



**Thaioil Group Policy**  
**Quality, Security, Safety, Health, Environment,**  
**Energy Management and Corporate Social Responsibility**

Quality, security, safety, health, environment, energy management and corporate social responsibility are key factors of Thaioil Group business policy focusing on constant operation supervision, maintenance, and productivity improvement. This is aimed for Thaioil to strive for excellence, to achieve the sustainable development goals, and to respond to Thaioil's vision, requirements, and expectations, while at the same time, properly satisfying stakeholders with transparency and strict business ethics under the following practices.

- Set up and implement plans and targets, complying with international standards, to control and reduce the impacts resulting from running businesses. The plans and targets are inclusive of water, air, noise, heat, garbage, waste, greenhouse gas emissions, with a constant review of energy management and promotion of energy conservation, to monitor and audit for continuous improvement.
- Systematically plan the risk management to control and reduce operational risks and develop business continuity management plan to counter physical, chemical, biological and psychosocial damage or injury and sickness of operators, community and stakeholders. With the awareness of security risk and risk level, the risk management is aimed to protect Thaioil's assets and information.
- Encourage stakeholders to be aware of the significance to maintain and elevate quality, security, safety, health, environment, energy management and corporate social responsibility as well as suitable workforce by clearly and thoroughly communicating working practices so that they are well understood both within the organization and out among the public.
- Encourage the constant development, improvement, and implementation of practice guidelines as assigned by policy and regulations, pursuant to changes of law, technology development, energy utilization and conservation, environment situation and changing social conditions.
- Produce high quality products and provide services that meet the demands, expectations, and satisfaction of customers, with Thaioil Group's integrated management systems, operational excellence management system complying with law, government regulations, standards and other relevant regulations
- Sufficiently support resources, information technology, and innovations, complying with the policies and the running businesses, especially for the design and products and services procurement. This is to be executed with the awareness of continuous improvement of quality, security, safety, health, environment, energy management, corporate social responsibility.

A handwritten signature in blue ink, appearing to read "Atikom Terbsiri".

(Mr. Atikom Terbsiri)

Chief Executive Officer and President

30 January 2019