

บริษัท ทางยกระดับดอนเมือง จำกัด (มหาชน)  
Don Muang Tollway Public Company Limited

40/40 ถนนวิภาวดีรังสิต แขวงสนามบิน  
เขตดอนเมือง กรุงเทพมหานคร 10210  
โทร : (66) (02) 792-6500  
โทรสาร : (66) (02) 552-8065  
เลขทะเบียน บมจ. 0107537001129



40/40 Viphavadi Rangsit Road,  
Sanambin, Don Muang, Bangkok 10210  
Tel. : (66) (02) 792-6500  
Fax. : (66) (02) 552-8065  
Plc Registration No. 0107537001129

ISO9001, ISO14001, ISO45001 & ISO/IEC27001 CERTIFIED

DMT/P/CS/414/66

5 October 2023

**Announcement No. 39/2023**

**Office of the Managing Director**

**Policy of Quality, Environment, Occupational Health and Safety,  
and Information Security  
(Revision of 3<sup>rd</sup> 2023)**

Don Muang Tollway Public Company Limited, as an operator of an elevated expressway connecting national road and transportation networks, is committed to delivering excellent services to customers while ensuring the satisfaction of all stakeholders. The Company continually improves its internal management systems to effectively adapt to various operational circumstances and achieve sustainable business outcomes.

Operations are conducted within a standardized framework, emphasizing the proactive role of the Company's personnel and the support of all stakeholder groups. This aims to ensure convenient, fast, and safe travel through the expressway, while effectively managing environmental concerns and information security based on the principles and practices outlined as follows:

- **Prioritization of Customer Service and Traffic Management:** The Company emphasizes convenience in toll collection, traffic management, and emergency handling in accordance with customer and stakeholder requirements. Continuous improvement aligns with quality, environmental, safety, and information security management systems to ensure efficient, safe, and satisfactory service delivery that supports the Company's vision, mission, and business plans sustainably.
- **Environmental Protection:** The Company is dedicated to preventing and controlling pollution including noise, dust, waste, and wastewater from buildings by managing it at the source. It promotes efficient use of resources and energy, the adoption of eco-friendly products, and supports climate change mitigation initiatives.

- **Occupational Health and Safety:** The Company is committed to eliminating hazards and reducing risks related to occupational injuries and illnesses among workers and related personnel. This includes risks from tools, equipment, fuel, chemicals, and other hazards. The Company ensures a safe and appropriate working environment, enforces operational controls for expressway users' safety, and conducts risk assessments and emergency preparedness.
- **Information Security:** Vigilance is maintained through monitoring, inspection, prevention, and response to potential threats. The Company aims to eliminate vulnerabilities affecting services, focusing on confidentiality, integrity, and availability of information to build trust and reliability in information security.
- **Compliance and Excellence:** The Company actively promotes adherence to all relevant laws, regulations, and requirements regarding quality, environment, occupational health and safety, and information security. This ensures excellence and compliance in service delivery.
- **Awareness and Engagement:** The Company fosters internal communication, public relations, training, consultation, and participation to raise awareness of quality, environmental, occupational health and safety, and information security issues. This engagement extends to personnel and stakeholders to promote sustainable joint responsibility in operations.

The Company has established standardized operational procedures in accordance with this policy and set objectives related to quality, environment, occupational health and safety, and information security. This policy is communicated, understood, and implemented throughout the organization and is disclosed to stakeholders and the public through the Company's communication channels.

Issued on: October 5, 2023

(Dr.Sakda Panwai)  
Managing Director