

## Introduction

PTT Oil and Retail Business Public Company Limited (“OR”)’s mission is to conduct the business efficiently with good corporate governance through being a good corporate citizen by protecting the environment and improving the quality of life of the communities to ensure long-term sustainability of growth for the company. For that reason, OR is committed to ensuring that the working conditions in OR’s supply chain are safe, people are treated equally with respect and dignity, and the operating processes are environmentally responsible.

“OR Supplier Sustainable Code of Conduct” is drawing upon internationally recognized standards in order to advance social and environmental responsibility. Therefore, OR’s suppliers are obligated, in all of their activities, to operate in full compliance with the laws and regulations of the countries in which they operate whilst upholding the OR policies concerning compliance with all applicable laws, Business Ethics, Human Rights, Health and Safety and Environment as indicated in each subsection of this code.

## 1. Business Integrity

### 1.1 Business Ethics and Transparency

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Fair Operating Practices**, by maintaining the highest standards of integrity in all business interactions. Corruption, extortion, and embezzlement are strictly prohibited which may result in contract termination and further legal action.
- **Anti-corruption**, by not tolerating, permitting, or engaging in bribery, corruption, or unethical practices whether in dealings with public officials or individuals in the private sector. Suppliers and contractors are prohibited from providing any forms of financial and non-financial payments to government officials.
- **Conflict of Interest**, by disclosing any suspected or actual conflicts of interest to OR with relevant evidence. If OR approves a case as an actual conflict of interest, the approval decision will be documented.
- **Intellectual Property**, by not sharing OR’s intellectual property, confidential information or any other knowledge acquired with respect to OR’s business (including information developed by suppliers/contractors and information relating to products, customers, suppliers, pricing, costs, know-how, strategies, programs, processes, and practices).
- **Confidentiality and Data Protection**, by executing a confidentiality agreement with OR prior to the exchange of any confidential information. Suppliers and contractors are expected to maintain appropriate information security policies and procedures to secure access to OR information. Any cases of unauthorized disclosure of confidential information, whether intentional or accidental, must be immediately reported to OR.
- **Financial Integrity**, by maintaining accurate and transparent financial records in accordance with standard accounting practices. Financial records must be readily available for inspection during announced and unannounced audits by PTT or authorized third-party representatives.
- **Anti-Competitiveness**, by not accepting any actions that result in collusion or illegal cooperation, with the purpose of reducing the competition in market, including but not limited to pricing and anti-trust activities or any others that could breach competition law.

OR expects its suppliers and contractors to refer to the Corporate Governance Ethical Standards and Code of Business Ethics for further details and supporting references.

### 1.2 Quality Standards

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Delivering products and services** that meet agreed requirements with OR and all applicable requirements as defined by regulatory agencies.
- **Full responsibility for the quality** of the products or services provided to OR.
- **Full responsibility for the quality** of products and services provided by their **suppliers, subcontractors, service providers, and raw materials**.

- **Collaborating with OR** on the continuous improvement of products and services quality for the mutual benefit of the company and suppliers/contractors.
- **Raise awareness and value sustainable procurement** through guidance, support, and close engagement with their suppliers/contractors. to promote sustainability throughout the supply chain

### 1.3 Legal Compliance

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Complying with all applicable national and/or local laws and regulations**, including but not limited to labor, immigration, occupational health and safety and the environment.
- **Maintaining all the necessary licenses and permits** to operate in compliance with international, national and local laws and regulations applicable to its business operations.
- **Notifying OR** upon receiving notification of any regulatory inspection or legal action relating to suppliers or contractors' business activities with OR.

### 1.4 Business Continuity

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- Implementing a **business continuity plan** that is maintained and tested to ensure the supply of products and services at all times, including situations of unplanned additional demand and in the event of major disruptions to operations.
- **Maintaining reserves of OR products and services** to fulfill urgent purchasing orders.
- **Ensuring speed of assistance to OR in cases of production stalls or interruptions.**

## 2. Corporate Social Responsibility

### 2.1 Human Rights

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Freedom of Labour**, by not engaging or employing people, under any circumstances, against their own free will, in order to prevent any form of forced labor and modern slavery.
- **Freedom of Association**, by respecting the legal right of employees to become members of a labour union or otherwise and providing right to collective bargaining.
- **Prevention of Child Labour**, by not employing children below the legal minimum age requirement of any country. If the local law does not establish a minimum age, employees must be at least fifteen (15) years of age. Employees must be at least eighteen (18) years of age to perform night work or hazardous work, except where permitted by local laws
- **Wages and Benefits**, by complying with all applicable laws related to employee compensation, including those related to minimum wage, overtime hours and legally mandated benefits.
- **Working Hours**, by complying with local laws or agreements regarding working hours, overtime hours, and work during holidays.
- **Non-Discrimination**, by respecting diversity in the workplace and not engaging in any form of discrimination based on sexual orientation, race, color, religion, age, marital status, pregnancy, political affiliation, or disability in hiring and employment practices.
- **Layoff** practices that are managed in accordance with labour laws. Suppliers and contractors must not unfairly terminate any employment contract without valid reasons, which must legally be related to an employee's work performance.
- **Zero tolerance against harassment**, covering both sexual and non-sexual harassment (e.g. mental or physical coercion, or verbal abuse of workers) by respecting workers' rights and ensuring no harsh and inhumane treatment.

- **Foreign or Migrant Workers**, where if foreign or migrant workers are engaged, they are to be employed in full compliance with the labour and immigration laws of the host country. Prior to hiring, the basic terms of employment must be provided to workers in their native language or a language in which they understand. Passports and other forms of personal identification must remain in the worker's possession at all times and are never to be withheld by suppliers, facilities or any third party.
- Establishing **grievance mechanisms** that provide a means of anonymous grievance reporting and appropriate follow-up measures while protecting the confidentiality of the complainant.
- **Promoting positive labour relations** between employers and employees from the beginning to end of employment, including the process of contract signing, work assignments, employee management, probation period, opportunities for development, a good work environment, talent attraction and retention, pay raises, welfare and benefits, transfers, and end of employment.

## 2.2 Social Responsibility

### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Managing impacts on health, safety, and community security** throughout the entire project cycle, from project planning to execution, production, logistics, decommission and demolition, and decommissioning.
- **Respecting** surrounding communities and contributing positive benefits to societies in which they operate.
- **Participating** where possible, in voluntary, industrial, governmental, or community-based corporate responsibility initiatives.

## 3. Safety

### 3.1 Occupational Health and Safety

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Managing production and service operations that adhere to relevant safety standards**, to ensure their own safety and that of others, while also complying with relevant laws and regulations on occupational health, safety, and the environment.
- **Ensuring that all operational facilities and working environment** are safe, hygienic, and regularly maintained. Personal protective equipment is to be provided appropriate to the nature of work or hazard. Procedures and systems are in place to manage, monitor and report occupational injuries and illnesses, including near-miss incidents and substandard acts/conditions in written form.
- Implementing **a monitoring process** to ensure that work practices comply with relevant safety laws and policies of suppliers and contractors or other applicable regulations (both internally and externally to the organization), including undergoing regular audits, and the monitoring and reporting of activities and safety performance effectiveness. **Communicating and creating awareness** of risks, control measures, regulations and safety standards among their employees and subcontractors. Information should be provided on potential hazards of operating equipment, products and services prior to delivery and in all instances of changes.

These expectations are general in application and should be adopted by suppliers and contractors in conjunction with other applicable SSHE standards issued by OR.

### 3.2 Security and Emergency Preparedness

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

Observing strict requirements for the selection of security forces.

- **Identifying and assessing emergency situations to prepare plans and response procedures that minimize the impacts of emergency situations**, which encompass: preparation, responses, post-emergency recovery, equipment, communication and evacuation procedures, worker training and drills, etc.

- **Notifying** immediately to OR, where situations may become liable to OR (such as oil spills and leakages, non-compliance with operating permit, occupational injuries, fires, grievances, loss of assets, etc.), while conducting business with OR or operating in OR boundaries.

OR expects its suppliers and contractors to apply these safety standards and emergency preparedness procedures in conjunction with other applicable Security Safety and Health standards issued by OR to prevent potential impacts from business operations to employees, suppliers or contractors, society and the environment.

## 4. Environmental Management

### 4.1 Pollution Prevention and Resource Efficiency

#### Expectation

As a minimum, OR expects our suppliers and contractors to maintain a strong commitment to:

- **Complying with environmental laws, regulations and standards**; obtaining and maintaining permits, conducting regular audits, sampling and monitoring of relevant parameters are within their applicable legal limits such as air emissions, noise, wastewater discharge, soil and groundwater quality, ecosystem preservation.
- **Establishing protection standards and reducing environmental impacts** from production, services and logistics throughout the entire operational cycle, by adhering to pollution prevention principles that include minimizing generation of waste, wastewater, air emission, including efficient resource use.
- **Implementing monitoring and reporting of environmental performance**, such as greenhouse gas accounting, raw material and energy consumption, waste generation, wastewater discharges, and air emissions.
- **Reducing climate change impacts** from greenhouse gases emissions.
- **Preventing accidental releases** of hazardous materials into the environment and creating adverse impacts on surrounding communities.
- **Eliminating and reducing the use** of restricted, toxic and hazardous constituents/substances in products and services, such as:
  - Chlorine, bromide, iodine (bleaching and dyeing)
  - Heavy metal dyes (chrome, copper, zinc and nickel)
  - PVC-based paints
  - Volatile organic solvent-based adhesives
  - Phenobcarb derivatives
  - Sulfur Hexafluoride (SF6)
  - Chrome compounds
  - Azo dyes
  - Formaldehyde
  - Sulphur dye
  - Phencyclidine (PCP)
- **Promoting greater environmental responsibility** and collaborating with OR on the development of OR Group's green products and services, and conducting business with environmental or social benefits to ensure the long-term sustainability of business of the company.
- **Promoting of natural habitats and biodiversity**, by preserving ecological balance such as management of biodiversity risks, application of mitigation (avoid, minimize, restore & offset) in operating areas near critical biodiversity, no gross deforestation, and land conservation effort.

OR expects its suppliers and contractors to apply these environmental standards, including climate change, product safety standards, biodiversity position in conjunction with other applicable Environment standards issued by OR to prevent potential impacts from business operations to the environment.



**Officially signed and stamped by supplier**

**Company name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Name-Surname:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_