

Notification of Bangkok Aviation Fuel Services Public Company Limited (BAFS) No. 7/2023

Re: Quality Policy and Quality Objectives

According to the resolution of the Management System Review Meeting of the Executives (Quality Management System) No. 1/2023 on 28th April 2023 to modify the quality policy to be consistent with the Company's vision and the survey of the needs and expectations of stakeholders

To comply with the abovementioned resolution, the Notification of Bangkok Aviation Fuel Services Public Company Limited (BAFS) No. 6/2022 on Quality Policy and Quality Objectives is hereby repealed, and a new Quality Policy and Quality Objectives are established as follows:

Quality Policy

BAFS executives and all staff members are committed to establishing a sustainable business in the world by providing value through quality, safety, the environment, and compliance with legal and other relevant requirements. This includes having procedures for planning, controlling, evaluating, and continuously improving the quality management system to satisfy customers and address stakeholders across the supply chain by concentrating on accomplishing 4 goals:

1. Providing aviation fuel services that meet international standards.
2. Providing services that are punctual and with the highest level of safety.
3. Providing services with consideration for environmental impacts.
4. Operating under quality management system standards.

To achieve the aforementioned Quality Policy, the Company has established Quality Objectives as follows:

Quality Objectives

BAFS is committed to operating in accordance with the quality management system, with a concentration on accomplishing four goals:

1. Providing customer satisfaction without complaints or receiving formal customer complaints no more than once per quarter.
2. Providing on-time service of no less than 99.99 percent at Suvarnabhumi Airport and no less than 99.80 percent at Don Mueang Airport, compared to the total number of flights provided per year.
3. Providing safe services, with no accidents directly related to the service to the aircraft.
4. Monitoring operational procedures to guarantee compliance with environmental laws and regulations.

This Notification is hereby announced to be acknowledged publicly.

Notified on 1st May 2023

(Signature)

(M.L. Nathasit Diskul)
President