



# LRQA Independent Assurance Statement

## Relating to Central Retail Corporation Public Company Limited's Sustainability Report for the calendar year 2023

This Assurance Statement has been prepared for Central Retail Corporation Public Company Limited in accordance with our contract but is intended for the readers of this Report.

### Terms of engagement

LRQA was commissioned by Central Retail Corporation Public Company Limited (CRC) to provide independent assurance on its Sustainability Report 2023 ("the report") against the assurance criteria below to a moderate level of assurance and materiality of the professional judgement of the verifier using Accountability's AA1000AS v3 for type 2 assurance. (Remark: Our assurance engagement is restricted to only verifying performance data of the selected indicators.)

Our assurance engagement covered CRC and their subsidiaries' operations and activities in Thailand and Vietnam and specifically the following requirements: <sup>(1)</sup>

- Evaluating the reliability of data and information for only the selected indicators listed below: <sup>a,b</sup>
  - GRI 302-1 Energy consumption within the organization (2016) <sup>(2)</sup>
  - GRI 303-3 Water withdrawal (2018)
  - GRI 303-5 Water consumption (2018)
  - GRI 305-1 Direct (Scope 1) GHG emissions (2016)
  - GRI 305-2 Energy indirect (Scope 2) GHG emissions (2016) <sup>(2)</sup>
  - GRI 305-3 Other indirect (Scope 3) GHG emissions (2016) <sup>(3)(4)</sup>
  - GRI 305-4 GHG emissions intensity (2016)
  - GRI 306-4 Waste diverted from disposal (2020) <sup>(5)(6)</sup>
  - GRI 306-5 Waste directed to disposal (2020) <sup>(5)(6)</sup>
  - Food Loss and Waste <sup>(5)</sup>
  - GRI 403-9 Work-related injuries (2018)
  - Lost Time Injury Frequency Rate (LTIFR)
  - GRI 403-10 Work-related ill health (2018)
  - GRI 405-2 Ratio of basic salary and remuneration of women to men (2016)

Note:

- (1) However, our assurance engagement for GRI 403-9, LTIFR, GRI 403-10 and GRI 405-2 covered CRC's and their subsidiaries operations and activities in Thailand, Vietnam and Italy.
- (2) It is worth noting that CRC's reporting boundary for energy consumption and Scope 2 GHG emissions of Central Department Stores & Robinson Department Stores does not include cooling energy (Cool air) imported from the landlords.
- (3) CRC's reporting boundary and our assurance engagement for Scope 3 GHG emission of CRC Thailand operation is limited to other GHG emissions from Purchased Goods (Water supply), Waste disposal, business travel by planes, employee commuting, downstream transportation and distribution, and downstream leased assets only. While reporting boundary and our assurance engagement for Scope 3 GHG emission of its Vietnam operation is limited to purchased Goods (Water supply), employee commuting and downstream transportation only.
- (4) CRC's reporting boundary for Scope 3 GHG emissions from Leased assets does not include Scope 3 GHG emissions from cooling energy (Cool air) which Central Department Stores & Robinson Department Stores supplied to and used by their tenants.
- (5) CRC's reporting boundary of waste diverted from disposal, waste directed to disposal and food loss and waste does not include all Business units of Vietnam operation and Central Food Retail Company Limited (CFR) and Central Family Mart Co., Ltd. (CFM) of Thailand operation.
- (6) CRC's reporting boundary of waste related data does not include wastes arising from maintenance activities done by outsourced service providers.

LRQA's responsibility is only to CRC. LRQA disclaims any liability or responsibility to others as explained in the end footnote. CRC's responsibility is for collecting, aggregating, analysing and presenting all the data and information within the report and for maintaining effective internal controls over the systems from which the report is derived. Ultimately, the report has been approved by, and remains the responsibility of CRC.

<sup>a</sup> <https://www.globalreporting.org/standards/>

<sup>b</sup> GHG quantification is subject to inherent uncertainty.



## LRQA's Opinion

Based on LRQA's approach nothing has come to our attention that would cause us to believe that CRC has not, in all material respects:

- Disclosed reliable performance data and information as no errors or omissions were detected.

The opinion expressed is formed on the basis of a moderate level of assurance and at the materiality of the professional judgement of the verifier.

**Note:** The extent of evidence-gathering for a moderate assurance engagement is less than for a high assurance engagement. Moderate assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a moderate assurance engagement is substantially lower than the assurance that would have been obtained had a high assurance engagement been performed.

## LRQA's approach

LRQA's assurance engagements are carried out in accordance with our verification procedure. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:

- Auditing CRC's data management systems to confirm that there were no significant errors, omissions, or misstatements in the report. We did this by reviewing the effectiveness of data handling procedures, and systems, including those for internal verification. We also spoke with those key people responsible for compiling the data and drafting the report.
- Verifying data and information remotely via ICT application for the following CRC's Business Units i.e.
  - Central Family Mart Co., Ltd. (CFM)
  - Central Food Retail Co., Ltd. (CFR)
  - Central Marketing Group (CMG)
  - CRC Sports Co., Ltd. (SPS)
  - Officemate (THAI) Limited (OMT)
  - B2S Company Limited (B2S)
  - Power Buy Co., Ltd. (PWB)
  - CRC Thaiwatsadu Co., Ltd. (TWD) & BnB Home
  - Distribution Center Food Group
  - Distribution Center of Hardline Group i.e. Distribution Center of Thai Watsadu
  - Distribution Center of Non-Food Group i.e. Distribution Center of CMG, Distribution Center of PWB, Distribution Center of OMT, Distribution Center BDC1, Distribution Center SCDC
  - Robinson Public Company Limited ("ROBINS" which include Robinson Department Stores and Robinson Lifestyle Department Stores)
  - Central Department Store Co., Ltd. (CDS)
  - Nguyen Kim Trading JSC (Nguyen Kim)
  - EB Services Co., Ltd. (Hyper)
  - Viet Nhat Real Estate JSC (Property).

## Observations

Further observations and findings, made during the assurance engagement, are:

- Completeness:
  - To improve completeness, CRC needs to extend its reporting scope for:
    - energy consumption and Scope 2 GHG emissions from cool energy (cool air) which Central Department Stores and Robinson Department Stores received from landlords.
    - Scope 3 GHG emissions from leased assets to include Scope 3 GHG emissions from cooling energy (cool air) which Central Department Stores & Robinson Department Stores supplied to and used by their tenants.
    - food waste, waste generated, waste diverted from disposal and waste directed to disposal, these performances to include Vietnam operation and Central Food Retail Co., Ltd and Central Family Mart Co., Ltd of Thailand operation. Omission to report food waste data for Food related Business Units, which are key functions relevant to food waste management, cannot reflect its real performance.
- Reliability:
  - To improve reliability of reported electricity consumption and Scope 2 GHG emissions data of Vietnam operation especially Nguyen Kim (NK) Business Unit, it should report kWh of electricity consumed directly rather than the current practice which first collects and reports as electricity expenses and then converts expenses to kWh by using a default averaged electricity price. This current practice has uncertainties from different electricity price rate among different periods (Peak, off -peak, partial peak). Direct kWh report by business units of Vietnam operation will also ensure a uniform data approach, as kWhs are reported directly by all business units of Thailand operation.



- To enhance reliability of its Scope 3 GHG emission data, collect data of actual load and distance of each trip for downstream transportation of Vietnam operations for calculating Ton-Kilometres of each trip. Current practice which determines average trip load for the whole year by calculation from total weight of items delivered of downstream transportation divide by total number of trip in a year might have some uncertainty as the emission factor use for calculation of this Scope 3 GHG emission is in term of kg CO<sub>2</sub> e per Ton-Kilometres of transported items.
- We believe that more vigorous and systematic internal verification by each Business Unit will improve the reliability of reported data and information as it will prevent errors, being disclosed at the corporate level. Also, specifically for contractors' working hours, better define the data flow and tools by which all Business Units are to collect this data.

### **LRQA's standards, competence and independence**

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

The data verification is the only work undertaken by LRQA for CRC and as such does not compromise our independence or impartiality.

A handwritten signature in black ink, appearing to read 'P. Hengsitawat'.

Paveena Hengsitawat  
LRQA Lead Verifier

3 April 2024

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