

QUALITY, HEALTH, SAFETY AND ENVIRONMENT REVIEW

In term of quality management, the PTT has focused on the participation of personnel in improving and developing their work to achieve a quicker and more flexible work system that could directly benefit customers and other stakeholders in an efficient manner. At present, the PTT is developing an ISO 9000 quality management system to correspond with changing international standards and cover all areas of the workplace in the oil and natural gas businesses. In addition, PTT's gas stations were certified in oil quality control from the Department of Commercial Registration, the Ministry of Commerce this year.

As health and safety management is of critical importance, PTT has introduced the International Safety Rating System (ISRS) to prevent and control losses, which is the foundation of good safety management. The TIS 18001 health and safety management system has also been implemented, with an audit of the work environment, annual general health check-ups for personnel and occupational health examinations, particularly for personnel in positions with hazards. Additionally, campaigns have been arranged for personnel to submit accident and incident reports through a web-based system to analyze real causes and prevent repeated occurrences.

PTT has scheduled fire drills and emergency exercises in case of oil/chemical spills at least once a year. Personnel have been trained to develop their capacity in preventing and restricting emergencies in areas under PTT's responsibility, including surrounding communities. For example, they are trained to provide assistance in emergency rescue in case of an accident during product transportation. Moreover, focus has been placed on peak safety of natural gas transmission pipelines by implementing international standard safety measures to all procedures.

PTT announced in 2002 procedures for corporate crisis management, realizing that a crisis, once it has happened, can create severe loss over a widespread area and take some time for recovery, which makes compensation difficult. Memos were issued to prepare for sabotage. The ASEAN Council on Petroleum (ASCOPE), apart from exchanging experience among members, also formulated a mutual cooperation framework with both short and long-term plans.

As for environmental management, PTT adheres to the concept of sustainable development. The company is determined to control, prevent and mitigate any environmental impact that may occur from work-related activities. In 2002, the international ISO 14001 standard for environmental management systems was expanded to cover major operational areas. A fully integrated focus was put on the control of environmental impact of related products and services by introducing the Green Label regulations of the Thai Industrial Standards Institute to oil products and gas stations, the first contact point with the public.

QSHE Achievement in 2002

1. Rayong Gas Separation Plant: Prime Minister's Award for Productivity
2. Phra Khanong Oil Terminal, Lam Lukka Oil Terminal, Denchai Oil Terminal, Phitsanulok Oil Terminal, Chiang Mai Oil Terminal, Ubon Ratchathani Oil Terminal, Pak Phanang Oil Terminal, Phuket Oil Terminal, Nakhon Sawan Petroleum Terminal, Lampang Petroleum Terminal, Songkhla Petroleum Terminal, Surat Thani Petroleum Terminal, Chon Buri Operations Center, Natural Gas Transmission: Outstanding Workplaces in Safety, Occupational Health and the Environment from the Ministry of Labor and Social Welfare
3. Region 5 Pipeline Operations Center and Yadana Gas Pipeline Project, Khanom Gas Separation Plant, Rayong Gas Separation Plant: EIA Awards
4. Region 4 Pipeline Operations Division in Nam Phong, Khon Kaen Province: Gold Certificate as a clean, livable, non-polluted and lively workplace from the Department of Health, Ministry of Public Health
5. PTT Gas Station on Sukhapiban 3 Road: The first gas station in Thailand to be approved as the Green Label Emblem for gas stations
6. Testing Laboratory of the Quality Control Division, Oil Business Group: ISO/IEC 17025
7. Khon Kaen Petroleum Terminal, Nakhon Ratchasima Oil Terminal: ISO 14001
8. Natural Gas Transmission: TIS 18001
9. Rayong Gas Separation Plant: The first area in PTT to pass the system audit for ISO 9001, ISO 14001, TIS 18001 at the same time
10. PTT gas stations: 1,193 gas stations were certified oil quality control system by the Department of Commercial Registration, Ministry of Commerce