



DRIVING FORCE TOWARD EXCELLENCE IN QUALITY, SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENT

The areas of Quality, Safety, Occupational Health and Environment are high priorities at PTT and were included in the Company's Key Performance indicators to enhance the efficiency of the Company's operations. The result is an organization with the highest quality and standards in safety, occupational health, and the environment. This, in turn, leads to continuous and sustainable development for Thai society and for the Thai economy. PTT is dedicated to the best interests of its customers, and to the Thai people, and to "customer delight".

PTT operations have been certified under three international standards: ISO 9001 quality management system, ISO 14001 environmental management system; and TIS/OHSAS 18001 occupational health and safety management system. These certifications are proof of PTT's commitment to continuous improvement and increased efficiency of its operations as the nation's energy company. Furthermore, PTT's excellence has won trust from the international airline community. PTT was named the number one jet fuel marketer in the Asia-Pacific region and number seven in the world.

As PTT believes that prevention is the best policy, its operations strictly follow the International Safety Rating System (ISRS) and the TIS 18001 guidelines for occupational health and safety management. The two systems emphasize prevention and control of loss through assessment at every step of operation. Much attention is given to emergency preparedness; such as firefighting, fire evacuation, mitigation of emergencies resulting from pipeline and truck transportation, and marine oil spill clean-up. In addition, PTT constantly monitors the work environment and the health of its personnel, improves the incident/recommendation reporting process by using information technology, and regularly disseminates information to all personnel on serious incidents to prevent reoccurrence.

As for environmental management, PTT has implemented the ISO 14001 environmental management system in its major operations, continuously improved the efficiency of certified areas, and emphasized comprehensive control of the impact of its products and services on the environment. The "Green Label" program introduced by the Thai Industrial Standards Institute (TISI) has been implemented in six additional gas stations.

With its serious commitment to quality, safety, occupational health and the environment, PTT has continuously shared its experience and contributed to creating awareness among the general public in these four areas. Through activities such as the reforestation project in honor of His Majesty the King, the traffic and driving safety program, the "5S" youth program, and various lectures and exhibitions, PTT demonstrates its dedication to deliver the best to the Thai people.





DRIVING FORCE TOWARD EXCELLENCE IN QUALITY, SAFETY, OCCUPATIONAL HEALTH, AND ENVIRONMENT IN 2003

1. PTT's aviation fuel station was named by international airlines as the No. 1 jet fuel marketer in the Asia-Pacific region and No. 7 in the world.
2. The gas separation plant, pipeline transmission, petroleum terminal, oil terminal, and gas terminal divisions received three types of certification: ISO 9001:2000 quality management system, ISO 14001 environmental management system, and TIS/OHSAS 18001 occupational health and safety system.
3. The oil terminals at Phra Khanong, Lam Lukka, Sara Buri, Chiang Mai, Lampang, Den Chai, Phitsanulok, Nakhon Sawan, Udon Thani, Nakhon Ratchasima, Surat Thani, Pak Phanang, Songkhla and Phuket received the " Outstanding Business Operator in Safety, Occupational Health and Work Environment Award" for the transportation industry from the Department of Labor Protection and Welfare, Ministry of Labor and Social Welfare, and received certificates and " White Operations" banners. The Surat Thani petroleum terminal has won this award for seven consecutive years.
4. Bangchak Petroleum Terminal, Khon Kaen Petroleum Terminal, Nakhon Ratchasima Oil Terminal and Ubon Ratchathani Oil Terminal received certificates and " White Operations" banners.
5. Chon Buri Operations Center, Chon Buri Natural Gas Pipeline System Division, Region 4 Operations Division in Songkhla, and Region 5 Pipeline Operations Division in Rayong received the " National Outstanding Business Operator in Safety, Occupational Health and Work Environment Award for 2003" from the Department of Labor Protection and Welfare, Ministry of Labor and Social Welfare, and received certificates and " White Operations" banners.
6. The oil terminal at Lam Lukka, Pathum Thani, received the Thai Labor Standard TLS 8001-2546 Certificate from the Ministry of Labor and Social Welfare for its social responsibility work.
7. The petroleum terminal in Lampang was selected as the province's model business operator in the " Thai Industries and Cleanliness Program" .
8. The Rayong Gas Separation Plant received the " Outstanding Industry Award in Safety Management" from the Ministry of Industry and the " Thai Labor Standard TLS 8001-2546 Certificate" from the Ministry of Labor and Social Welfare
9. The Khanom Gas Separation Plant received the " Outstanding Industry Award in Productivity" from the Ministry of Industry and won the 3rd place for the " Thailand 5 S Award" from the Thai-Japanese Technology Promotion Association.
10. Region 4 of the Pipeline Operations Division in Khon Kaen received the " Good Work Environment Award" from the Department of Health, Ministry of Public Health, for the third consecutive year.
11. PTT gas stations at Sukhapiban 3, Prachachuen, Pracharat, Kamphangpetch 2, Rajamangala Institute of Technology (Bangkok Technical Campus) was granted the right to display " Green Labels" for gas stations.
12. A total of 1,180 PTT gas stations received certification for fuel quality from the Department of Business Development, Ministry of Commerce.
13. The Quality, Safety, Occupational Health and Environment Department received ISO 9001:2000 certification for quality management.