



PTT Oil and Retail Business Public Company Limited Announcement

No. 27 / 2024

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

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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 up objectives, goals, and prioritization and integration of action plans for QSHE to increase efficiency and address 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 business's operations and facilities to grow sustainably. Review the system at regular intervals or in case of significant changes in the organizational or business context, including the importance of consultation with and participation of employees or employees' representatives in applying QHSE management system to the organization.

2.2 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 design, 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 and Occupational Health**

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, that may occur to employees, contractors, and stakeholders based on risk assessment.

5.3 Prevent and reduce the impact on operators' health, manage work environment to enhance and promote a suitable and safe working environment, including the control and prevention of work-related illnesses in the workplace.

## 6. Environment

6.1 Control, prevent, and reduce negative environmental impacts resulting from business operations throughout the value chain, maintain biodiversity and ecosystems, ensure efficient and sustainable use of resources according to the Circular Economy principles, integrate systematic waste management, and improve energy efficiency to achieve net zero.

6.2 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 the company's entire operations (included distribution and logistics), employees as well as contractors, outsource, business partners, licensees or individuals under the company's supervision. 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, due diligence, merger, and acquisition phases—including planning, design, execution, and completion of operations.

Announced on 8 March, 2024.



(Mr. Disathat Panyarachun)

(Director (Board Member), Chief Executive Officer)

## Quality, Security, Safety, Occupational Health and Environment Statement

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OR is committed to continually improve the performance of QSHE management system. This statement is driven by the highest level of the QSHE Policy. Our QSHE Statement is dedicated to the following principles:

1. Ensure compliance with the relevant Quality, Security, OHS and Environmental laws, regulations, international standards, covenants, voluntary programs and/or collective agreements on.
2. Set objectives, quantitative targets and key performance indicators of Quality, Security, OHS and Environment to increase productivity, reduce environmental impacts, reduce loss from incidents and improve OHS performance metrics.
3. Set integrated standards or procedures to strengthen OHS and Environment performance (OHS&E), including OHS risk and hazard assessment, internal inspection/audit, investigation of work-related injuries, illness, diseases and incidents and criteria in procurement process as part of the contractual requirements or TOR.
4. Evaluate, control and monitor progress of action plans and risk mitigations to prevent issues or risks against QSHE targets.
5. Create QSHE Performance report, using the data for analysis to improve business processes and operations continuously.
6. Provide Quality, Security, OHS & Environment training to the employees, internal and external stakeholders or other relevant parties to raise awareness, understand the impacts of their work activities on the environment, reduce occupational health & safety incidents and promote continuous improvement.
7. 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.