



บริษัท ทีปโก้แอสฟัลท์ จำกัด (มหาชน)



บริษัท เรย์โคล แอสฟัลท์ จำกัด



บริษัท ทีปโก้มาร์ไทม์ จำกัด



บริษัท ไทยบิทูเมน จำกัด

Announcement No. 18/2014

Sales Policy

Tipco Asphalt Group is committed to selling quality products and providing excellent services with international management standards. This is to ensure effective sales and services while meeting customers' needs and their greatest satisfaction. The company hereby establishes a sales guideline, with details as follows:

1. Prepare action plans and targets on sales and services as well as conducting internal communication to employees within department and organization to understand and use as work guideline.
2. Ensure sales guidelines to be fully complied with the Consumer Protection Act by providing factual and sufficient description of products or services for customers to make decisions. In addition, customers shall be completely safe while using our products or services, and receive fair treatments upon contractual practices with the company including their rights to be under consideration for damage compensations caused by our products and services.
3. Determine fair price of products and services in accordance with the Act on Prices of Goods and Services. Such pricings shall not exhibit any monopoly, trading unduly profits, trade barriers to limit competitions, and taking advantage of consumers.
4. Conduct corrective and preventive actions on customer's complaints. Create awareness among all staff with strong, effective work commitment to deliver quality goods and services while minimizing customers' complaints.
5. In case of our product specifications fail to pass standards due to operational process errors, the company shall immediately recall such defected products and/or be responsible for compensation that may occur. This is to ensure our consistent product standards quality while maintaining highest level of customer satisfaction.
6. Establish a Code of Conduct for operations, with focus on all staff in Sales and Marketing Department not participating in any deceptive, misleading fraudulent or unfair acts. This is to raise their awareness on good corporate governance foundation to improve operation standard to become more transparent, efficient and effective.
7. Define guidelines and methods for customer data protection to respect rights, security, privacy as well as prevention of unauthorized data uses without customer permission.
8. Review, develop and improve upon policy, targets and operational plans regularly every year.

This policy is effective from November 14th, 2014 onwards.

(Mr. Chaiwat Srivalwat)

Managing Director