

5. Instructions and Warnings for Executive Officers

5.1 In Relation to the Company

1. Comply with the Company's policies.
2. Modify business strategies to suit current conditions, promote stable growth, and generate steady profits for the Company.
3. Always acquire knowledge that may be helpful to the Company, and perform their duties in a manner consistent with a conscientious, experienced expert.
4. Be responsible for maintaining the Company's assets and preventing them from premature depreciation and untimely damage or loss.
5. Treat Company secrets as strictly confidential.
6. Refrain from running or otherwise being involved in any business(es) the benefits of which are or may be in conflict with those of the Company.
7. Refrain from using one's position in the Company to gain benefits for oneself or others.
8. Withdraw from any decision or the performance of any duty involving one's own interests, which might render the decision or performance unfair.

5.2 In Relation to Shareholders

1. Adhere to the principles of integrity and honesty in performing one's duties and making decisions, and show fairness to major and minor shareholders alike for the benefit of shareholders as a whole.
2. Manage the Company's business in such a way as to achieve stable growth and security, and yield appropriate profits for shareholders.
3. Complete regular performance reports in an accurate and timely manner, and prepare logical, reliable, and well-supported reports on positive and negative trends affecting the Company's performance.

5.3 In Relation to Staff Members

1. Compensate individual staff members fairly on the basis of their integrity, knowledge, ability, responsibility, and performance.
2. Foster a working atmosphere that facilitates efficiency and protects the health and safety of staff and their belongings.
3. Make impartial decisions concerning staff appointments, promotions, rewards, and punishments on the basis of integrity, knowledge, ability, and performance.
4. Place emphasis on personnel training and the development of staff potential for all employees.
5. Listen to staff suggestions and opinions when they are rational and sensible.

6. Make certain that staff members comply strictly with relevant laws, rules, and regulations.
7. Avoid any unfair actions that may seriously affect staff efficiency or place undue emotional or psychological pressure on them.
8. Treat staff members politely and respectfully.
9. Encourage employees to uphold professional ethics and personal integrity.
10. Refrain from protecting employees or obstructing justice when they violate the law or the Company's rules and regulations.
11. Ensure that staff members are given appropriate employee benefits.
12. Raise staff awareness of the importance of using the Company's limited resources to the fullest extent possible.

5.4 In Relation to Clients and the Thai People in General

1. Satisfy clients with quality services offered at reasonable prices.
2. Provide complete information about Company services in an accurate and timely manner, and refrain from distorting such information.
3. Refrain from misleading clients and the Thai people in general about the quality, prices, amount, or any conditions of services, and, in the case of misunderstandings in this regard, take urgent action to correct them.

4. Set up a convenient system to allow customers and the Thai people in general to file complaints, and give a suitable amount of time to evaluating the validity of the complaints received.
5. Treat customer information as confidential, and refrain from exploiting such information for any purpose.
6. Keep service costs down while ensuring that all services conform to acceptable standards of quality.
7. Take good care of the clients and foster good relations with them.
8. Honor promises and terms offered to clients, and where it is impossible to do so, inform them promptly so that a suitable solution can be found.
9. Refrain from setting conditions that are unfair to the clients.
10. Respond to clients' needs, and devise new services to satisfy them.

5.5 In Relation to Business Partners and/or Creditors or Debtors

1. Refrain from accepting money, valuables, or any benefits worth over 3,000 baht from business partners and/or creditors or debtors.
2. Refrain from requesting, accepting, or offering any illegitimate benefits to the business partners, and refrain from requesting, accepting, or offering any illegitimate benefits to or from the creditors or debtors.
3. If illegitimate benefits are requested, accepted, or offered, Thai Airways executives shall take urgent action to resolve the situation fairly.

4. Abide by the terms offered to business partners and/or creditors or debtors, and, where it is impossible to do so, inform them in advance so that a solution acceptable to all can be found.

5.6 In Relation to Business Competitors

1. Adhere to the principles of fair competition.
2. Refrain from damaging the reputation of business competitors by making untrue accusations against them.
3. Refrain from obtaining confidential information about them through dishonest or otherwise unethical means.

5.7 In Relation to the Society

1. Take into consideration the general good, and avoid all actions that may damage the reputation of the nation, its natural resources and the environment, and the public interest.
2. Support activities that contribute to the society on a regular basis.
3. Raise awareness among staff at all levels of the importance of social responsibility.
4. Refrain from supporting or being involved in possible violations of the law.

5. Inform relevant government agencies of violations of the law and cooperate with the authorities in preventing such violations and enforcing the law.
6. Refrain from political involvement on behalf of the Company.