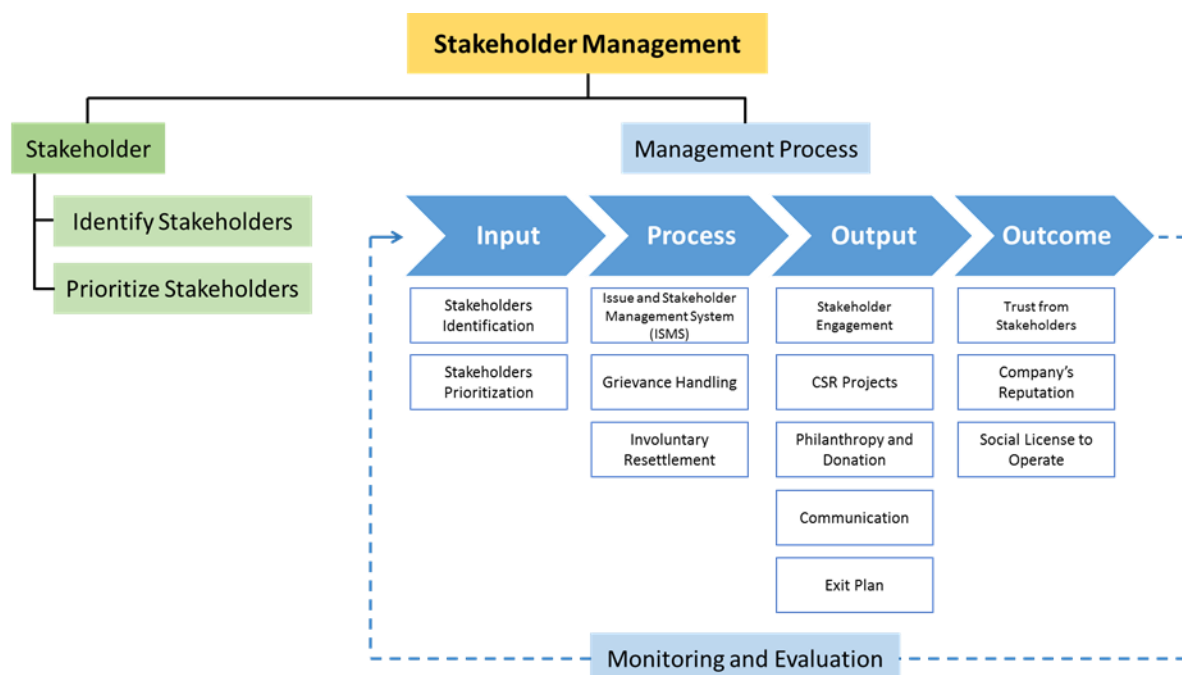


Stakeholder Management Guideline

Stakeholder Management is the process of developing appropriate management strategies to effectively engage stakeholders throughout the lifecycle of the Company operations and activities. This guideline describes an overall process of PTTEP Stakeholder Management, based on the methodologies from the relevant practices. The further details of each practice can be found in PTTEP guidelines and documents.

This guideline divided into two parts; part one describes who are our stakeholders and how important to the Company's operations or activities. Part two shows how to manage the stakeholders and tools that fit with each stage of stakeholder management.



The purposes of this guideline are as followings;

- To identify and prioritize the stakeholders that could affect or be affected by the Company's projects or operations
- To analyze and execute the process to manage the stakeholders by applying the different tools i.e. Issue and Stakeholder Management System (ISMS), grievance handling, involuntary resettlement and etc.

- To find the appropriate mitigation and strategic plan for the stakeholder management i.e. stakeholder engagement, CSR projects, philanthropy and donation and etc.
- To focus on continuous communications with stakeholders to meet their needs and expectations, and to address the soliciting issues
- To monitor and evaluate the result of a whole process, which helps make adjustments and respond to the problem areas

The Stakeholder Management Guideline shall be applied to all PTTEP operation assets, both domestic and international, where there are organizations, communities or individuals who have an impact or interest in Company's project and operation.