

Product Quality & Recall Management





The Company operates fuel oil trading business through PT service stations in two types: service stations owned by the Company (Company Owned Company Operated or “COCO Service Station”) and service stations owned by the operator who has the right from the Company (Dealer Owned Dealer Operated or “DODO Service Stations”). The DODO service stations shall buy oil from the Company and subsidiaries that are oil traders under Section 10. The company will be the distributor of oil by transporting the oil to gas stations. In the case of a wholesale customer, the customer will pick up the oil at the oil depot themselves.





Reasons for recalling oil into storage tanks	Corrective measures
1. Fill the wrong type of fuel.	<ul style="list-style-type: none">• The station provides regular training on the "Oil Spill Prevention Manual" every month to employees.• There is a test of pipes and tanks every 10 years as scheduled, conducted annually.• An investigation is conducted to find the root cause and determine corrective measures.• On-site knowledge reviews are conducted for employees by the station manager.
2. Found water in an underground hole, needs repairs and cleaning or maintenance of underground tanks.	
3. Gasoline was paid to the customer at the wrong service station.	
4. Reject oil or oil obtained from truck drainage.	<ul style="list-style-type: none">• The Quality Assurance Officer is notified via email about the amount of oil returned and the amount of oil in the storage tank before quality improvement according to the quality resolution guidelines.

Product Recalls : Summary



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Number of product lines for which products were recalled:	N/A	105	99	127	94
Expenses incurred due to recalls issued in the corresponding fiscal year Currency: THB	N/A	1,933,303	1,549,535	1,744,590	6,502,022
Revenues (as provided in Company Information section)	N/A	104,422,714,088	133,758,822,168	179,422,422,457	198,811,063,907
Cost of recalls as a percentage of annual revenues	N/A	0.00185	0.00116	0.00097	0.00327