

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

ISO 9001, ISO 14001, ISO 45001 & ISO/IEC27001 CERTIFIED

40/40 Viphavadi Rangsit Road,

Sanambin, Don Muang, Bangkok 10210

Tel. : (66) (02) 792-6500

Fax. : (66) (02) 552-8065

Plc Registration No. 0107537001129



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Office of the Managing Director

**Quality, Environmental, Occupational Health and Safety,
and Information Security Objectives (2025)**

Don Muang Tollway Public Company Limited, as an expressway management operator connecting national road and transportation networks, is committed to delivering excellent services to customers and ensuring stakeholder satisfaction. Through the development of internal management systems that can effectively support operations under all circumstances, the Company strives to sustainably achieve its defined business outcomes.

Accordingly, the Company has established the following objectives in line with its policies on quality, environment, occupational health and safety, and information security:

1. Internal Management System Development

- Maintain continual certification of ISO9001, ISO14001, and ISO45001 standards throughout 2025
- Maintain continual certification of ISO/IEC 27001 in 2025
- Maintain continual certification of ISO 14064 in 2025
- Fully comply (100%) with the maintenance standards and requirements of the Department of Highways for concession expressways
- Achieve an average customer and stakeholder satisfaction level exceeding 80%
- Traffic management efficiency: Reach incident site within 12 minutes after notification
- Incident clearance efficiency: One-lane obstruction: cleared within 60 minutes, Two-lane obstruction: cleared within 90 minutes
- Toll collection efficiency during peak hours: at least 450 vehicles/hour
- Number of employee work-related accidents: 0
- Number of contractor/worker work-related accidents: 0
- Lost time injury frequency rate (LTIFR): not exceeding 0.25 hours
- Zero cases of occupational disease in 2025

2. Environmental Protection

- Reduce electricity consumption at MOC office and Don Muang toll plaza by 10% compared to 2023
- Reduce electricity consumption at other 8 toll plazas by 10% compared to 2023
- Reduce average water consumption by 10% compared to 2023
- Promote environmentally friendly product usage (Green Procurement): value exceeding 50% of total procurement in 2025
- Reduce greenhouse gas emissions by 11% compared to 2023 baseline
- Recycle more than 10% of total waste compared to 2023
- Reduce paper usage by more than 10% compared to 2023

3. Compliance with Laws, Regulations, and Standards

- Results of Measurements - Noise level measurements comply with legal requirements
- Results of Measurements - Dust level measurements comply with legal requirements
- Results of Measurements - Lead (Pb) measurements comply with legal requirements
- Results of Measurements - Carbon monoxide (CO) measurements comply with legal requirements
- Results of Measurements - Lighting level measurements comply with legal requirements
- Results of Measurements - Wastewater from buildings complies with legal requirements
- Results of Measurements - Drinking water quality complies with legal requirements

4. Awareness and Participation in ISO System Operations

- Zero environmental complaints arising from internal employee operations that are non-compliant with applicable laws and regulations
- Resolution of user complaints within 3 days of receipt
- The rate of participation in safety-related activities exceeds 70%
- Limit service downtime resulting from cyber-attacks to no more than 1 hour
- Zero incidents of high-level classified (Secret) information disclosure or leakage resulting in adverse media coverage

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(Dr.Sakda Panwai)

Managing Director