



C.P. GROUP



CP  
FOR  
SUSTAINABILITY

ซีพี...เพื่อความยั่งยืน



CPCRT

# รายงานผล ปี 2023 การสำรวจความผูกพัน ของผู้มีส่วนได้เสีย Stakeholder Engagement Survey



Making Today a Better Tomorrow  
Sustainability Development Team  
Sustainability, Good Governance and Corporate Comi  
C.P. Group

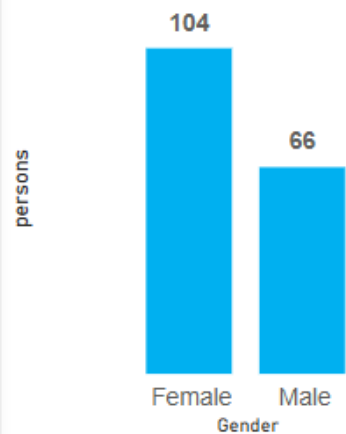
ความดีไม่มีวันหมดอายุ

## For a Better Tomorrow

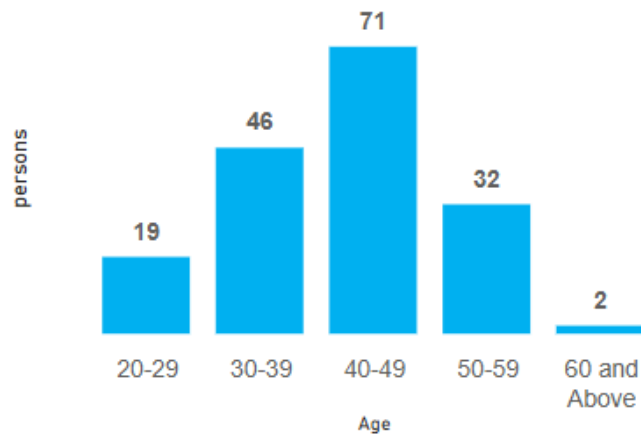
# Survey Group Demographic : CP Intertrade



### GENDER



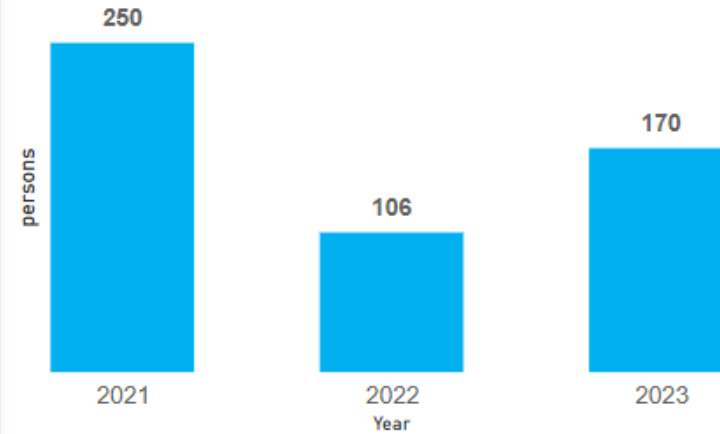
### AGE RANGE



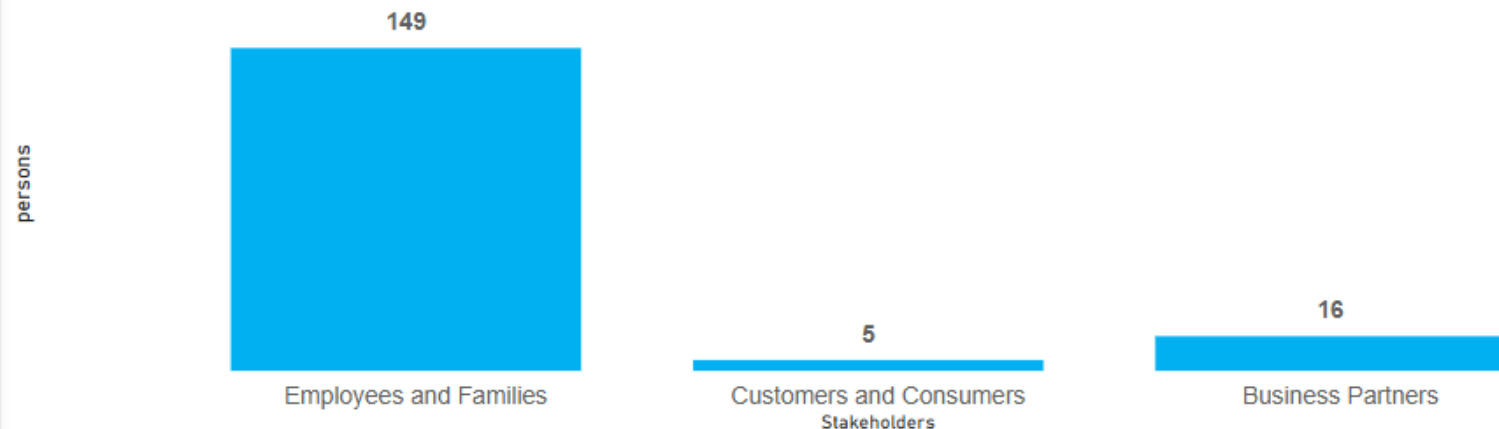
### COUNTRY



### PARTICIPANT OVER THE YEAR



### STAKEHOLDER GROUP



### MAIN BUSINESS LINE



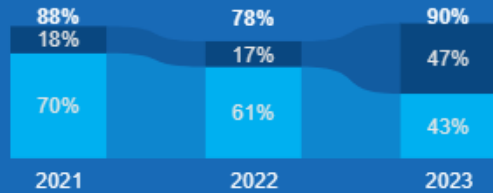
# SUMMARY REPORT : CP Intertrade

## Stakeholder Engagement Report 2023 by Stakeholder



### OVERALL ENGAGEMENT SCORE

**90%** (▲ 13%)



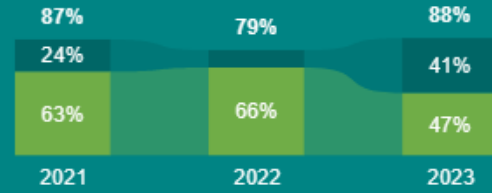
### SUSTAINABILITY PERFORMANCE

**91%** (▲ 11%)



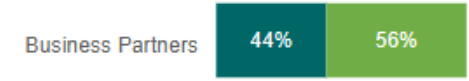
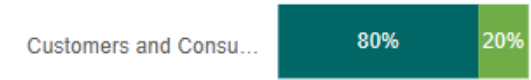
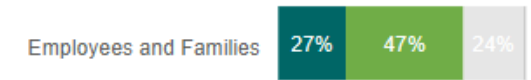
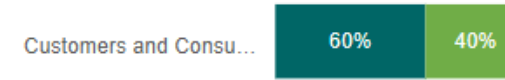
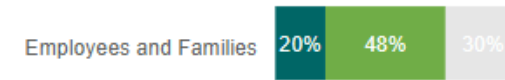
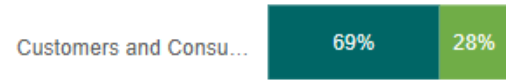
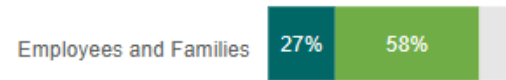
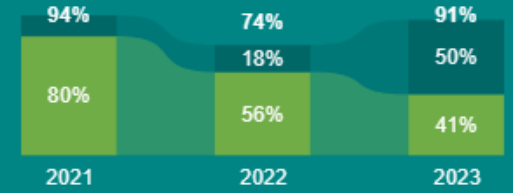
### CORPORATE COMMUNICATION

**88%** (▲ 9%)



### OVERALL SATISFACTION

**91%** (▲ 17%)



Highly Engaged Moderately Engaged  
Neutral Passive Disengaged

Excellent Good Fair Poor Very Poor

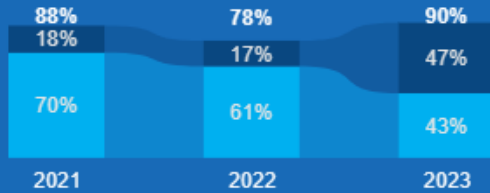
# SUMMARY REPORT : CP Intertrade

## Stakeholder Engagement Report 2023 by Gender



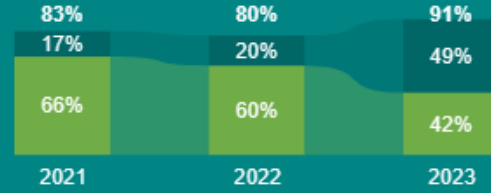
### OVERALL ENGAGEMENT SCORE

90% (▲ 13%)



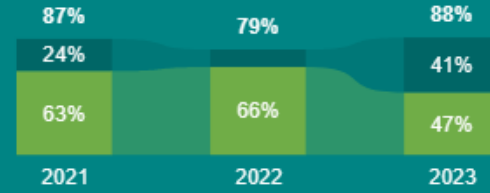
### SUSTAINABILITY PERFORMANCE

91% (▲ 11%)



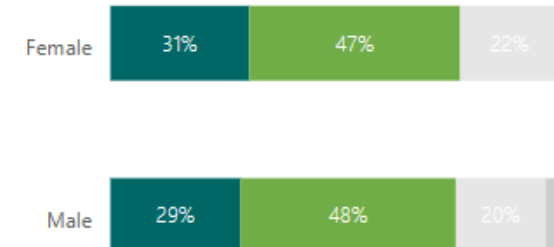
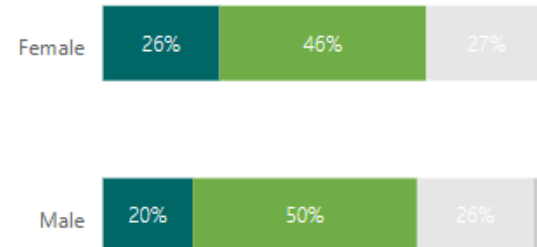
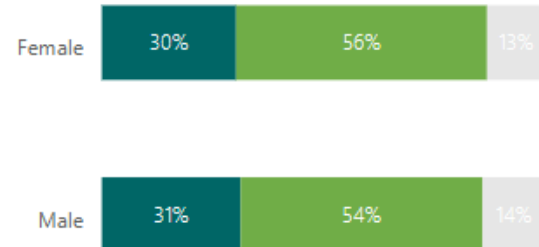
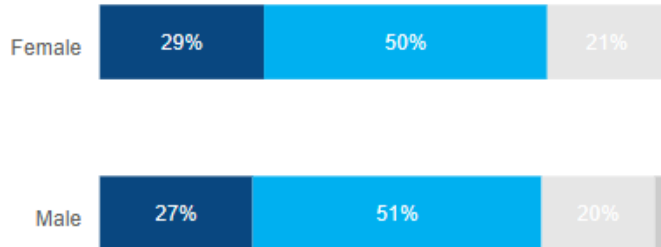
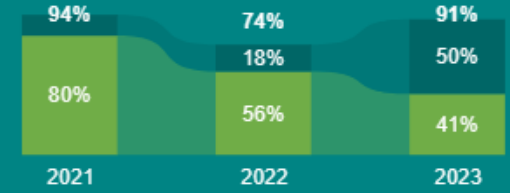
### CORPORATE COMMUNICATION

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 ■ Moderately Engaged  
■ Neutral 
 ■ Passive 
 ■ Disengaged

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 ■ Very Poor

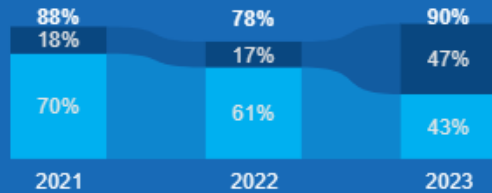
# SUMMARY REPORT : CP Intertrade

## Stakeholder Engagement Report 2023 by Age



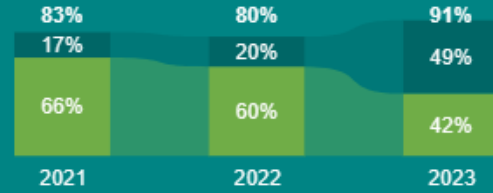
### OVERALL ENGAGEMENT SCORE

90% (▲ 13%)



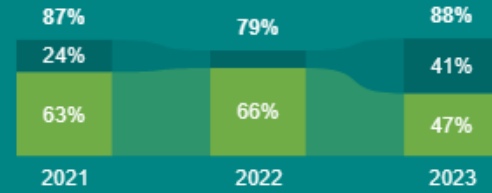
### SUSTAINABILITY PERFORMANCE

91% (▲ 11%)



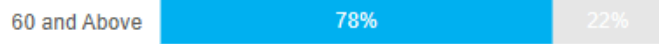
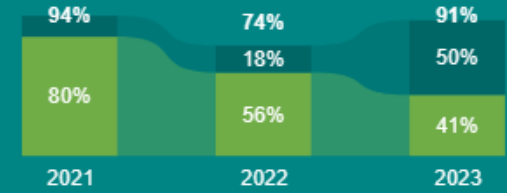
### CORPORATE COMMUNICATION

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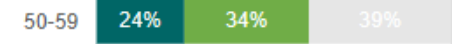


### OVERALL SATISFACTION

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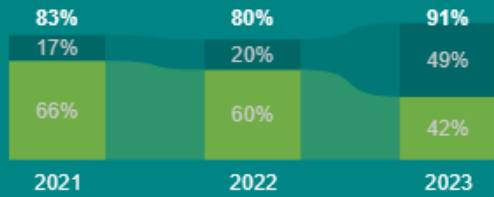
# SUMMARY REPORT : CP Intertrade

## Stakeholder Engagement Report 2023 : Sustainability Performance Score

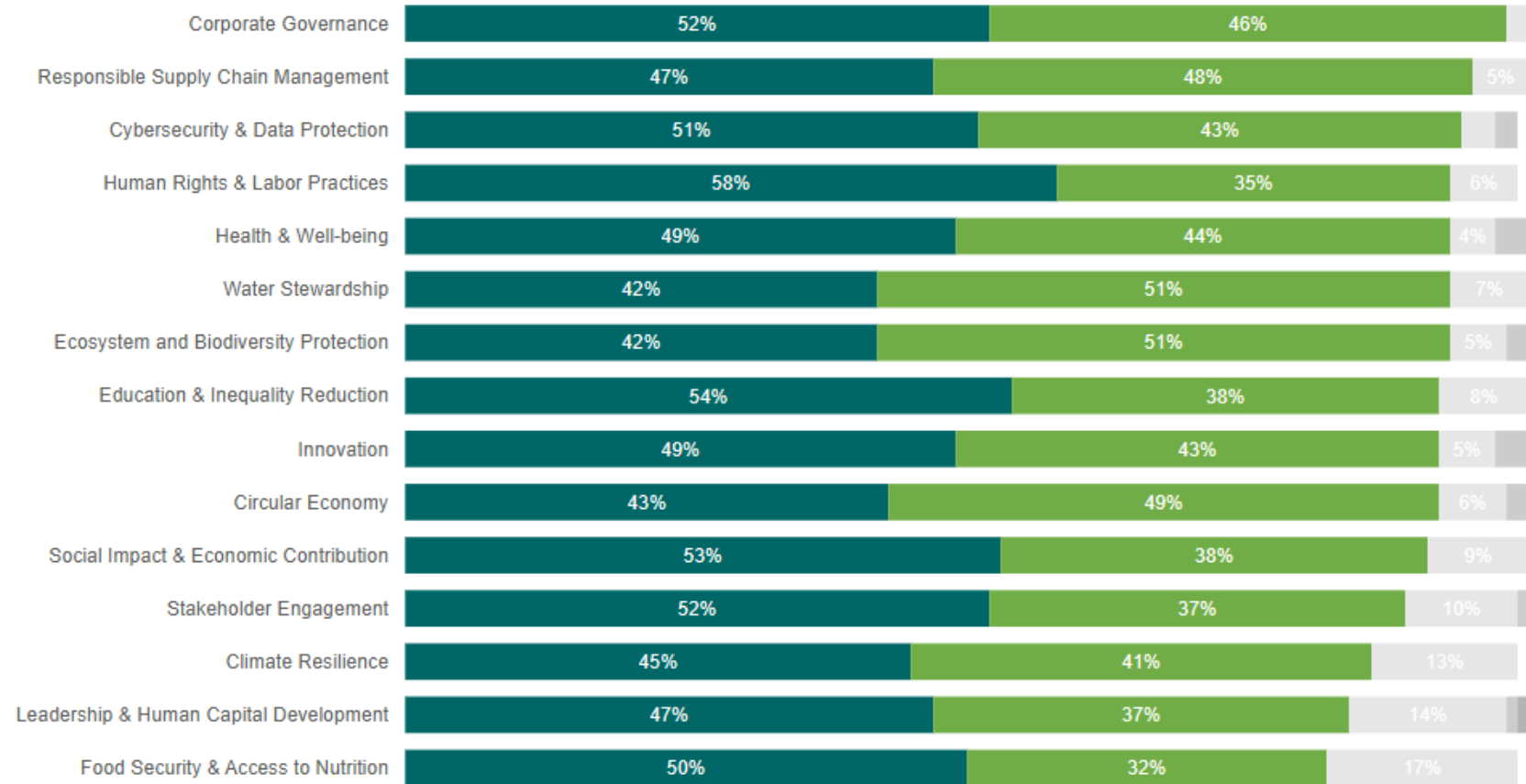


### SUSTAINABILITY PERFORMANCE

91% (▲ 11%)

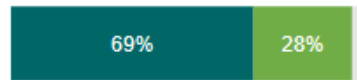


### SUSTAINABILITY PERFORMANCE SCORE by MATERIAL ISSUE



Excellent Good Fair Poor Very Poor

Customers and Consumers



Business Partners



Employees and Families



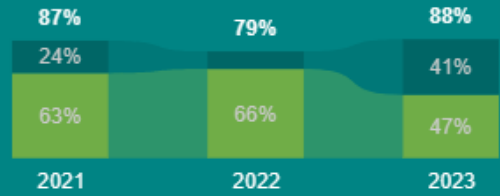
# SUMMARY REPORT : CP Intertrade

## Stakeholder Engagement Report 2023 : Corporate Communication



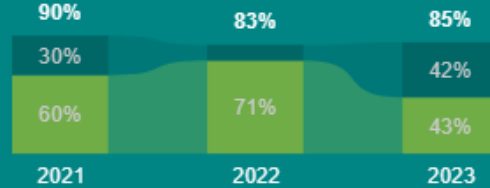
### CORPORATE COMMUNICATION

88% (▲ 9%)



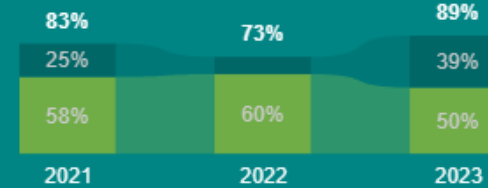
### COMMUNICATING PROCESS

85% (▲ 2%)



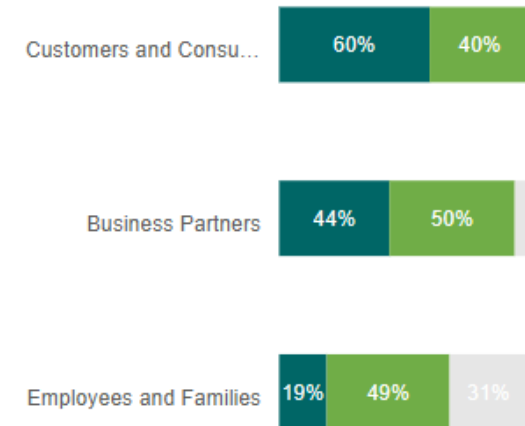
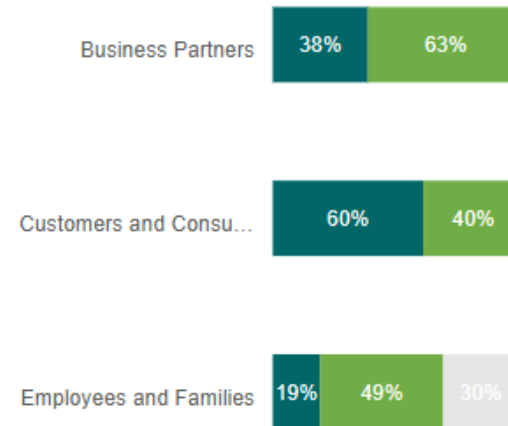
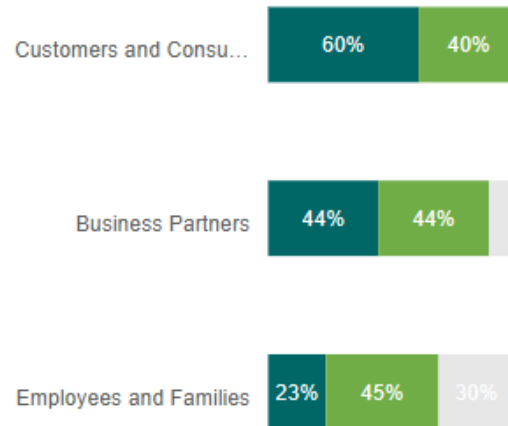
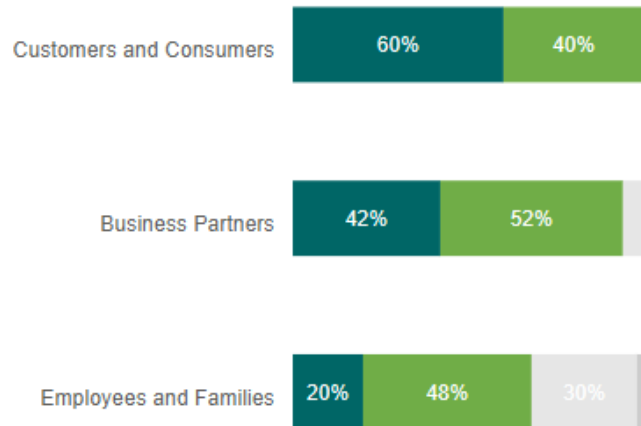
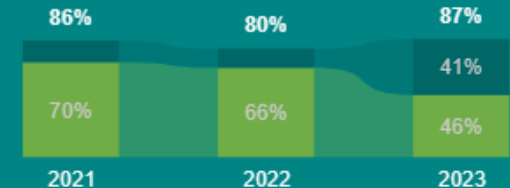
### LISTENING PROCESS

89% (▲ 16%)



### RESPONDING PROCESS

87% (▲ 7%)



■ Excellent 
 ■ Good 
 ■ Fair 
 ■ Poor 
 ■ Very Poor

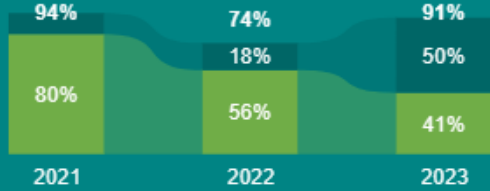
# SUMMARY REPORT : CP Intertrade

## Stakeholder Engagement Report 2023 : Overall Satisfaction

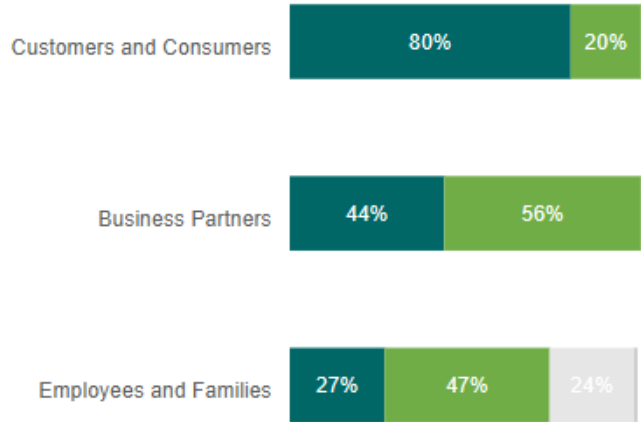
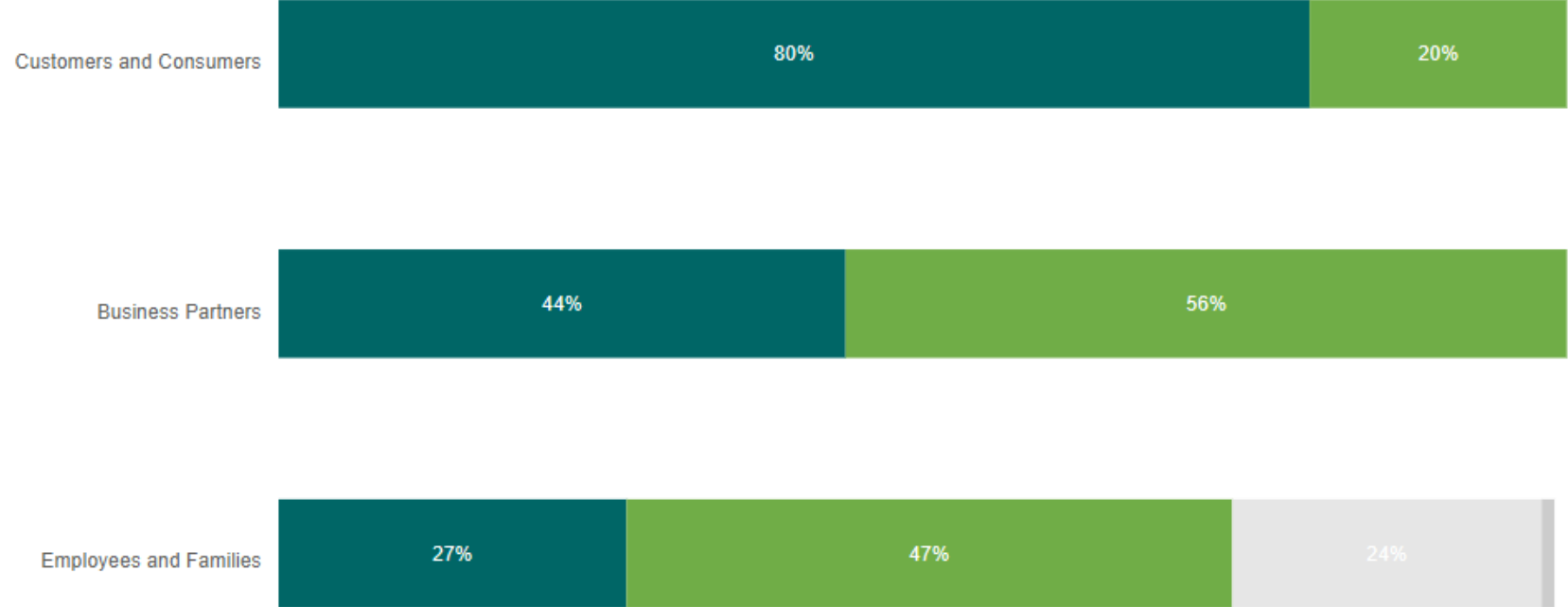


### OVERALL SATISFACTION

91% (▲ 17%)



### OVERALL SATISFACTION WITH COMPANY



■ Excellent 
 ■ Good 
 ■ Fair 
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 ■ Very Poor



# SUMMARY REPORT : CP Intertrade

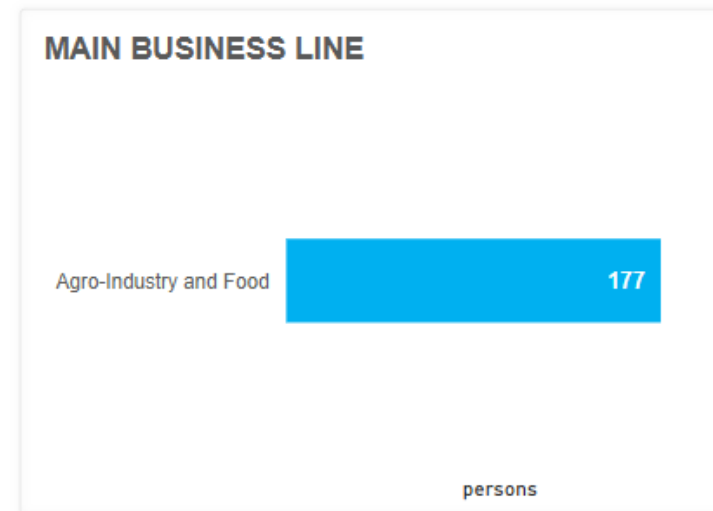
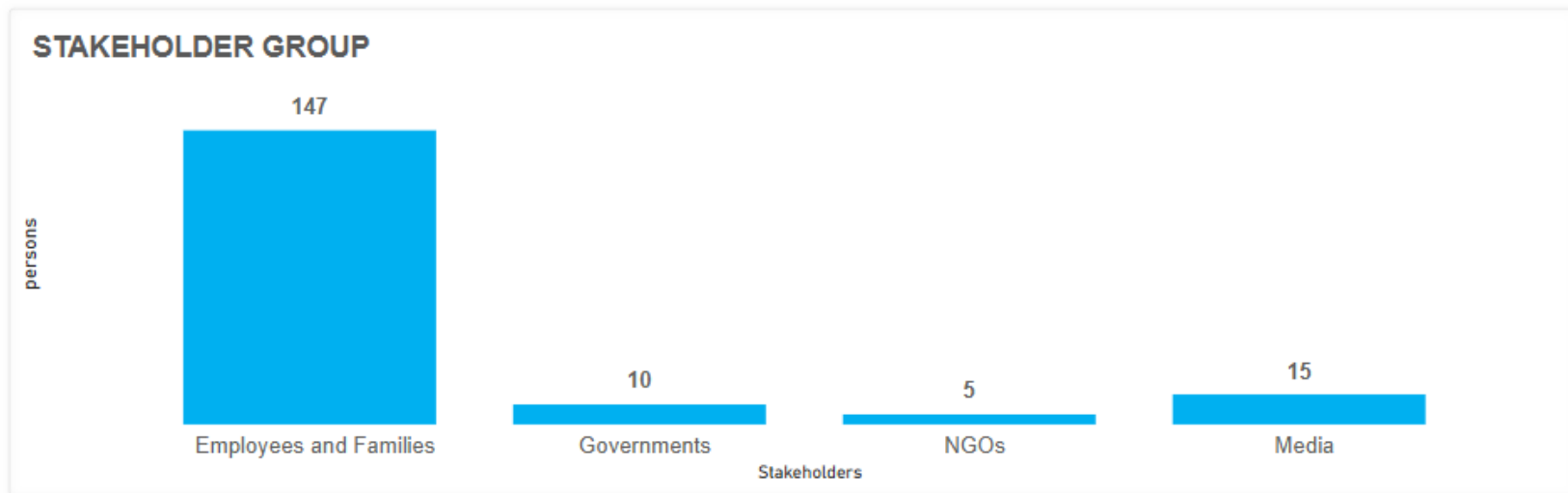
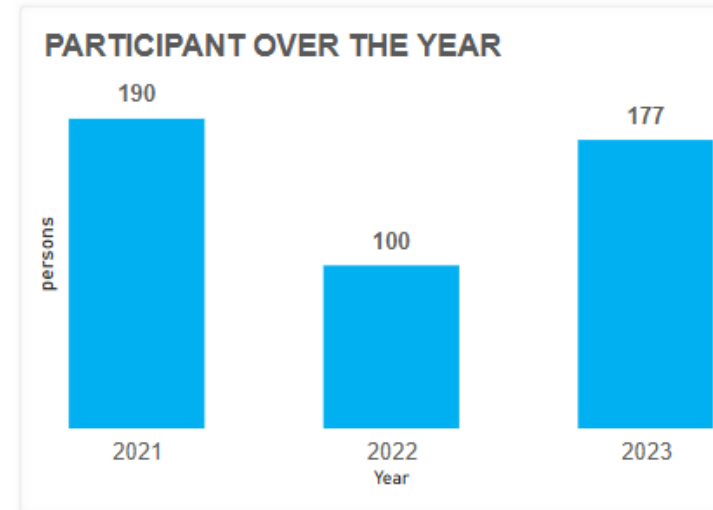
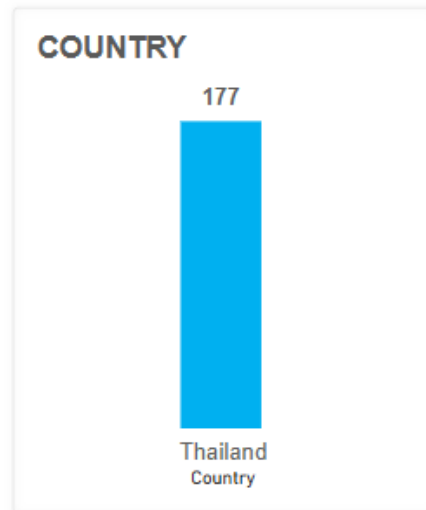
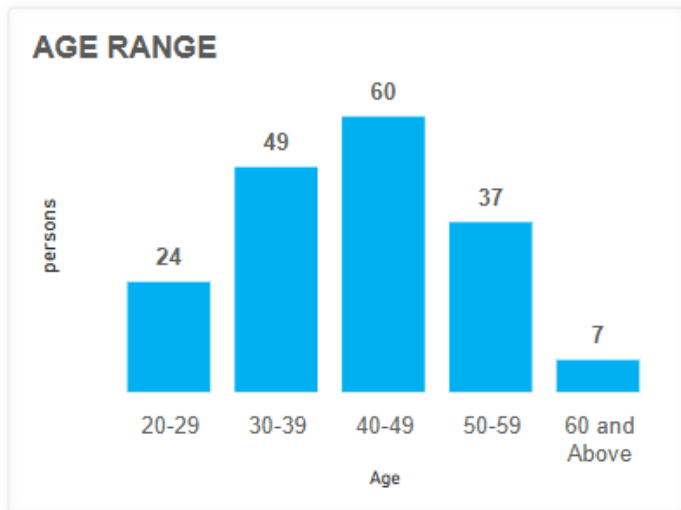
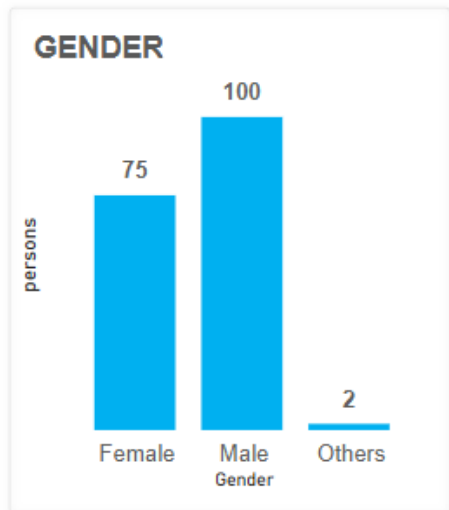
## Performance Score by Stakeholder Group



### PERFORMANCE SCORE BY STAKEHOLDER GROUP

Sustainability Goal	Employees and Families	Customers and Consumers	Business Partners	Total
Corporate Governance	94%	100%	100%	98%
Human Rights & Labor Practices	86%	100%	94%	93%
Education & Inequality Reduction	88%	100%	88%	92%
Leadership & Human Capital Development	66%	100%	88%	84%
Cybersecurity & Data Protection	90%	100%	94%	94%
Health & Well-being	84%	100%	94%	93%
Social Impact & Economic Contribution	87%	100%	88%	91%
Food Security & Access to Nutrition	81%	80%	88%	82%
Innovation	87%	100%	88%	92%
Stakeholder Engagement	79%	100%	87%	89%
Climate Resilience	86%	80%	94%	86%
Circular Economy	81%	100%	94%	92%
Water Stewardship	85%	100%	94%	93%
Ecosystem and Biodiversity Protection	84%	100%	94%	93%
Responsible Supply Chain Management	90%	100%	94%	95%
<b>Total</b>	<b>85%</b>	<b>97%</b>	<b>92%</b>	<b>91%</b>

# Survey Group Demographic : CPCROP



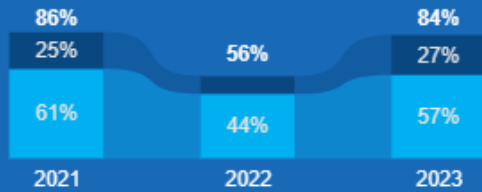
# SUMMARY REPORT : CPCROP

## Stakeholder Engagement Report 2023 by Stakeholder



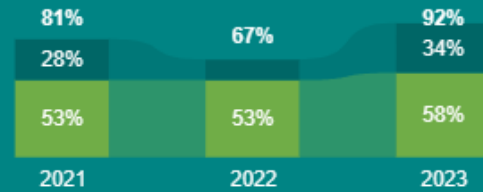
### OVERALL ENGAGEMENT SCORE

83% (▲ 6%)



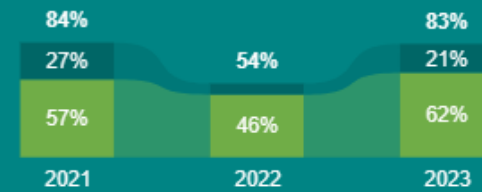
### SUSTAINABILITY PERFORMANCE

92% (▲ 25%)



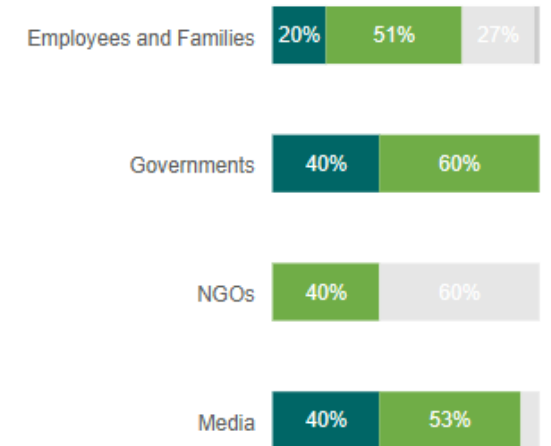
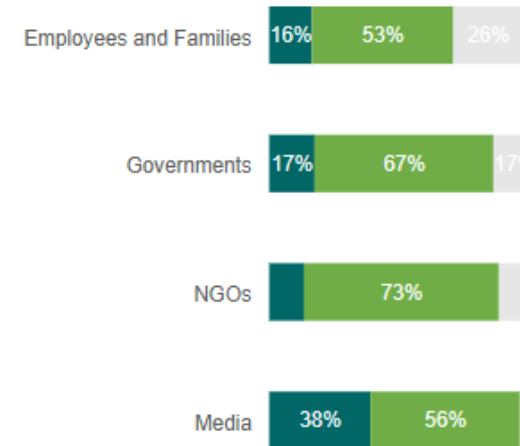
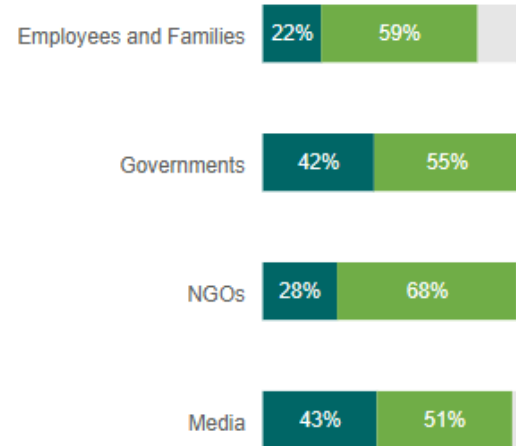
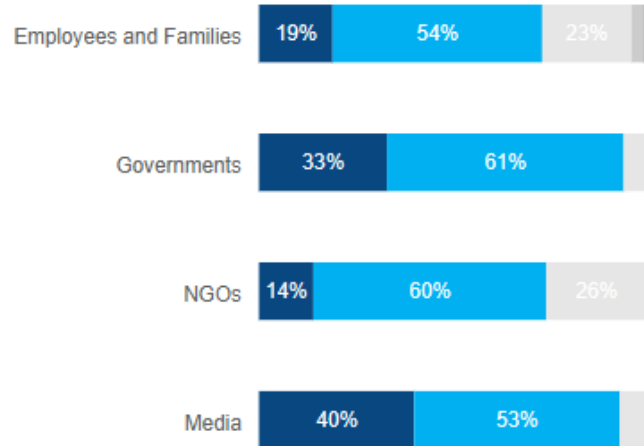
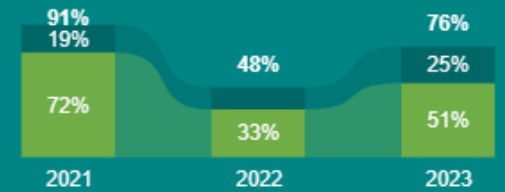
### CORPORATE COMMUNICATION

83% (▲ 29%)



### OVERALL SATISFACTION

76% (▲ 28%)



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 ■ Moderately Engaged 
 ■ Neutral 
 ■ Passive 
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 ■ Very Poor

# SUMMARY REPORT : CPCROP

## Stakeholder Engagement Report 2023 by Gender



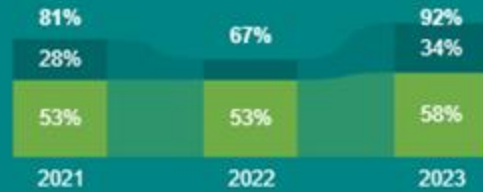
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### OVERALL SATISFACTION

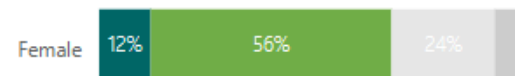
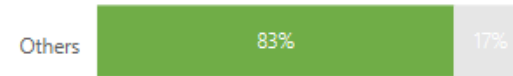
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# SUMMARY REPORT : CPCROP

## Stakeholder Engagement Report 2023 by Age



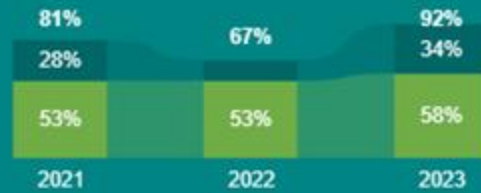
### OVERALL ENGAGEMENT SCORE

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### SUSTAINABILITY PERFORMANCE

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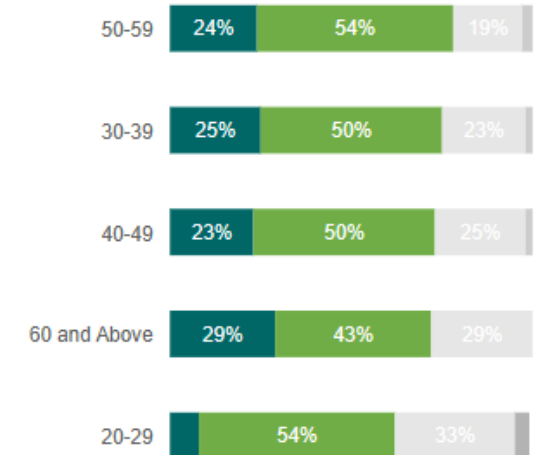
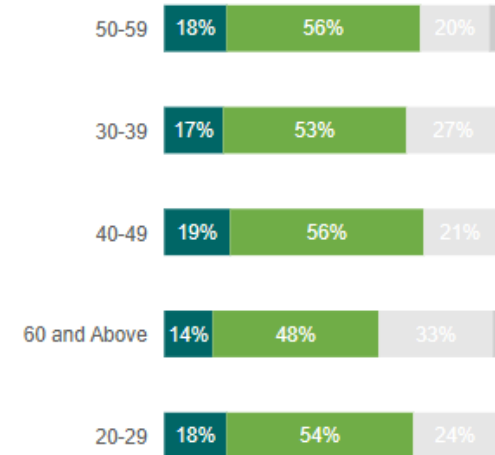
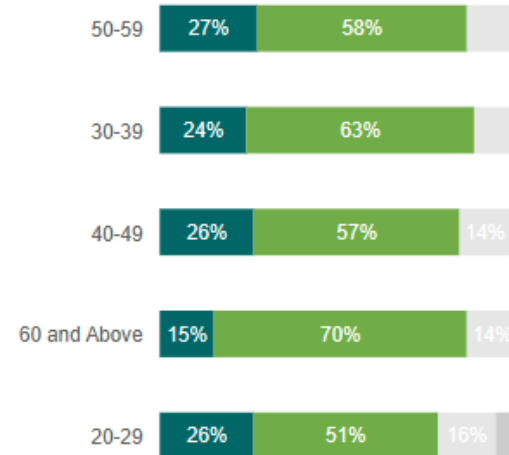
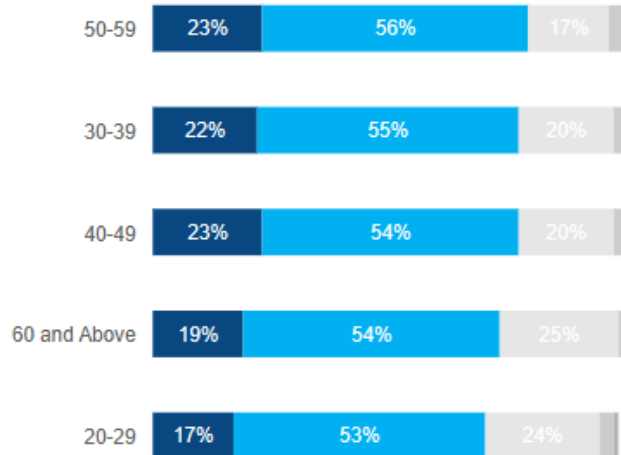
### CORPORATE COMMUNICATION

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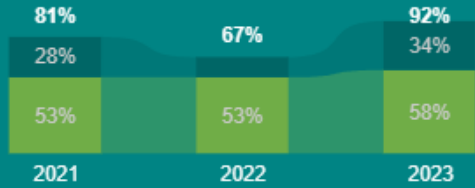
# SUMMARY REPORT : CPCROP

## Stakeholder Engagement Report 2023 : Sustainability Performance Score



### SUSTAINABILITY PERFORMANCE

92% (▲ 25%)



Governments



NGOs



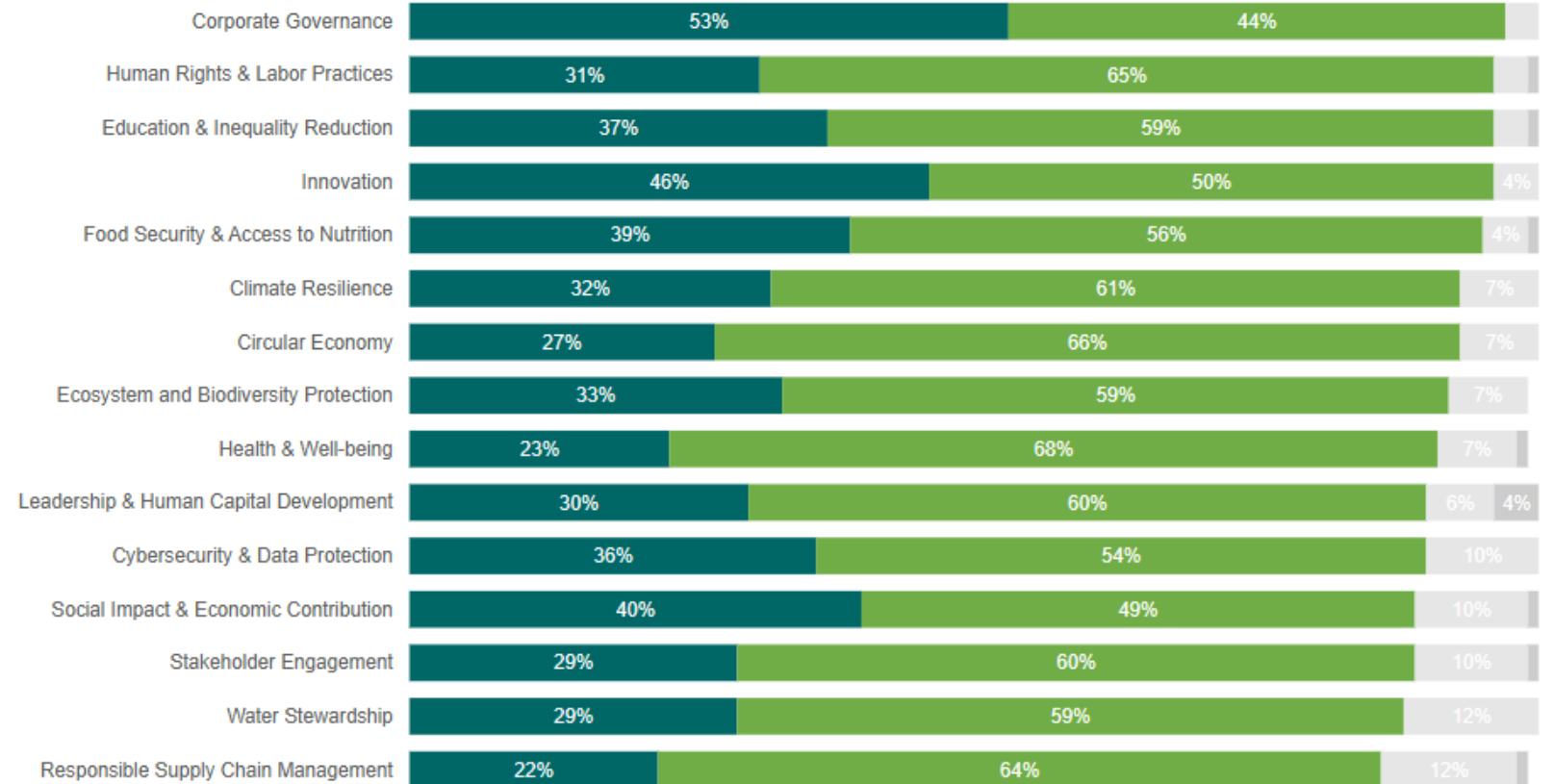
Media



Employees and Families



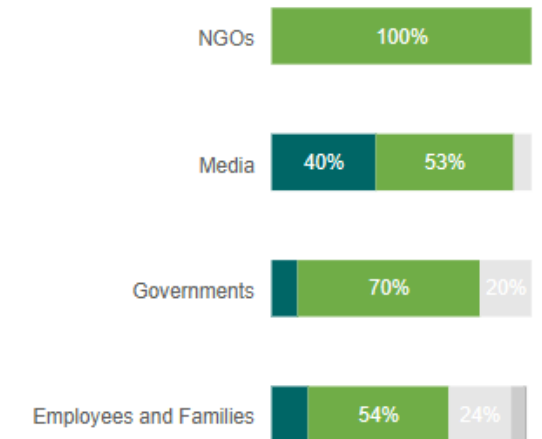
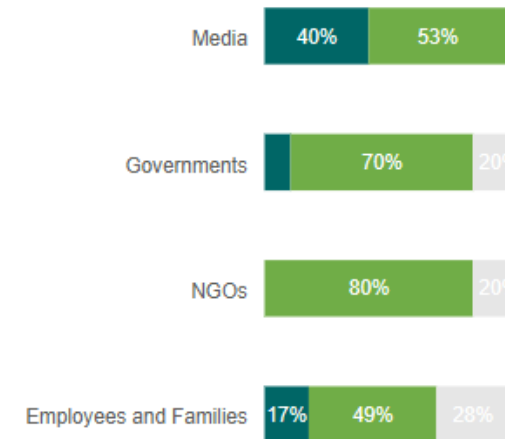
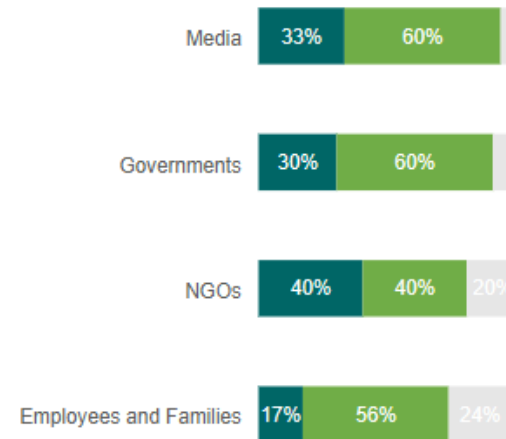
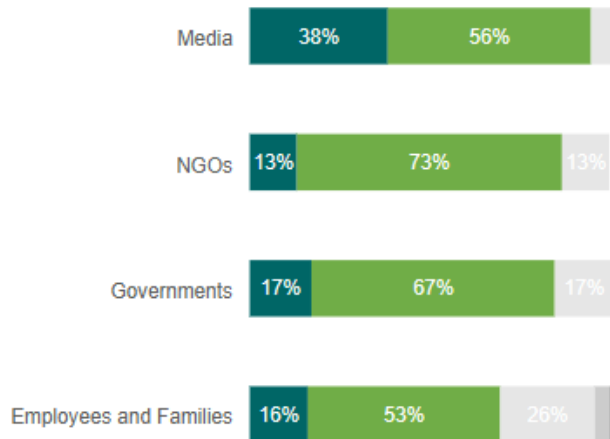
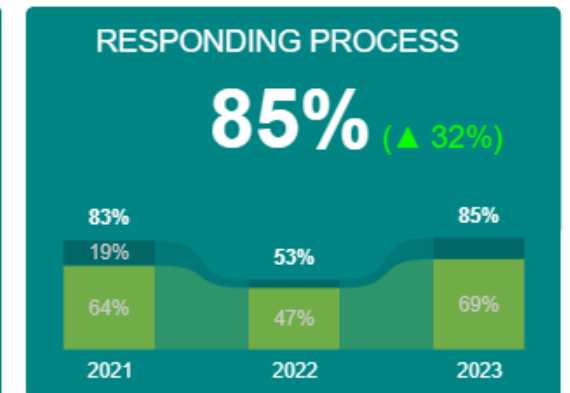
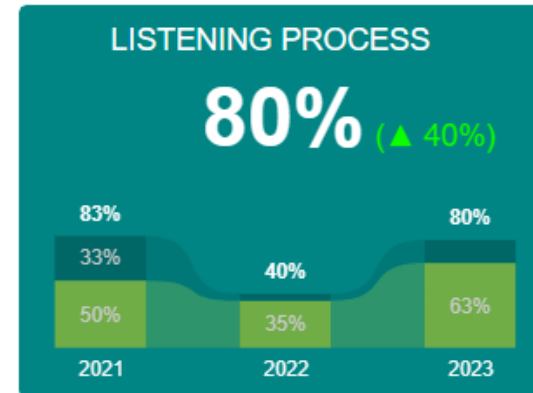
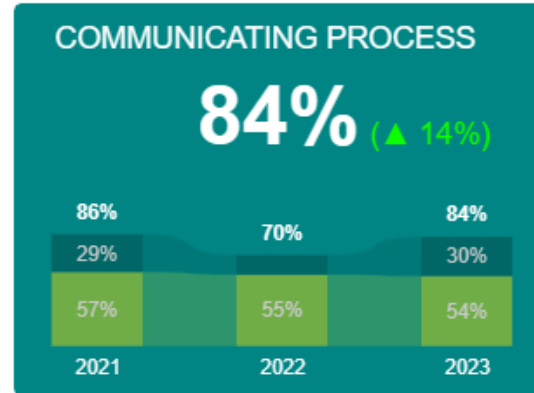
### SUSTAINABILITY PERFORMANCE SCORE by MATERIAL ISSUE



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# SUMMARY REPORT : CPCROP

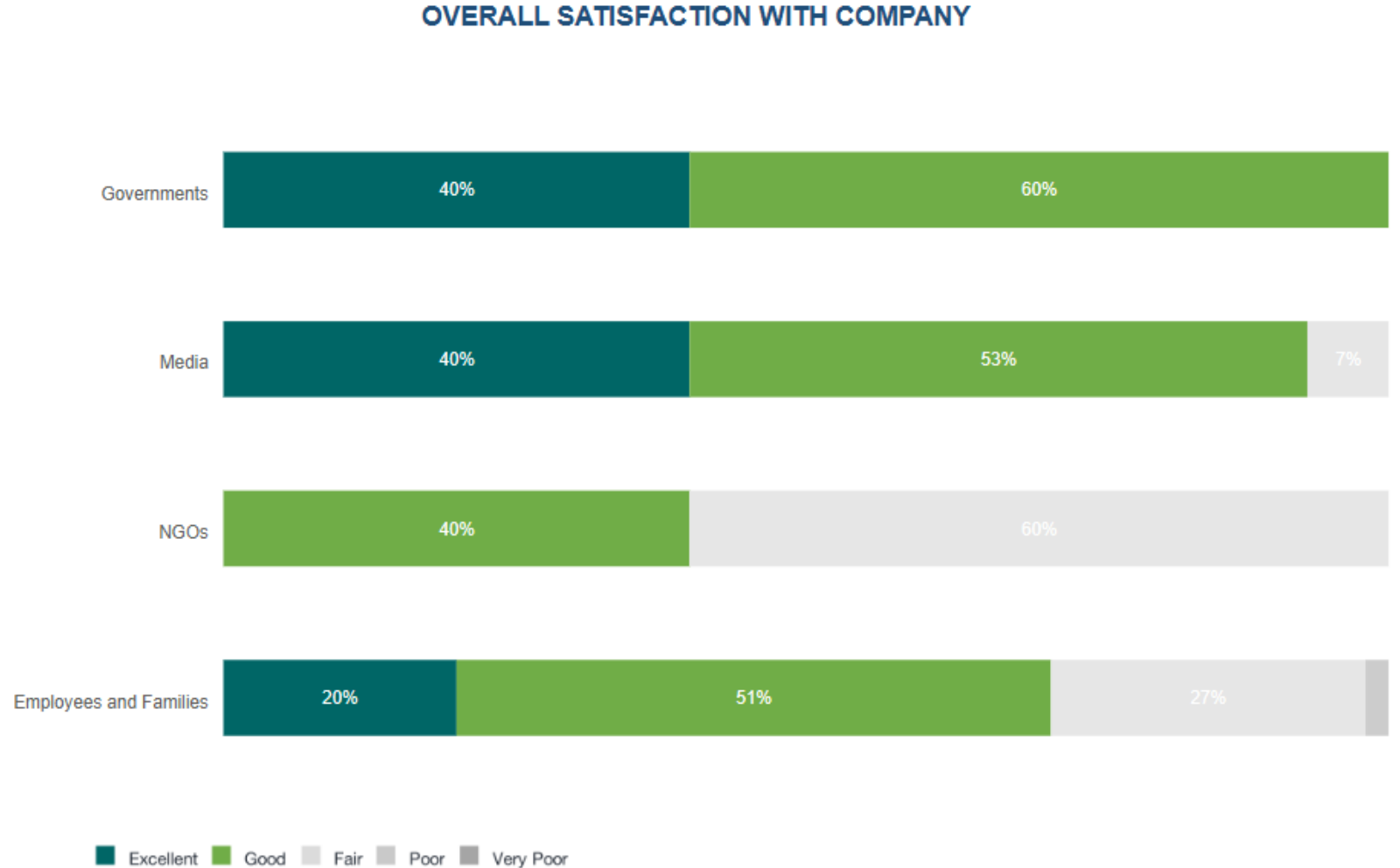
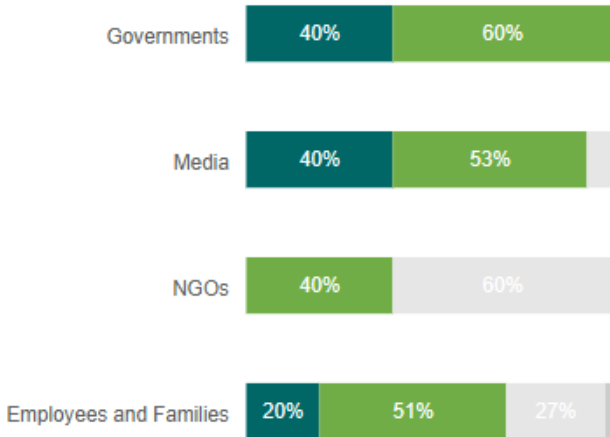
## Stakeholder Engagement Report 2023 : Corporate Communication



■ Excellent 
 ■ Good 
 ■ Fair 
 ■ Poor 
 ■ Very Poor

# SUMMARY REPORT : CPCROP

## Stakeholder Engagement Report 2023 : Overall Satisfaction





# SUMMARY REPORT : CPCROP

## Performance Score by Stakeholder Group



### PERFORMANCE SCORE BY STAKEHOLDER GROUP

Sustainability Goal	Employees and Families	Governments	NGOs	Media	Total
Corporate Governance	87%	100%	100%	100%	97%
Human Rights & Labor Practices	85%	100%	100%	100%	96%
Education & Inequality Reduction	86%	100%	100%	100%	96%
Leadership & Human Capital Development	58%	100%	100%	100%	90%
Cybersecurity & Data Protection	90%	90%	100%	80%	90%
Health & Well-being	83%	90%	100%	94%	91%
Social Impact & Economic Contribution	83%	100%	80%	94%	89%
Food Security & Access to Nutrition	82%	100%	100%	100%	95%
Innovation	84%	100%	100%	100%	96%
Stakeholder Engagement	71%	90%	100%	93%	89%
Climate Resilience	86%	100%	100%	87%	93%
Circular Economy	78%	100%	100%	93%	93%
Water Stewardship	84%	100%	80%	87%	88%
Ecosystem and Biodiversity Protection	82%	100%	100%	87%	92%
Responsible Supply Chain Management	85%	90%	80%	93%	86%
<b>Total</b>	<b>81%</b>	<b>97%</b>	<b>96%</b>	<b>94%</b>	<b>92%</b>



## Sustainability Development

Sustainability, Good Governance and  
Corporate Communications Office, C.P. Group



<https://www.cpgroupglobal.com/sustainability>

