



PTT Oil and Retail Business Public Company Limited Announcement

No. 32 / 2023

Subject: Policy on Quality, Security, Safety, Occupational Health and Environment (QSHE)

PTT Oil and Retail Business Public Company Limited is committed to conducting business sustainably and creating opportunities for inclusive growth mutually for the society, community, and environment, following the Company's vision, mission, and goals. OR focuses and places importance on internal and external stakeholders through quality, security, safety, health, and environment (QSHE) operations, including setting objectives, goals, and priorities in planning to increase efficiency and reduce risks regarding Quality, Environment and OHS (Occupational Health and Safety). All departments in the organization are responsible for complying with the policy and shall drive themselves toward the following goals.

1. Organization Culture

1.1 Managements at all levels shall function as role models in promoting and creating a QSHE culture, generating benefits for society, communities, and the environment, including good corporate governance conduct under the sustainability framework.

1.2 Managements at all levels must support and encourage employees to acknowledge the QSHE management system by focusing on operations based on risk management, increasing opportunities for improvement, and reducing the negative impact on QSHE.

2. Management System

2.1 Integrate the QSHE management system for OR's business to grow sustainably. Review the system at regular intervals or in case of significant changes in the organizational or business context.

2.2 Create QSHE Performance report, using the data for analysis to improve business processes and operations continuously.

2.3 Promote the development of business partners' management systems by providing consultation, controlling, monitoring, and evaluating the operation to be performed efficiently according to the standards and requirements, considering sustainable value chain management.

2.4 Prioritize risk management as a critical element of every process in business operation by taking control and managing risks to be at a reasonable and acceptable level.

3. Laws and Standards

3.1 Comply with and follow up on changes in relevant Quality, Environment and OHS (Occupational Health and Safety) laws nationally and locally where OR's establishment is located, including the Company's requirements and standards considered as the preliminary norm.

3.2 Apply relevant international standards and covenants as deemed appropriate.

3.3 Ensure compliance with the relevant international laws, standards, and covenants for OR's operations to be recognized and acknowledged internationally.

4. Quality

4.1 Control the quality of business procedures, production, and delivery of products and services to meet the standards. Ensure continuous development at the group and individual levels to be consistent with the vision, mission, goals, operation direction, and corporate strategy. Promote creative thinking, knowledge sharing, and experience transfer through systematic knowledge management, resulting in increased productivity, innovation, and new business, leading to sustainable growth.

4.2 Deliver quality products and services that meet customers' requirements and comply with the law, preventing product and service quality defects that may affect customers, corporate's reputation, and image.

5. Security, Safety, Occupational Health and Environment Operation

5.1 Protect life, property, information, and reputation of OR. Be aware of security threats and their risk level and determine appropriate control and prevention measures following the Universal Declaration of Human Rights.

5.2 Control and prevent losses from incidents, emergencies, and crises, including injuries and illnesses from work that may occur to employees, contractors, and stakeholders. Improve the working environment to promote a decent quality of life for employees and contractors.

5.3 Control, prevent and reduce environmental impacts throughout value chain, commit to operate environmental friendly business, ensure efficiently and sustainable use of resources following Circular Economy principles, systematically manage wastes, and improve energy efficiency in order to moving toward Net Zero.

5.4 Develop, provide, produce, and deliver products and services with the utmost concern for safety and environmental friendliness throughout the life cycle by ensuring that customers can access and understand the use of products and services correctly and appropriately.

This Policy applies to all units along the value chain of OR Group. Managements at all levels must act as role models, provide and determine the adequate resource and role and responsibilities for operation, including following up, analyzing, and evaluating through management reviews. The Managements are also responsible for ensuring operating results align with the organization's goal by encouraging continuous improvement. All employees and contractors must be informed and trained to comply with this Policy during the pre- acquisition, merger, and acquisition phases - including planning, design, execution, and completion of operations.

Announced on 10 March, 2023



(Mr. Disathat Panyarachun)

(Director (Board Member), Chief Executive Officer)