

The World's Most Sustainable Transportation Company



Materiality Assessment Report 2023/24

BTS GROUP HOLDINGS PCL

1 | INTRODUCTION

This report discloses BTS Group's materiality assessment in 2024. BTS Group conducts the materiality assessment annually. The materiality assessment process is crucial for BTS Group to determine its relevant and significant sustainability topics. BTS Group determines its material topics based on their impact to stakeholders (economy, environment and people, including human rights impacts), as well as impact to the company. The materiality assessment is integrated into the Company's Enterprise Risk Management guidelines.



2 | MATERIALITY ASSESSMENT PROCESS

2.1 | Materiality Assessment Steps



Step 1:
Understand the organisation's context

BTS Group has identified material issues and their impacts through analysis of the Company's activities and business relationships in the value chain, material issues in the previous fiscal year (FY 2022/23), global and domestic sustainability context and trends, the United Nations Sustainable Development Goals (SDGs), international standards, competitors industry and stakeholder interests.



Step 2:
Identify actual and potential impacts

BTS Group engaged with relevant internal and external stakeholders (as listed in BTS Group's Sustainability Report FY 2023/24 Chapter 2.4: Stakeholder Engagement) through on-site workshops and surveys. Impacts are determined qualitatively, including: actual or potential impacts, negative or positive impacts, short- or long- term impacts, reversible or irreversible impacts, human rights impacts and business relationships. Impacts are also assessed based on the principle of double materiality. The results are then aggregated into material issues and divided into negative and positive impacts.



Step 3:
Assess the significance of impacts

The significance of impacts of material issues are assessed based on the scale and likelihood of impacts, as well as human rights impacts. The scale of an impact is determined by degree of impact, size, mitigation and remediation measures, which are identical to the scales used as part of the Company's Enterprise Risk Management assessment process. These factors determine the significance of each material topic, in which some are then used to represent the Company's risk factors. Interviews are also conducted with industry experts to obtain additional viewpoints. The final prioritised material issues are presented according to positive and negative impacts.



Step 4:
Prioritise the most significant impacts for reporting

The selected material issues are prioritised, ranked by their significance of impacts, and then presented to the Sustainability Committee, where they are approved, signed-off, and then published in the Sustainability Report. The Company's social and environmental performance indicators, and materiality assessment process were verified by LRQA (Thailand), an independent third-party auditor. LRQA was selected as the Company's external verifier for the past 4 years. For more information, see BTS Group's Sustainability Report Chapter 6.2: Independent Assurance Statement.

2.2 | Materiality Assessment Workshop

Part of BTS Group’s materiality assessment involves inviting relevant internal and external stakeholders to an on-site materiality assessment workshop. In any case that an external stakeholder is not available, relevant internal stakeholders role play as the external stakeholder instead. The materiality assessment process is carried out according to GRI 3: Material Topics 2021 reporting standards. The workshop concerns Step 2 and Step 3 of the material assessment process. The workshop played out in the following exercises that each stakeholder group must discuss and ideate:

Exercise 1: Identify stakeholder expectations or concerns of the Company

Exercise 2: Write down relevant sustainability context related to the stakeholder expectation or concern.

Exercise 3: Determine type of impact.

Exercise 4: Assess level of impact.



3 | MATERIAL ISSUES

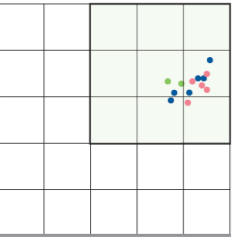
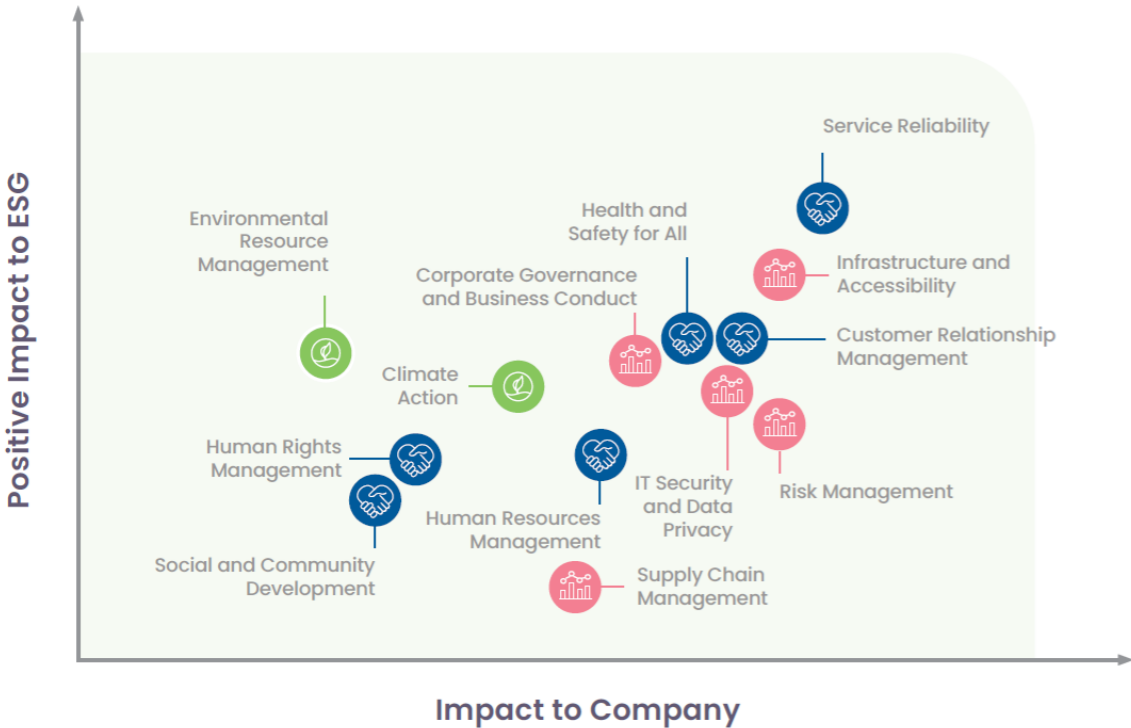
3.1 | BTS Group FY 2023/24 Material Issues (link to GRI, +ve/-ve impact)

Material Issue	Impact to stakeholders	Chapter in Sustainability Report
Environmental Sustainability		
Climate Action	If we conduct our business with little regards for the surrounding environment, the climate crisis will accelerate, affecting all stakeholders. If we do not comply with the latest climate regulations, government and investor confidence may dwindle.	3.1 Climate Action
Environmental Resource Management	Excessive energy consumption can lead to higher operational costs and ticket price, which will reduce the number of customers using our system. This in turn will lead to reduced margins and weaker financial performance, and lead to decreased trust and reduced investment from investors.	
Economic Sustainability		
Corporate Governance and Business Conduct	Weak corporate governance, non-compliance, bribery, and breaches of the Code of Conduct reduce stakeholder confidence in the Company, lead to human rights violations and harm the interests of investors.	4.1 Corporate Governance and Business Conduct
Risk and Crisis Management	Failure to conduct a thorough risk assessment and weak crisis management will damage reputation and investor confidence.	4.2 Risk Management
Supply Chain Management	Negligence in ESG assessment of suppliers, especially significant suppliers, may lead to non-compliance, lower quality of operations, and environmental degradation.	4.3 Supply Chain Management
Infrastructure and Accessibility	The Company could face public backlash due to inadequate facilities to support all types of customers. The livelihoods of communities surrounding the BTS network could be affected and, in the worst case scenario, they could be forced to relocate.	4.4 Infrastructure and Accessibility
IT Security and Data Privacy	Any breach of IT and any data leakage will severely affect the confidence of our customers. Backlash, protests, and litigation may result from these incidents.	4.5 IT Security and Data Privacy

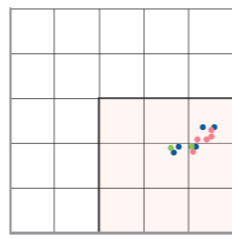
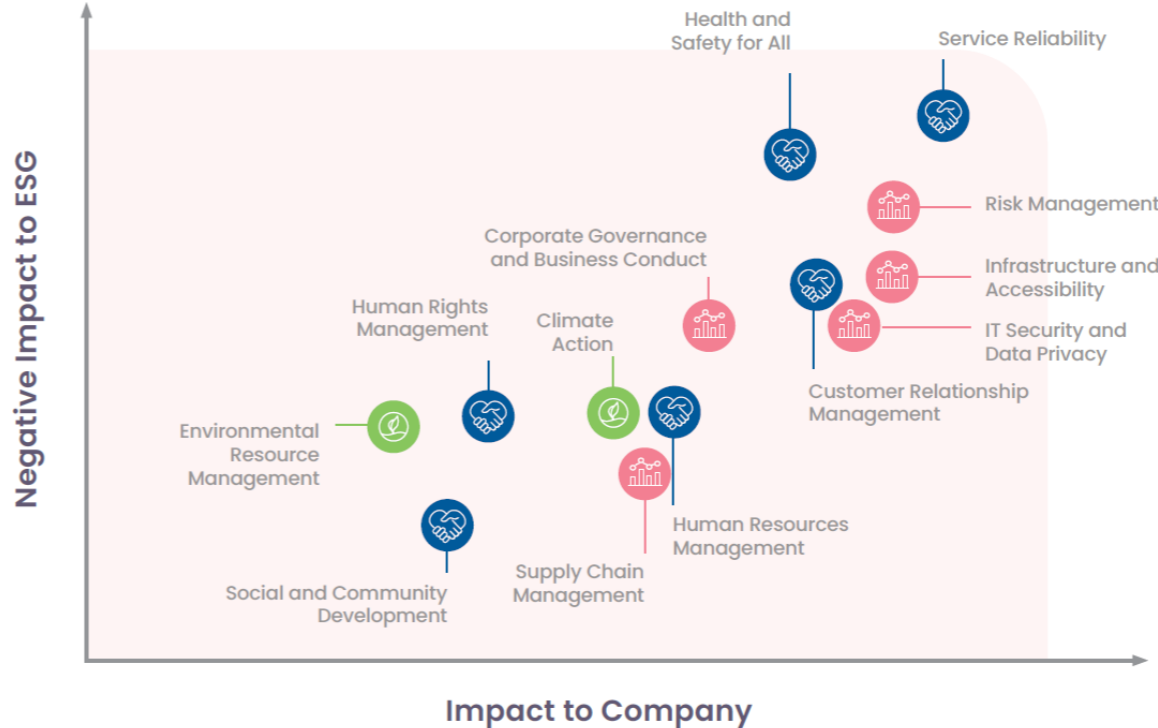
Material Issue	Impact to stakeholders	Chapter in Sustainability Report
Social Sustainability		
Health and Safety for All	Weak safety precautions result in injuries to passengers, employees and contractors, which drastically affects trust and reputation and ultimately results in fewer passengers using the BTS SkyTrain system.	5.1 Health and Safety for All
Human Rights Management	Violation of human rights affects the health, wellbeing and safety of our direct stakeholders and leads to a loss of trust. This can ultimately lead to backlash and public outcry.	5.2 Human Rights Management
Customer Relationship Management	Poor response to customer complaints and inability to incorporate customer needs into operations will lead to weaker brand perception and reputation.	5.3 Customer Relationship Management
Service Reliability	Unreliable service, including train and ticket reliability, has a major impact on our customers' perception of and trust in our company, as well as on their safety.	
Human Resources Management	Inefficient management of our most important asset leads to employee dissatisfaction, resulting in high turnover rates and damaging the Company's reputation as a caring and supportive workplace.	5.4 Human Resources Management
Social and Community Development	Our community engagement has a major impact on the well-being of our communities. Any negative impact could lead to public protests or community relocation.	5.5 Social and Community Development

3.2 | Material Issues By Prioritisation Matrix

Positive Impact to ESG and Impact to Company



Negative Impact to ESG and Impact to Company



Y-Axis: Impact on BTS Group (5=most impact, 1=least impact)
 X-Axis: Impact on ESG (5=most impact, 1=least impact)

4 | APPENDIX

4.1 | Materiality Assessment Survey

1. Please indicate your stakeholder group:

- Customers
- Government Agencies
- Communities
- Investment Community (shareholders, creditors, credit rating agency, business partners)
- Suppliers, Contractors
- Employees
- Civil Society/Media/Academia

1a. Please indicate your Department [For those who selected “Employees” in question 1 only]

1b. In your opinion, what is the financial impact of the following issues to the Company: [For those who selected “Employees” in question 1 only]

Material Topic	Low	Medium	High
[Material Topic 1]			
[Material Topic 2]			
[Material Topic n]			
...			

2. In your opinion, what is BTS Group’s positive impact on the economy, society and environment on the following issues:

Material Topic	Low	Medium	High
[Material Topic 1]			
[Material Topic 2]			
[Material Topic n]			
...			

3. In your opinion, what is the likelihood of BTS Group’s positive impact on the economy, society and environment on the following issues:

Material Topic	Low	Medium	High
[Material Topic 1]			
[Material Topic 2]			
[Material Topic n]			
...			

4. In your opinion, what is BTS Group’s negative impact on the economy, society and environment on the following issues:

Material Topic	Low	Medium	High
[Material Topic 1]			
[Material Topic 2]			
[Material Topic n]			
...			

5. In your opinion, what is the likelihood of BTS Group’s negative impact on the economy, society and environment on the following issues:

Material Topic	Low	Medium	High
[Material Topic 1]			
[Material Topic 2]			
[Material Topic n]			
...			

6. Which of the following CSR projects would you like to see BTS Group involved in?

- Education
- Sport Sponsorship
- Supporting Good Health
- Social and Community Development
- Caring for the Environment
- Others, please specify:

7. Finally, do you have any comments or feedback on BTS Group’s operations related to sustainability?

Thank you for your response.

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