



PTG ENERGY GROUP

Supporting Document

on

Ethical Marketing and Advertising Policy

Record of Revisions

No. of revision	Effective Date	Detail of Revision
01	01/01/2024	Revise all documents
00	21/12/2022	First Execution



Ethical Marketing, Advertising, and Sales Policy

Ethical Marketing and Advertising Implementation

PTG Energy Public Company Limited ("**the Company**") and its subsidiaries ("**the Group**") are committed to conducting business in compliance with the laws, regulations, and international standards, promoting fair competition, transparency, and creating benefits for consumers and society. Therefore, this public Ethical Marketing and Advertising Policy has been developed, with the following details:

1. Communications and advertising related to product and service information by the Group must be accurate, complete, timely, ethical, and conducted with integrity. Communication and advertising in no way should deceive or distort the truth. It should not include exaggerated or potentially misleading messages. Additionally, the Group must adhere to transparent and equitable agreements, contracts, or conditions with customers, and consistently prioritize the confidentiality of customer data. If the Group intends to use customer marketing-related data or data beneficial to marketing, it must obtain consent from the customers beforehand.

2. Communication and advertising through responsible means, without exaggerating information related to the news of the products and services of the Group, which impact society and the environment. Every product of the Group must provide safety information in accordance with laws, regulations, and international standards. Additionally, the Company and the Group are committed to providing knowledge and detailed information about products and services, such as manufacturing date, expiration date, and more, to customers through various forms of communication and public relations advertising and marketing.

3. Deliver high-quality products and services and disclose information about products and services with integrity, except for communicating information that may affect reputation, honor, or other benefits that impact all stakeholders, especially vulnerable groups such as children, youth, persons with disabilities, and market illiterates etc.

4. Refrain from communicating and advertising false information related to the image of the organization, products, and services of competitors. The company conducts commercial competition based on principles of free trade, fair play, and fair competition and does not support actions that unfairly harm the reputation of competitors.

Contact Channels

PT Call Center 1614 or 02-030-1446 or via Facebook: PT Station, and via the company's website <https://www.ptgenergy.co.th/> on the topic of whistleblowing guidelines / complaints corruption in the service complaints channel (<https://investor.ptgenergy.co.th/th/complaints-and-anonymous-tips/general-complaint>).