



KPMG: Our Impact Plan

2022 update

KPMG in Thailand



Our highlights at a glance

Planet

43% reduction in Gross Emission from FY19 base year

46% reduction in Gross Emission per individual from FY19 base year

73,811 kg of waste recycled



People

Partners
51% Employee engagement activities to support mental and physical well-being, reduce stress and nurture a friendly environment.
49%



COVID-19 vaccine and booster shots arrangements for employees. Provide home isolation kits and COVID-19 tracking app.

86% employee satisfaction in the Trust category, which includes trust in leadership, the firm's ethical behavior, and KPMG's positive impact on society

191,124 learning hours had been provided to all staff firmwide via online as well as face to face channels.

Prosperity

5,686  people impacted in our quest to help reduce inequality

500 home isolation kits donated to non-insured groups and foreign workers



350 laptops donated for education

203 scholarships provided to at-risk students

Governance



No gift policy sent out to inform

4,000+ clients in Thailand

KPMG is a certified member of **The Thai Private Sector Collective Action Against Corruption (CAC)**

Securities and Exchange Commission of Thailand's Thai Standard on Quality Control 1 (TSQC1) rating of **'Very Good'**, the highest rating

All achievements mentioned in this report were FY2021 highlights (year-end 30 September).



Message from CEO

At the start of 2021, KPMG member firms across the globe, including in Thailand, made a commitment to help shape and lead on some of the critical issues the world faces. *Our Impact Plan* brings together KPMG's new and existing environmental, social and governance (ESG) commitments under one umbrella, allowing us to measure our progress and hold ourselves accountable for our actions. *Our Impact Plan* reaffirms KPMG's long-standing commitment to the UN Sustainable Development Goals (SDGs). We strive to make a difference not only by reducing the negative impact we have but by going a step further to do what we can to leave a better world for the next generation.

Today, we stand by our commitment and we have taken action to see these commitments turn into reality. *Our Impact Plan* details our progress thus far and the strides we have made in the areas of Planet, People, Prosperity and Governance. This also includes our contribution to reducing Greenhouse Gas (GHG) and other commitments.

Moving forward, we will continue to work tirelessly towards our goals and be the leader in bringing positive change to our people, clients and society.

Charoen Phosamritlert
Chief Executive Officer
KPMG in Thailand, Myanmar and Laos

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Our Impact Plan

Our Impact Plan brings together new and existing ESG commitments under one umbrella, focusing on four important categories: **Planet, People, Prosperity and Governance**.



Our Impact Plan reaffirms KPMG's long-standing commitment to the UN Global Compact principles while delivering in accordance with the UN Sustainable Development Goals (SDGs).

Our Impact Plan delivers on these SDGs:



Planet

Reducing our impact on the environment to build a more sustainable and resilient future.

We have pledged to become a net-zero carbon organization by 2030 through reducing greenhouse gas emissions by 50 percent and offsetting our residual emissions.



Decarbonization

SDGs delivered:



In our decarbonization efforts, we aim to achieve net-zero carbon emissions by 2030; reduce GHG emissions by 50% between 2021 and 2030 when compared to 2019, and voluntarily have carbon offset credit. We have made strides towards our goal in the past year, and we will continue to do so.

	FY19	FY20	FY21
Scope 1 emissions (gross) in tCO ₂ e	130	97	51
Scope 2 emissions (gross) in tCO ₂ e	787	664	408
Scope 3 emissions (gross) in tCO ₂ e	4,356	3,743	2,545
Total carbon emissions (gross) in tCO₂e	5,273	4,504	3,004
GROSS EMISSIONS PER INDIVIDUAL	2.74	2.35	1.47

Financial year 1 October – 30 September

Reducing our carbon footprint

We all have a responsibility to help limit global warming to less than 1.5°C above pre-industrial levels, in alignment with the Paris Agreement. Since 2019, our emissions have fallen by 43% across the organization, which is a 46% reduction per individual. While this is in large part attributed to the COVID-19 pandemic, it's also a result of efficiencies and initiatives within our operations.

'Hybrid working arrangement' policy and reduction in travel

With investments in technology, we were able to implement the 'hybrid working arrangement' policy, allowing our employees to manage their working arrangements. This has also resulted in the better use of space and associated energy savings. We also reduced unnecessary business travel and the number of flights for cross-border training and meetings. Our challenges and commitment are to ensure we don't allow business travel to return to pre-pandemic levels and to lock in the new ways of working that have allowed us to continue to deliver quality services to clients, while reducing the need to travel. We will continue to make investments in hybrid working best practices.

'Block leave' policy

We implemented the 'Block Leave' policy that saw the closing of KPMG premises for five days to reduce the amount of energy consumption and promote 'work-life balance' for our employees.

43% reduction in Gross Emission from FY19 base year

46% reduction in Gross Emission per individual from FY19 base year

Have a positive impact on the environment

SDGs delivered:



Raise awareness on the impacts of climate change and lead the way for strategic changes, including putting our goals into action by reducing waste, choosing environmentally friendly materials and turning our waste into benefits.

What we have achieved:

Minimize waste in the workplace

The amount of waste produced by KPMG decreased despite the increase in our workforce.

Actions that were taken to reduce overall waste include:

- Clear signs communicating waste separation for employees
- Distributing reusable water bottles and coffee mugs to all existing and new KPMG staff, eliminating the need for disposable containers
- Removing all plastic cutlery, straws and water bottles from food and drink areas, and meeting rooms.
- Making positive changes to our technology and processes to reduce the use of paper, including duplex printing configuration, e-signatures, electronic filing system, and working with our business partners to reduce the use of printed documents by sending electronic documents.

73,811 kg

of waste, including PET plastic bottles, HDPE plastic, aluminum cans, paper and cardboard boxes have been sent for recycling

PET to PPE for Dentists Campaign

316 PPE suits

made from PET plastic bottles donated to Dentistry students.

PET to PPE Campaign

150kg

of PET plastic bottles had been collected and donated in collaboration with our client and Less Plastic Thailand.

Boxes to Bed project

62kgs

of Cardboard Boxes and envelopes had been donated to recycle into patient beds for field hospitals in collaboration with Thai Post and our client.

47,000

PET plastic bottles

Made into KPMG Care & Share Recycled T-shirts

People

Creating a caring, inclusive, Purpose-led and Values-driven culture for our people.

One of the key drivers of quality is ensuring that our professionals have the appropriate skills and experience, passion and purpose, as well as deep expertise and innovative minds. This includes health and well-being, inclusion and diversity, as well as training and mentoring programs.



KPMG Global People Survey

KPMG Global People Survey provides a measure of our people's engagement and insights into areas driving engagement. Moreover, the survey provides results related to quality and risk behaviors, upholding the KPMG values, employee and partner attitudes to quality, leadership and tone at the top.



95% of employees completed the KPMG Global People Survey



80% employee satisfaction in the **Engagement** category, which includes workplace happiness and willingness to recommend KPMG as an employer



86% employee satisfaction in the **Trust** category, which includes trust in leadership, the firm's ethical behavior, and KPMG's positive impact on society



84% employee satisfaction in the **Growth** category, which includes clear business strategy and commitment to innovation

Four focus areas have improved



79%
Communication



80%
Employee Engagement



85%
Learning



83%
Values, vision & strategy

Inclusion and diversity

SDGs delivered:



It is our priority to build an inclusive and diverse environment. We have an inclusive culture built on trust, resulting in an educated and empathetic workforce, and we are an advocate for equal opportunity. We will continue to advocate for equal employment opportunities and promote gender equality. This includes empowering women, ensure our LGBTQ+ community feels supported and safe at work, and provide opportunity for those with disability in the workplace.

Our KPMG Global Inclusion, Diversity & Equity Collective Action Plan outlines the actions that are necessary to advance inclusion, diversity and equity at KPMG in Thailand.

What we have achieved:



Promoting inclusion and diversity



Each year, KPMG reaffirms its pledge for gender inclusion and diversity on International Women's Day. In 2021, KPMG leadership across ASPAC talked about the importance of gender equality in the workplace and how they play a part in empowering women and driving change.



Promoting PRIDE!, KPMG's global LGBTQ+ support network

Health and wellbeing

SDGs delivered:



Our employee's health and well-being are of utmost importance to us. We believe that only by providing a healthy work environment and promoting our employee's well-being, can we move forward together as a team. Therefore, our goal is to protect the health of our people – both physically and mentally. We enable our people to be effective and productive by providing fair and competitive compensation and ensuring the safety of our employees with health benefits, ensuring office safety standards and putting in place measures to combat COVID-19.

What we have achieved:

Supporting our employees through the global pandemic



Vaccine and booster shots arrangements for employees.



Provide 'COVID-19 quarantine at home kits' to employees who tested positive.



Launch mobile application to track employee's vaccination status and self-declaration form.

Promote employee mental health and well-being by providing access to Ooca application, allowing employees to get connected with psychologists and psychiatrists through online video calls.



Flexible working hours and 'hybrid working' policies allow our employees to choose the right place and time to work, allowing maximum comfort and work-life balance.



Air pollution control to ensure a healthy working environment for our staff. Due to the high levels of PM2.5 in Thailand, we conduct daily monitoring of the air quality in our office.

KPMG be proud 2021

KPMG Be Proud 2021 is a day that the KPMG in Thailand family celebrated our 81st year by sharing our 'Proud' stories, achievements and accolades, wins and successes and above all, celebrating our most important asset – our People.



Best Proud Story Award

We hosted a Facebook competition to allow our staff to share their 'Proud Moments'.



Client and Public Trust Award

We gave recognition and awarded our employees who showed great dedication to serving our Clients and building Public Trust. We recognized the achievements of our client engagement teams who put in hard work and effort to secure new engagements by proving our difference as a service provider. We also awarded our employees who have gained the trust of the society and public.

Long Service Award

We thanked our employees of 10, 20, and 30 and above years for their dedication and hard work by giving recognition and awarding them with a token of appreciation.



“ Since the time I joined, ever-supportive leaders and colleagues make me proud of being one of the family members of KPMG. Some are here, some are gone but all are together in my heart. ”

“ KPMG is the family that I have grown up with, from starting as a Junior staff until now I have two children of my own. I want to thank KPMG for the 19 years of fun and value. I am proud to be a part of KPMG. ”

Health and wellbeing

What we have achieved:

Employee engagement activities

SDGs delivered:



KPMG Bok Ruk (Valentines Day 2021)

Throughout February 2021, we launched a series of heartwarming and friendly activities, including allowing staff to send virtual 'Mini Hearts' and write messages of appreciation to other people in the company; the *Bok Ruk* radio station in which we play songs and hold online activities; as well as a social media campaign to donate to those in need.



Happy Together Series: Employee bonding activities are to promote health and wellness. This includes online group activities such as group yoga, exercise classes, and dance classes. This series came at a time during the COVID-19 lockdown period to encourage our staff to stay healthy, both physically and mentally.

16:00-17:00 | BODY STRETCHING

Goodbye 'Office Syndrome' with yoga which improves your strength and balance and relax your body from a whole-day work.
บอกลาออฟฟิศซินโดรม คลายความตึงเครียดจากการนั่งทำงานนานๆ กับคลาสยืดเหยียดและพวณคลายสรีระกล้ามเนื้อ

Be prepared!
Sportswear & Yoga Mat
ชุดออกกำลังกายและเสื่อโยคะ



Happy Friday Talk: A series of webcasts that focuses on health and well-being by subject matter experts. Discussion topics include maintaining work-life balance, combatting 'burn-out syndrome' and relieving stress during the COVID-19 pandemic. This allowed our staff to share stories as well as connect mentally with others during the lockdown periods.



Continuous learning

Develop a continuous learning culture for our employees, providing easy access to education, time allocation and incentive for learning to develop both hard and soft skills.

SDGs delivered:



What we have achieved:



191,124

learning hours had been provided to all staff firmwide via online as well as face-to-face channels.



Continuous investment in employee education programs and platforms



94

average training hours for staff



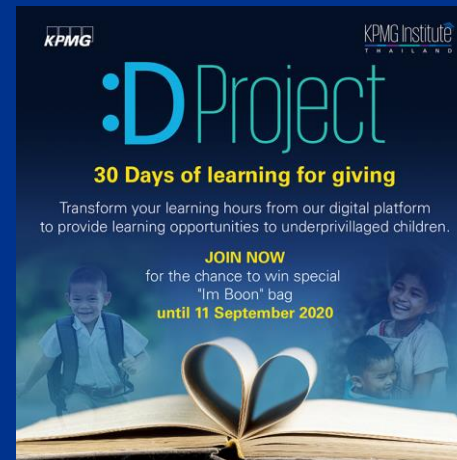
2,407

different learning modules had been conducted and deployed via 12 platform

805

 training hours accomplished as part of

the **KPMG D-Project**, a contribution project that turns employees' training hours into a cash donation, which was allocated to provide scholarships to disadvantaged students under the Equitable Education Fund (EEF).



Human rights

We respect human rights and believe that it is a universal right inherent to us all, regardless of nationality, ethnicity, gender, sexual orientation, color, religion, language, or any other status.

What we have achieved:

KPMG aims to act as a role model for the business community, which includes our ethical conduct. We aspire to the 10 principles of the UN Global Compact, including human rights, as expressed through the KPMG Global Code of Conduct. In addition, our policies and procedures are consistent with the UN Declaration of Human Rights, the Guiding Principles, the International Labor Organization Core Conventions, the Organisation for Economic Co-operation and Development's Guidelines for International Enterprises.

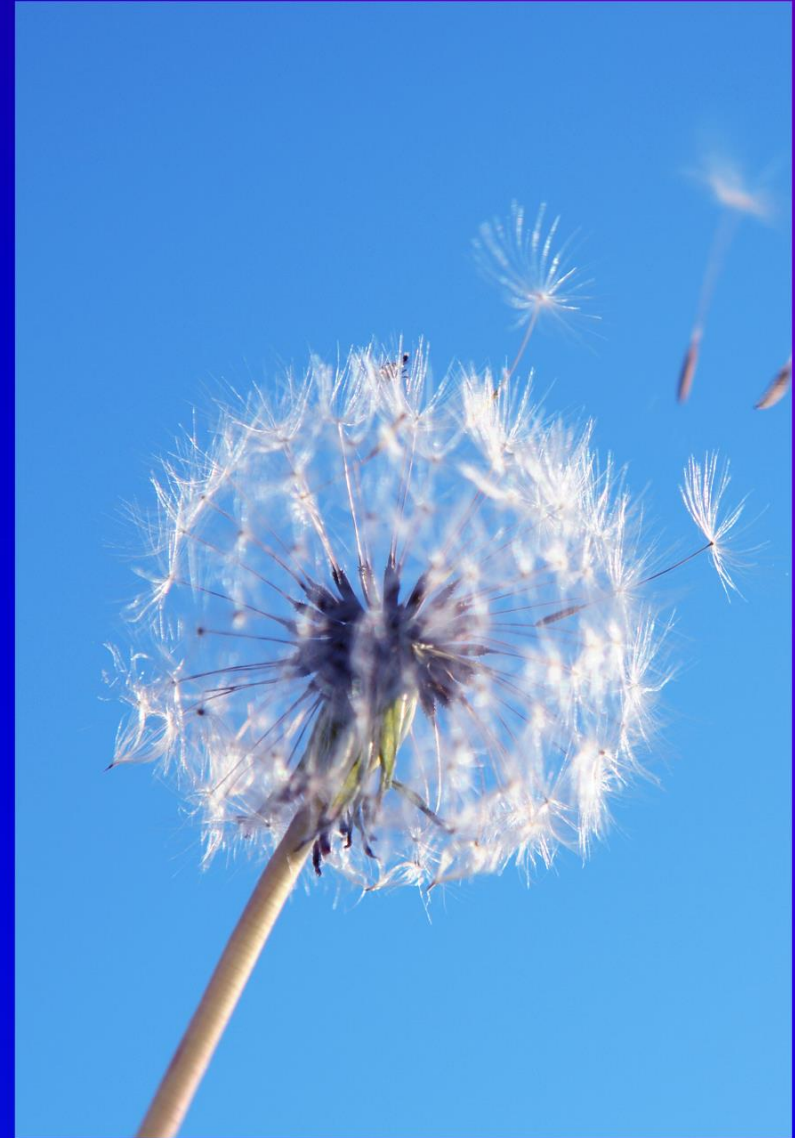
SDGs delivered:



Prosperity

Driving purposeful business practice and good corporate citizenship.

We believe in supporting and building up education for those in need. We also support our clients on their journeys towards sustainability and shaping the future ESG agenda.



Giving back to communities

We follow the UN's SDG goals of good health and well-being by playing our part in promoting good health and well-being for all, whether through elevating the country's healthcare system, supporting healthcare workers as well as contributing to the country's research and development programs.

SDGs delivered:



What we have achieved:

8 hospitals received donations from the firm and staff to procure medical equipment in fighting COVID-19



Monetary support for the research and development of ChulaCov 19 vaccine



716 reusable PPE suits made from PET plastic fiber were donated

500

home isolation kits donated to non-insured groups and foreign workers



3,400

care bags and baby milk donated to COVID-19 affected communities



“We will leave a better world for the next generation.”

Charoen Phosamritlert
CEO, KPMG in Thailand, Myanmar, Laos

Quality education & Lifelong learning

We believe that quality education and a culture of lifelong learning are the basis of a strong community and country. Therefore, we act as a bridge to close the gap of access to education and learning tools for the underprivileged people as well as promote higher education and provide real business experience to our youth.

What we have achieved:



203 scholarships provided to students who are at risk of dropping out; including 21 early childhood scholarships; 49 primary & secondary; 33 tertiary; 100 to minorities.

837 students benefit from our experiential learning Programs (KPMG U-REAL Season V, KPMG Cyber Security Challenge 2021, KPMG Cyber Day 2021, UP Academy).

350 laptops donated to kindergartens, disadvantaged and rural primary schools and universities to support remote learning.

198 volunteer teaching hours at universities and educational institutions were conducted by our staff.

Education supplies, learning materials, books, sports equipment and school necessities donated to needed schools and schools in remote areas.

SDGs delivered:



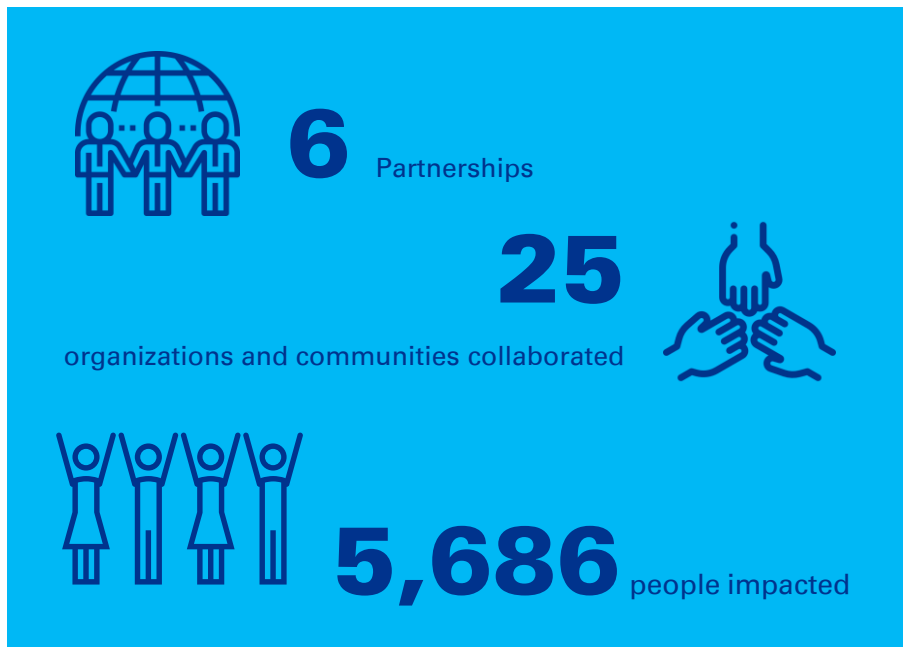
Reduce inequality

We follow the UN's SDG goals of reducing inequality. We partner with our clients, leading non-profit organizations, government bodies, healthcare institutions and communities to address the inequality issue by giving support and opportunities to underprivileged and minority groups.

SDGs delivered:



What we have achieved:



Governance

Our Purpose and Values lie at the heart of the way we do things. To do the right thing, the right way, always.

As part of KPMG's network of member firms, KPMG in Thailand commits to conducting our operations in compliance with a common set of values, standards and service quality expectations. Our partners and employees within those firms commit to act with integrity at all times.



Highest standard of ethical conduct

SDGs delivered:



We have the highest standard of ethical conduct. We ensure that we act lawfully, ethically, and in the public interest as well as work against corruption in all its forms. Our Values are the foundation of everything we do and every action we take. They are embedded in the Code of Conduct, to which all our people sign-up.

In 2021, we refreshed our Values, allowing for a single, bold, memorable set of ideas in place globally to ensure that the principles that guide our behavior match the world as it is today. KPMG Values are:



Integrity

we do what is right.



Excellence

we never stop learning and improving.



Courage

we think and act boldly.



Together

we respect each other and draw strength from our differences.



For Better

we do what matters.

What we have achieved:



At KPMG, we have a **zero-tolerance policy against bribery and corruption**. All employees are required to take training covering compliance with laws and regulations related to anti-bribery.

We also have a 'No gift' policy. In 2021, we sent out a notice to inform more than

4,000 clients in Thailand on this policy.

KPMG is also a certified member of The Thai Private Sector Collective Action Against Corruption or CAC.

Personal financial independence:

KPMG policies require that KPMG firms and KPMG professionals are free from prohibited financial interests, and prohibited in financial relationships with KPMG firm assurance and audit clients.

The Securities and Exchange Commission of Thailand (SEC) inspects and reviews KPMG's quality control system in compliance with Thai Standard on Quality Control 1 (TSQC1) on a regular basis. The latest TSQC1 report concluded that our overall quality control

system was **'Very Good'**, the highest rating.

Everyone at KPMG is held accountable to behave consistently with the Code. All KPMG personnel are required to take annual training covering the Code and are required to **confirm their compliance**.

Being ethical and independent:

KPMG International's detailed policies and procedures incorporate the IESBA Code of Ethics. These are set out in KPMG's Global Quality & Risk Management Manual and apply to all member firms.

We will continue to put ESG at the forefront of everything we do. It will be a watermark that runs through our story, values and strategy. We will continue to make a positive impact to our clients, employees and our society.

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