



BANPU PUBLIC COMPANY LIMITED

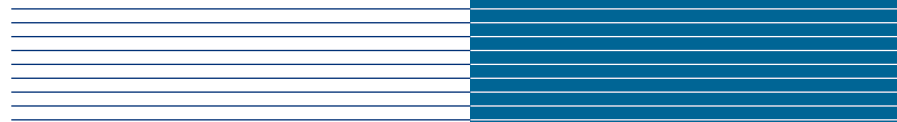
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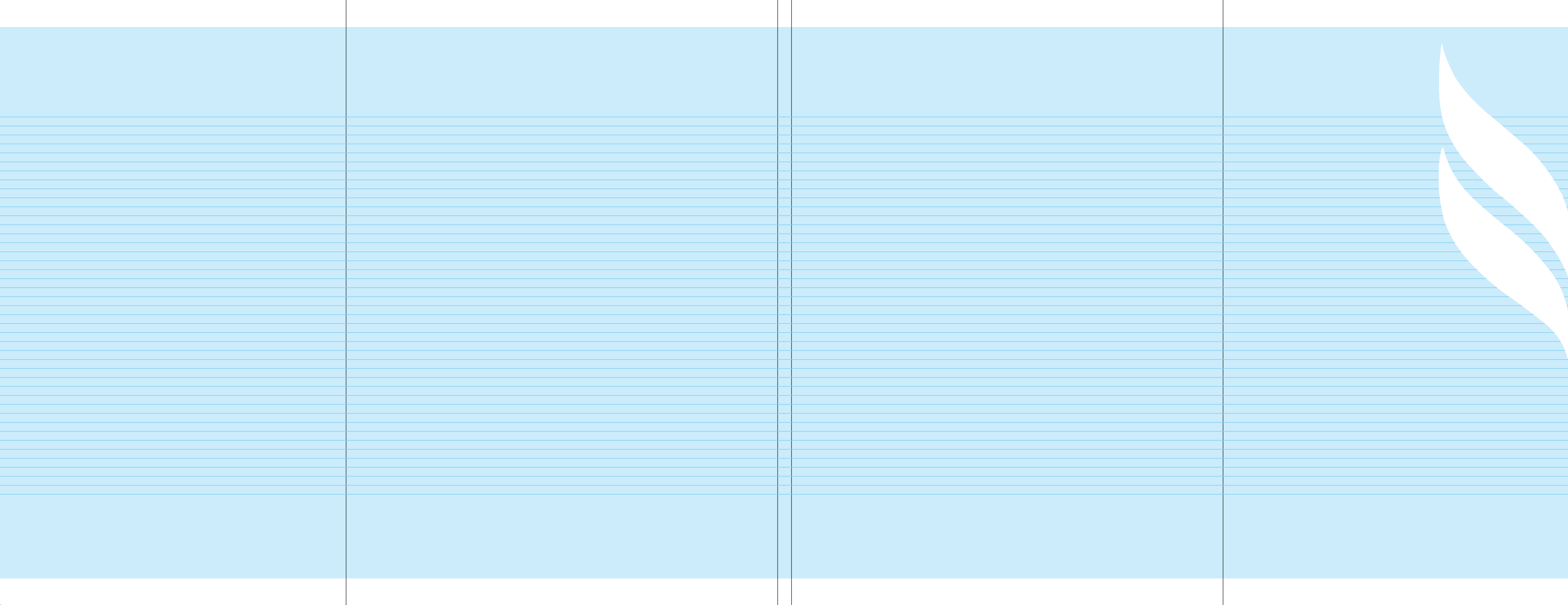


行为准则

Code of Conduct



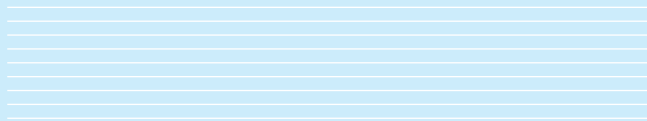
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行为准则

Code of Conduct



目录

1. 商业经营准则	8
1.1 远景目标和使命宣言	10
1.2 信念和价值观	10
1.3 对股东的责任	14
1.4 遵守法律和相关法律法规	14
2. 利益冲突及保守机密	18
2.1 利益冲突	18
2.2 利用公司的信息	20
3. 对公司、公司的财产和资产的责任	24
3.1 保护公司的财产和资产	24
3.2 文件编制	24
3.3 使用电脑和信息技术	24
3.4 行贿受贿	26
3.5 礼品、馈赠、业务招待	28
3.6 公开言论和大众传媒采访	28
3.7 行使政治权利	30
4. 对利益相关人的做法	34
4.1 对股东的政策和做法	34
4.2 对员工的政策和做法	34
4.3 对顾客的政策和做法	36
4.4 对贸易伙伴和/或债权人的政策和做法	40
4.5 对竞争对手的政策和做法	42
4.6 安全、职业健康及环境	42
4.7 对社区和社会的责任	44
5. 遵守行为准则	46
6. 接受有关公司治理和行为准则的投诉	48
参考文献	50

Contents

1. Principles of Business Operation	9
1.1 Vision and Mission	11
1.2 Beliefs and Values	11
1.3 Responsibility to Shareholders	15
1.4 Compliance with the Law and Relevant Rules and Regulations	15
2. Conflict of Interests and Keeping Confidential Information	19
2.1 Conflict of Interests	19
2.2 Use of Company Information	21
3. Responsibility to the Company and its Properties and Assets	25
3.1 Protection of the Company's Properties and Assets	25
3.2 Documentation	25
3.3 Use of Computer and Information Technology	25
3.4 Giving and Receiving Bribes	29
3.5 Gifts, Gratuities and Business Entertainment	29
3.6 Public Comments and Mass Media Interviews	29
3.7 Exercising Political Rights	31
4. Practices toward Stakeholders	35
4.1 Policies and Practices toward Shareholders	35
4.2 Policies and Practices toward Staff	35
4.3 Policies and Practices toward Customers	37
4.4 Policies and Practices toward Trading Partners and/or Creditors	41
4.5 Policies and Practices toward Competitors	43
4.6 Safety, Occupational Health and the Environment	43
4.7 Responsibility to the Community and Society	45
5. Compliance with the Code of Conduct	47
6. Receiving Complaints Regarding Corporate Governance and the Code of Conduct	49
References	51

董事长致辞

二十多年来，万浦集团公司（“万浦”）一直以道德和诚信发展业务。公司不仅致力于为股东持续创造更多的价值，而且不遗余力地确保所有股东得到公平对待。

公司制定了行为准则，准则手册自2002年使用至今，我们鼓励所有员工严格遵守。这一做法在当地和地区内都得到广为认同。

由于环境不断在变，公司深感是做出调整和增加某些做法的时候了，以便涵盖更多的地区，确保符合国际标准，更从容地应对变化，使万浦董事、管理人员和员工以高标准、严要求行事。在此，我们将2002年以来实施的规章和惯例做出更新。

万浦特此宣布，分布于我们各个投资国家的所有董事、管理人员和员工有责任、有义务忠实地信守本“行为准则”中规定的政策和做法。我们的最终目标是，为了万浦利益相关人、股东、本公司以及全社会的利益，既实现我们的商业目标，又保持我们的商业道德。



(Kirik-krai Jirapaet)

董事长

Message from the Chairman of the Board

For more than 20 years, Banpu Public Company Limited has developed its business on the basis of ethics and moral conscience. Not only has the Company been committed to creating added value to its shareholders in a sustainable way, but it has also put unwavering efforts to ensure that all stakeholders are fairly treated.

The Company has formulated a Code of Conduct where a manual on this subject has been in use since 2002 and all staff has been encouraged to strictly comply with it. The practice has been widely recognized locally and regionally.

Due to changing circumstances, the Company feels the need to adjust and add certain practices in order to cover additional areas and ensure that they are up to international standards as well as respond well to change so that the operation of Banpu's directors, executives and staff are carried out with high standard. On this occasion, rules, regulations and practices announced for implementation since 2002 are updated for the reasons above stated.

Banpu has clearly announced that it is the duty and responsibility of all directors, executives and staff in every country with its investment presence to faithfully comply with the policies and practices stated in this Code of Conduct. The ultimate goal is to achieve both business objectives as well as maintain its business ethics for the benefits of Banpu's stakeholders, shareholders, the Company and the society.



(KRIRK-KRAI JIRAPAET)

Chairman of the Board

“为商业标准铺平道路”

商业经营准则



商业经营准则

**PRINCIPLES OF
BUSINESS OPERATION**



1、商业经营准则

为确保股东获得最大利益，董事会特此制定了政策，对实现既定目标及方式方法给予了同等的重视程度。

因而，董事会特别在此“行为准则”手册中规定了获得成功的目标和措施，诸如公司的远景目标、使命宣言、理想追求、价值观、准则、公司治理政策、商业道德和做法细则等。其目标是：告知董事、管理人员和员工，在他们和员工、股东、顾客、供应商、竞争对手及全社会的交往中，公司希望他们达到哪些行为标准。

1. Principles of Business Operation

To ensure maximum benefit to the shareholders, the Board of Directors has adopted a policy which gives equal and parallel importance to achieving set goals and the ways and means for achieving them.

The Board of Directors, therefore, stipulates both the goals and the means for achieving such success as described in the corporate vision, missions, ideals, values, principles, corporate governance policy and guidelines for business ethics and practices in this “Code of Conduct” manual. The objective is to inform directors, executives and staff regarding the standard of practice the Company expects when dealing with staff, shareholders, customers, suppliers, competitors and the society in general.





1.1 远景目标和使命宣言

远景目标

成为亚洲领先的能源集团，成为世所公认的积极的开发商、投资商、公平的合作伙伴、真正的专家、能够提供卓越产品和服务的供应商。

使命宣言

- * 在能源领域开展业务的过程中孜孜以求成为亚洲的领袖；
- * 在能源领域的战略性业务上进行投资，开展多样化业务；
- * 作为模范的公司公民，致力于遵守安全实践、保护自然环境，促进社会发展，为社会的发展做出应有的贡献；
- * 向亚洲的顾客奉献良好的价值和优质的产品或服务。

1.2 信念和价值观

万浦的信念

我们的目标是通过下列措施获得卓越的经营成果：

- 致力于实现长短期目标；
- 崇高的道德和专业标准；
- 自信、创新性思维、果断的行动；
- 给予我们人力资源全面支持充分挖掘他们的潜能；
- 关爱员工和社会。

1.1 Vision and Mission

Vision

To become a leading energy company in Asia and to be acknowledged as an active developer and investor, a fair partner, a true professional and provider of excellent products and services.

Mission

- * To develop businesses in the field of energy in pursuit of a leadership position in Asia
- * To diversify and invest in strategic businesses in the energy sector
- * To promote and contribute to the development of society by acting as a good corporate citizen, committed to safety practices and the preservation of nature and the environment
- * To serve customers in Asia with good value and high quality products services

1.2 Beliefs and Values

Banpu Beliefs

We aim to attain operational excellence through:

- commitment to achieve short- and long-term goals
- high moral, ethical and professional standards
- confidence, innovative thinking, and decisive action
- full support for our human resources to reach their full potential
- care and concern to our staff and society



万浦的价值观

我们的目标是培养下列价值观，万浦的员工和董事以成为我们的一员而引以自豪，外部合作者认识到这些价值观是万浦员工和董事的优良品质：

创新	诚信
<ul style="list-style-type: none"> * 突破常规思维 * 行动机智 * 勇于发起 * 勇敢与挑战 * 积极主动 * 灵活多能 * 快速适应及坚韧不拔 * 持续发展 	<ul style="list-style-type: none"> * 职业道德 * 可靠、值得信赖 * 守纪 * 坚持不懈 * 信守承诺 * 公开透明 * 关爱 * 开放，真诚
接纳包容	协同
<ul style="list-style-type: none"> * 敬重他人 * 恭敬有礼 * 温暖关怀 * 善良慷慨 	<ul style="list-style-type: none"> * 配合与协作 * 公正 * 团队精神 * 人际关系网络 * 支持与分享 * 争取双赢

Banpu Values

We will aim to foster the following values in such a way that Banpu's employees and directors feel proud to belong to the Company and in such a way that external parties recognize such values as characteristic of Banpu's employees and directors:

Innovation	Integrity
<ul style="list-style-type: none"> * Think out of the box * Act Intelligently * Dare to initiate * Courageous and challenging * Pro-active * Flexible and versatile * Adaptive and resilient * Continual development 	<ul style="list-style-type: none"> * Honest * Ethical * Reliable * Disciplined * Persistent * Committed * Transparent
Care	Synergy
<ul style="list-style-type: none"> * Open and sincere * Accepting and accommodating * Honoring others * Respectful * Warm and solicitous * Fair-minded * Kind and generous 	<ul style="list-style-type: none"> * Cooperative * Fair-minded * Teamwork * Networking * Supportive and sharing



1.3 对股东的责任

公司的政策是：以诚实和道德开展业务。公司将尽最大努力壮大业务，同时为股东持续不断地创造有价值的投资回报，使所有股东得到一视同仁的对待。

1.4 遵守法律和相关法规规章

公司致力于遵守开展经营的各国各地区的所有相关的法律、法规和规章制度，已经制定了如下政策：

- (1) 董事、管理人员和员工必须遵守当地的法律、法规和规章制度，以及经营所在国的风俗和习惯。
- (2) 董事、管理人员和员工必须遵守泰国股票交易所 (SET) 和证券交易委员会 (SEC) 的声明和规定。
- (3) 董事、管理人员和员工必须遵守公司的规章制度。
- (4) 董事、管理人员和员工不得协助、支持或与他人共谋规避遵守任何法规规定。
- (5) 董事、管理人员和员工必须和监管部门合作，向监管部门汇报有违反或不遵守现行法律法规的行为。

1.3 Responsibility to Shareholders

It is the policy of the Company to conduct its business with integrity, honesty and ethics. It intends to do its best to develop its business while creating valuable investment returns for its shareholders in a continuing and sustainable manner in which all shareholders are treated equitably.

1.4 Compliance with the Law and Relevant Rules and Regulations

The Company is committed to complying with all relevant laws, rules and regulations everywhere it operates and has established the following policies:

- (1) Directors, executives and staff must comply with local laws, rules, regulations as well as customs and traditions of the country in which the Company operates.
- (2) Directors, executives, and staff must comply with the announcements and stipulations of the Stock Exchange of Thailand (SET) and the Securities and Exchange Commission (SEC).
- (3) Directors, executives, and staff must comply with the Company's rules and regulations.
- (4) Directors, executives, and staff must not assist, support or conspire to avoid any legal or regulatory compliance.
- (5) Directors, executives, and staff must cooperate with supervisory agencies as well as report information on violation of or non-compliance with existing laws or regulations.



“协作高于个人利益”

利益冲突及保守机密



利益冲突及保守机密

**CONFLICT OF INTERESTS
AND KEEPING CONFIDENTIAL
INFORMATION**



2. 利益冲突及保守机密

2.1 利益冲突

公司有一项重要的政策：董事、管理人员和员工不得利用和公司的关系谋取个人私利。因此，我们制定下列原则：

- (1) 避免会引起与公司产生利益冲突的任何与个人有关联的交易。
- (2) 如果进行的交易对公司是有益的，可放手进行，就象与某个第三方进行交易那样。不过，这样的交易必须由公司的相关部门提前披露、做出批准。而且，在这样的交易中有关联的董事、管理人员和员工不得参与审批过程。
- (3) 某项交易如果按SET通知的规定属于关联方交易，董事、管理人员和员工必须严格遵守上市公司在此类交易中做出信息披露的规则和程序进行披露。
- (4) 董事、管理人员、员工或他们的家属如果参与到一个和公司构成竞争的企业中、或者可能和公司有利益冲突的其它任何企业中，或者成为其一名股东，他/她应以书面方式向首席执行官做出汇报。
- (5) 董事、管理人员和员工成为其他公司或商业组织的董事、合伙人、顾问或参与人，其职务不得与公司的业务构成冲突，也不得与其对公司的直接责任构成冲突。

2. Conflict of Interests and Keeping Confidential Information

2.1 Conflict of Interests

The Company sets as an important policy that directors, executives and staff must not exploit their relationship with the Company for personal gain. As a result, the following guidelines are stipulated:

- (1) Avoid any transaction related to oneself, which may lead to a conflict of interest with the Company.
- (2) If it is necessary to carry out such transaction for the Company's benefit, conduct it as if it is a transaction done with a third party. However, any such transaction must be fully disclosed and approved by the relevant authority within the Company in advance. Furthermore directors, executives or staff having an interest in a transaction must not be involved in its approval process.
- (3) If a transaction is considered as a related-party transaction under the SET Notification, directors, executives and staff must strictly comply with the rules and procedures regarding information disclosure by listed companies for such transactions.
- (4) If a director, executive, staff or a member of their family is involved with or becomes a shareholder in a business in competition with the Company or any other business that may cause a conflict of interest with the Company, he/she must inform the Chief Executive Officer in writing.



2.2 利用公司的信息

公司的董事、管理人员和员工有责任对公司的机密严格保密，尤其是对那些还没有向公众披露的内部信息、或者是可能影响到公司的业务或其股价的任何数据或信息。原则如下：

- (1) 董事、管理人员和员工不得利用作为董事或员工身份得到的信息为个人谋取私利，也不得利用这些信息开展和公司形成竞争的业务或其它活动。
- (2) 掌握不为公众所知的、可能会影响到公司股价的公司信息（“内幕信息”）的董事、管理人员和员工不得买卖公司股票。不得为了第三方买卖本公司股票之目的而对其提供“内幕信息”。
- (3) 即使是已经离开公司，董事、管理人员和员工也不得向任何第三方（尤其是公司的竞争对手）透露公司商业秘密。

- (5) If a director, executive, or staff member becomes a director, partner, advisor or participant in any other capacity in another company or business organization, such position must not conflict with the Company's business or that person's direct responsibility to the Company.

2.2 Use of Company Information

It is the responsibility of the Company's directors, executives and staff to keep corporate information strictly confidential, especially internal information not yet disclosed to the public or any data or information that may affect the business of the Company or its share price. The following guidelines have been established:

- (1) Directors, executives and staff must not use information they receive from their directorship or employment for personal benefit or for conducting business or other activities in competition with the Company.
- (2) Directors, executives and staff in possession of Company information which is not generally known and which may influence the share price (“inside information”) must refrain from dealing in the share of the Company. Inside information shall not be given to any third party for the purpose of their dealing in the shares of the Company.
- (3) Business secrets shall not be disclosed to any third party especially to competitors even after a director, executive or staff member has left the Company.

“对组织利益、组织活动高度负责”

对公司、公司的财产和资产的责任



对公司、公司的财产
和资产的责任

**RESPONSIBILITY TO
THE COMPANY AND ITS
PROPERTIES AND ASSETS**



3. 对公司、公司的财产和资产的责任

3.1 保护公司的财产和资产

万浦要求管理人员和员工按照下列原则有效利用公司的资源和资产、增强公司竞争力、向顾客提供最佳服务：

- (1) 管理人员和员工应从公司的最大利益出发有效利用公司的资源和资产。
- (2) 管理人员和员工应保护公司的财产和资产免受不恰当的贬值和损失。

3.2 文件编制

- (1) 编制文件时，管理人员和员工应诚实而谨慎，符合规定的标准。
- (2) 管理人员和员工不得伪造公司信函、报告和文件。

3.3 使用电脑和信息技术

- (1) 与公司经营有关的所有的电脑、信息技术、信息和数据属于公司财产。管理人员和员工不得利用公司的电脑和信息技术谋取个人私利。
- (2) 管理人员和员工不得向他人透露秘密以进入公司的信息系统。
- (3) 未得到适当授权，管理人员和员工不得向他人透露公司信息系统中储存的任何信息和数据。

3. Responsibility to the Company and its Properties and Assets

3.1 Protection of the Company's Properties and Assets

Banpu requires its executive and staff to use the Company's resources and assets in the most efficient manner, to increase corporate competitiveness and to provide the best possible service to its customers in accordance with the following guidelines:

- (1) Executives and staff should use the Company's resources and assets in a cost-efficient manner for its maximum benefit.
- (2) Executives and staff should help protect the Company's properties and assets from improper depreciation or loss.

3.2 Documentation

- (1) Executives and staff are to prepare documents with honesty and prudence while meeting stipulated standards.
- (2) Executives and staff are prohibited from falsifying the Company's letters, reports or documents.

3.3 Use of Computer and Information Technology

- (1) All computers, information technology and information and data relating to its operation are the property of the Company. Executives and staff should not use the Company's computers and information technology for personal interests.
- (2) Executives and staff are prohibited from disclosure to others of their password for access to the Company's information system.



- (4) 未得到适当授权，管理人员和员工不得修改、拷贝、删除和销毁公司的信息或数据。
- (5) 未得到版权所有人允许，管理人员和员工不得使用非软件和受版权保护的软件，无论是出于何种原因。
- (6) 除了公司提供的标准设备外，管理人员和员工不得改动其电脑设备的设置或安装其它任何附件。
- (7) 管理人员和员工不得使用公司的电子邮件系统传输贬损他人、攻击他人、含有色情的、侮辱他人或骚扰他人的信息。
- (8) 管理人员和员工只能使用互联网查找和他们的工作有关的信息和知识，不得访问非法的或不道德的网站。
- (9) 员工使用公司提供的通讯设备时（如电话、传真机、手提电话和寻呼机等），应当有正确的责任感和很好地爱护，始终牢记公司的利益。

3.4 行贿受贿

- (1) 管理人员和员工不得向交易当事人、承包商、供应商、顾问人员以及和公司有业务往来的人员索要任何好处，也不得接受任何好处。
- (2) 严格禁止管理人员和员工向政府官员、顾客、工会或其它任何外部人士提供好处，以试图说服他们从事欺诈行为。

- (3) Executives and staff are prohibited from disclosure of any information or data in the Company's information system to other parties without proper authorization.
- (4) Executives and staff are prohibited from changing, copying, deleting or destroying the Company's information or data without proper authorization.
- (5) Executives and staff are prohibited from using illegal software for any reason and from using copyright protected software without the permission of the copyright owner.
- (6) Executives and staff are prohibited from altering the adjustments of their computer equipment or installing any other accessories in addition to the standard equipment provided by the Company.
- (7) Executives and staff are prohibited from using the Company's electronic mail system to transmit derogatory, offensive, pornographic, abusing or annoying messages.
- (8) Executives and staff may only use the internet to seek information and knowledge related to their work and shall not access illegal or immoral websites.
- (9) Staff should use all communications equipment provided by the Company, such as telephones, facsimile machines, mobile phones and pagers with appropriate sense of responsibility and care, taking the Company's interests into consideration.



3.5 礼品、馈赠、业务招待

- (1) 管理人员和员工不得向与公司做生意的任何贸易伙伴或他人赠送礼品或馈赠，也不得收受其礼品或馈赠。节日期间赠送或收受的礼品不计在内，只要它们的价格适中，和任何业务承诺无关。
- (2) 管理人员和员工不得给予或接受与公司做生意的人士的异常奢侈的招待。

3.6 公开言论和大众传媒采访

- (1) 公司指定首席执行官接受传媒的采访，回答股东、传媒和第三方的提问。其他高级管理人员，如获首席执行官的允许，也可以提供这些信息。
- (2) 公司指定“投资人公关部”为与股东、基金经理、投资人及金融机构的联络点，“公司通讯部”为与大众传媒的联络点。
- (3) 外界人士要求了解公司信息时，如果是股东和投资人，要求应送达“投资人公关部”，如果是大众传媒，要求应送达“公司通讯部”。

3.4 Giving and Receiving Bribes

- (1) Executives and staff are prohibited from demanding or receiving any benefit from trading parties, contractors, suppliers, advisors and those with whom the Company is doing business.
- (2) Executives and staff are strictly prohibited from offering any benefit to government officers, customers, labor unions or any other external parties in any attempt to persuade them to commit a fraudulent action.

3.5 Gifts, Gratuities and Business Entertainment

- (1) Executives and staff should refrain from giving gifts or gratuities to, or receiving them from any trading partner or others with whom the Company is doing business. Gifts given or received during festive occasions are excluded from this requirement provided that they have an appropriate value and are not related to any business commitment.
- (2) Executives and staff should refrain from giving or receiving unusually lavish entertainment to or from those with whom the Company is doing business.

3.6 Public Comments and Mass Media Interviews

- (1) The Company has designated the CEO to give media interviews and to answer questions posed by shareholders, the mass media and third parties. Other senior executives may, with the CEO's permission also provide such information.



3.7 行使政治权利

公司支持董事、管理人员和员工作为负责任的公民而行使他们的权利，但禁止他们参与会导致他人误解万浦卷入或支持任何政治党派任何行动。原则如下：

- (1) 董事、管理人员和员工应按照宪法及其它相关法规的规定行使他们作为良好公民的权利。
- (2) 董事、管理人员和员工有权在工作之余代表个人而不以公司名义参加政治活动。
- (3) 董事、管理人员和员工不得参与会导致他人误解万浦卷入或支持任何政治党派或团体的任何行动。
- (4) 董事、管理人员和员工不得使用公司的资产支持任何政治党派或团体。

- (2) The Company has designated the Investor Relations Division as a point of contact for shareholders, fund managers, investors, financial institutions, and the Corporate Communications Department as a point of contact for the mass media.
- (3) When an external party asks for information on the Company, such request should be directed to the Investor Relation Division in case of shareholders or investors and to the Corporate Communications Department in case of the mass media.

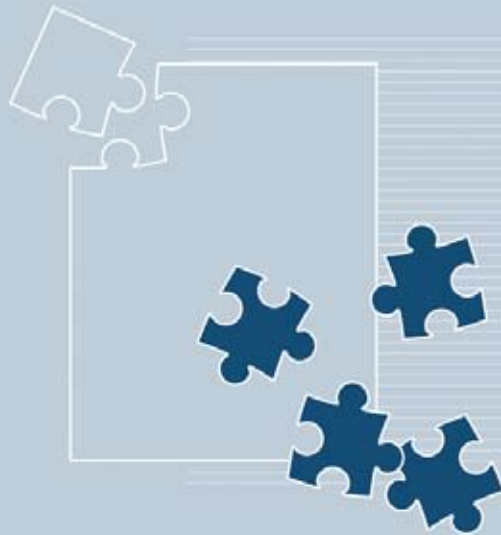
3.7 Exercising Political Rights

While the Company supports its directors, executives and staff in the exercise of their right as responsible citizens, it prohibits them from participation in any activity that may lead to an understanding that Banpu is involved in or giving support to any political party. Guidelines are as follows:

- (1) Directors, executives and staff should exercise their rights as good citizens as provided under the Constitution and other relevant legislation.
- (2) Directors, executives and staff have the right to participate in political activities on their own behalf outside the business hours and not in the name of the Company.
- (3) Directors, executives and staff are prohibited from participating in any activity that may lead to an understanding that the Company is involved in or providing support to any political party or political group.
- (4) Directors, executives and staff are prohibited from using the Company's assets to support any political party or political group.

“公平、公正地和组织合作。”

对利益相关人的做法



对利益相关人的做法

**PRACTICES TOWARD
STAKEHOLDERS**



4. 对利益相关人的做法

4.1 对股东的政策和做法

股东是公司的所有人，公司有责任为他们创造长期的可持续价值。因而，要求董事、管理人员和员工：

- (1) 忠诚地履行自己的职责；为了所有股东的最大利益，诚实、谨慎、深思熟虑、公平公正地做出决策。
- (2) 定期、准确地汇报公司的业绩、财务会计信息和业务的其它方面。
- (3) 切实、及时地向股东通报公司的有利和不利情况，随附上适当的信息和原因。
- (4) 不得利用公众还未知晓的公司的信息为本人或他人谋取利益，也不得从事会造成和公司有利益冲突的事情。

4.2 对员工的政策和做法

公司员工是公司最为宝贵的资产，他们为公司目标的实现做出了重大的贡献。所以，公司的政策是在方方面面公平合理地对待员工，包括在工作机会、薪酬标准、职位提升和专业发展方面。对员工的做法，公司的原则如下：

4. Practices toward Stakeholders

4.1 Policies and Practices toward Shareholders

The shareholders are the business owners and the Company has the duty to create long-term sustainable values for its shareholders. As a result, directors, executives and staff are required to commit to the following:

- (1) To perform their duties loyally and honestly; to make decisions with honesty, prudence, thoroughness and fairness for the maximum benefits to all shareholders equitably.
- (2) To report on the Company's performance, financial and accounting information and other aspects of its business accurately on a regular basis.
- (3) To inform shareholders of both negative and positive aspects of the Company on a realistic and timely basis supported with appropriate information and reasons.
- (4) To refrain from seeking benefit for oneself and others by using the Company's information which is not in the public domain or acting in any way that may cause a conflict of interest with the Company.

4.2 Policies and Practices toward Staff

The Company's employees are an extremely valuable asset and they make essential contributions to the Company's achievement of its goals. As a result, it is Company policy to treat employees fairly in all respects including employment opportunity, remunerations, promotion and professional development. The Company has established the following guidelines for its practice toward employees:



- (1) 公平礼貌地对待员工，尊重他们的个性和人格尊严。
- (2) 向他们公平地支付薪酬。
- (3) 为员工创造良好的工作环境，不使他们的人身和财产遭受威胁。
- (4) 按照个人能力和情况实事求是地进行专业委任、奖励和纪律处分。
- (5) 经常、公正地给予他们提高技术和增加知识的优先机会。
- (6) 根据员工的专业能力听取他们的意见和建议。
- (7) 遵守所有关乎员工的法律、法规和规章。
- (8) 避免有任何不公平的行动，使员工的工作安全受到影响，或者使员工受到欺侮、从心理上受到威胁。
- (9) 提供必要途径，让员工倾诉对受到不公正对待或处理的不满。

4.3 对顾客的政策和做法

顾客满意度对公司的成功至关重要。万浦希望对顾客的要求快速有效地做出响应，并且不断努力提高响应速度。公司对此的政策和准则如下：

- (1) To treat employees fairly and courteously while paying due respect to individuality and human dignity
- (2) To provide fair remunerations
- (3) To maintain a work environment that does not endanger employees' life or property
- (4) To carry out all professional appointments, rewards and disciplinary actions in good faith on the basis of competence, capability and suitability
- (5) To give priority to skill and knowledge development on a regular and equitable basis
- (6) To listen to opinions and recommendations based on employees' professional competence
- (7) To comply with all employee-related laws, rules and regulations
- (8) To avoid any unfair action that may affect employees' job security or harass or psychologically threaten the employees
- (9) To provide channels for employees to file grievances for unfair treatment or unjust processes

4.3 Policies and Practices toward Customers

Customer satisfaction is of great importance to the Company's success. Banpu intends to respond to customer's demands effectively and efficiently and to continuously improve this response. Its policies and practice guidelines are as follows:





- (1) 提供优质产品和服务，符合顾客对公平价格的期待。
- (2) 向顾客准确、充分、及时地传递产品和服务信息，不夸大其词，造成顾客对产品或服务的品质、数量和状况的误解。
- (3) 严格遵守顾客要求的条件和条款。如有任何特殊条件难以满足，万浦应立即向相关顾客通报，共同寻找解决问题的方法。
- (4) 礼貌、富有成效地和顾客打交道以获取他们的信任。
- (5) 制定制度和程序，使顾客能对万浦产品和服务的品质、数量或安全、以及响应和交付速度进行投诉。
- (6) 保护顾客的机密，不得将顾客的机密用于谋取个人私利或为他人牟利。
- (7) 对如何有效地使用万浦的产品和服务提出建议，使顾客获得最大收益。

- (1) To deliver quality products and services which meet customer's expectations at a fair price
- (2) To give accurate, adequate and timely information about its products and services to customers without exaggeration that may lead to misunderstanding about the quality, quantity or condition of such products or services
- (3) To strictly comply with the terms and conditions provided to the customers. In the event that any particular condition can not be met, Banpu is required to immediately notify the customers concerned and jointly seek solution to the problem
- (4) To deal with customers in a polite and efficient way and to gain their trust
- (5) To set up a system and process where customers can place complaints regarding the quality, quantity or safety of Banpu's products and services; as well as the speed of response and delivery
- (6) To safeguard customer confidentiality and to refrain from abusing it for personal interest or for the interest of other parties
- (7) To provide advice regarding the efficient use of Banpu's products and services for the customer's maximum benefit





4.4 对贸易伙伴和/或债权人的政策和做法

万浦对贸易伙伴和/或债权人的政策：充分考虑公司利益、本着互惠互利的原则、公平合理地对待我们的贸易伙伴和/或债权人。此外，公司还应避免那些可能引起利益冲突的情况发生。公司努力遵守所有的合同义务，提供可靠的信息和准确的报告，按照下列原则协商找到问题的解决措施：

- (1) 公司不会向其贸易伙伴和/或债权人索取、接收任何不正当的利益，也不会向他们提供任何不正当的利益。
- (2) 公司如了解到存在有对不正当利益的贪污性索取、欺诈性的收支，将向有关的贸易伙伴和/或债权人通报全部信息，并和当事各方协作，公平及时地解决问题。
- (3) 公司应严格遵守交易中达成的所有条件和条款。如有不能满足的特殊条件，公司将提前通知债权人，共同寻求双方均满意的解决措施。

4.4 Policies and Practices toward Trading Partners and/or Creditors

Banpu has a policy to equitably and fairly treat its trading partners and/or creditors, taking into consideration the Company's interest and on the basis mutual benefit. In addition, it intends to avoid circumstances that may lead to a conflict of interest. It makes efforts to comply with all contractual obligations, provide reliable information and accurate reports, confer or negotiate for solutions to problems on the basis of following guidelines:

- (1) The Company shall not demand, receive or pay any improper benefits to its trading partners and/or creditors.
- (2) Should it become known that corrupt demand, fraudulent receipt or payment of any improper benefit occurs, full information will be disclosed to the trading partners and/or creditors involved and the Company shall collaborate with the parties concerned to resolve the problem on a fair and timely basis.
- (3) The Company shall strictly comply with all the terms and conditions agreed upon in a transaction. In the event that any particular condition cannot be met, the Company will inform the creditors concerned beforehand and seek a mutually acceptable solution.





4.5 对竞争对手的政策和做法

公司对商业竞争对手的政策符合商业竞争的国际惯例和法律框架。公司不会窃取、也不会以欺诈手段获取竞争对手的商业秘密。原则如下：

- (1) 公司在公平竞争的框架内和对手竞争。
- (2) 公司不会以欺诈手段或不适当的方式获取竞争对手的机密信息。
- (3) 公司不会滥用控告破坏竞争对手的声誉。

4.6 安全、职业健康及环境

公司按照下列原则致力于以高度的安全、稳妥的职业健康及优良的环境条件开展业务活动：

- (1) 在公司运营的各个地点，公司将遵守有关安全、职业健康及环境的所有法规和规定。
- (2) 公司将持续确保给员工的人身和财产提供安全的工作环境。
- (3) 管理人员和员工必须保证采取一切行动增强工作场所安全、职业健康和环境条件。
- (4) 为了公司将充分披露其安全、职业健康和环境活动方面的一切信息。

4.5 Policies and Practices toward Competitors

The Company sets as a policy to behave toward its business competitors in a way consistent with international practice and the legal framework for business competition. It will not spy on or fraudulently seek knowledge of its competitors' trade secrets. It sets the following guidelines for practices:

- (1) The Company shall treat competitors within a fair competition framework.
- (2) The Company shall not fraudulently or inappropriately seek confidential information of its competitors.
- (3) The Company shall not damage competitors' reputation by abusive accusation.

4.6 Safety, Occupational Health and the Environment

The Company is committed to conducting business with sound safety, occupational health and environmental conditions in accordance with the following guidelines:

- (1) The Company shall comply with all legislations and regulations relating to safety, occupational health and environmental requirements in all locations in which the Company operates.
- (2) The Company shall constantly ensure that its working environment is safe for the life and property of its employees.
- (3) Executives and staff must commit to and undertake all activities aimed at promoting the quality of workplace safety, occupational health and the environment.



4.7 对社区和社会的责任

公司在开展商业活动时的政策是，在使经济和社会受益的同时，尊重业务所在国的社会风俗和习惯。公司还有一个政策，就是要做负责任的公司公民，遵守所有相关的法律法规和规章，依靠自己或通过有关当局和社区的密切合作，为提升人类的生活品质做出应有的贡献。

为了支持上述政策的实施，公司将定期在社会开展建设性的活动，培养员工的社会意识，使其成为公司文化的一部分。

(4) The Company shall fully disclose all information regarding its operations in relation to safety, occupational health and the environment.

4.7 Responsibility to the Community and Society

It is Company policy to conduct business that will benefit the economy and society while safeguarding customs and traditions of communities in countries where it operates in. It is also the Company's policy to become a responsible corporate citizen, to comply with all relevant laws, rules and regulations and to contribute to uplifting quality of life either by itself or through close collaboration with the relevant authorities and the communities.

To support the above policy, the Company shall regularly contribute to constructive activities in the society and will undertake activities that will cultivate the staff's social consciousness and cause it to become part of its corporate culture.





5. 遵守行为准则

公司认为，严格遵守本行为准则中的一切政策和做法是每一名董事、管理人员和员工的责任。这既非自愿性的遵守，公司的任何成员也不得声称他/她不了解这些准则的内容。

各级管理人员必须负责确保自己的下属真正地学习、了解和遵守了本行为准则，并给以优先处理。

5. Compliance with the Code of Conduct

The Company considers it to be a duty of every director, executive and staff member to strictly comply with all policies and practices stated in this Code of Conduct. This is neither a voluntary compliance, nor can any corporate member claim he/she is not aware of these practice guidelines.

Executives of all levels must be responsible for and consider it a priority to ensure that their subordinates truly learn, understand and comply with this Code of Conduct.



6. 接受有关公司治理和行为准则的投诉

指定“公司治理和提名委员会秘书处”作为从公司员工那里接受有关公司治理和行为准则的投诉。员工可以直接把有关公司治理和行为准则的不满的信件提交到下列地址：

邮寄到：

公司治理和行为准则投诉处
公司治理和提名委员会秘书处
万浦集团公司
26th-28th Floor, Thanapoom Tower,
1550 New Petchburi Road,
Ratchathewi, Bangkok 10400,
Thailand

电子邮件发送到：

GNCSecretariat@banpu.com



6. Receiving Complaints regarding Corporate Governance and the Code of Conduct

The Secretariat of the Corporate Governance and Nomination Committee is designated as the point of contact to receive complaints relating to Corporate Governance and the Code of Conduct from Company staff who may directly submit their grievances regarding the Corporate Governance and the Code of Conduct to the following address:

By mail:

Complaints Unit on Corporate Governance
and the Code of Conduct
Secretariat of the Corporate Governance
and Nomination Committee
Banpu Public Company Limited
26th-28th Floor, Thanapoom Tower,
1550 New Petchburi Road,
Ratchathewi, Bangkok 10400,
Thailand

By e-mail:

GNCSecretariat@banpu.com



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5. 公司治理评估标准：泰国董事会研究所
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