

Quality Management Policy

Corporate Affairs

Effective Date

No. 01, Revised No. 00

2 September 2024



Prepared by

Ms. Kochakorn Vichayapai Bunnag
Manager, Corporate Affairs

Reviewed by

Ms. Nanchalee Kecharananta
Company Secretary and
Corporate Affairs Director

Approved by

Mr. Chalermchai Mahagitsiri
President and
Chief Executive Officer

Thoresen Thai Agencies Public Company Limited (the “Company”) and its subsidiaries (the “Group”) recognize that customers are an integral part of operational success. The Group therefore commits to produce goods and deliver services that meet quality standards, conduct businesses with responsibility, transparency, and fairness, uphold defined principles and the Code of Business Conduct, and continually develop and enhance the quality management system. In addition, the Group fosters a corporate culture of quality, safety, occupational health, and environment (QSHE) to satisfy customers with quality services that respond to their demands and expectations in all business groups in a fair and professional manner. The Group is dedicated to continuous learning and upskilling with an ultimate goal to fulfill demands and expectations and implement the integrated management system and digital work system in order to efficiently improve work processes, achieve highest level of customer satisfaction, and walk toward a better and more sustainable future together.

To ensure that the Group and related parties’ quality management systems are aligned and conform to this policy, the Company has established this policy and commitments toward the development of quality management system as follows:

1. **Compliance:** Conduct businesses in accordance with applicable laws, rules, regulations, and standards while incorporating environmental consciousness.
2. **Participation:** Cultivate a good mentality toward and corporate culture of quality as well as safety of goods and services among employees. Aim for efficient and effective performance to minimize error and loss in each process, delivering consistently positive value of goods and services to customers. This can also be achieved by polite and efficient handling in exchange for their trust, provision of accurate and complete information about goods and services, protection of confidentiality, and non-use of confidential data for one’s own benefit or the benefit of others.
3. **Timely Delivery of Goods and Services with 7 Rights of Logistics:** Uphold principles that also play an important role in logistics as listed below.

Quality Management Policy

Corporate Affairs

Effective Date

No. 01, Revised No. 00

2 September 2024

- Right Product
- Right Quantity
- Right Condition
- Right Place
- Right Customer
- Right Time
- Right Price

- 4. Customer and Stakeholder Confidence and Satisfaction:** Continuously and efficiently improve and maintain service quality through creation, innovation, and development of quality goods and services that meet customer demands and expectations. Be aware of social and environmental impact in order to drive business competitiveness in fair and sustainable ways.

Whistleblowing Channels

Customers and stakeholders can ask for details, make complaints, or report clues of unlawful acts, misconduct and corruption, inaccuracies in financial reports, human rights violation, defective internal control system, violation of the Group's Code of Business Conduct, as well as submitting complaints about goods and services quality. The Company has established channels for receiving complaints as follows:

The Audit Committee

Email : whistleblowing@thoresen.com

Postal mail : Audit Committee

Thoresen Thai Agencies Public Company Limited

P.O. Box 12, Siam Commercial Bank,

Lumpini, Pathumwan, Bangkok 10330

Alternatively, whistleblowers can contact the head of Internal Audit and Compliance Department directly.

The Internal Audit and Compliance Department is responsible for collecting complaints or clues to determine actions, to keep such information confidential so that the whistleblower does not suffer, and to determine measures to compensate for the damage that the complainant or whistleblower may sustain. The Internal Audit and Compliance Department will regularly report to the Audit Committee at least once a quarter. The Audit Committee will then consider and report the complaints to the Board of Directors as deemed appropriate on a quarterly basis.

Corporate Affairs

Effective Date

No. 01, Revised No. 00

2 September 2024

REVISION RECORD			
Version No.	Date	Created/Modified by	Description and Reason for Changes
01	2 September 2024	Corporate Affairs	Initial policy