

# SUSTAINABILITY REPORT 2008



THE BANGCHAK PETROLEUM PUBLIC COMPANY LIMITED





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# Greenenergy Excellence →







## Message from the President



The Bangchak Petroleum Public Company Limited has taken responsibility in ensuring national energy security and contributing to the betterment of Thai society, in accordance with the corporate goal since its establishment in 1985. The executive team and employees have practiced a corporate culture of “being virtuous, knowledgeable, and contributive to society”, and determined to operate on transparency principles towards the development of sustainable business while safeguarding the environment and society. We have continually earned business profits and at the same time built up the values of serving the society and conserving the environment.

The Company has grown from strength to strength, despite the uncertainty of oil prices last year, resulting in profit shares missing expectations. However, the executive team and employees have contributed to the Company to their utmost abilities, bringing about the highest performance, compared with those in the past. The Company growth is based on the responsibility for all parties involved, the society, and environment.

Through good governance, and Corporate Social Responsibility (CSR) in process, the Company not only ensures that the employees, who are the key in running and developing the business, have good quality of life and welfares, but also strives for environmentally-friendly production that is abided by laws and safety. Moreover, the Company has installed a panel in front of the Company to publicize the Company’s performance in environmental conservation, improved its Occupational Health and Safety Policy to meet the 2007 standard, and upgraded the Good Lab Practice of the Department of Industrial Work to be on par with the ISO 17025 standard.

Additionally, the Company has engaged in Corporate Social Responsibility after Process, by continually organizing social activities that benefit the communities and the society, including educational, sports, quality of life, and environmental projects and safety trainings. Also, the Company, in cooperation with the Industrial Development Bureau and the Department of Industrial Works, has drafted a guideline for international social responsibility or better known as Thailand’s ISO 26000 and has publicized the information and case studies to raise awareness among the public.

On the consumer front, the Company, as a leader in the production and distribution of renewable, alternative energies, has developed quality environmentally-friendly products, Bio-diesel and Gasohol. This year the Company has launched Gasohol E85 and Power DB 5 prior to the government’s enforcement. Gasohol E85 and Power D B5 emit 7 times less sulfur dioxide than normal gasoline, which is good for the machines and the nation economically, socially and environmentally.

The Company is committed to continue running the business with social responsibility.

(signed) Anusorn Saengnimnuan  
(Dr Anusorn Saengnimnuan)  
President



## Vision and Strategies



### Vision

Greenenergy Excellence.

### Corporate Culture

“Working towards sustainable business development in harmony with the environment and society.”

### Employees Culture

“To be virtuous, knowledgeable, and contributive to society.”

### Values

“To work beyond expectation, to strive for continuing development and to pursue sustainability.”

Due to the rapidly changing environment from global warming to natural disasters, people have increasingly become more conscious in taking care of the planet, buying environmentally-friendly products and using green energy. As a leader in renewable energy, the Bangchak Petroleum Public Company Limited has built up corporate growth with an emphasis on operating environmentally-friendly production and marketing processes, while contributing to society. The Company has commitments to the following three parties:








- Shareholders/business partners/creditors : The Company is committed to operate the business that yields sustainable and fair returns.
- Society/communities/environment : The Company has a corporate culture of caring for the environment and society.
- Company staff : The Company is determined to develop its employees to be highly professional.

The Company responded to its customers' energy needs without polluting the planet, by promoting the use of bio-fuels. As a leader in “renewable energy”, it has introduced the Bangkchak Gasohol 91/95, and Biodiesel Power DB5 into the Thai market. The distribution of green energy, Bangchak Gasohol E20 and E85, has not only contributed to the reduction of crude oil imports but also helped promote the domestic agricultural sector in upgrading the quality of life of Thai farmers. This also solves the problem of low priced agricultural produces because the Company has bought agricultural produces directly from farmers to be used as raw materials in biodiesel and ethanol production.

Additionally, all employees have participated in the betterment of the communities, and schools in the vicinity of the refinery, via environmental and social projects, including the Mobile Family Project for Mangrove Reforestation in Klong Kone, the Energy-saving light bulbs Family Project, and the Seedlings for Phu Long Mountain Project. Other green activities include the purchase of used vegetable oil for biodiesel production at 27 Bangkchak service stations, schools and markets in Bangkok and peripheral provinces to prevent it from being thrown away as sewage or being used repeatedly, which is harmful to public health. It further helps lessen crude oil import, thereby stabilizing the domestic economy, which is in line with the self-sufficiency principle. The Company's performance in 2008 can be summarized as follows :



## Performance Indicators

Corporate Goals	Main Strategies	Performance Indicators	Performance	
Maintaining leadership in renewable energy	<ul style="list-style-type: none"> <li>Continually promote and increase sale volumes of renewable energy products such as gasohol E10, E20 and E85, including biodiesel B5 through service stations.</li> <li>Construct a biodiesel production plant, in which palm oil is used as raw material, with a maximum production capacity of 300,000 litres a day in Bang Pa-In district, Ayutthaya province.</li> <li>Buy used vegetable oil from organizations and companies in the market for biodiesel production.</li> <li>Expand the operation results of the Company's projects in renewable energy for youth to cover more schools and educational zones.</li> </ul>	<p>Sale volume of B5 at service station <math>\geq</math> 70 million litres at year's end</p> <p>Sale volume of GSH 91/95 at service stations <math>\geq</math> 50 million litres at year's end</p>	<p>74.05 million litres</p> <p>57.05 million litres</p>	
Being a role model in Corporate Social Responsibility and gain trust from communities, and the governmental sector in safety, environment, society and communities surrounding the refinery, depots and service stations with an emphasis on minimizing accidents and complaints.	<ul style="list-style-type: none"> <li>Raise awareness in Corporate Social Responsibility (CSR) and instill CSR culture in all employees so that they can become "Brand Ambassadors" in environmental conservation and safety.</li> <li>Join hands with governmental, and non-governmental organizations, and educational institutions in organizing CSR activities on a regular basis by making the most use of the Company's areas.</li> <li>Always be active in environment and safety management and publicize the management both inside and outside the Company.</li> <li>Encourage all employees to participate in the Company's CSR projects.</li> </ul>	<p>No. of Staff members participating in community and environment activities : 4 times/person/year</p> <hr/> <p>No. of complaints on safety and environment</p> <p>Refinery - 0</p> <hr/> <p>Oil depot - 0</p> <hr/> <p>Numbers of accidents</p> <p>Refinery - 0</p> <hr/> <p>Oil depot - 0</p> <hr/> <p>Service stations - 0</p>	<p>7 times per person per year</p> <p>Refinery - 2*</p> <p>Oil depot - 0</p> <p>Refinery - 3**</p> <p>Oil depot - 1***</p> <p>Service stations - 0</p>	     

Note : \*Odours and sounds. \*\*Damages of properties such as support damage, erosion of dam, and shoving of ship against the pier.

\*\*\*Small dent due to tank cleaning



The Bangchak Petroleum Public Company Limited has continually conducted excellent corporate governance and this year the Company has won 3 categories of the Stock Exchange of Thailand Awards, namely: the Top Corporate Governance Report Awards, which the Company has been granted for the third consecutive year; the Investment Relations Excellence Awards; and, for the second consecutive year, the Corporate Social Responsibilities Awards. The award ceremony was organized by the Stock Exchange of Thailand and the Financial and Banking Journal.

The Company was also assessed by the Thai Institute of Directors Association (IOD) as “excellent” in all categories in the corporate governance report survey, and had the highest average score, outranking its 448 counterparts.

Nevertheless, in order to maintain sustainable growth, the Company has consistently continued to develop and improve its management. In 2008, the National Good Corporate Governance Commission reviewed the corporate policy and the corporate governance development plan, and followed up on the improvement of the corporate governance under good governance principles. The Company’s employees are encouraged to apply good corporate governance in their daily working routines as a corporate culture for sustainable corporate growth. The corporate governance activities can be summarized as follows:



1. **The fourth revision of the good governance policy** : all parties involved are encouraged to take part in the Company’s surveillance. There are regulations and rules for the employees to inform or to make an appeal when they spot any illegal or unethical behaviors. The disclosure and transparency policy has been raised to be on par with the international standards. There are also additional policies approved by the Company’s committee in recruiting and paying the Company’s Board of Directors, the regulation of numbers of registered companies in the Stock Exchange of Thailand where the Board members are elected, and the regulation of the longest term which Company Board members can be elected.



## 2. Revision of rights of shareholders :

- In the Company's 2008 Annual General Meeting, E-voting program of the Thailand Securities Depository (TSD) was used in the registration and voting processes. In addition, in the election of the Board members there were distribution and collection of election cards from all shareholders who attended the meeting, no matter whether they agree, disagree or abstain from voting, for transparency and accountability.
- Designation of the Record Date in the Company's 2009 Annual General Meeting to allow the Company more time in organizing the annual meeting and to give shareholders more time either to digest the annual meeting invitation and information prior to the meeting or to make share transferring registration without having to wait during the lengthy registration book closing hours.

## 3. Revision of disclosure policy :

- The Company joined hands with the Stock Exchange of Thailand and Thailand Investors Association (TIA) in organizing registered company visits, allowing shareholders and investor teams to visit the Bangchak Refinery, exchange information and attend a lecture on the business progress, given by the Executives, in an attempt to boost their senses of belonging and build up better relationships between the Executives and investors.
- The Company provided information relating to its progress and performance to the investors and domestic and international stock analysts by participating the Money Expo, the Opportunity Day, SET in the City Expo, quarterly Analyst Meetings and Road shows abroad. The information has been disclosed online via the Company's website, and video presentations for those who did not join the Company's activities. Public investors have been given opportunities to make enquiries through the Company's investor relations officers to communicate directly with the Executives, where responses are made on a quarterly basis.

## 4. The development of roles and responsibilities of the Board of Directors :

- The Company invited speakers from the Office of the Securities and Exchange (SEC) to inform the Board members about the latest Securities and Exchange Act.
- Educational trips were organized for the Board members to equip them with latest automobile technology and renewable energy such as solar energy and hydro energy.





**5. Relations activities to promote good governance as corporate culture :**

- The orientation programs for new employees including trainings on good governance were conducted.
- To raise awareness on good governance among staff members, the good governance principle has been addressed via many communication channels, including the “CG” program via the internal radio, and exhibition boards.
- The “CG Day” 2008 was held to provide the staff members better understanding on the importance of taking parts in providing information and making appeals when they spot illegal, or unethical behaviors in the company.

**6. Participation in publicizing the good governance principles:** the Company’s Board of Directors and Executives were invited to speak at the following seminars, to provide knowledge on good governance principles to interested companies and organizations:

- The seminar on “A Case Study : The Bangkhak Petroleum Public Company Limited and Good Governance” and the seminar on “The Compass : Three Directions toward Sustainable Self-Sufficiency”, organized by the Stock Exchange of Thailand.
- The seminar on “Corporate Governance and Corporate Social Responsibility of Small and Medium Enterprises in Thailand”, held by the Ministry of Foreign Affairs.
- The seminar and workshop on “Governance Policy”, held by the Office of Civil Service Commission.

In addition, throughout the year 2008 the Company welcomed visits from various organizations, from the governmental and private sectors to educational institutions, providing opportunities to learn and exchange good governance experiences.



## Good Governance Policy

The Board of Directors of the Bangchak Petroleum Public Company Limited is fully committed to operate the business under the good governance principles. It has therefore formulated policies on management mechanism and supervision system as guidelines to ensure that the Company performs its operation with efficiency to attain its objectives and targets in adhering to transparency, accountability towards all stakeholders, and responsibility to the society as a whole. The Company's corporate governance policy statement is composed of 10 sections as follows:

- Section 1 Business ethics
- Section 2 Board of Directors
- Section 3 Sub-committees
- Section 4 Management
- Section 5 Policy on internal control and risk management
- Section 6 Rights and equitable treatment of shareholders and roles of stakeholders
- Section 7 Disclosure and transparency policy
- Section 8 Code of conducts of the directors, executives and staff members
- Section 9 Procurement ethics
- Section 10 Occupational health, safety, environment, and energy policy



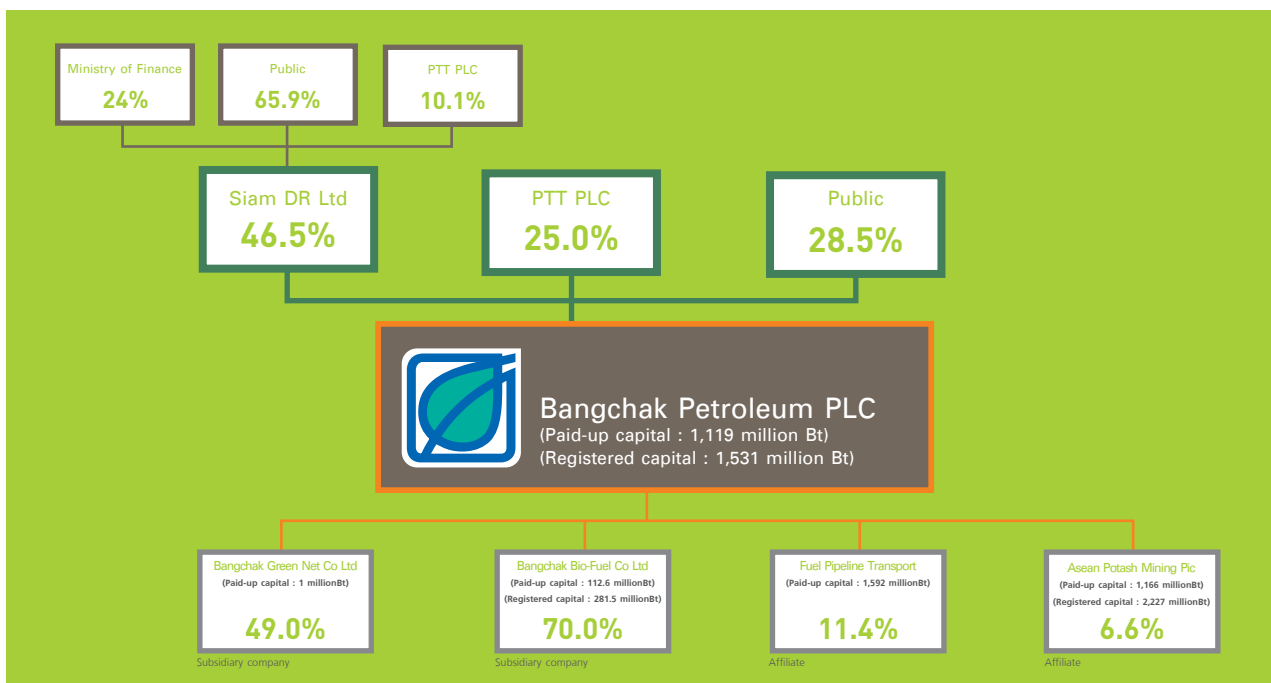
## Organization Structure



The Bangchak Petroleum Company Limited is a Thai oil company, running integrated petroleum businesses, from crude oil procurement and production to the distribution of refined oil. Its headquarter on Sukhumvit Soi 64 houses a modern refinery with a maximum processing capacity of 120,000 barrels a day and an oil distribution center, which serves service stations in Bangkok and peripheral provinces. The Company also has an oil distribution center in Tambon Bang Krasan, Bang Pa-In district, Ayutthaya province, which serves service stations in the North and Northeast, as well as business offices in the North, the Northeast, and the South.

Bangchak has two subsidiary companies: the Bangchak Green Net Co., Ltd and the Bangchak Bio Fuel Company; and two affiliates : the Fuel Pipeline Transport Co., Ltd and Asean Potash Mining Plc, as shown in the Shareholding Structure below :

### Shareholding Structure of the Bangchak Petroleum PLC and its group of companies



Remark : as of December 31, 2008



### The Bangchak Green Net Co., Ltd

The Bangchak Petroleum Plc holds 49% of the shares of the Bangchak Green Net Co., Ltd, which has a 1 million Baht registered capital. Bangchak Green Net runs Bangchak's service stations, and the distribution of Lemon Green's and Bai Chak's consumer products, as well as other services such as engine oil centers, and restaurants to support the Company's retail business expansion.

### The Bangchak Bio-Fuel Co., Ltd

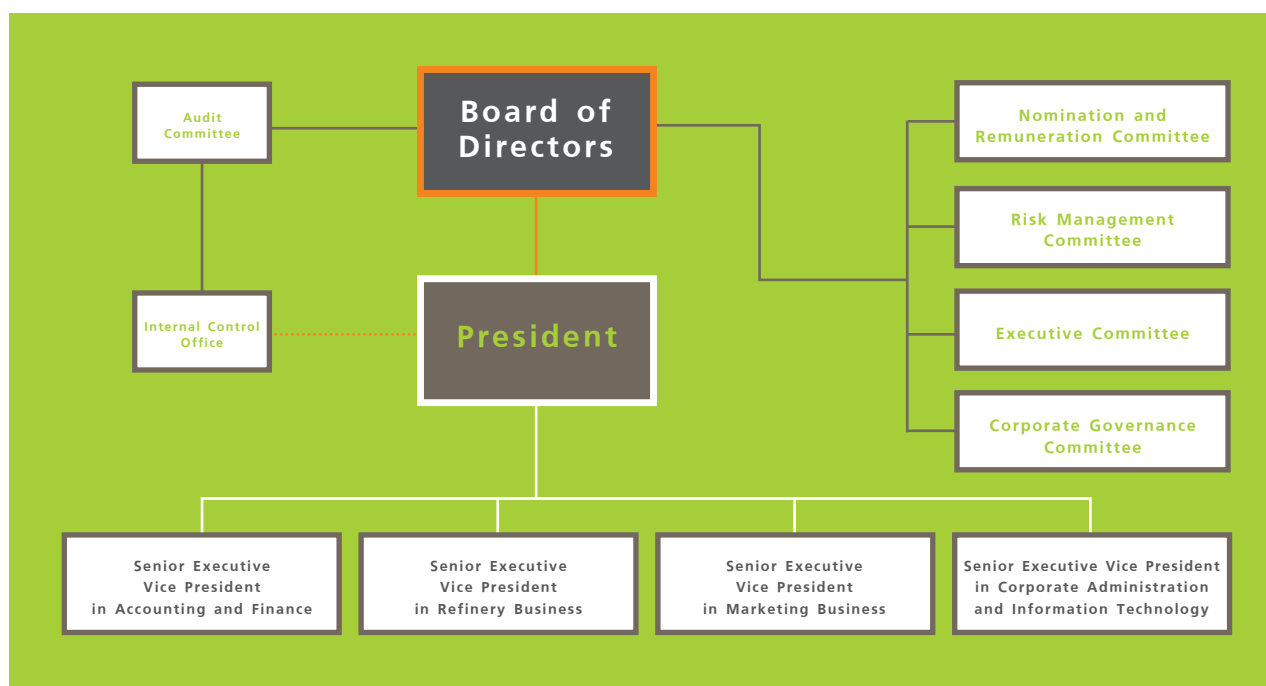
The Bangchak Petroleum Plc holds 70% of the shares of the Bangchak Bio-Fuel Co., Ltd, which has a 281.5 million Baht registered capital. It was founded to develop and produce domestic renewable, alternative energy. The first palm-oil biodiesel manufacturing plant with the production capacity of 300,000 litres a day, is located in Bang Pa In District, Ayutthaya Province. The plant is now under construction and is expected to be completed for full operation in 2009.

### The Fuel Pipeline Transportation Co., Ltd

The Bangchak Petroleum Plc also holds 11.4% of the shares of the Fuel Pipeline Transportation Co., Ltd (FPT), which has a 1,592 million Baht registered capital. It supplies fuels through the underground multi-product pipeline, which starts from the Bangchak Refinery and runs along the railway to the oil depots in the Chong Nonsi area, and the Don Muang Airport and ends at the Company's depot in Bang Pa In, Ayutthaya Province. Later in 2005, a link was constructed from the pipeline at Makasan Road to the Suvarnabhumi Airport in order to supply fuels to the new airport by JP-One Asset Co., Ltd.

### The Asean Potash Mining Co., Ltd

The Asean Potash Mining Co., Ltd has a 2,227 million Baht registered capital with a paid-up capital of 1,166 million Baht. It is established to survey and manufacture potash in Bumnejnaron District, Chaiyapoom Province, prior to production and distribution of potassium chloride as fertilizer. Bangchak holds 6.6% of the shares to disperse risks and create future opportunities to invest in natural resources, fertilizers, and mining businesses, and hence lessening the volatility of the Company's income. This also benefits local communities, in terms of economic and social development. This project is carried out upon the cooperation of ASEAN countries with an aim to utilize the natural resources of each country to benefit all the member countries.





In terms of management, the Bangchak Petroleum Plc is composed of the Board of Directors and five different committees, which were appointed by the Board of Board to oversee the work of the various committees.

**Audit Committee** is an important part in good corporate governance to ensure stakeholders that the Company performs its operation adhering to business ethics and under an efficient internal control system without conflicts of interests and fraud.

**Nomination and Remuneration Committee** is responsible for the issuance of methods of nomination and qualifications of the Company's Board of Directors, President, and Managing Director, as well as criteria of remuneration for the Company's Board of Directors, Presidents and Managing Director. It proposes the remuneration at the meeting of the Board of Directors and the general annual meeting for approval.

**Executive Committee** is in charge of the corporate governance to ensure that the Company performs its operation in accordance with its goal and the Board of Directors' policy.

**Corporate Governance Committee** proposes guidelines on good governance principles, and oversees the works of the Board of Directors and management team to ensure that they are in line with the good governance principles.

**Risk Management Committee** is responsible for stipulating policies, strategies, and objectives in managing risks, constantly developing risk management policies for better efficiency, as well as encouraging cooperation in risk management among employees of all levels.

## Editorial Notes and Report Scope

### Editorial Notes

The Bangchak Petroleum Public Company Limited has prepared and distributed the Sustainability Report since 2005. This is the fourth issuance, and contains within it economic, environmental and social information, compiled under the Global Reporting Initiatives (G3)-based index for particular business circumstances. The Environmental Cost Account has also been included since 2005, as an environmental management tool.

### Report Scope

The report primarily covers the Company's performance in 2008 and some comparative figures dating back to 2005 for analytical and development purposes. The report covers all operations of the Bangchak Petroleum, exclusive of the operations of subsidiaries and affiliates. On the Environmental Cost Accounting, the figures belong only to the production area, which oversees the oil production process, and is the main environment-related area.

For further enquiries and/or comments, please e-mail to : [chongprode@bangchak.co.th](mailto:chongprode@bangchak.co.th)

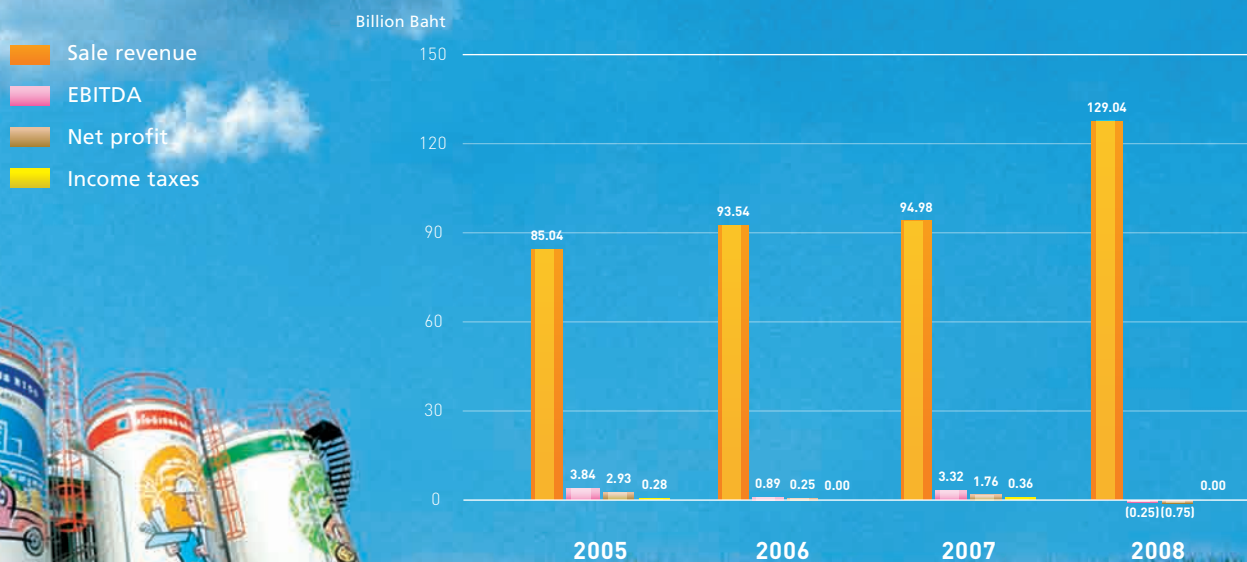


## The Company's Performance

### Economic



The Company's performance in 2008 has been greatly affected by the volatility of the global market oil prices, which is an uncontrollable factor. However, with the efforts and high commitment of the Executives and employees, the sales revenue in 2008 outperform that of the previous year. Nevertheless, stock losses occurred due to substantial reduction in raw material prices in the fourth quarter, and hence the loss in the overall performance resulted in no tax payment.





โรงกลั่นน้ำมัน  
**บางจาก**  
 เทคโนโลยีทันสมัย  
 พลังสะอาด  
 เพื่อสิ่งแวดล้อม



บางจาก  
 ผู้นำพลังงานทดแทน



คุณภาพสิ่งแวดล้อม

ค่าซีไอดี(COD) 42.30 mg/l



ไม่เกินค่ามาตรฐาน 120 mg/l



“โรงกลั่นบางจาก” ศักยภาพระดับโลก  
 New Complex Refinery



# GREEN TECHNOLOGY

In addition to its high standard in environment management in all production processes, the Bangchak Refinery has created a new standard practice by installing an environment report monitor in front of the refinery. It is considered to be the first Thai company to pioneer in online environment reporting.

# GUARDIAN

## FOR THE ENVIRONMENT

Employing environmentally-friendly technology in waste management system, the Company has now been a sanctuary of more than 70 varieties of local and migrating birds.









## Environment



### Production with Responsibility Towards the Environment

“Being responsible for the environment” has always been one of the Company’s principles to improve its environmentally friendly operational performance for the better living quality of employees, contractors and communities near the Bangchak refinery. The environmental performance in 2008 can be summarized as follows:

#### Occupational Health, Safety, Environment and Energy Policy

The Bangchak Petroleum Public Company Limited is a Thai company, which has operated integrated petroleum businesses, from logistics, production, to marketing. Bangchak has its own refinery and has operated the businesses on the culture of “the sustainable business development in harmony with the environment and society.” By this culture, it is one of the Company’s main duties to implement the occupational health, safety, environment and energy policy and it is under the direct responsibility of all concerned parties, from the Executives, to employees and the contractors, to be committed to the following practices:

- Operate with all due cautions to avoid causing any negative impact on themselves, concerned parties, communities, and the environment.
- Strictly comply with the relevant laws on the occupational health, safety, environment and energy.
- Implement the pollution control measures to prevent oil leakage and spillage.
- Implement all necessary measures to prevent all possible accidents and types of sickness.
- Optimize the use of natural resources, including energy, water, and chemical substances.
- Continually improve the occupational health, safety, environment, and energy system.

Bangchak’s management team will provide sufficient resources and supports to the concerned parties to help them effectively carry out the aforementioned practices. Bangchak also provides comprehensive relevant training courses for employees in all levels to enable them to efficiently fulfill their duties and responsibilities. The Company also encourages employees to share ideas and review the occupational health, safety, environment, and energy policy.

## Natural Resource Management

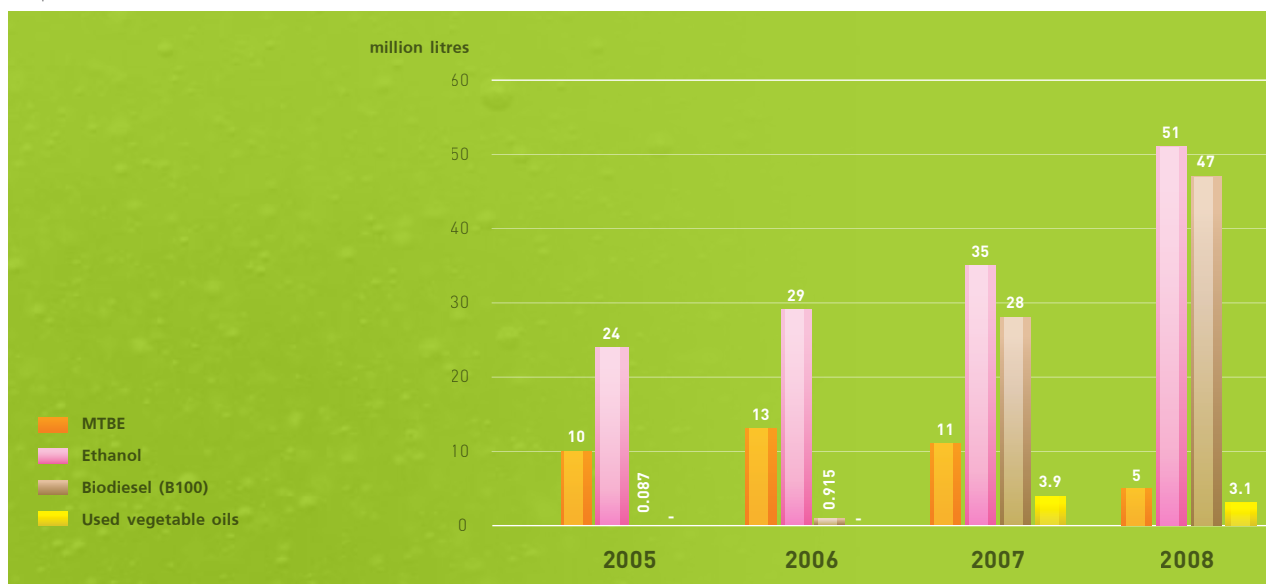
### Raw Materials

Crude oil is the main raw material of the Company's production process. In 2008, it increased the proportion of domestic crude oil used in the refinery to 91%. In addition to crude oil, the Company has utilized ethanol and biodiesel B100 as raw materials in the production of Gasohol and Diesel B2 and B, respectively. It also uses Methyl Tertiary Butyl Ether (MTBE), an oxygenator in the gasoline, and used cooking oils in biodiesel B100 production in a pilot project of a public campaign to encourage people to sell used vegetable oils to the Company instead of throwing them away or using them repeatedly, which is harmful to the environment and their health.

Thanks to the governmental policy that encourages people to use renewable energy, coupled with an economic factor of increased oil prices in the global market, more people have begun using renewable, alternative energy. This resulted in the rise in the use of ethanol and biodiesel in 2008 to 51 and 47 million litres, respectively. Aside from the reduction of crude oil and MTBE imports, it also helps to lessen the impact on global warming. The use of MTBE has gradually decreased since 2005.



Proportion of crude oil from various sources



Other raw material used

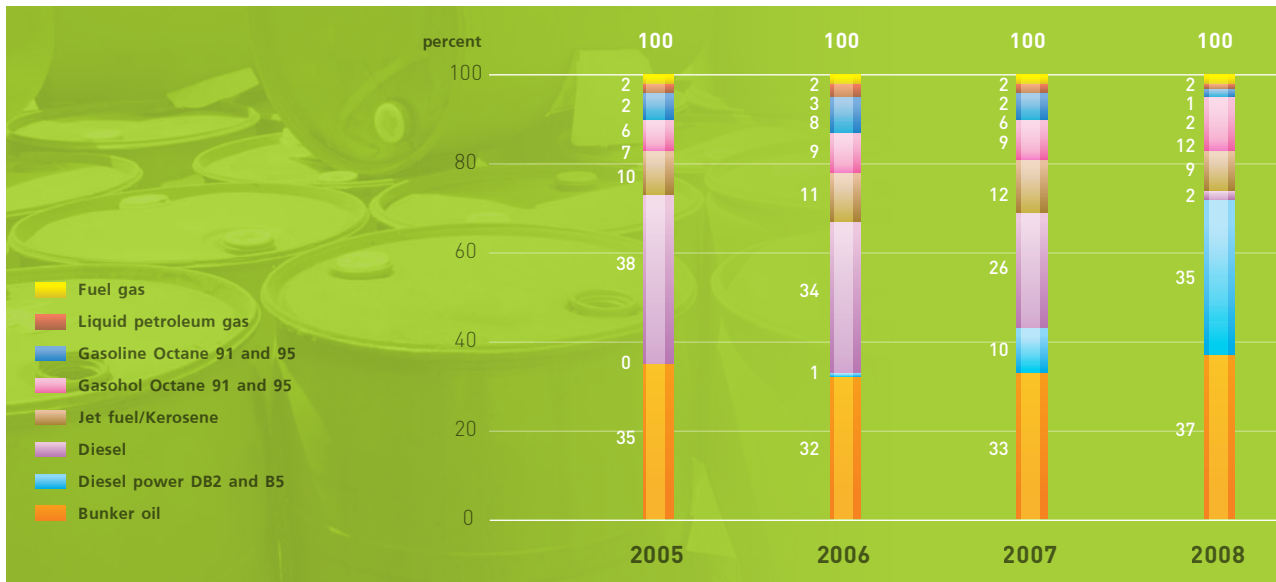




## Products

Types of the Company's products in 2008 included fuel gas, LPG, Gasohol 91, Gasohol 95, jet fuel, high speed diesel, Power D B5 and B2, and bunker oil. Liquid sulfur the by-product of oil quality improvement process, is another Company's product that is sold to sulfuric acid plants.

In addition, for four years in advance of the government's enforcement, the Company has also launched the Power D B5 Euro4 diesel, which meets the European standard and is popular among the European Union countries and Asian countries as it contains 7 times less sulfur than normal gasoline and thereby has lessened polluting substances, such as dust and sulfur dioxide. The Company has also cancelled the distribution of Gasoline Octane 95 and diesel in accordance with the government's policy. Meanwhile, the sale volume of LPG has reduced because it has been used as fuel in the refinery, and reserved for the oil quality improvement project, to be in operation by early 2009.



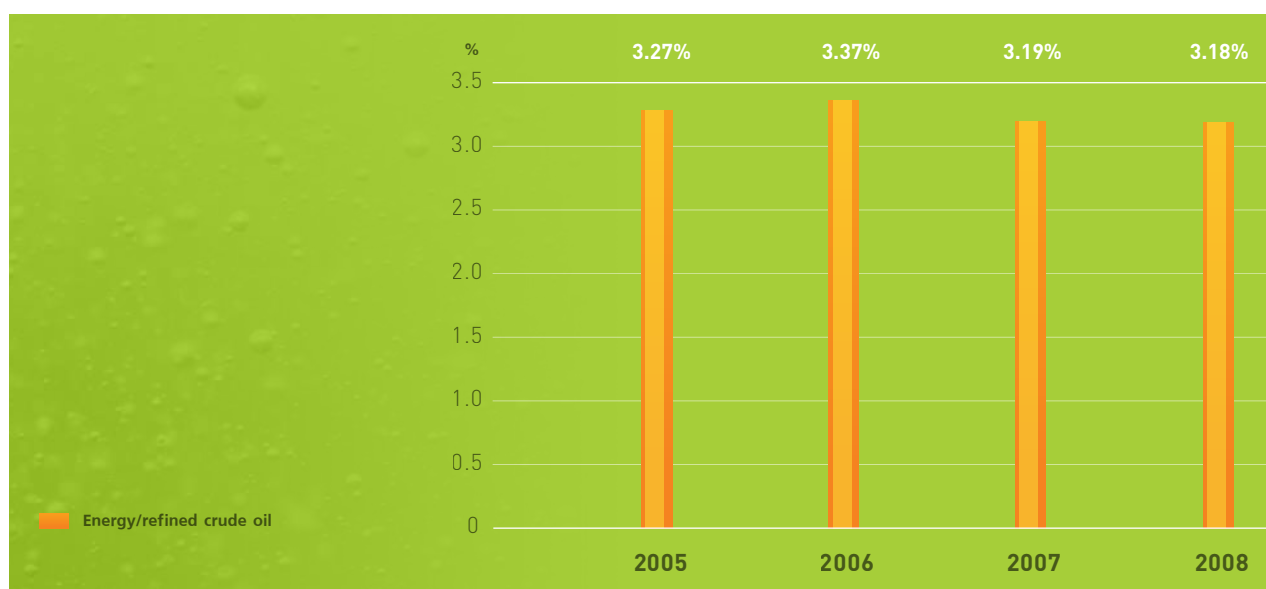
Proportion of finished products

## Energy

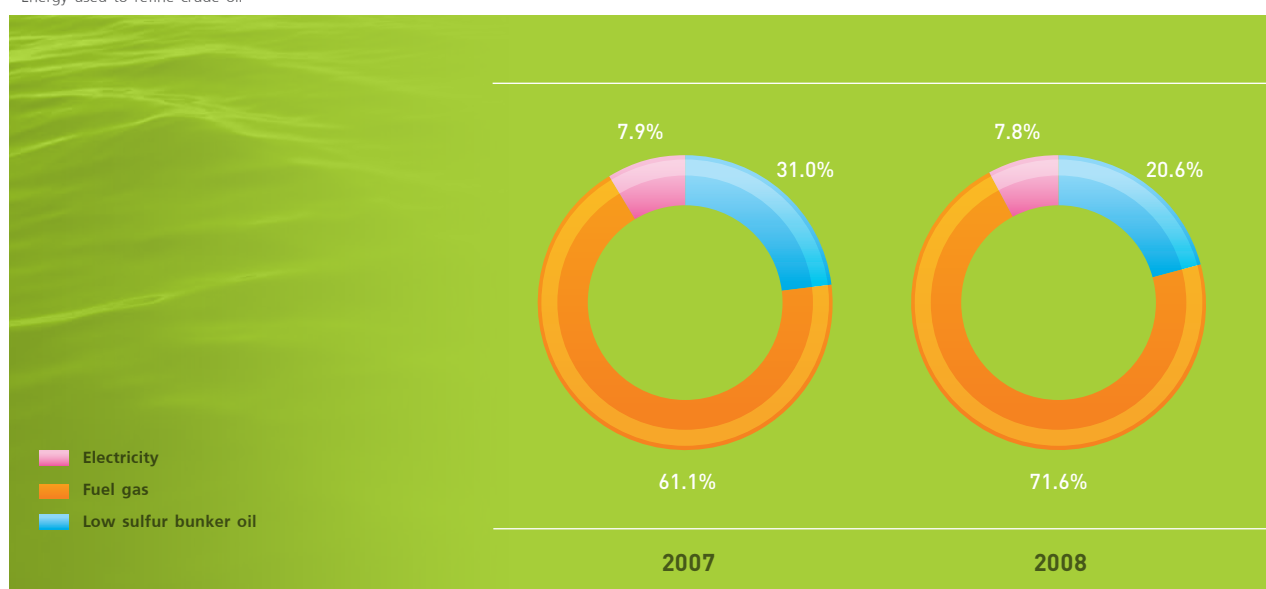
The Bangchak refinery has utilized the sulfur-free-fuel gas as its main energy source and the low-sulfur (less than 0.5 per cent) bunker oil as supplementary energy. It also purchases a certain volume of electricity from the Metropolitan Electricity Authority while constantly implementing the effective time management of electricity consumption to reduce the electricity cost during the on peak period and to maintain the reliability of its production process.

In 2008, the Company increased the use of fuel gas and liquid petroleum gas to 71.6% and decreased the use of bunker oil to 20.6% due to the increase in bunker oil export. The use of refined crude oil has constantly dropped since 2005 to 3.18% in 2008, thanks to the continual efforts in lessening the energy used in the production processes under the following projects:

1. Installation of the hot oil transfer system at the furnace without having to pass the cooling equipments, which helps save fuels.
2. The cooling equipments in the process of separating liquid petroleum gas from fuel gas enable the installation of new convection boxes with more surface areas for better heat exchange rates.
3. Cleaning of oil tubes and installing finned-tubes to increase the surface areas in heat exchanging process for better preheating.
4. Installing inserted and twisted tubes to prevent clog-up in the system and to the heat exchange rate.
5. Installing new steam traps in place of the damaged ones to reduce the use of steam.



Energy used to refine crude oil



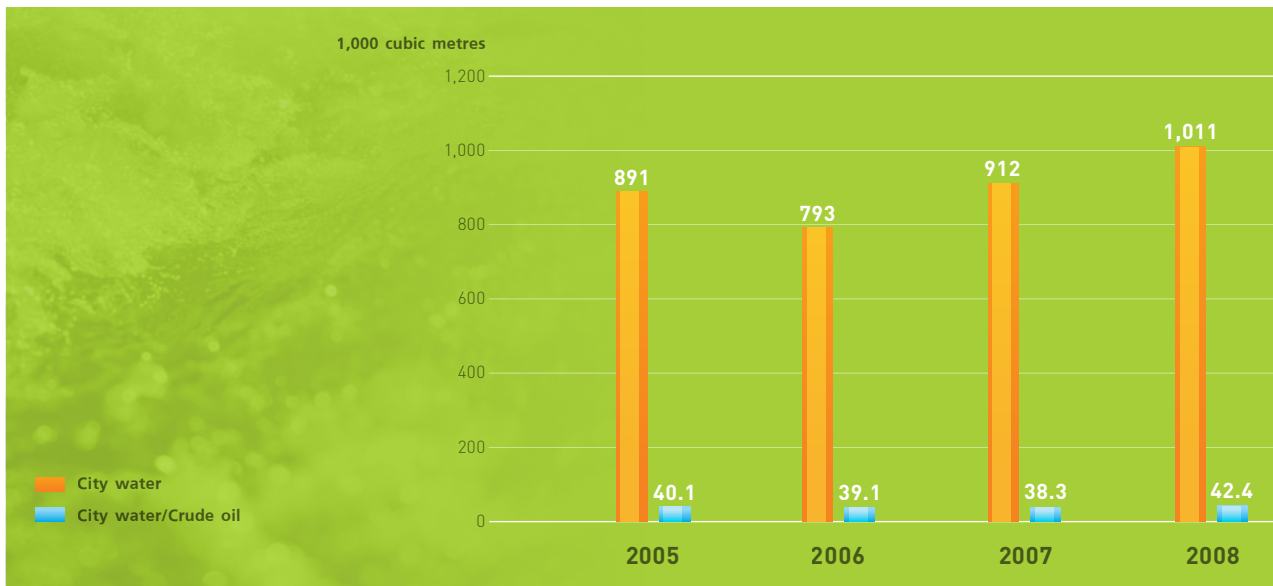
Proportion of type of energy used



## Water

The Company has been greatly successful in reducing the use of water since the deployment of the Reverse Osmosis technology in its demineralization plant. However, the Company has intended to further reduce the use of water and therefore in 2008 the sensor system was installed at all washing basins in the Company's buildings.

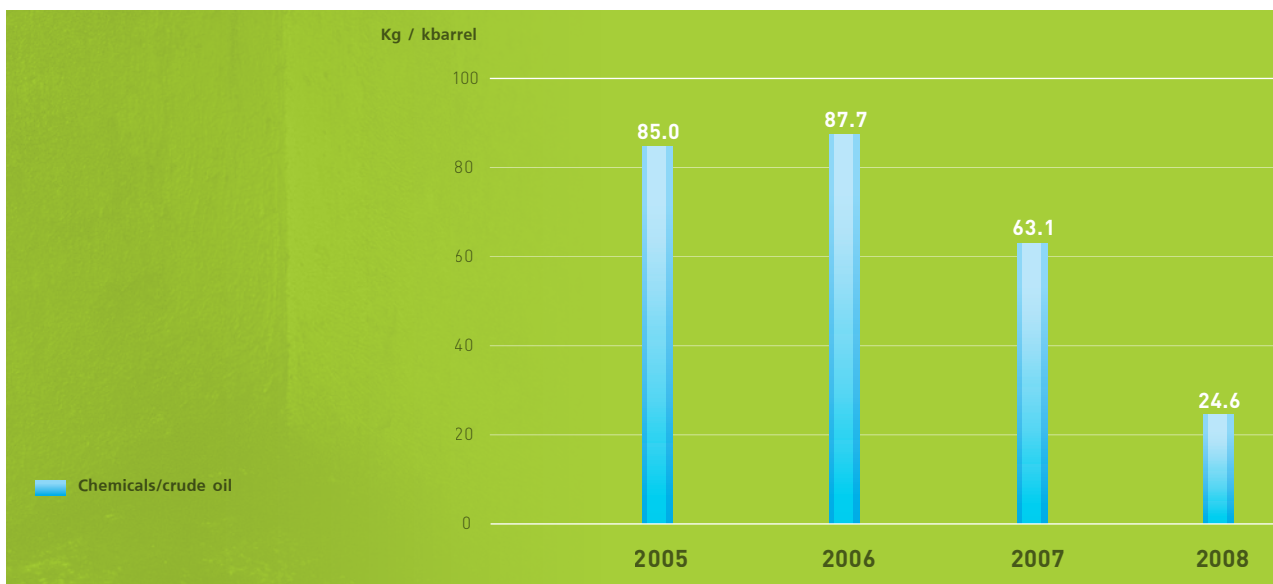
However, the Company has used water and steam to clean the equipments in the Product Quality Improvement (PQI) Project in preparation for its full operation in early 2009, resulting in the total water usage in 2008 being higher than that of the previous year.



Water used to refine crude oil

## Chemical Substances

The Company's investment in the Reverse Osmosis technology at the demineralization plant has helped reduce not only water volume but also chemical substances needed for the regeneration process from 63.1 kilograms per kilobarrel of the refined crude oil in 2007 to 24.6 kilograms per kilobarrel in 2008.



Chemicals used to refine crude oil



## Pollution Control

### Water Pollution

Bangchak has taken stringent measures to control the water pollution discharged from its production process, by installing a wastewater treatment system, which includes oil separation system and activated sludge process. In 2008, the Company has invested in the bigger oil separation system to treat more water after the completion of the Product Quality Improvement (PQI) Project, as well as installed grease traps in the liquid petroleum gas and clear oil distribution areas to prevent contaminated water from flowing into rainwater drainpipes.



Moreover, the Company regularly carried out the analysis of the treatment water. The analysis laboratory is registered as a private lab by the Industrial Plant Department and has been fully equipped in compliance with the ISO/IEC 17025. It has also deployed the COD online analyzer to keep monitoring the quality of the treated water and the COD results are constantly displayed via a monitor in front of the Company's office. The Company is considered to be one of the pioneers in voluntarily installing the COD Online monitoring system. In 2008, the level of the quality of the Company's wastewater was far better than the parameters required by the law as indicated in the EIA report.

The Company also puts an emphasis on the reduction of wastewater by re-using treated water. For instances, the water discharged from the sulfur-eliminating unit and the water discharged from refinery is reused in the crude oil's salt separation process. The water discharged from the Reverse Osmosis unit is reused in the cooling tower while the treated water is reused for gardening.

Effluent	Parameter	Unit	2008
pH	5.5-9	-	7.7
Fat, oil and grease	<5.0	ppm	1.8
Suspended solid	<50	ppm	19
Dissolved solid	<3,000	ppm	1,423
Lead	<0.2	ppm	0.1
BOD	<20	ppm	8
Sulfide	<1.0	ppm	0.6
Cyanide	<0.2	ppm	0.003
Pheno	<1.0	ppm	0.035
Mercury	<0.005	ppm	0.002
COD	<120	ppm	61



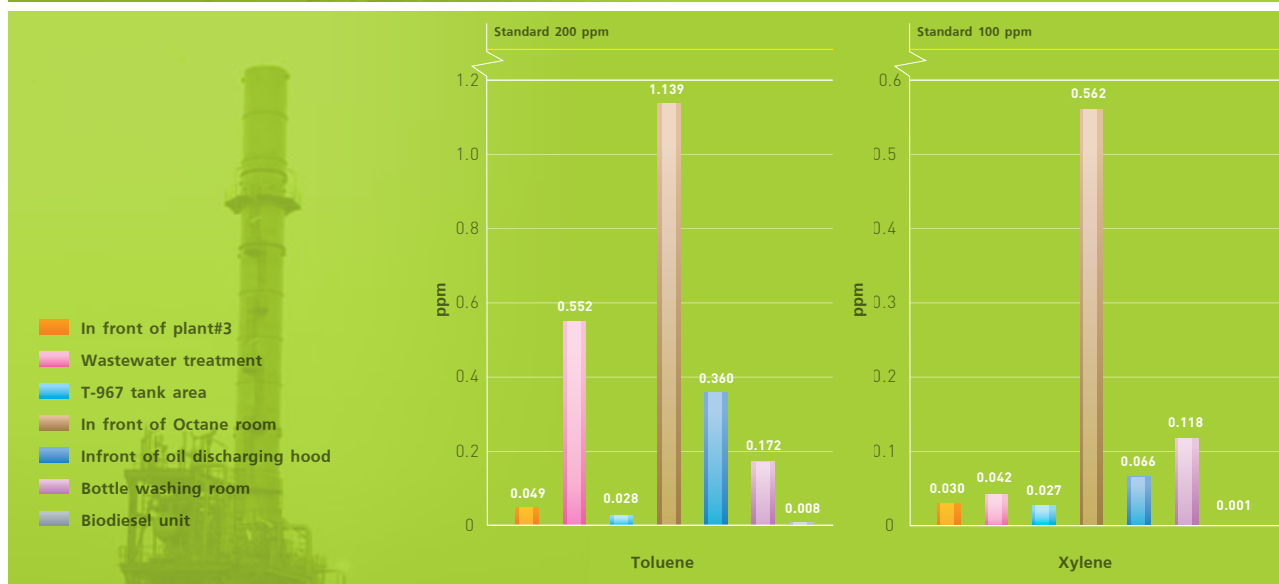
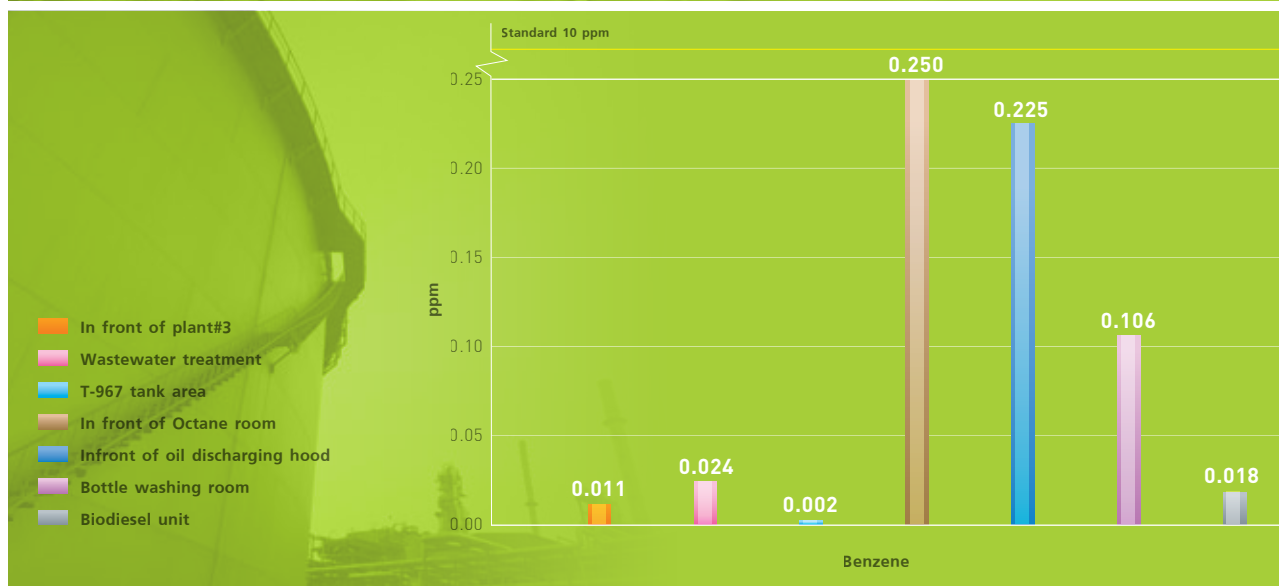
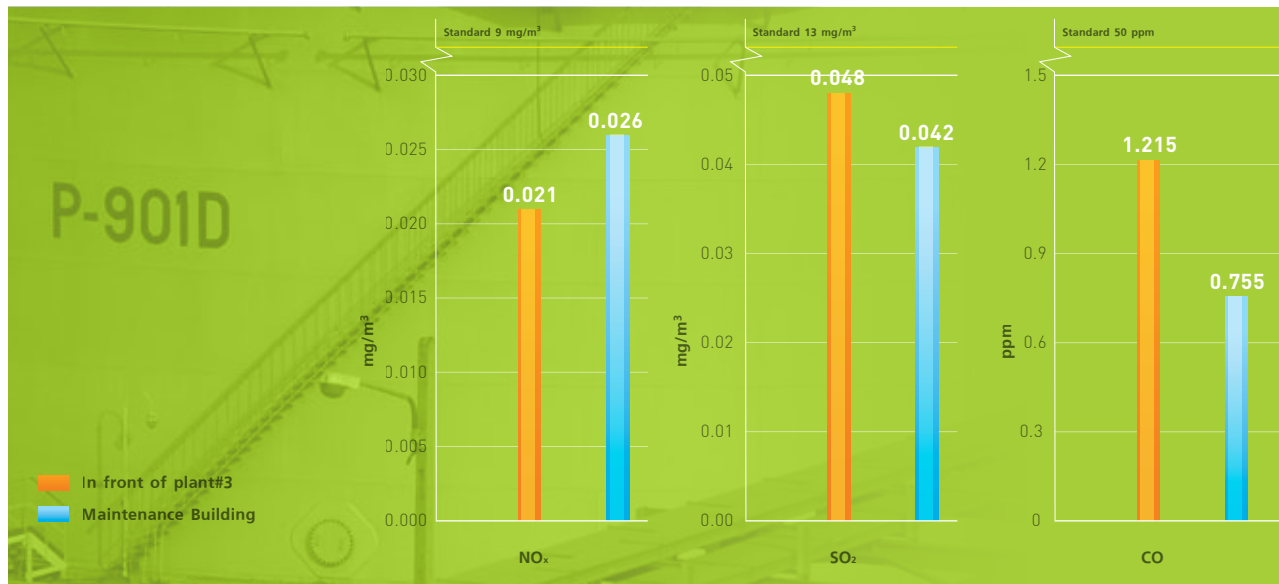
## Air Pollution

Air pollution is one of significant indicators in the Company's performance in environmental aspect. The Company monitors the quality of emitted air, the air quality in the working environment, and ambient air quality surrounding the refinery on a regular basis. Air pollution experts from outside the Company were invited to monitor the air quality and found that in 2008 the levels of air quality at all monitored areas were higher than the air quality standard issued by the Pollution Control Department. A Continuous Emission Monitoring system (CEMs) has been installed at the common stack of the Plant #2. An air quality monitoring station has also been installed at the Somthawin School, as one of the ambient air monitoring stations with a capacity to detect dust, sulfur dioxide and nitrogen dioxide which are smaller than 10 microns. The results are shown in the monitors at the Company's production control room, as well as in front of the Company to allow outsiders to monitor at all times.

## Air Quality



## Working Areas







## Ambient Air Quality



## Solid wastes

The Company has implemented guidelines on separating solid wastes for appropriate disposal, recycling, and reuse.

### Wastes from the refinery process

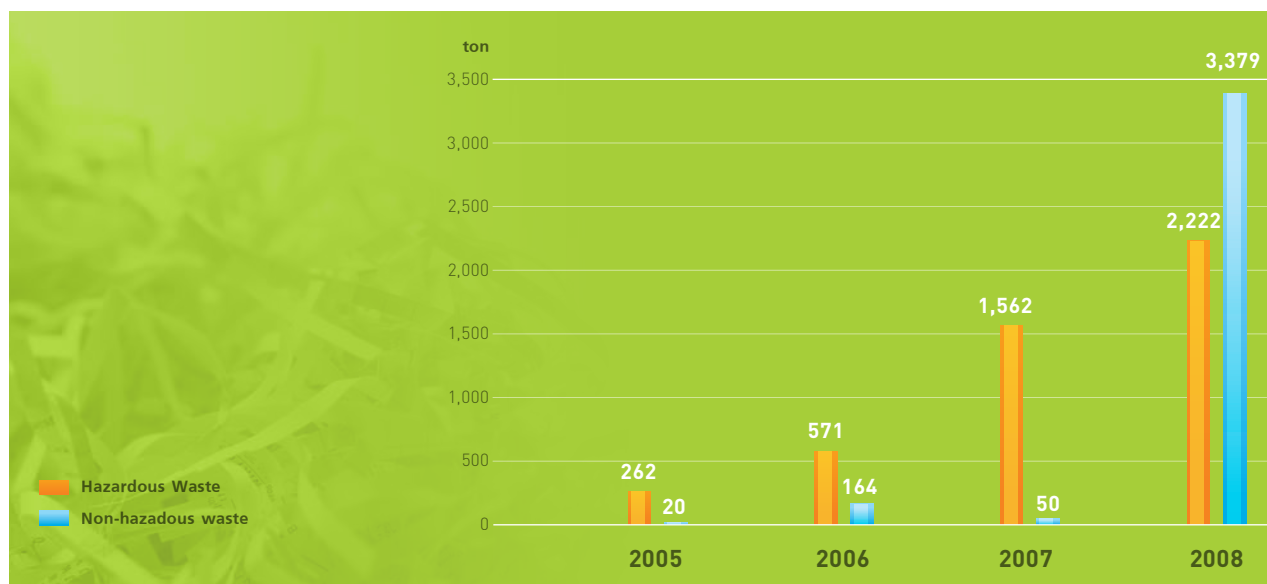
- To ensure that wastes are handled properly and do not have any negative impacts on the environment, as required by the law, hazardous wastes are transferred to be disposed by firms authorized by the Department of Industrial Plants to optimize resources. For instance, oil contaminated wastes are reused as fuels in cement manufacturing plants while the rest is sent to secured landfills.
- Non-hazardous wastes that can be recycled are collected and sold for recycling while the non-recyclable wastes are sent to landfills.

### Wastes from the office buildings and other places

Wastes from the office buildings will be categorized before reuse or disposal. Food leftovers are fermented as effective microorganism (EM) for uses in gardening. General garbage is disposed by the Bangkok Metropolitan Administration. Saleable garbage is sold and the proceeds were donated to the Company's lunch project, and other social welfare projects. Similar to the hazardous wastes from the refinery process, hazardous wastes from office buildings such as light bulbs, and electronic boards, are collected and sent to firms authorized by the Department of Industrial Plants.

In 2008, the amount of hazardous and non-hazardous wastes from the refinery process sent for disposal reached 5,601 tons, and was relatively higher than that of the previous year due to the annual maintenance of the refinery plant and cleaning of the wastewater treatment tank.

### Industrial wastes



### Treatments





## Environmental Cost Accounting



Since 2005, Bangchak has prepared the environmental cost accounting (scoped only to the production line) and released it to the public in the Sustainability Reports. With the aim of providing useful information, it has also organized environmental cost accounting trainings for other interested companies for two consecutive years. Thanks to the environmental cost accounting, the Company has received accurate and more complete information, which enhances the environmental management, and resource utilization, helping to reduce the Company's investment, contributing towards the Company's sustainability.

This year the Company held two trainings on "the Environmental Cost Accounting" for the employees of the Royal Project Foundation and disseminated information to interested university students at the "Chula Academic Day 2008".

### The Company's environmental cost accounting in 2008 can be summarized as follows :

Due to the rising volume and cost of almost all raw materials, the material costs of product outputs in 2008 overwhelmingly exceeded that of 2007, and hence the higher revenue from product sales. Meanwhile, the Company witnessed a rise in the material costs of non-product outputs, where the materials become wastes instead of products. This was due to the cost of the annual maintenance, and preparation of oil tanks for the Product Improvement Project, which increased the amount of slop oil, sludge, and wastewater from cleaning the equipment in the repairing process, compared to the previous year. On the contrary, the excess chemicals from the neutralization of ponds have dropped threefold due to the use of reverse osmosis technology and hence the decrease in chemical use, which also results in further decrease in chemical use in the demineralization unit.

On environmental control expenses spent on production wastes treatment and the maintenance of equipment relating to environmental controls such as the sulfur remover, waste water treatment process, heat exchanger, etc, found that, the waste water treatment expenses and waste disposal expenses were relatively higher than those of the previous year due to the rise in chemical use in the wastewater treatment system, and cleaning the water storage tanks, which increased the amount of sludge needed to be disposed of externally. There was also the overall maintenance and cleaning of various production units to prepare for the PQI, increasing the overall expenses relative to previous years. On environmental protection items, most expenses were spent on monitoring and maintaining environmental laboratory equipments, and taking care of the waste collecting areas. The expenses rose as the Company rearranged the waste collecting areas.

On revenues, in addition to product sales, the Company's environment-related revenues gained from liquid sulfur-a by-product from treating units, scraps and recycled paper. This year, the volume of liquid sulfur equaled that of the previous year. Meanwhile, there was a rise in the revenue from selling glycerin, which is a by-product of biodiesel production, corresponding to the increased sale volume of biodiesel. The revenues from selling metal scraps and waste paper was higher due to the refurbishment of the refinery unit and the Efficiency Enhancement of Utility projects.



Unit : Bt 1,000	2005	2006	2007	2008
<b>Material costs of Product Outputs</b>				
Crude oil	49,769,773	51,610,896	59,805,028	86,796,142
Ethanol	436,016	665,415	607,622	1,029,655
Biodiesel (B100)	2,680	15,535	743,896	1,745,630
Used vegetable oil	-	3,105	67,571	62,793
Chemical substances	15,713	17,993	27,598	27,297
Water	6,429	7,275	8,433	14,807
Energy	1,177,739	1,293,318	1,499,759	1,894,389
<b>Material Costs of Non- Product Outputs</b>				
Slop Oil	18,201	6,452	5,946	11,228
Oil sludge from crude oil/bunker oil tanks	0	1,072	766	1,250
Wastewater	6,731	5,418	5,648	6,173
Excess chemicals in neutralizing pond	241	80	33	11
Sub-standard sulfur	101	75	21	98
<b>Waste and Emission Control Costs</b>				
Maintenance cost for environmental control equipment	34,079	29,567	27,979	65,106
Depreciation cost for pollution control equipment	50,894	51,839	62,938	54,111
Wastewater treatment cost	1,623	1,754	1,716	1,930
Waste disposal cost	1,704	2,705	6,427	9,264
Environment fees and taxes	N.A.	N.A.	N.A.	N.A.
Fines	N.A.	N.A.	N.A.	N.A.
<b>Prevention and Other Environmental Management Costs</b>				
Monitoring and measurement cost	1,498	1,671	2,876	2,637
Solid waste storage depreciation cost	30	35	28	11
Environmental management system expenses	0	80	96	46
Maintenance cost for environment prevention equipment	291	251	122	1,283
<b>Benefits from by-products and waste recycling</b>				
Solid sulfur	7,896	7,389	6,534	6,508
Glycerin	-	-	976	2,549
Steel/aluminum scrap	2,595	4,099	5,806	6,075
Waste paper	17	17	10	25



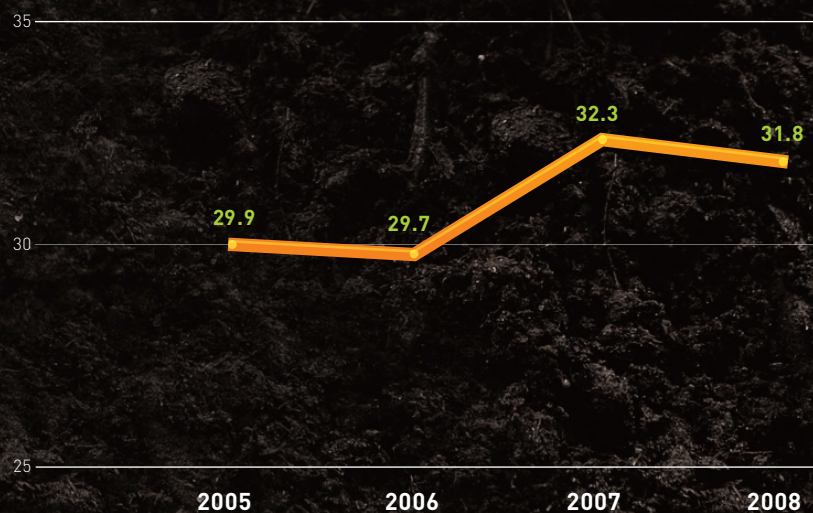
## Eco-efficiency



In sustainable development, a business not only takes into account the financial returns but also cares for its environmental impacts. The Company, therefore, includes the Eco-efficiency report as a tool to comparatively measure its economic and environmental performance. The volume of production was employed as the indicator for economic performance whereas energy consumption, which is an important environment indicator in petroleum sector, was used to indicate environmental performance. It was found that the eco-efficiency in 2008 is slightly lower than that of the previous year due to the rises in energy use and steam production in preparation for the Product Quality Improvement Project.

### Eco-efficiency

$$= \frac{\text{Volume of production (kilolitres)}}{\text{Energy use (kilolitres)}}$$





## Campaigns on Climate Change and Building Values on Eco-services.

Bearing in mind that global warming has one of the greatest impacts on ecological systems and ways of life of the world's population, the Company has consistently conducted various environmental campaigns to help reduce CO<sub>2</sub> emissions. In addition to policies to decrease energy use in the production process, the environmentally-friendly activities in 2008 included:



### 1. Reducing the CO<sub>2</sub> footprints by

- Using biodiesel instead of diesel in transport vehicles.
- Replacing normal light bulbs with energy-saving bulbs in the Company's buildings.
- Joining hands with the Phra Kanong Police Station in organizing the "Sa Leng Rak Loe (Recycled Items Vendors Love the Planet)" campaign, to promote renewable, alternative energy. The Company's purchasing units, where the public can sell used vegetable oil for biodiesel production, has been expanded to include "Sa Leng" or recycled items vendors. This also helped to add incomes to the recycling middle men.
- Joining hands with the Central Department Stores in inviting restaurants in Central World and ZEN to sell used vegetable oil to Bangchak for biodiesel production.
- Cooperating with the Office of Basic Education Commission (OBEC) in organizing an exhibition board and emcee contest under the theme "Biodiesel-Gasohol, an Innovated Thai Alternative Energy towards Asia" for two consecutive years. This was built upon His Majesty the King's renewable energy initiatives to inform Thai children of the importance of energy innovation for national energy sustainability and HM the King's principles on self-sufficiency.
- Arranging Eco-Schools Project in conjunction with the Thai Environment Foundation.
- Campaigning on using fabric tote bags through school and community activities.

### 2. Reforestation to revive the ecology system and biodiversity:

- Adding more green areas in and around the Company and its distribution centers in Bang Pa-In district, Ayutthaya province, under the Refineries with Beautiful Gardens Project, carried out by the employees and contractors.
- Increasing green areas outside the Company through various activities, including tree-planting in communities, seedlings in schools, the reforestation at Phu Long Mountain in Chaiyaphum province, and the mangrove reforestation by the Company's employees and the community at Koong Krabane Gulf in Chantaburi province and Samut Songkram province, respectively.

☑️ วิชาคณิตศาสตร์

ส่งงาน



# GREEN KNOWLEDGE

For 25 years, the Company has engaged in various social activities, acting as a knowledge center for children and other organizations, with an aim to be a leading Thai-owned company in petroleum-related business with full commitment to the betterment of Thai society.

# GREATER

# S O C I E T Y

Thanks to the Company's corporate philosophy that focuses on being contributive to others, Bangchak has created better quality of life of Thai people, putting smiles on their faces, and strengthening the health of the whole society.







## Labour and Human Rights Implementation

### Employment

In 2008, the number of employees at the Bangchak Petroleum Public Company has increased in preparation for the Petroleum Quality Improvement Project (PQI), which will begin its test run in 2009. The employees recruited for this project comprise of engineers and operation staff, most of whom are male, and hence the rise in the proportion of male employees.



Number of male-female employees

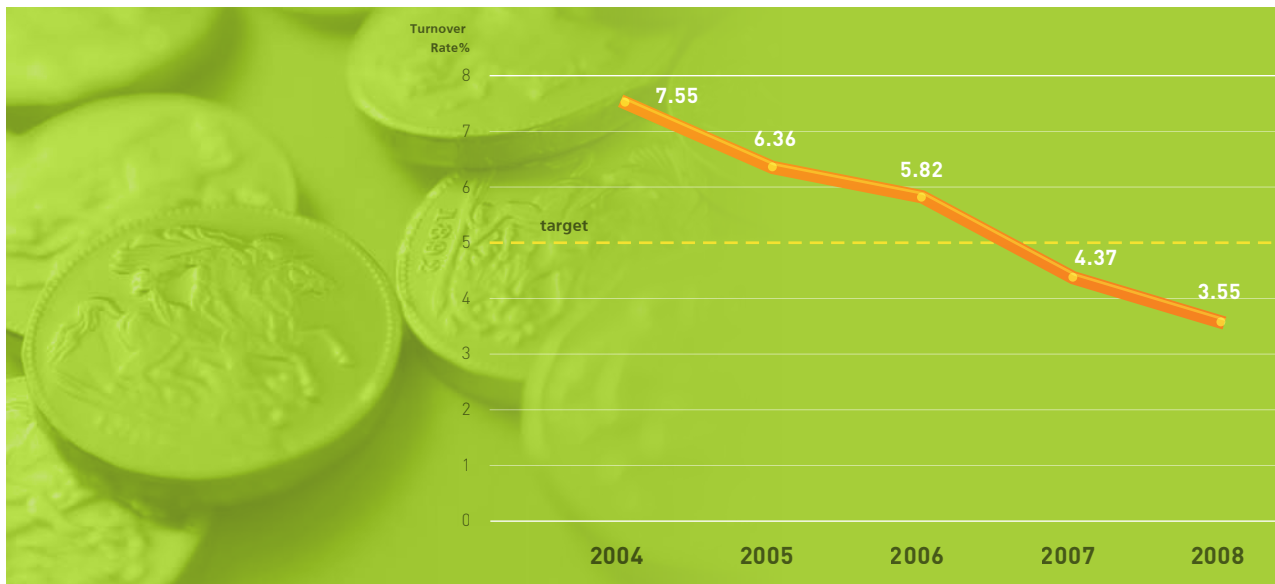
In compliance with all relating laws and regulations regarding labor issues, all Bangchak's employees, as well as its contractors must not be under 20 years of age. There is no gender discrimination. Both female and male employees have equal rights according to the Company's regulations. The employees are entitled to receive appropriate benefits and the "Bangchak Co Ltd Plc's Staff Provident Funds" and be able to choose whether to save 5 or 10% their salary, in which the Company will contribute the same amount to the fund.

### Employee Welfare

Bangchak provides appropriate welfare for employees and their families, which is considered an above standard policy required by the law and in line with the changing condition of society, economy and necessity of the business. For instance, there are increases in medical care allowances, health insurance for the employees and their families including parents, provident fund, school fees for the employees' children, home loan, life and accident insurance, annual medical check-up, canteen and transportation service.

### Employee Benefits

Based on the principles of justice, Bangchak has provided benefits and compensation in compliance with responsibilities and abilities of the employees as well as competitively with the same industry. Performance evaluation is conducted using clear indicators, resulting in a gradual decrease in the turnover rate.



Turnover rate

### Employee Relations

The Company has always promoted employee relations to enhance unity, encouraging them to participate in the Company's various activities, based on their own interests:



- Birthday activity** The Company organizes birthday parties for the employees who share common birthdays, including parties and charitable activities, such as visits to the communities surrounding the refinery, cleaning community areas, bridge paintings, and tree planting.
- Study trip** The Company organizes the Study Trip programs to enhance relationship among the employees, while promoting their learning experiences.
- Thod Pha Pa Samakki** The Company organizes this religious activity on an annual basis to make donations to the temples or schools in the community, and provide a chance for employees to make merit and help support Buddhism.
- Songkran Festival activity** To preserve Thai culture on the traditional Thai New Year, the employees have a chance to pay respect to, and receive blessings from, the Company's Board of Directors, Chairman, and executive team.



- **Bangchak Family Day** Many fun activities are held on this day for the Company's employees and their families to get together, with the aim of enhancing their relationship.
- **The Company's Commemoration Day** In commemoration of the day the Company was founded, this special annual event provides a chance for the Company's Executives and the employees to join together in merit-making activities, including alms-offerings.
- **Employee Clubs** The Company encourages its employees to pay attention to their health, to develop their creativity and to perform public services through various group activities, including the followings:
  - Bangchak Bird Watching Club and Marine Conservation Club to promote and cherish the environment.
  - The Thai Classical and Western Music Club, The Water-Colored Painting Club and The Photography Club to promote art and culture.
  - The Community Service Club and Bangchak Loves the Community Club to promote good deeds and make themselves contributive to others.
  - Badminton Club, Soccer Club, Takraw Club, Basketball Club, Bowling Club, Golf Club, Tennis Club, and "Healthy Mind, Healthy Body" Club to promote good health.

#### Bangchak Labour Union

The Company has initiated and provided support for the establishment of the Bangchak Labour Union in compliance to the laws and regulations. Its members are now composed of 20 percent of the total staff. The Labour Union has cooperated with the Company in taking care of the employees' living conditions by convening in regular meetings with the upper-level Executives.

The Company also supported the set up of the Employees' Committee to act as a representative for the employees. The committee consists of those who are elected by all employees, and nominated by the Bangchak Labour Union. The Committee has cooperated with the Company in maintaining regular meetings with representatives from the upper-level Executives in ensuring the appropriateness of the employees' welfare and benefits.





### The “Lunch for Needy Children” Project

The “Lunch for Needy Children” project was initiated with an initial fund of 877 Baht in July 1988 by a small group of the Company’s employees, who have their concerns over the underprivileged children in our society, especially those in communities surrounding the refinery. These staff members have voluntarily allowed the Company to deduct part of their monthly salaries to provide lunches to needy school children.

So far, this lunch project has provided continuous supports to all 15 schools in both the Pra Khanong and Bang Na districts, a primary school in Samut Prakarn province and also to Baan Tantawan of the Children’s Foundation. Part of the fund is donated to schools in remote areas on some special occasions.



### Human Resource Development

In 2008, the Company invested in the Petroleum Quality Improvement project to equip the refinery terminal with a state-of-the-art Complex Refinery system to produce clean oil in compliance with the government’s regulations. The Company has strong confidence in potential of its employees and recognizes the right of all employees to have access to learning for capability development, which would be directly beneficial to the Company’s effectiveness and efficiency. Bangchak has therefore applied the concept of Competency, Talent Management and Knowledge Management to the Company’s personnel development, as follows:

Competency: This year the Company has improved the standard of Functional Competency and introduced the use of e-Competency.







**Talent Management:** The Company has set up the project to select the group of employees, whose personalities and behaviors are highly likely to bring the success to the Company and provided them with special development.

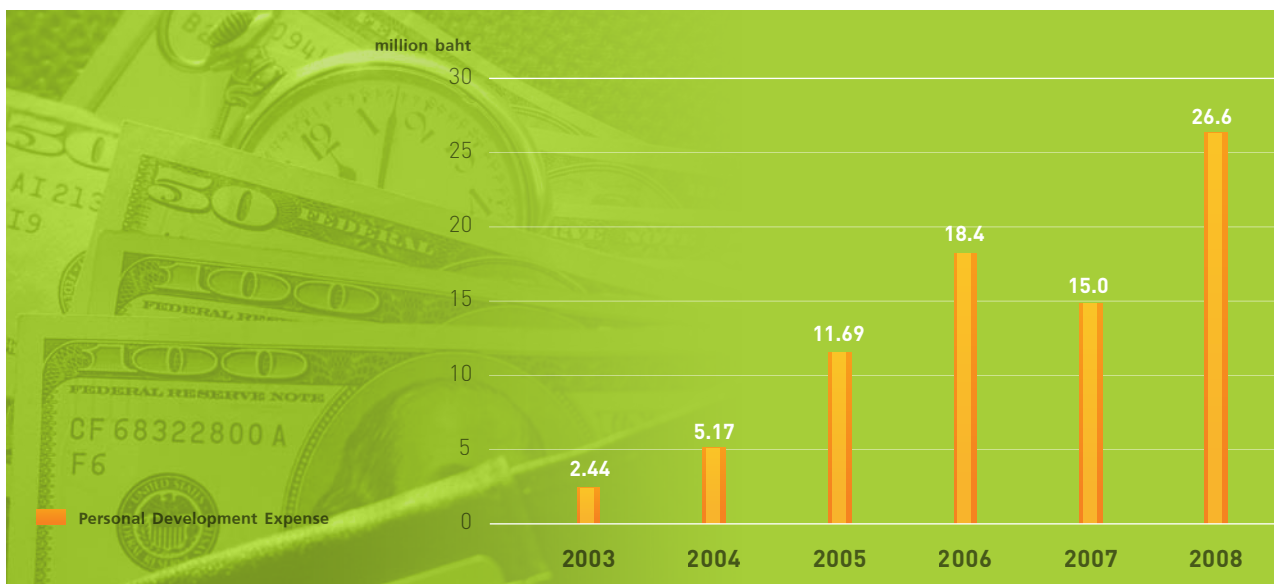
**Knowledge Management:** This year the Company has organized various activities for the employees to participate and share their knowledge, including the “Show & Share” activity to provide staffs a chance to share their work experiences which benefit the Company via the intranet. All the employees who read the stories are encouraged to vote for the story they like most. The “QCC”, an activity for staff to brainstorm and introduce new work method with an aim to reduce process and cost as well as problem solving. The outcome will later be applied as the Best Practice for the employees to learn and put into practice. Through this way the Knowledge Management project was created along with the goal of making of the Company a Learning Organization.

### Training and Education

Staff development in preparation for the Petroleum Quality Improvement project, which has begun since last year, is an on-going process. Domestic and international training courses on “Core Competency & Functional Competency” will be provided, including the following management courses:

- Personnel Safety Course, Basic Fire Fighting course, First-Aid and General Life Saving Course, The Synergistic Teamwork, Strategic Goal Setting, Six Thinking Hat, EQ&AQ for Management
- General Management Course, which includes Empowering Boss, Effective Time Management and Risk Management
- General working knowledge such as Investment Analysis, Petroleum Company related taxes, Logistics, and PDCA.

### Personal Development Expense



## Occupational Health and Safety

In addition to formulating policies on health, safety, environment and energy to be used as operational guidelines for employees' safety without impacting themselves, concerned parties, communities and the environment, the Company has set up various committees in both management and engineering levels to help promote health, safety and environment in all aspects. Such committees include:

### Safety, Health, Environment and Energy Management Team – SHEEM

Composing of upper-level Executives from all departments, SHEEM formulates policies and directions of operations with respect to safety, health, environment and energy. It is also responsible for reviews of the management systems on those aspects as well as providing resources for the continued development of these systems. One of SHEEM's roles is to appoint working groups to support efficient and effective operations of the concerned aspects.

### Safety Health and Environment Committee, SHEC

This committee was appointed by the Company to perform safety, health and environmental tasks in compliance with the laws and regulations. Since the first year the law was enforced, its members included representatives of Company's employees. The committee has worked closely with other sub-committees in operation level to ensure more operation safety.

### Safe Operation Team – SOT

The team is responsible for reviewing the design of working procedures and performance by JSA & QCA working group, the HAZOP and EQT working groups, to ensure that it is consistent with the safety standard. Its members are all managers in the operational sectors.

### Safety, Health, Environment and Energy Promotion Team – SHEE\_P

This team is responsible for promoting employees' awareness on safety, health, environment and energy through organized activities in which all employees can participate.

### JSA & QSA Working Group

This working group is responsible for reviewing work procedures for safety and quality control.

### HAZOP Working Group

This group is responsible for the design and any modification of pipelines, tools and equipment in the refinery to comply with the accepted engineering standard using HAZOP technique.

### EQT Working Group

This working group is responsible for establishing and controlling engineering design in compliance with standard.

This year, the Company has still maintained the health and safety management system in accordance to the Industrial Standard BS OHSAS/TIS 18001 of Year 2007 for both of its refinery and the Bangchak and Bang Pa-in Terminals. The Company regularly conducts various training courses in compliance with the laws, including trainings on safety in non-ventilated place and basic fire fighting. Besides, promotional activities on social, health, safety, environment and energy saving, are organized for staff members on a regular basis. Such activities include the followings:



- **Social & SHEE broadcasting**

Information on social, health, safety, environment and energy saving, is disseminated to all employees through an internal broadcasting system.

- **SHEE Ambassador Searching Project**

This year the Company selected representatives from among employees to act as SHEE Ambassador in order to conduct campaigns, promote knowledge, and raise awareness on health, safety, environment and energy saving among st employees.

- **Energy Saving Day**

The Company has organized an internal campaign to raise energy saving awareness among employees. Activities include story writing, exhibitions and performances from the Energy Fantasia Ambassadors of Office of Energy Policy and Planning.

- **Safety Promotion Day**

An exhibition to promote knowledge on safety is organized for employees to participate in various competitions, such as fire hose racing, first-aid, moving and transferring injured victims, putting on the SCBA suit, as well as motto contest.

- **Healthy Day**

In order to promote good health among the Company's employees, lectures and workshops along with physical check-ups are conducted by experts from the Sport Authority of Thailand. A special lecture entitled "Knowing Love....Knowing Safety" was also conducted by Khun Mechai Viravidya.

- **Environment Day**

"Bangchak Recycle Heart", an environmental promotion activity, which offered employees an opportunity to sell their unwanted things for sale and donate the revenue to the Bangchak Lunch Program. Employees also enjoyed a milk carton folding contest, which is part of the milk carton donation project joined by the Tetra Pak Company Limited (Thailand). The milk cartons will be turned into school appliances such as desks, chairs, stationery supplies before being donated to Border Patrol Police Schools. Employees have learned about the production of EM (Effective Microorganisms) water by the Housing Authority of Thailand and participated in the discussion entitled "Can trashes be treasures?", joined by executives from the followings companies:

- o Wongpanich Recycling Plant
- o Tetra Pak Company Limited (Thailand)
- o NOK Precision Component Company Limited (Thailand)

- **Social & SHEE Excellent Day**

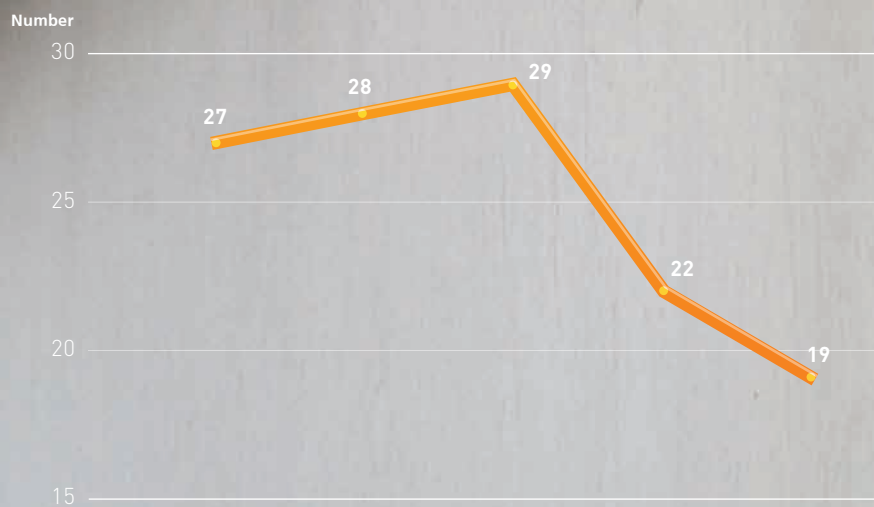
Bangchak has organized an exhibition showing all Social & SHEE activities in 2008. The activities to promote social, health, safety, environment and energy saving include the "Bangchak Recycle Heart", in which the employees are encouraged to sell their unwanted things and donate the proceeds to the Bangchak Lunch Program; a special lecture entitled "Happy Work, Happy Life" given by Rachakhet Veasapen; and "Big Cleaning" activity for the employees to clean the office.

## Targets and performance indicators

This year Bangchak has formulated targets and performance indicators to achieve preventive safety, as well as compiled statistics on accidents at work, in order to enhance employee awareness and participation on safety control for themselves and their colleagues. The important indicators include:

### 1. Statistics on Accident and Injury Rate of Employees and Contractors

With continuous promotional activities on safety and health, the rate of injury of employees and contractors as well as numbers of accident have steadily decreased.



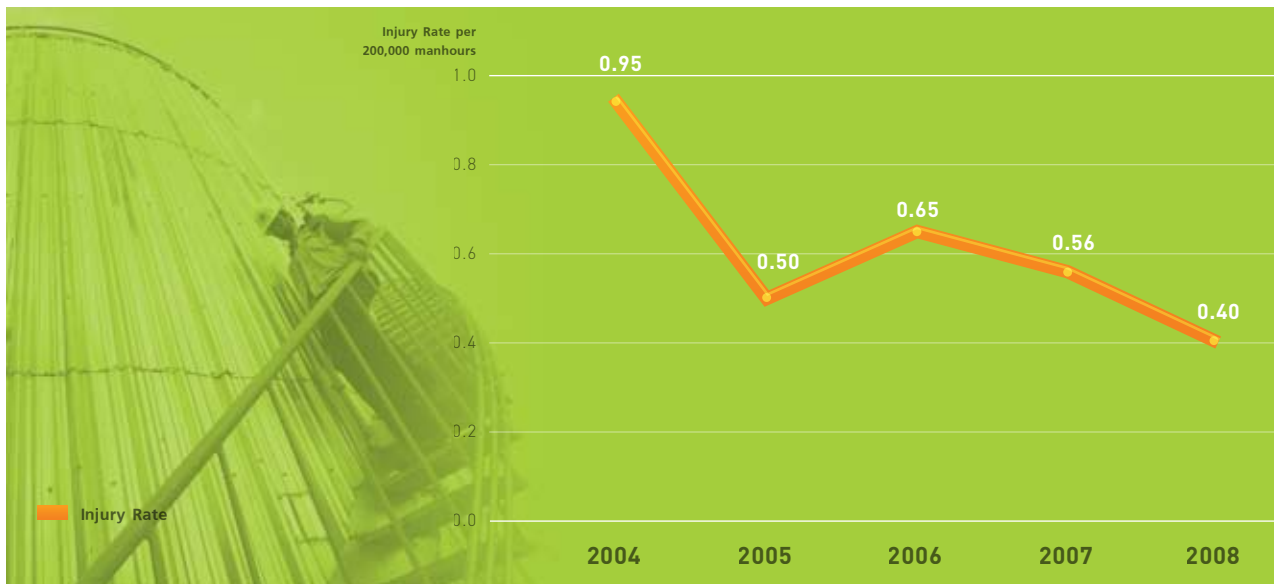




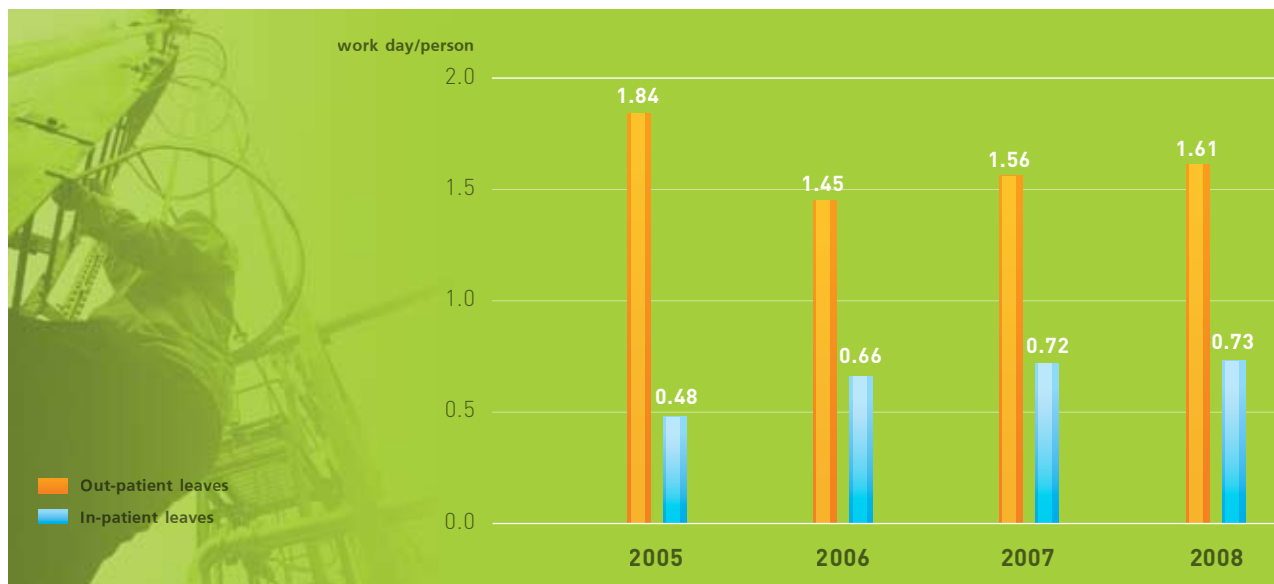
## 2. Injury Frequency Rate (IFR) and Injury Severity Rate (ISR) of Employees

IFR and ISR reflect the number of severely injured employees and the number of loss working days, compared with the annual work hours of all employees. IFR and ISR encourages all employees to help each other on safety control. The Company is glad to report the zero score for the Company's IFR and ISR in 2008.

However, in order to compare with the safety report of the previous years, the Company has continued to report the previous statistics, in which the injury rate per 200,000 work hours have steadily decreased, as shown below.



Rate of injury for every 200,000 manhours



Sick leave per person

### 3. Emergency Rehearsals

Bangchak has always placed high importance on the readiness and the well-prepared measures to respond to emergencies by stating the rule that all departments in the production line and Bangkok Oil Distributing Center must execute annual emergency drills. Moreover, sub-emergency drills were continuously executed as frequently as possible during the year and the number of drills has steadily increased. In 2008, Bangchak has established the Command Center Building with state-of-the-art Access Control to monitor the access to the inner part of the Company. The buildings are also equipped with state-of-the-art tools and technology for operational control in case of emergencies.



### Environment and Safety Training Center

Apart from providing employees with training on safety, Bangchak also has set up its own Environment and Safety Training Center at the Bang Pa-In Oil Distribution Center in Bang Pa-In district, Ayutthaya province, to provide training courses of basic and advanced fire fighting, fire fighting techniques, emergency control, and annual drills for the employees and outsiders. In the past years, 59 training courses were arranged for 7,985 participants.



Number of emergency drills



## Community Participation and Social Development

With the corporate culture of “Sustainable Business Development in Harmony with Environment and Society”, Bangchak and its employees are committed to work to the best of their abilities with responsibility towards the environment and society. Several projects in various aspects were organized with participation from the communities and society.

### Education



- “BioDiesel-Gasohol Thais Way of Self-Sufficient” Exhibition Board Contest

This activity has been held for two consecutive years under the topic entitled “BioDiesel-Gasohol, an Innovated Thai Alternative Energy towards Asia” to search for a young representative to win a trophy from HRH Princess Maha Chakri Sirindhorn as well as a two million baht scholarship. The activity is aimed to educate Thai children on the importance of energy innovation for national energy sustainability and to follow the self-sufficiency theory of His Majesty the King. The activity was well received with participation from 608 schools and the top winning school was Wat Dao Kanong School while young emcee from Bang Ra Chan Wittaya School, Singburi province won the title “Bio – Gassy Brothers”.



- “My School” Project

- The 7<sup>th</sup> Phee Son Nong (Bangchak Brothers to Brothers) Activity

With the intention to help develop learning abilities of children in the neighboring communities, whom their parents do not have time to take care of, the Company’s 20 voluntary employees engaged in spending 1–1.5 hours at the end of working days, from Monday to Thursday, assisting these children to do their homework and to arrange useful activities, with an emphasis on teaching mathematics, English and Thai languages, social science, art and ethics. At present this project has covered four communities: communities in front of and beside Bangchak Refinery, Pongvej Anusorn Community, and a community in front of Bangchak School. Activities were held both in the communities and in the Company’s premises.

- The 3<sup>rd</sup> Bangchak Summer Camp

With special a bond between Bangchak employees and children participated in “Bangchak Brothers to Brothers” and the need for both parties to develop their relationship, Bangchak has organized a five-day summer camp for these children during school semester breaks. The emphasis has been put on spending time together, team working, and developing awareness on environmental issues as well as other skills that can be used in everyday life, including recreational activities, sports, handicrafts-making, energy-saving and excursions. This year the camp was joined by 80 children from communities around the refinery.



#### • Bangchak Scholarships

Undeniably, many children in our society still lack educational opportunities. In this light, the Company has helped support underprivileged yet well-behaved children with scholarships for the past four years. This year the Company has increased the number of scholarships as well as the amount for each fund, to respond to the needs of the population in communities and the 19 schools under the Company's Lunch Program. In total, this year the Company provided 294 scholarships with a total amount of 1,081,000 Baht, as per following details:

- Kindergarten-Primary School level : 165 scholarships, 495,000 Baht
- High School level or equivalent : 100 scholarships, 400,000 Baht
- University diploma level (2 consecutive years) : 17 scholarships, 102,000 Baht
- Bachelor's degree level : 12 scholarships, 84,000 Baht

#### • Opening up the world of learning with Bangchak Project

With an intention to turn the Bangchak Refinery into a learning center in a modern education world, and to encourage students and youth to learn from direct experience outside textbooks, Bangchak joined hands with its employees, who are experts in oil production, opening up the world of learning through a variety of activities. Children have learned the importance of renewable energy as an alternative energy of the future and learned about ways to help reduce the global warming impacts. In 2008, the company welcomed more than 1,400 teachers as well as primary and secondary school students across the country.

#### • Kor Sor Nor (Non-Formal Education) for Communities

The Company placed high importance on education and life-long learning by setting up the Kor Sor Nor (Non-Formal Education) for Communities project, with the help of the Offices of Non-Formal Education of Pra Kanong and Bang Na districts in publicizing the project. The Company's employees were encouraged to act as volunteering teachers at the learning centers of Wat Boonroddhammaram and Wat Bang Na Nok communities. The project is aimed to give educational opportunities to those who missed formal education, as well as to promote the volunteering spirit among the staff members.

#### • Environmental Cost Accounting

After organizing training courses on Environmental Cost Accounting for the public for the second consecutive year, this year the Company was invited by the Royal Project Foundation to hold two trainings on such topic to more than 80 staff members. The Company also gave a lecture on the same topic to Chulalongkorn University students and interested public at the "Chula Academic Day 2008".

#### • Donation of a Kindergarten Classroom

To support schools and children with proper classrooms, the Bang Pa-In Oil Distribution Center has donated a kindergarten classroom to Wat Poh Daeng Tai School located in the center's premise.





- **Academic Fair**

The Company's Bang Pa-In Oil Distribution Center joined hands with governmental and non-governmental agencies in holding an academic fair under the theme "13 Learning Bases towards Sustainable Society". As part of 13 learning bases, the Company had set up an exhibition board featuring information on alternative energy and the purchase of used vegetable oils project, as well as distributed company's brochures and journals. More than 1,000 participants joined this activity.

## Safety

- **Bangchak's Cares for Community Safety Project**

- **Safety training and Fire Extinguisher Donation**

As everyone should have awareness on safety as a fundamental life skill, the Company decided to organize basic fire fighting courses for communities around the refinery to provide knowledge on fire prevention, checking/caring of electrical systems and appliances, using fire extinguisher, and choosing appropriate fire fighting equipment. The training processes were held in the communities in order to familiarize participants with their own surroundings. The trainings were conducted by the staff of Bangchak's Safety Section, who received license from the Department of Welfare and Labour Protection, Ministry of Labour.

- **Fire Fighting Courses and School Emergency Drills**

It is the Company's responsibility to instill and provide safety trainings to students and staff in schools around the Bangchak Refinery. Regular training courses were conducted by Safety Section's staff. Participants were equipped with knowledge and principles of fire prevention, utilization of fire extinguisher, selection of appropriate fire fighting equipment, and transfer of injured victims. Teachers, students and school staff can put these theories into practices during fire emergency drills and be able to assess their own potentials in fire fighting in preparation for emergency.

- **Provision of fire extinguishers and chemical fillings**

The Company encouraged nearby schools and communities to realize the need of preparation for safety in emergency and non-emergency situations. The Company helped in checking/changing parts of malfunctioning fire extinguishers, filling up the tanks, and providing new fire extinguishers to schools in need.



## Sports Activities

- **The 5th Bangchak Youth Futsal Tournament**

The Company has regularly organized “Bangchak Youth Futsal” tournaments, joined by youths from 32 schools from seven districts in Bangkok and Samut Prakan province. Other related activities include cheer leaders contests. This project is aimed to support young people to express their talents in a healthy way, to make most use of their free time, to develop sport skills for healthy bodies and minds, and to work as a team.



- **The 2nd Annual Bangchak Community Futsal Tournament**

The Company has joined the leaders from communities around Bangchak Refinery in holding Futsal tournaments for youth for the second year. The tournament is divided into two categories: children under 12 years old and teenagers aged under 20 years old. Aimed to enhance unity and strength of the communities, the tournament was joined by 14 teams from 8 communities.

- **Bangchak Youth Futsal Camp**

Apart from Futsal tournament organized for various groups, Bangchak has also held Futsal training camp during school breaks in October for the past three years. More than 100 boys and girls from communities around Bangchak Refinery were joined in this training camp. The training was conducted by former national soccer player Surasak Tangsurat and a team of professional trainers. Aside from the right futsal techniques, the children learned the team spirit and made friends with others who came from adjacent communities.

- **Bangchak Youth Soccer Club**

Talented and dedicated children aged 7-10 years from nearby communities were recruited to become the members of Bangchak Youth Soccer Club. These children have received training from former national soccer players, and a scientific approach in nurturing their physiques. The Company has also taken care of their schooling by providing special tutors. At present the club comprises 29 members, who have excellent physical and mental development. They have had opportunities to join several soccer matches nationwide.



## Quality of Life

### • The 15th United Family Project

Bangchak realized the significance of the “family”, the fundamental unit of society. The Company thus encouraged members of families in Bangchak’s neighborhood to spend their free time together, in learning and improving their skills in creative ways. The project also promoted understanding in taking care of family members’ body and mind as well as in environment conservation and energy saving. The project focuses on various creative hands-on activities, including the followings:

**Physical health activities** : yoga, health food cooking, and activities for the golden aged

**Healthy mind activities** : Enneagram, stress management, art therapy and film appreciation

**Art and craft** : Do-It-Yourself projects and flower arrangement

The staff members have donated things and money through these activities. The Company thus handed over those donations to other agencies. Stationery supplies and sports equipment were given to Baan Tard Rin Thong School in Chaiyaphoom province. Clothes were donated to the Mirror Foundation in Chiangrai province while sandals were transferred to Ramathibodi Hospital and Tropical Medicine Hospital. Money was donated to the Animal Caring Foundation in Kanchanaburi province.



### • Wan Kaew Project

For four consecutive years, Bangchak has collaborated with the Electricity Generating Authority of Thailand in giving free optical check-up to people in nearby communities. The project has now uplifted the quality of life of 1,300 students with eye-sight problems from 10 schools around the refinery.



### • Bangchak Children’s Day

With the belief that children are the country’s future, Bangchak celebrated the Children’s Day at the refinery with the collaboration of Pra Kanong District Office, and at the Bang Pa-In Distribution Center with the collaboration of Bang Krasan sub-district Office in Ayutthaya province. The activities included entertainment and knowledge corners, games, gifts plus food and drinks. This year the celebration at the refinery was joined by 3,000 neighbors while the one at Bang Pa-In Distribution Center was joined by 1,200 neighbors.







### Relationship, Culture and Tradition

- **Home Visits**

The Company's staff members regularly visited communities, especially on important days or during festivals, such as New Year's Day, Mother's Day, Songkran Day and employee birthdays, according to Thai traditions.

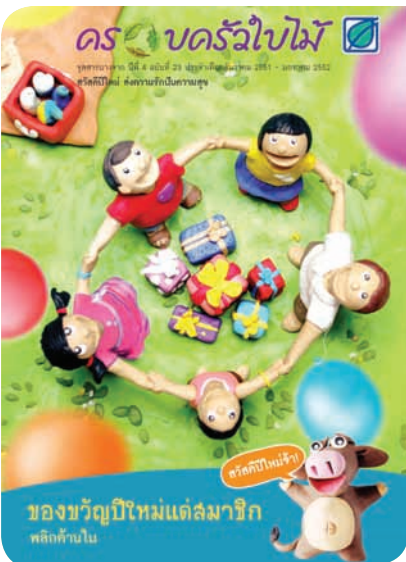
- **Visit Bangchak Day**

The Company hosted "Visit Bangchak Day" by inviting community committees from neighboring communities and schools to visit the refinery and attend lectures on the Petroleum Quality Improvement Unit and measurement on nurturing environment and safety. Participants also had a chance to visit the Petroleum Quality Improvement for Environment Unit.



- **Community Trip**

To provide opportunities for children to appreciate good things, a community trip project was held to bring young children aged between 8 and 18 years old from seven communities in Zone 1 to watch special screening of three films: "The Lord Buddha", "Arahan Summer" and "Neung Jai Diew Gun" Major Cineplex Bang Na. Community committees also joined this activity.



- **Krop Krua Bai Mai (Family of Leaves) Journal Year 4 / Rob Rua Bangchak (Bangchak Know-It-All) Newsletter Year 3**

The Company has published "Krop Krua Bai Mai" (Family of Leaves) journal and "Rob Rua Bangchak" (Bangchak Know-It-All) newsletter to disseminate knowledge as well as the company's movement and activities. Communities were invited to express their views, knowledge and opinions through these bi-monthly journal and newsletter.

### Environment

- **Purchase of used vegetable oil for biodiesel production**

The general public was invited to participate in preserving the environment and people's health by selling used vegetable oil for biodiesel production. After the launch of this project at Bangchak service stations, the Company has expanded the purchasing units to cover 25 service stations, including a community service station at the Sri Prachan Agricultural Cooperative, and has received cooperation from various organizations, including:



- o **Bangkok Metropolitan** The Company has expanded the project to cover all 50 districts in Bangkok after the pilot project was conducted at Pra Kanong district by Office of Environment and Health; and Office of Education
  - The Office of Education of the Bangkok Metropolitan Administration joined hand with the Company in encouraging teachers, students and more than 20 million households in Bangkok, to sell used vegetable oil for sale while raising awareness on environmental problems relating to the global warming impact. To date, 435 schools in Bangkok have joined this project by acting as purchasing points.
  - Mobile oil purchasing units. The Company's staff has devoted their holidays to run environmental campaigns and to purchase used vegetable oil from vendors and the general public in 161 markets in 50 districts across Bangkok.



- o **The Central Department Stores** have continued conducting the “Central ... Love The Earth” project by joining hands with Bangchak and restaurants in Central Department Stores in hosting “Purchase used vegetable oil for biodiesel production” activities. Participated restaurants have stopped reusing used vegetable oil for customers' health and have collected used vegetable oil for biodiesel production. Participated restaurants include The Terrace, The Little kitchen, Angeline, Bert's, Greyhound Cafe, MOS BURGER, Ho Yu and Dao Vien.



- o **The Second Regional Army and Suranaree Military Camp Hospital** in Nakhon Ratchasima province joined Bangchak as the first province to run the “Purchase of Used Vegetable Oil for Biodiesel Production” campaign to promote good health and conserve the environment. Putting His Majesty the King's advice on alternative energy into practice, both parties invited housewives and soldiers from various units in the North Eastern region to collect used vegetable oil for sale at Bangchak's purchasing units instead of reusing it for cooking or discarding into public places, which causes health and environmental problems.



- o **Phra Khanong Police Station** promoted the use of alternative energy to reduce global warming effects by expanding the network of recycled items vendors. These vendors travel from door to door to buy used vegetable oil and then sell it to the Company for biodiesel production. The project helps add incomes for housewives and the vendors.
- o **Queen Sirikit National Convention Center** and Aeronautical Radio of Thailand have regularly donated used vegetable oil to the Company.

- **Chao Phaya Conservation Project**

The Company joined the Department of Pollution Control, Office of the Basic Education Commission, Office of the Permanent Secretary for Ministry of Natural Resources and Environment, and Wastewater Management Organization in supporting schools along the Chao Phaya River to host campaigns to protect and improve the water quality of the Chao Phaya River.

- **Beaches Conservation Project**

Bangchak has supported the Department of Pollution Control in holding its “Beaches Conservation 2008” project to conserve and develop the environment of beaches. Governmental and non-governmental sectors, community leaders as well as entrepreneurs were encouraged to participate in the project.

- **Hua Jai Bai Mai (Heart of Leaves) Project**

- **The 3<sup>rd</sup> Donation of Seedlings to Phu Long**

Bangchak has participated in the Lam Patao River Source Reforestation Project (Phu Long) in Chaiyaphum province, to revive the natural forest by expanding the green areas and preserving the river resources. The yearly project is aimed to raise awareness among students of 5 schools surrounding Bangchak refinery and a school in the local area on the importance of forest, nature and environment conservation. The school students have planted 20,000 seedlings each year (in 50 rais of forest land). These seedlings are used for Phu Long Reforestation.

- **The 4<sup>th</sup> “Pha Pa” – River Source Reforestation**

The Company and employees jointly organized a yearly “Pha Pa” (robe offering to monks) to raise funds to support reforestation activities of local communities. The volunteer employees also brought and plant seedlings, which were prepared by students in the “Seedlings for Phu Long Mountain” project. This year the project was joined by 30 students from Poonsin School and Wat Dhammamongkol School. Nearly 8,000 seedlings were planted. All the participants also joined religious activities at Sukhato Temple in Chaiyaphum.



- **The 4<sup>th</sup> Bai Mai Family Camp**

The camp is another activity by Bangchak aimed to raise environmental awareness among people in the Bangchak neighborhood. In this 4th year the camp, under the “Explore the Miracle World of Trashes” theme, was focused on changing habits in energy consumption in order to produce minimum garbage. The activities included demonstration of making liquid organic fertilizers. The camp was joined by more than 100 neighbors and volunteer staff members.



- **Family Field Trip: Mangrove Reforestation at Klong Kone**

The Company and people of all ages from neighboring communities participated in planting 400 mangrove trees at Mangrove Resource Development Station 7 at Klong Kone sub-district, Muang district, Samut Songkram province. The activity was aimed to restore the deteriorated mangrove forest and to increase the mangrove forest area. All the participants also made financial donations to support the Company’s Lunch Project (for 19 schools nearby the refinery).



- **Bai Mai Family-Energy Saving Project**

The Company conducted an environmental campaign called “Bai Mai Family – Energy Saving by Using Chopstick Bulbs”. People were encouraged to bring their old bulbs in exchange for new chopstick bulbs free of charge, with a limit of 3 new bulbs per household. The campaign raised the general public’s awareness on the importance of reducing energy consumption to help lessen the global warming impacts.





### o Eco-School Project

The Eco-School project was initiated this year with an objective to educate and change the behaviors of teachers, students and personnel in educational institutions on environment and energy management. The project was conducted and designed by experts from Thai Environment Institute. Various activities included a contest of project planning; innovation using garbage and recycled products; garbage bank to encourage the use of both sides of paper while minimizing the use of Styrofoam products; and using internal radio to disseminate environment updates. Wat Dhammamongkol (Luang Phor Viriyang-oopatham) was selected to participate in the pilot project.

### Public Services

As part of society and communities, the Company and its employees realize that both communities and the Company must grow together. Thus, the Company has continued to support a variety of public services to upgrade the living condition of people in the communities. The services done in 2008 included:



- **Wall Painting at Wat Boonrod Dhammaram Pavilion**

The painting was done by the Company's staff members and university student trainees. The pavilion is now in good condition and ready to use for any community's activities in the future.

- **Landscaping the Community Entrance and Walkway**

Bangchak, Phra Khanong District Office, PTT and communities collaborated in upgrading the road condition adjacent to the refinery, turning the bumpy and muddy road into a cement road. Over 120 Asoke trees were planted along this cement walkway. It is now convenient and safe to walk along this road.



- **Public Services on HM the King's Birthday**

Bangchak, Phra Khanong District Office, people in the community, teachers and students joined hands in painting the bridge over the expressway in front of Poonsin School to honour HM the King.

- **Donation of Floor Tiles**

Realizing the importance of school, the Company helped improve the condition of Baan Bangkrasan School in Bang Pa-In, Ayutthaya, by fixing ceramic floor tiles of the school's multi-purpose building as well as installing more ceiling fans. The school can now use the building to hold more activities outside classrooms.



- **Flood Victims Relief**

The Company donated survival kit bags as well as drinking water to assist 500 flood victim families of Koke Samrong Agricultural Cooperative Group in Lopburi province.

## Economic



### • Promotion of Community Products

In 2008, Bangchak has used baked salted sunflower seeds and garlic, for its promotional sale activities at service stations. Not only are both products good for health, but also the Company had a chance to help garlic farmers in the Northern part of Thailand during the time when the garlic price was so low due to oversupply. Members of communities around the refinery also had chances to earn extra money from preparing food, desserts and drinks for Company's activities; and from distributing the Krob Krua Bai Mai journals. Those who are qualified for any jobs at the refinery or at Bangchak service stations were also given special consideration.

## Product and Service Development

With responsibility to its customer, Bangchak has continued to develop products which are customer and environmentally friendly.

### Leader in Renewable Energy

Bangchak has followed His Majesty's the King's initiative in developing renewable fuels, being the leader in the production and distribution of Gasohol 95 and 91, which contain agricultural-based ethanol and have the same quality as normal gasoline. This year, the Company has developed and distributed two more gasohol types, Bangchak Gasohol E20 and E85, the mixture of unleaded benzene and ethanol at the ratios of 80:20 and 15:85, respectively, which are only suited the engines designed for E20 and E85.

Apart from products for gasoline engines, the Company also developed Power D, B5 and Euro IV for diesel engines. These three types are friendlier to the environment as they reduce carbon dioxide and hydro carbon emissions. The Company launched the products before the government's enforcement in 2012.





#### Development of Oil Lubricant Quality Management System

The Company has developed its Oil Lubricant Quality Management System and became the pioneer enterprise in Thailand to receive the ISO/TS16949:2002 certificate, which is an internationally accepted standard of Technical Specification (TS) in auto industry management.

#### Bangchak Gasohol Club Card

The card is designed to help car users by offering a discount of 20 satang per liter on gasohol products and other privileges, including the 24-hour emergency services nationwide, a discount on Bangchak lubricants and other promotions from participating shops. Cardholders can also donate the discount gains for charity to social and environment organizations. In 2008, the Bangchak Gasohol Club, on behalf of its members, donated a total of 422,035 Baht to the Children Protection Foundation.



Moreover, on the 3rd year anniversary of the card, the Club offered a special discount of 30 satang per liter for every 700 Baht purchase of gasoline throughout December 2008.

#### More choices on alternative energy

Due to the soaring oil prices during the first half of the year, more customers have opted for natural gas. Bangchak has collaborated with PTT in providing natural gas at 15 Bangchak service stations, giving more options for customers.

#### Standard Oil Vapor Control System

The Company has installed the Oil Vapor Control System at the Bangchak Refinery on Sukhumvit 64 and at all Bangchak service stations in Bangkok and nearby provinces to ensure customers safety and health.

#### Bangchak stations with SHEE standards

The Company has promoted activities on safety, health, environment and energy or SHEE at Bangchak service stations for the quality of life of station operators and customers. The major component of SHEE is fire fighting drills in preparation for emergencies at stations. SHEE also covers third-party insurance; consistent toilet cleaning; maintenance of lawn, trees, and sewage system; waste and water treatment; garbage classification; and power management for energy saving.







### Communication Channel Development

Bangchak has placed an importance on the disclosure and transparency of all aspects relating to its business information for the maximum benefit of the general public, including Bangchak's customers. The Company has developed services and communication channels to provide complete, reliable and on time information about its business, products and services. The general public, its customers and stakeholders are able to access to these information equally. The communication channels are also used in receiving any recommendations for product and service quality improvement.

#### Bangchak Customer Service Center

Bangchak has set up a customer service center, where customers voice their opinions and give recommendations via the telephone number 0-2745 2440-4. Equipped with professionally-trained staffs, the center gives an importance to taking recommendations into account for further product and service improvement.

#### Bangchak Website : [www.bangchak.co.th](http://www.bangchak.co.th)

The Company has created its own website to provide information relating to its business, products and services and social and environmental activities, including useful investors' information, and business updates. There is also a web board, that welcomes opinions and recommendations from internet users at all time.

#### Distribution of Lubricant Products through Website: [www.lubethai.com](http://www.lubethai.com)

The Company has developed an online lubricant products distribution channel, with free delivery to customers in Bangkok and nearby provinces. This website also provides useful information on lubricant products for customers to make right decisions.





## Awards and Certificates



- Top Corporate Governance Report Awards, honored as the listed company which is outstanding in terms of its Good Corporate Governance Report. This is the third consecutive year the Company has been awarded this prize at the SET Awards 2008 held by the Stock Exchange of Thailand and Money & Banking Magazine
- Corporate Social Responsibilities Awards, honored as the listed company which is outstanding in terms of operating business, while being responsible for environment and society. This is the second consecutive year the Company has been awarded this prize at the SET Awards 2008 held by the Stock Exchange of Thailand and Money & Banking Magazine
- IR Excellence Awards, honored as the listed company which is outstanding in terms of conducting investors' activity, emphasizing on whole organization's taking part in arrangement the activity for investors and shareholders, presented at the SET Awards 2008 held by the Stock Exchange of Thailand and Money & Banking Magazine
- Honorary Award and Certificate for recognizing compliance to Corporate Social Responsibility, by the Department of Industrial Works: CSR-DIW, as a company complying with Department of Industrial Works Notification of the International Standards Organization and Department of Industrial Works.
- "Rak-Mae Rak-Mae-Nam" Project Honorary Award, as an organization realizing the importance of and conserving the Chao-Phraya River in response to the Her Majesty the Queen intention to address the problem of insufficient water sources which is the foundation of the country. Moreover, the project encourages river neighborhood factories and community to cooperate in reducing pollution, rehabilitating the environment and following up on river quality to meet standards, organized by the Ministry of Industry.
- Honorary Award for being enterprise join in environmental campaign, presented in World Environment Day 2008, as a corporate with a continuous environmental campaign, to



> SET Awards 2008

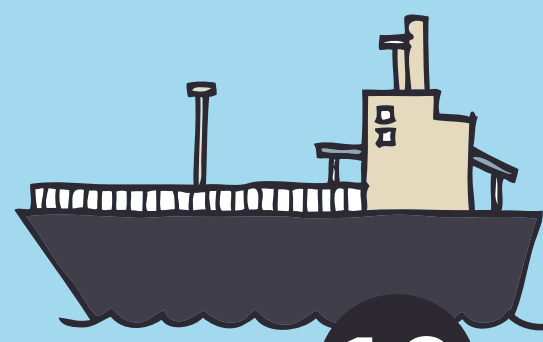
be a role model organization, to stimulate public awareness of sustainable environmental conservation, held by the Office of Environment and the Bangkok Metropolitan Administration.

- Award for the Nation Level outstanding Workplace on occupational health, safety and working environment, in 2008 National Safety Workplace Week, organized by Department of Labor Protection and Welfare, Ministry of Labor (MOL)
- ISO/TS 16949 : 2002 Certificate for Technical Specification (TS) of International Quality Management System in Vehicle Industry, being the first Thai Company awarded the certificate by United Registrar of Systems (Thailand) Company Limited
- Good Lab Practice / Department of Industrial Work : GLP/ DIW) and ISO/IEC 17025" from the Thailand Industrial Standards Institute (TISI), the Ministry of Industry.
- CNBC's Corporate Social responsibility Award 2008 announced in CNBC's 2008 Asia Business Leader Award (ABLA) presentation hosted by CNBC (Consumer News and Business Channel) and NBC Universal. The award was granted to Mr. Anusorn Sangnimnuan, President for Bangchak's leading role of CSR.
- Board of the Year for Exemplary Practices Award for 2006/ 2007 from the Thai Institute of Directors (IOD)

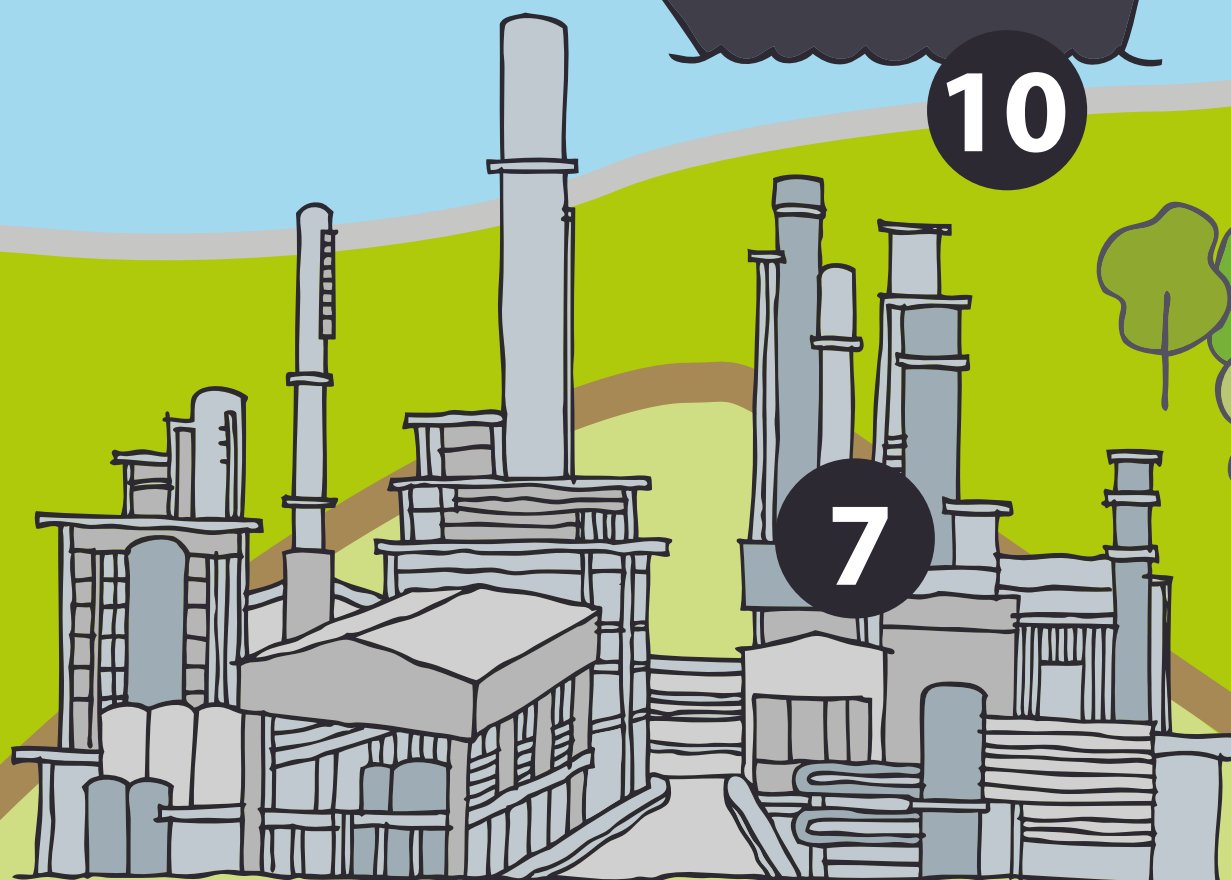
- First runner-up in the 2007 contest on projects on sufficiency economy philosophy (large-sized enterprise category), hosted by the Office of The Royal Development Projects Board (RDPB).
- ISO 17025 Certificate for laboratory operations on diesel product testing from Thailand Industrial Standard Institute (TISI), Ministry of Industry
- Commitment to Social and /or Environment Issues Certificate, jointly awarded by Thailand Management Association and Sasin Graduate Institute of Business Administration of Chulalongkorn University at the 6th “Thailand Corporate Excellence Award” in 2007
- Commitment to Energy Saving Certificate, jointly awarded by Thailand Management Association and Sasin Graduate Institute of Business Administration of Chulalongkorn University at the 6th “Thailand Corporate Excellence Award” in 2007
- One of nine companies with highest combined scores in good governance from the 2006 survey jointly hosted by Thai Institute of Directors (IOD), the Securities and Exchange Commission and the Stock Exchange of Thailand
- Certificate on Distinction in Maintaining Excellent Corporate Governance Report from Money & Banking Magazine and the Stock Exchange of Thailand, presented in the SET Awards 2006
- Best Corporate Social Responsibilities (CSR) Award from Money & Banking Magazine and the Stock Exchange of Thailand, presented at SET Awards 2006
- Certificate on Commitment to Social and/or Environment Issues by the Thailand Management Association (TMA) and Sasin Graduate Institute of Business Administration of Chulalongkorn University, presented at “The 5th Thailand Corporate Excellence Awards” in 2006
- Certificate on Commitment to Energy Saving from Thailand Management Association (TMA) and Sasin Graduate Institute of Business Administration of Chulalongkorn University, presented at “The 5th Thailand Corporate Excellence Awards” in 2006
- Best Toilet on Major Roads Award 2006, at “World Toilet Expo and Forum 2006”, for Phaholyothin and Rama II Roads under the Thai public toilet improvement program, the Public Health Ministry’s Health Department
- Excellent Board of Directors Awards 2004-2005 from the Thai Institute of Directors (IOD)
- OHSAS 18001 certificate for occupational health and safety at the Bang Pa-In Oil Distribution Center in Bang Pa-In, Ayutthaya, granted in 2005
- Best Corporate Governance Report from Money & Banking Magazine and the Stock Exchange of Thailand at SET Awards 2005
- Selected as one of companies in the Top Quartile Company Group for 2005, the third straight year, under the Corporate Governance of Thai Listed Companies 2005 program by the Thai Institute of Directors (IOD), the Stock Exchange of Thailand and the Securities and Exchange Commission
- Most Creative Issue Award from the Thai Bond Dealing Center at Best Bond Awards 2004
- Prueksanakara Prize for excellent greenery among large buildings, Front of the House Category during 2002-2004 from Bangkok Metropolitan Administration’s Phra Khanong District Office
- TIS 18001-1999 and OHSAS 18001-1999 certificates for occupational health and safety management system in all operating processes in 2004
- OHSAS 18001 Certificate for 2003
- ISO 9001:2000 for lubricant oil business’ product development, procurement and distribution; as well as for car care services in 2002
- EIA Award for standard environment management from the Office of Natural Resources and Environmental Policy and Planning (ONEP) in 2001
- TSI 18001 certificate for occupational and safety in 2000, being the first Thai refinery awarded the certificate by the International Organization for Standardization
- EIA Award for standard environment management from the Office of Natural Resources and Environmental Policy and Planning (ONEP) in 1998
- Award for the outstanding committee on occupational health, safety and working environment in 1998
- ISO 14001 - Petroleum Refining Certificate for environment management at all production systems in 1997 and renewed certificate awarded in 2003
- Honored as an enterprise that followed environmental standards and closely monitored environment quality in 1995
- Outstanding Workplace on safety in 1995
- Outstanding Enterprise on safety management in 1994
- Outstanding Enterprise on Environmental Conservation in 1991
- Outstanding Energy Saving Enterprise in 1990



chaopraya river



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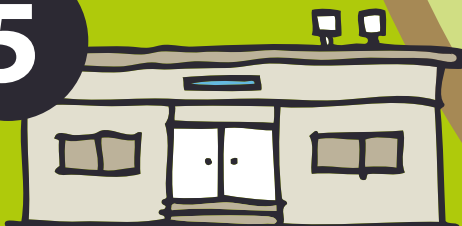
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1. AIC Park
2. Command Center
3. Bangchak conference Hall, building 4
4. Control Room
5. LAB
6. Unit plant #2 and #3
7. Product Quality Improvement Unit (PQI)
8. Biodiesel Plant
9. Bangchak service station, riverside branch
10. Oil Jetty

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**THE BANGCHAK PETROLEUM PUBLIC COMPANY LIMITED**

210 Moo 1 Soi Sukhumvit 64 Sukhumvit Rd., Bangchak, Phraeknong, Bangkok 10260 Thailand.

Tel. : 66 (0) 2335 4999 Fax : 66 (0) 2335 4009

[www.bangchak.co.th](http://www.bangchak.co.th)