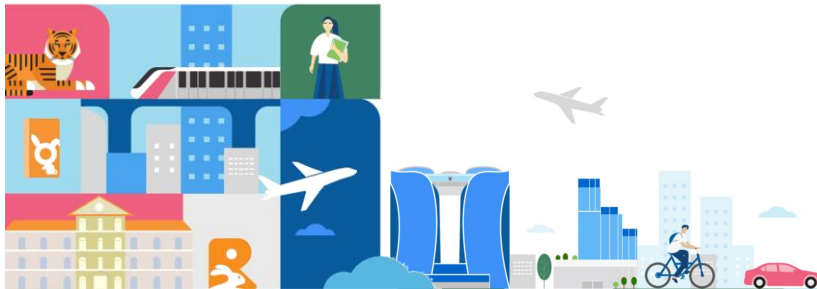
Data Analysis

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

Step 4

Action Plan

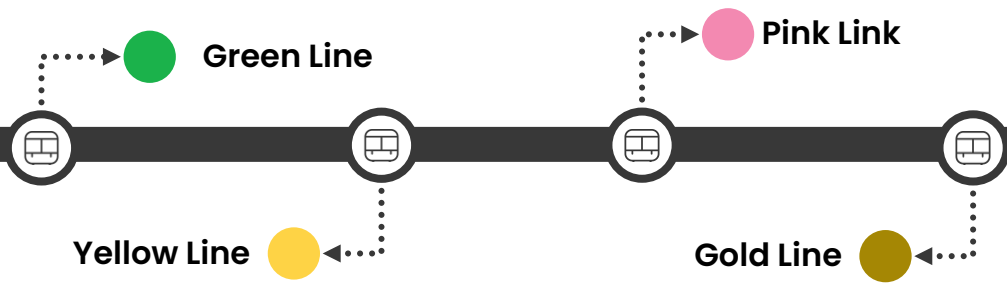
Develop or improve solutions to address identified negative impacts on stakeholder wellbeing.



ABOUT THE SURVEY

Scope of Stakeholder Engagement Survey

Scope of Survey by
BTS SkyTrain Line



Scope of Survey by Stakeholders



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, environmental management 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

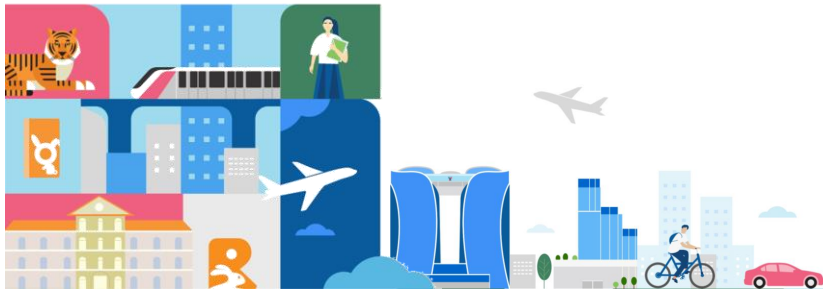
At BTS Group, stakeholder engagement is an ongoing effort to build strong relationships with communities across the BTS SkyTrain network. In FY 2025/26, we conducted a stakeholder engagement survey with 1,269 people aged 20–60 living in communities along the Green, Yellow, Pink, and Gold Lines, representing the key operational corridors of the Group. The findings were used to inform community development initiatives and strengthen stakeholder engagement practices.

Key Identified Negative Impact

Noise Pollution

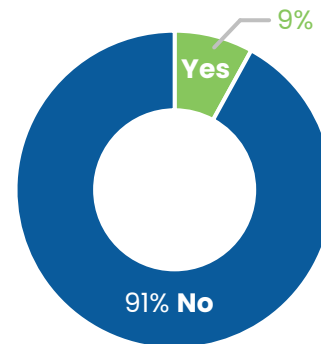
Air Pollution

Waste Management and Cleanliness

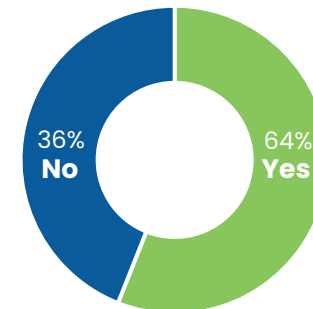


Key Figures

Experienced Negative Impact from Operations



Operations Have Generated Income for the community





SURVEY BREAKDOWN AND ACTION PLAN

Significance to Operations

Surrounding Communities

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.

BTS SkyTrain Passengers

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.

BTSC Official Complaint Channel

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

(Positive and Negative) (Direct and Indirect)

- **Negative:** noise pollution
- **Negative:** waste surrounding stations (underneath)
- **Negative:** air pollution
- **Positive:** improved transport infrastructures
- **Positive:** enhanced safe, accessibility and inclusivity for diverse community groups

- **Positive:** activities that promote knowledge
- **Positive:** cleanliness and pleasant surrounding

- **Negative:** noise pollution

Response to Identified Negative Impact

Noise Pollution: Barriers have been installed to soundproof against noise pollution caused by SkyTrain operations.

n/a

Waste: Waste disposal facilities have been placed throughout the stations

Air pollution: Air quality impacts are mitigated through dust control measures and regulatory compliance.

- **Noise Pollution:** Barriers have been installed to soundproof against noise pollution caused by SkyTrain operations.

STAKEHOLDER ENGAGEMENT PROGRAMME

SkyClinic “Beyond The Strong: Designing the Right Health Journey for Your Lifestyle”



BTS Group has continuously implemented the annual Sky Clinic programme for more than 20 years, demonstrating its long-term commitment to promoting community health and well-being. Each year, the programme is organised at selected stations across the BTS network, with locations considered based on suitability and community needs among stations on the Green, Gold, Yellow, and Pink Lines. The programme provides free health screenings, medical consultations, and health education in collaboration with healthcare institutions and community partners, encouraging preventive healthcare and healthy lifestyles. It also supports local community enterprises by providing opportunities to showcase and sell community-made products, contributing to community well-being and local economic development

Ref: [The 21st Sky Clinic: Beyond The Strong: Designing the Right Health Journey for Your Lifestyle](#)

“Heroes Give” Calendar Donation



BTS Group implements the annual Heroes Give programme across its local operations, engaging employees, passengers, nearby organisations, and communities along the BTS network in collecting used desk calendars for conversion into Braille learning materials. The programme has been conducted continuously for three consecutive years, demonstrating the Group’s ongoing commitment to supporting inclusive education and community engagement. In 2026, more than 60,000 calendars were donated to support educational opportunities for visually impaired individuals. The programme also includes employee volunteer activities such as audiobook recording, Braille book production, and financial support for the development of accessible educational materials, helping promote inclusive education and reduce educational inequality.

Ref: [“Heroes Give” Calendar Donation](#)

The World's Most Sustainable Rail Transportation Company



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