



Corporate Social Responsibility for Sustainable Development

The company is committed in develop sustainable management practices along with good governance, social and environmental responsibility and consider all stakeholders concerned. By conducting business with prudence, adhering to the Code of Conduct and operate business with transparency and transparency under the good corporate governance policy. There is risk management within the organization, internal audit in all processes for the organization to operate efficiently to establish confidence in business partners, customers, shareholders, investors or all stakeholders. Also, including participation in social development and the conservation of natural resources according to the social and environmental

responsibility policy to develop and lead the organization towards sustainability in the future and in accordance with the vision and mission of the company.

Sustainability Management Framework focus on responsibility in the economic, social and environmental aspects. Take into consideration both direct and indirect of internal and external stakeholders as shareholders, investors, employees, creditors, business partners, customers, communities, societies, or outside interested. Management strategy emphasize on key risk issues analysis which affect the business sustainability for the Company to participate in the care of all stakeholders.

Summarize of the key issues for the company's sustainable business.

Topics	Main point of sustainable development	Strategies of management	Affectation to Stakeholders
Economy Sustainability	<ul style="list-style-type: none"> - Maintain the excellency in operation - Modify the strategy for each situation - Support social economy 	<ul style="list-style-type: none"> - Maintain the quality standard of products and services - Quality Policy - Employee Development Policy - Anti-Corruption Policy 	<ul style="list-style-type: none"> Shareholders, Investors, Customers, Partners, Creditors, Employees, Financial Institution, Society and Community
Environment sustainability	<ul style="list-style-type: none"> - Environment-friendly transportation - Awareness in environmental conservation 	<ul style="list-style-type: none"> - Safety, Occupational Health and Environment Policy - CSR Policy 	<ul style="list-style-type: none"> Society and Community
Society Sustainability	<ul style="list-style-type: none"> - Fairness Business - Anti-Corruption - Human Rights - Customer Mind - Society and Environment Sustainability 	<ul style="list-style-type: none"> - Code of Conduct - Code of Business Conduct - Anti Corruption Policy - Conflicts of Interest Policy - Related Transaction Policy - Human Resource Policy and Personnel Development 	<ul style="list-style-type: none"> Customers, Partners, Creditors, Financial Institution, Society, Community and Employees

1. Economy Sustainability

1.1 Maintain operational excellence

The company has been in the business of fuel trading for more than 20 years, with experience, reputation, and skilled personnel. The company has continued to increase revenue and to be known in the South East Asian trade market. The company has partners as a leading manufacturer and distributor of fuel in Thailand which can fully support the sale to meet customer expectation.

The company has partners in the oil shipping fleet and gasoline carriers who have High standards of service to ensure the company has potential to deliver the quality on time. All carriers are covered by third party insurance with standardized shipping process in safety awareness on environment and communities.

The company certified in the ISO 9001 quality management system standard to strengthen reliability of its operations, from ordering, receiving, and delivering to the customer. There is also a safety and security system in delivering product from the source to the destination to provide customers with quality products and accurate to meet customer requirement.

In Supply Management, the Company provide service with international standard as to select high potential partners and resources. The company has been awarded the safety, security, health and environment by PTT Exploration and Production PLC (PTTEP), both in 2013 and year 2016, which prove the company's success.

From core business, the company model as a credible organization, skilled human resources, documentation and operating systems at the international level. As all said, the Company can expand customer market to steadily perform economic growth.

The company has Anti-Corruption policy focus on fraud-free operations in every process from executive to employee level, thought the company can fully collect revenue.

The company also has a mission to expand its business portfolio. This will generate more profit for the company in the future and reduce the risk from the core business. To add value to the organization and return benefit to all stakeholders.

1.2 Modify the strategy in accordance with the situation.

At the end of 2014 until 2016, the company is in the petroleum, petrochemical, and industrial sectors that have problems. The price of crude oil in the market has declined considerably. As a result, the income from

the business of selling fuel is directly affected. From fluctuating oil prices, making the executives to have to adjust business strategies in order to comply with the changing environment and reduce the impact on the core business of the organization. By expanding investment to other businesses both the business that related to the main business such as condensate separation business, which produces and sells chemicals. In 2017, the company has entered to renewable energy business, such as the solar rooftop project that produces and sells electricity to the Metropolitan Electricity Authority and the Provincial Electricity Authority. Which will create growth potential and increase income and profit stability for the organization in the long term

1.3 Support the community Economy

The company has expanded its investment in exploration and production in Pan Orient Energy (Siam) Limited ("POES"), which has been granted a petroleum exploration and production concession in the Kamphaeng Saen District. POES has arranged social activities for community and society in the concession area, such as donating learning and sports equipment, both in Nakhon Pathom and Suphanburi provinces, and Nakornchai Prakarn Chemical Co., Ltd. (now called "Sea Oil Petrochemicals Co., Ltd."). engaged in the business of condensate separation plant. Which is located in Amata Nakorn Industrial Estate Mueang Chon Buri district, Chon Buri province. The Group plans to support the development of community and society in Chonburi, such as granting scholarships to students who are underprivileged in the Chonburi area.

1.4 Develop personnel to be a leading organization

The Company realized the importance of developing knowledge, ability and potential of personnel in every level of organization. By setting human resource policy and personnel development, including the development of skills needed to perform tasks. Leadership development Training plans, coaching, educational support were implemented to maximize skill development.

Encourage employees to express their opinions or propose a way to develop the organization together with the company. Which the company put the suggestion box within the company for the employees to comments, suggests and complaints. And encourage the employees to apply skills, knowledge, abilities to be used in the work to achieve maximum efficiency and effectiveness.

2. Environmental sustainability

2.1 Environmentally friendly transport process

The company arranged marine carriers who have been certified by the Hull Standard and strictly apply to the law which there are standards of safety, occupational health and the environment. The carriers have a shipment schedule for marine fuels to ensure the quality of transportation align with the law of the Thai Maritime Navigation Act on Marine Pollution Control. The Company has an inspector to supervise the delivery from the source to the destination. The inspector will manage the shipment to meet the standards of safety in life and the environment. In event of emergency, there are international standards such as oil leakage during shipment. The carrier will have a Boom Oil to prevent oil spills extent to ensure that no pollution is going to the environment.

2.2 Environmental awareness

The Company promotes corporate social responsibility and environmental responsibility training start with the orientation of directors and new employees. It is also instilled in the management and employees to have consciously aware for the conservation of natural resources and the preservation of the environment. Management and staff have ongoing quality improvement activities that promote the conservation of natural resources and the environment, such as oil sample and packaged bottles disposal. Energy saving activities, Paper reduction activities. As example of oil sample and packaged bottles disposal, the company developed a systematic elimination process and selects high quality oil removers. Plastic bottles will be recycled in accordance with industry standards. Every step of the operation or the company will aware all stakeholders and the environment at most.

The company purchased a solar rooftop power plant that was installed on the roof of the factory, warehouse or rooftop building. Which is a business that does not destroy natural resources and creates pollution for society, community and environment. Also, solar panels installed on factories, warehouses or buildings will help reduce the heat from the sunlight that shines directly on the object. Thus, reducing the use of energy such as air conditioners or fans as well to make the environment more sustainable with the organization.

3. Community Sustainable Development

3.1 Fair Business

The Company is committed in fair and ethical business practices, action to comply with the law. The company does not allow illegal practice or circumvention of the law, actions that violate intellectual property or copyright. Also, against all forms of corruption. Company policies regulate the performance to provide a framework for conducting fair business practices such as conflict of interest policy, Business Practices Policy, Anti-Corruption Policy.

The Company has provided channels for shareholders, investors, business partners, customers, communities, employees or all stakeholders to propose their opinions, suggestions and complaints. As to report the corrupt performance of management and employees in various communication, such as by phone, by mail, by email or website, as on anti-corruption policy. The company has a confidentiality measure of the complainant. The complaint process is proposed to the Chairman of the Audit Committee or the Chairman of the Corporate Governance Committee, to consider disciplinary action or legal action against a fraudulent or committing offender. This will inform the complainant of the outcome or the progress report until the process is completed. The anti-corruption assures the organization of a transparent and fair operation, also verifiable manner.

3.2 Respect and treatment in human rights

The company is focusing on labor and supporting the systematically development of human resources in every process to drive the organization efficiency by setting the priority to the knowledge development. Providing appropriate welfare and compensation to employees consider as important and the company has a policy of quality, safety, hygiene and environment, to focuses on safety and hygiene workplace during proper operation.

Moreover, the company and its subsidiaries has made a report of work accident statistics for the year 2018, which didn't cause any accidents from work within the organization in any cases, for example; first aid case, medial treatment case or lost work day case. Thus, the company has zero incident.

The company provides benefits to employees and families, such as social security, support in funding both in workmen's compensation and provident funds, and scholarships to good performance employee's children which is an educational support for youth. The right in health insurance for the husband / wife and children of



the employee in premium rate for family health coverage, and reduces the burden on employees. There is also annual health checkup for all employees. Work and Leisure Policy to prevent employee fatigue and prevent work accidents. There is also a policy of bullying, harassment in the workplace to create a work environment and employees to respect each other. The principle of respect are basic human rights.

In 2018, the company has organized activities to promote good health in the organization, which is one of continuous quality improvement activities (CQI). Which encourages executives, employees, partners and customers to do sports or exercise activities together. To create both physical and mental health. To build relationship between organizations and partners and customers. Thus, the company organized exercised activities as a health benefit for employees within the organization.

The company aware of basic human rights, promote respect for rights and freedoms through non-discrimination, perform equality, do not violate the rights of others, respect the rights to feedback. The Company provide communication channels to freely receive all stakeholder suggestion.

3.3 Customer or consumer responsibility

The company focuses on customer satisfaction as well making good relationships and adding value to customers. The company has a policy on loss of goods and transportation control for quality control to certain the volume of the product transit and maintain a high standard of service to maximize customer satisfaction.

The company further increased shipment and transit control standards. the inspectors are assigned to supervise the delivery from the source to destination to ensure that customers completely receive product as required. The company's standard is guaranteed by the Best Practice Award for Quality Management, Business Management, Logistics Services, from Department of Business Development, Ministry of Commerce. By carries out the shipment under safety and in accordance with oil transportation standards.

For catering and service, the company has services with international standards and satisfied the needs of the customers in quality, cleanliness, hygiene, safety as well as integrity in service, with accordance to the quality policy and security policy health and environment of the company. Resulting in the company being accepted and

trusted by customers. Moreover, the company received awards for safety, security, health and environment from customers as well. In 2018, the company provided catering services to two customers. With the service hours more than 68,400 man-hours with zero incident, such as; work accident, illness or food poisoning that occurs to employees who provide services or the customers' employees.

The company realized responsibility to the customers as important. Therefore, it is required to assess the satisfaction of customers twice a year, with the assessment of three aspects: the ordering system. Standard of delivery and the document system standard based on the table presented. The results of the evaluation will be used

Assessment topic	1/2018	2/2018
Assessment rate	97.00%	100.00%
The ordering system	92.92%	93.29%
Standard of delivery	88.52%	90.52%
Standard of document system	91.58%	94.12%
Average satisfaction	91.00%	92.64%
Satisfaction in 2018	91.82%	

to improve performance. Under the ISO 9001 quality management system, the Company complies with the requirements. Essentially service development is important. Complaints and improvements solution will comply with the company's policies.

3.4 Participation in community, social development and environmental care

The company's business practices are based on mission concerned in terms of environmental policy promotion and social and environmental responsibility as indicated in Vision and Mission of 2016. The importance of social, environmental, and community responsibility is



a duty of executive and all employees both inside and outside the organization. To carry out activities and create participation in such areas, in order to comply with the quality policy and social and environmental responsibility policy. Including, cultivating the promotion of social awareness environment and community always

As the company core business as fuel distributor and food, raw materials and other services supply to marine customers, the company is responsible for society and environment in accordance with the corporate governance policy. It is to maintain marine resources and the environment by implementing the policy and business practices. The management will not allow to cause any damage to natural resources and environment, but support for social activities and empower employees at all levels to be socially responsible.

Corporate social responsibility policy required executives to comply with the law and regulations related to the business of fuel distributor both by bunker and in land service. Executives will not do anything that promotes or encourages the illegal act which socially and environmentally responsible consider as an important to continuously implemented.

CSR considered into two main aspects: process responsibility. (CSR-in-process), which the company has a quality management system defined by quality policy and social activities (CSR-after-process). The company sets a social work team to work on activities that return benefits to society, environment and community. The working group participates in activities of promote education for youth, to conserve marine natural resources, such as giving scholarships for children and youth who lack of scholarships, funding for school restoration, beach cleaning, back to the sea of sea life, etc. All activities are in line with the policy of support for education and natural healing. Also, the company seeks the opportunity to raise awareness about the conservation of marine resources that must be done mutually with community. Also, the company supports children, young people in the seaside community and promotes ecosystems and educational of marine resources preservation.



The company focus on sustainable economic practices, social and environmental, with a policy to set the practice to reflect responsibility both economically society and environment. Which the company make a sustainability report in 2018. The company provides the sustainability report of the organization to have content and details consistent with the requirements of the framework of Global Reporting Initiative (GRI)

Social and environmental responsibility policy

Social and environmental responsibility policy is a framework for the company's business operations for the directors, management and employees in the same direction. It is proposed into 6 guidelines: 1) good corporate governance 2) fair business practices 3) respect for human rights / fair labor practices; 4) community participation and educational promotion; 5) environmental preservation; 6) responsibility to customers, competitors, trading partners, creditors, which are related to the vision and mission. The social responsibility team is responsible to control the operation in accordance with the social and environmental responsibility policy. The company analyzes process concerned, such as delivery system, procurement inspection, and assessment of the potential risk to stakeholders at each process, for correct and prevent unintended to all parties.

Business Code of Conduct

Business code of conduct is a standard that defines good practices of directors, executives and employees in conducting business under the framework of ethics, morality and integrity. By adhering to the duty and responsibility to all stakeholders in a fair and equitable manner. Summary of important details as follows:

- Focus on honesty, transparency, fairness and the interests of the company and shareholders and do not do anything that could cause damage to the company. (In line with fair business practices)

- Act to comply with the law and rules governing the conduct of business, do not do anything in promotes illegal practice or circumvention of the law. Including, infringement of intellectual property and open a channel for complaints or clues about illegal activities done by directors, executives and employees. (Corresponds to Anti-corruption)

- Committees, managers and employees do not call or accept as well not give a bribe, to trade practice with partners and / or creditors and provide accurate information about the company. (Corresponds to Anti-corruption)

- Respect for the individuality and dignity of the employee humanity, avoid any unfair action that may threaten and put pressure on the mental state of employees. (In line with respect for human rights)

- Treatment of employees in accordance with labor laws and regulations. By providing appropriate welfare and compensation. Including the importance and promotion of knowledge development and the ability of employees thoroughly and fairly. (Consistent with fair treatment of workers)

- Provide quality services and maintain product quality with professional standards. Also, comply with the terms, commitments or offers that provided to customers or the public. (Consistent with consumer responsibility)

- No action that could cause damage to natural resources and the environment to instill a sense of responsibility for employees at all levels in a serious responsible manner, and to instill a sense of a return values to society. (In line with environmental preservation / community or social development)

Reporting Process

The company focused on sustainable economic development practices by social and environmental policy,

which set the course of action to demonstrate its economic responsibility. The company made a sustainability reports in 2018. With developing the Global Reporting Initiative (GRI), it provides content and details in line related with the Code of Conduct and GRI Framework Requirements.

CSR-After-Process

Sea Oil Public Company Limited is a company in the Nathalin Group. Therefore, conducted activities with companies in the Nathalin Group to organize social activities, by focusing on the benefits to return to society, create educational foundation for national personnel in the future and maintain and conserve marine resources including other natural resources. Which the company has a clear social role by giving scholarships for students in various schools, Including giving scholarships to employees' kids. Which is a way of managers to returning the profit to society and continue to build the future.





Social Activities of Sea Oil Public Company Limited in 2018

- “Children’s Day and Sport Day Activities “ donation by Sea Oil Public Company Limited together with the Nathalin group donated money, food, beverage and sports equipment to Pongploy Anusorn School and Khlong Samrong School to support children’s day activities on January 12, 2018.

- “Scholarship Growth and Returned” by Sea Oil Public Company Limited together with Pla Salitkem Golf Club on June 17, 2018 at Wat Ban Na School (Phin Wittayakhom), Sriracha District, Chonburi Province. To give scholarships to students and students who lack funds to study.

- “Contribution to the fund of Royal Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn Princess Maha Chakri Sirindhorn” by Sea Oil Public Company Limited on July 14, 2018, at the television station of Thailand, Khon Kaen province. In order to honor and recognize the grace of Her Royal Highness Princess Srinagarindra and to help underprivileged patients.

- “Giving scholarships and necessary supplies” by Sea Oil Public Company Limited together with Nathalin Group on November 10, 2018 at Rayong Panyanukul School, Banglang Subdistrict, Mueang District, Rayong Province. To support education for disabled children and create a future for underprivileged students

- “Supporting international academic conferences on logistics and supply chain management” by Sea Oil Public Company Limited donating money to support the international academic conference on 15-16 No-

vember 2018, organized Meeting in Okinawa, Japan. To support academics and researchers to disseminate the knowledge gained from their own research. Which leads to the application of research results to benefit the community and society.

- “Beach garbage cleansing” by Sea Oil Public Company Limited together with Nathalin Group on November 10, 2018 at Nam Rin Beach, Ban Chang District, Rayong Province, to conserve the beach environment and create cleanliness for the nearby community.

- “Releasing fishes” by Sea Oil Public Company Limited together with Prima Marine on December 18, 2018 at Haad Yao, Nuea Khlong District Krabi. With the objective of releasing fishes back to the sea to restore the balance.

