

Employee Engagement Survey Report

Updated May 2024



Introduction

PTTEP places great importance on raising employee happiness and well-being as reflected in the company goal “One Team One Goal.” In 2022, PTTEP used the Kincentric Employee Engagement Methodology to gauge factors such as employee happiness, job satisfaction, involvement, motivation, and effort.

PTTEP chose to use this model because it targets the right behaviors needed for organizational success, it is simple and easy to understand, and its globally consistent application enables comparison with “best in class” organizations. PTTEP defines engagement as *the state of emotional and intellectual involvement in a group or organization the extent to which an organization has captured the hearts and minds’ of its people*. Employees are considered to be engaged when they display the three engagement behaviors: Say, Stay, and Strive.

Remark: PTTEP Employee Engagement survey is conducted every 2 years

Executive Summary

Between August 2nd and 19th 2022, a total of 1887 employees participated in the PTTEP Employee Engagement Survey, representing 97% of those who were invited.

The survey consists of 37 questions to measure aspects such as collaboration, customer focus, and decision making.

Below are the key findings from the survey:

- The employee engagement result in 2022 is 74%
- Employees are most satisfied with Commitment, Virtual Work Effectiveness, and Diversity & Inclusion
- PTTEP will focus on Talent & Staffing, Collaboration, and Performance Management

Summary of Survey Results

PTTEP's questions also reflect aspects such as Job Experience and Satisfaction, Purpose, Happiness and Stress, and Trust. These are some questions that fall under each of the aspects:

Job Experience and Satisfaction

- During the past year, I have rarely thought about leaving PTTEP to work somewhere else
- I would not hesitate to recommend PTTEP to a friend seeking employment

Purpose

- Top Management Team makes me excited about being part of building the future of PTTEP
- PTTEP inspires me to do my best work every day

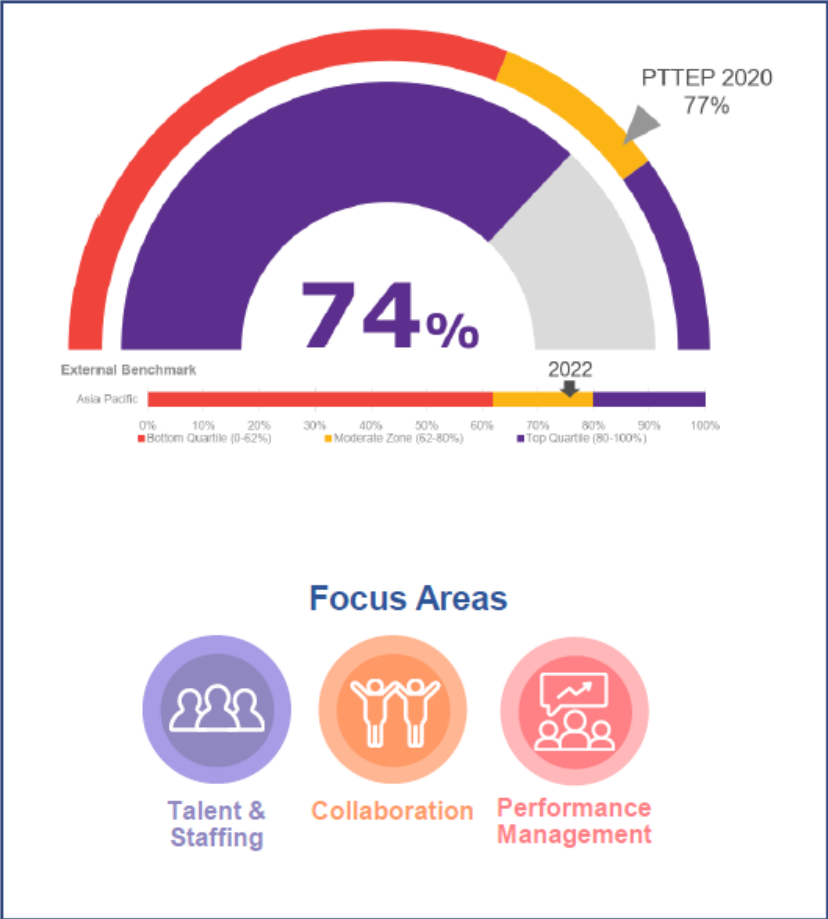
Happiness and Stress

- The balance between my work and personal commitments is effectively managed and is right for me
- I am proud to be part of PTTEP

Trust

- I receive open and honest feedback regularly from my co-workers and direct supervisor
- My direct supervisor provides valuable feedback throughout the year that allows me to improve my performance

Summary of Survey Results



- The employee engagement result in 2022 is 74%, which decreased from 2020 by approximately 3.9%.
- However, the score is higher than the benchmark including Thailand Market Average, Thailand - Oil, Gas, Exploration and Production, APAC- Oil, Gas and Consumable Fuels and Fortune 500 companies.

Besides the Employee Engagement survey which is conducted every 2 years, PTTEP also conducts One Survey and Pulse Survey. One survey is sent to employees annually to measure the satisfaction level of the service provided by the departments in PTTEP. On the other hand, Pulse Survey is a concise version of the engagement survey, which is sometimes conducted mid-year to measure the effectiveness of the action plan. Both the One Survey and Pulse Survey was conducted in 2023.

Improving Engagement

To improve engagement, PTTEP will focus on the areas: Talent & Staffing, Collaboration, and Performance Management through the following actions.

- PTTEP conducted Focus Group Interviews in January 2023.
- PTTEP has initiated the Employee Engagement Improvement Plan.



PTTEP