

1. The Company's Vision

The First Choice Carrier with Touches of Thai.

2 The Company's Mandates

- To offer domestic and international air travel and related services that are safe, convenient, and of a quality to ensure customer satisfaction and trust.
- To be committed to international standards of management efficiency, transparency, and integrity, and to achieve satisfactory operating results in order to maximize benefits for our shareholders.
- To create a suitable working environment and offer appropriate salaries and wages as an incentive for staff to learn and work to the fullest of their potential and to take pride in their contribution to the Company's success.
- To be socially responsible, as the national airline.

3 The Company's Policies

As the national airline, the Company represents the Kingdom of Thailand in protecting and augmenting the country's aviation rights and participates in promoting and developing the tourism industry as a means of generating additional income both in Thai baht and foreign currencies. The Company also encourages its human resources to acquire new skills and attain international standards of professionalism. Thai Airways contributes to the advancement of all types of technology related to the world's commercial aviation industry. Finally, the Company aims to play a part in spreading awareness around the world of the uniqueness of Thai culture, its customs, and traditions.