

Quality Policy

The Company steadfast in its commitment to social and environmental responsibility, aspiring to attain a position as world-leading company in comprehensive transportation systems. This commitment is guided by a set of core principles delineated as follows :

1. Customer Focus:

- Commitment to satisfaction: Deliver expressway and mass rapid transit services that meet customer expectations.
- Safe and reliable journeys: Ensure the safety, convenience, fast, reliability, and punctuality of our expressway and metro systems.
- Continuous improvement: Actively seek feedback and implement improvements to enhance the customer experience.

2. Excellence and Efficiency:

- Quality management : Continuously develop and improve our quality management system to meet international standards.
- Operational efficiency : Optimize processes to enhance efficiency and effectiveness across all levels of the organization.

3. Employee Development and Engagement:

- Knowledge and skills : Equip our employees with the necessary knowledge, skills, and competencies to perform their duties safely and deliver excellent service.
- Empowerment and commitment : Foster a culture of ownership and engagement, encouraging employees to contribute to quality improvement initiatives.

4. Shared Value Creation:

- Stakeholder focus : Recognize and address the needs and aspirations of our stakeholders, including customers, employees, shareholders, and the community.
- Sustainable practices : Implement sustainable practices throughout our operations, minimizing environmental impact and maximizing positive societal outcomes.

This policy articulates the Company's dedication to excellence, customer-centricity and social responsibility. By embracing these principles, the Company aim to deliver value to all stakeholders and contribute to a more promising future for Thailand and the global community.