



# PTSC ETHICS CODE OF CONDUCT

# PRINCIPLES IN COMMUNICATIONS AND BEHAVIORS

## GREETING

Is an essential ritual in communication between subordinates - managers, with partners, clients, colleagues, and others.

Have a welcoming, sincere, and professional attitude upon greeting.

Act appropriately for age, position, and workplace environment.

**PTSC**

A member of PETROVIETNAM

## COMMUNICATION BEHAVIORS

### 1 BE GENTLE

- Be unite, amiable and GENTLE, smile whenever feasible.
- Speak properly; do not use bad words or curse.

### 2 BE SINCERE

- Give SINCERE and helpful advice at the appropriate time, in the right place, for the team's goal.
- Be carefully receptive to guidance and recommendations.

### 3 BE SUPPORTIVE

- Cooperate SUPPORTIVELY, exchange expertise and experience to complete the assignment.
- Orient and support new staffs on acquainting with PTSC culture.

# PRINCIPLES IN COMMUNICATION BETWEEN LEADERS, MANAGERS AND STAFFS

## “Proper Behavior - Respectful Attitude”

### MANAGERS - STAFFS



Do:

- Be aware of and represent self-position, maintain the personal prestige.
- Provide staffs with fairness, encouragement and motivation.
- Dare to take on responsibility.



Do not: Be emotional or biased.

### STAFFS - MANAGERS



Do:

- Strictly comply with decisions and requirements of superiors in accordance with given duties and tasks.
- Possess a strong sense of responsibility.
- Be forthright, honest, and demonstrate the appropriate function and work position.



Do not: Be opposed or overstepped.

### STAFFS - STAFFS



Do:

- Support colleagues at work, be trustworthy, and be kind.



Do not: be envious or disparaging of others.



# THE "3 MERITS" MOTTO

## IN COMMUNICATIONS WITH CLIENTS AND PARTNERS

# 1

### LISTEN ATTENTIVELY:



- Respect and listen to opinions of clients and partners.

# 2

### RESEARCH PROPERLY:



- Thoroughly collect information on each clients and partners.
- Provide comprehensive and precise details when introducing about PTSC.

# 3

### COMMUNICATE EFFECTIVELY:



- **Face-to-face communication:**
  - Show warmth and courtesy.
  - Have goodwill to cooperate for the mutual equality and legitimate interests.
- **Telephone communication:**
  - Make a full introduction and concise conversation.
  - Show courtesy through polite greeting and hanging up.
- **Email communication:**
  - Check and respond to emails promptly.
  - Compose and re-read the email before sending (focus on the title, content, spelling and signature).



# PRINCIPLES IN DRESS CODE



## **BE NEAT**

Wear NEATLY and courteously.

## **BE STANDARD**

Wear STANDARD dress code when performing duties

## **BE ELEGANT**

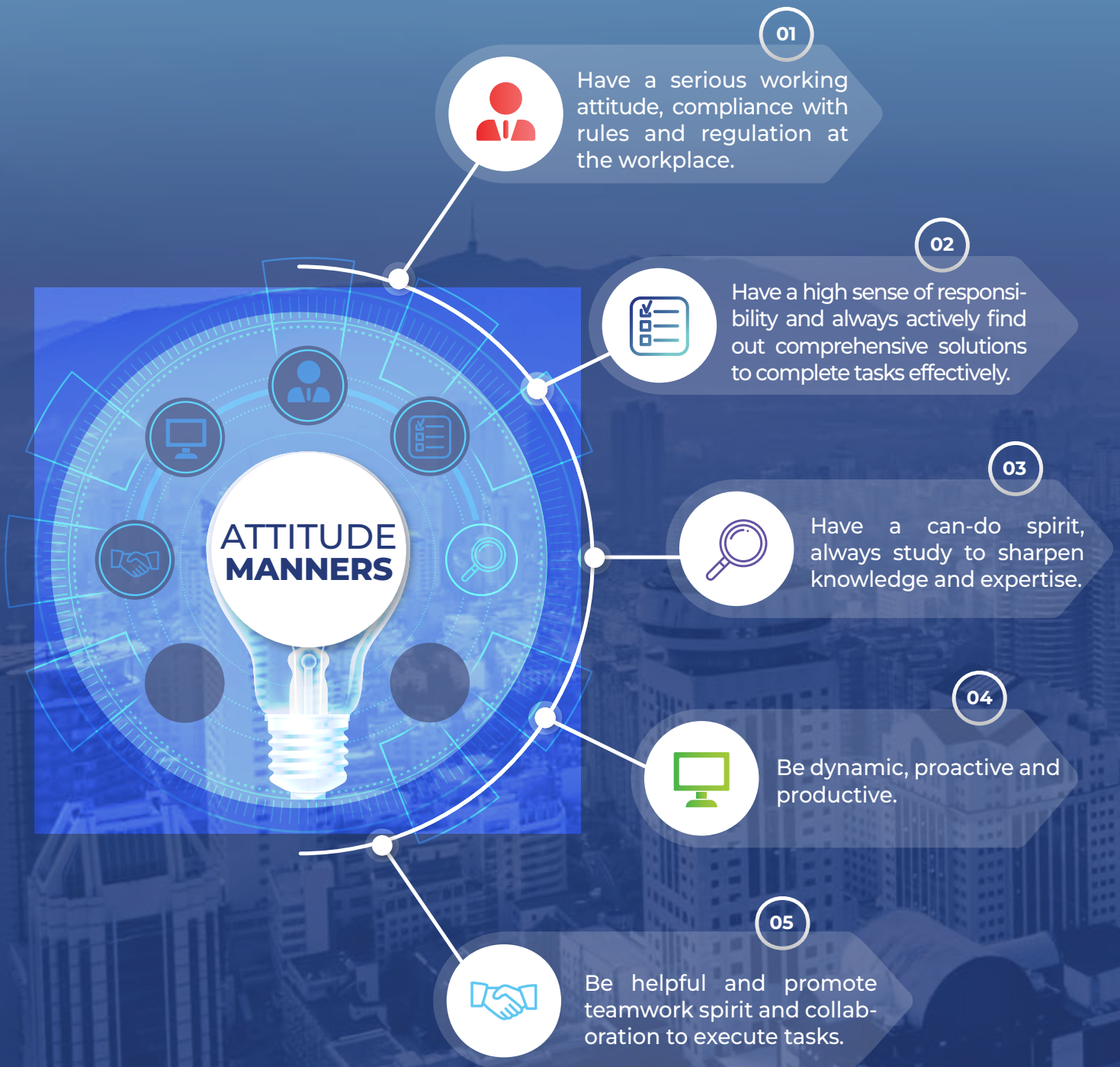
Encourage ELEGANT wearing that is good-looking and relevant to circumstances.



# PRINCIPLES IN ATTITUDE AND WORKING MANNERS

**PTSC** not only focuses on results but also on the process to create success.

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# PRINCIPLES IN WELCOMING CLIENTS AND PARTNERS

01

- Show hospitality, courtesy, politeness.
- Be disciplined and punctual.



02

- How to exchange business cards:
  - Have business cards ready.
  - Use both hands when exchanging business cards.
  - Place deliberately business cards on a wallet, business card holder or the table.
  - Arrange them from left to right according to the seating position

03

- Do not allow access to the workplace to unauthorized personal visitors.
- Introduce business guests to the rules and regulations of the workplace.
- Introduce rules and regulations of the workplace to business guests.







## 01

### PREPARATION

- Identify the participants of the meeting.
- Carefully prepare the meeting materials.



## 02

### ORGANIZATION

- Be punctual.
- Provide concise and accurate statements.
- Have constructive manner.



## 03

### REQUIREMENT

- Only organize meetings when necessary.
- Leave the phone on silent mode.
- Do not exit when the meeting has not finished, without the chairman's consent.
- Be proactively welcome external clients, partners at the reception area.





# PRINCIPLES IN PUBLIC PLACES



Comply with relevant regulations and behave courteously.

Protect the reputation of PTSC diligently.

Introduce PTSC brand and image extensively.

# PRINCIPLES IN SOCIAL MEDIA



Behave  
politely in  
accordance  
with ethical  
standards.



**DO NOT**  
share  
unverified  
information.



**DO NOT**  
use PTSC  
network  
platforms  
for personal  
purpose.



**DO NOT**  
share incor-  
rect and  
harmful  
information  
that insults  
to PTSC  
reputation.

# PRINCIPLES IN ATTENDING PTSC EVENTS

01

Comply with the organization requirements .

02

Do not without invitation bring family members or outsiders to the event.

03

Do not separate or leave the group. Engage in the events fully and positively.



# BUILDING CULTURAL ENVIRONMENT

## DISCIPLINED - PROFESSIONAL - MODERN ENVIRONMENT

### BE DISCIPLINED

- Comply with rules and regulations at the workplace.
- Be proactive in execution and quality of work.

### BE PROFESSIONAL

- Build the innovative working manner: be professional, dynamic, astute and logic.

### BE MODERN

- Establish the modern environment.  
Behave friendly and
- have a sincere, respectful attitude.






# BUILDING CULTURAL ENVIRONMENT




## SAFE AND CLEAN ENVIRONMENT




**BE SAFE**

- Have a sense of protecting workplace's property.
- Abide by the regulations fire fighting and disease prevention.







**BE CLEAN**

- Maintain hygiene in work areas.
- Arrange the workplace neatly, tidily, and orderly according to 5S standards.



# ACTIVITIES TO ADVANCE THE CULTURAL AND SPIRITUAL LIFE OF STAFFS



# ACTIVITIES TO ADVANCE THE CULTURAL AWARENESS AND SPIRITUAL LIFE OF STAFFS

## EDUCATION

1

- Actively spread the history, development and achievements of PTSC.
- Preserve and promote the cultural values of PTSC.



## TAKE CARE OF STAFFS' SPIRITUAL LIFE

2

- Send birthday wishes to staffs and graciously help them when staffs and/or their relatives are in difficulties.
- Keep in touch, be grateful to the former leaders who have many years of working and contribution to PTSC. Reward and organize extracurricular activities for staffs' children. Honor individuals who have worked for 30 years, 35 years and 40 years at PTSC.



## CULTURE AND ARTS

3

- Meet the concept and aesthetic artistic standards.
- Represent PTSC deeply and favourably.
- Set an exemplary model and critique improper behaviour.
- Attract a considerable number of staffs.
- Encourage the diversity and creativity of staffs.



## SPORTS

4

- Staffs are offered sport amenities, facilities and training.
- Organize PTSC Games once every two years for all subsidiaries and affiliates of PTSC.
- Establish proficient sport teams for external competitions.



## CSR

5

- Help disadvantaged families in PTSC.
- Contribute to social charity activities.
- Encourage staffs to enhance spirit "Sharing is caring and loving".





# IMPLEMENTATION

*"The PTSC's ethics code of conduct is implemented unanimously by the Board of Directors, Managers and all staffs."*

## MANAGEMENT LEVEL

**"Timely incentives and penalties"**

Apply "lead by samples" in execution of the PTSC ethics code of conduct, foster the internal unity.

01

Encourage the innovation, equity and development of staff.

02

Provide training and promotion for current staffs, as well as new-comers.

03

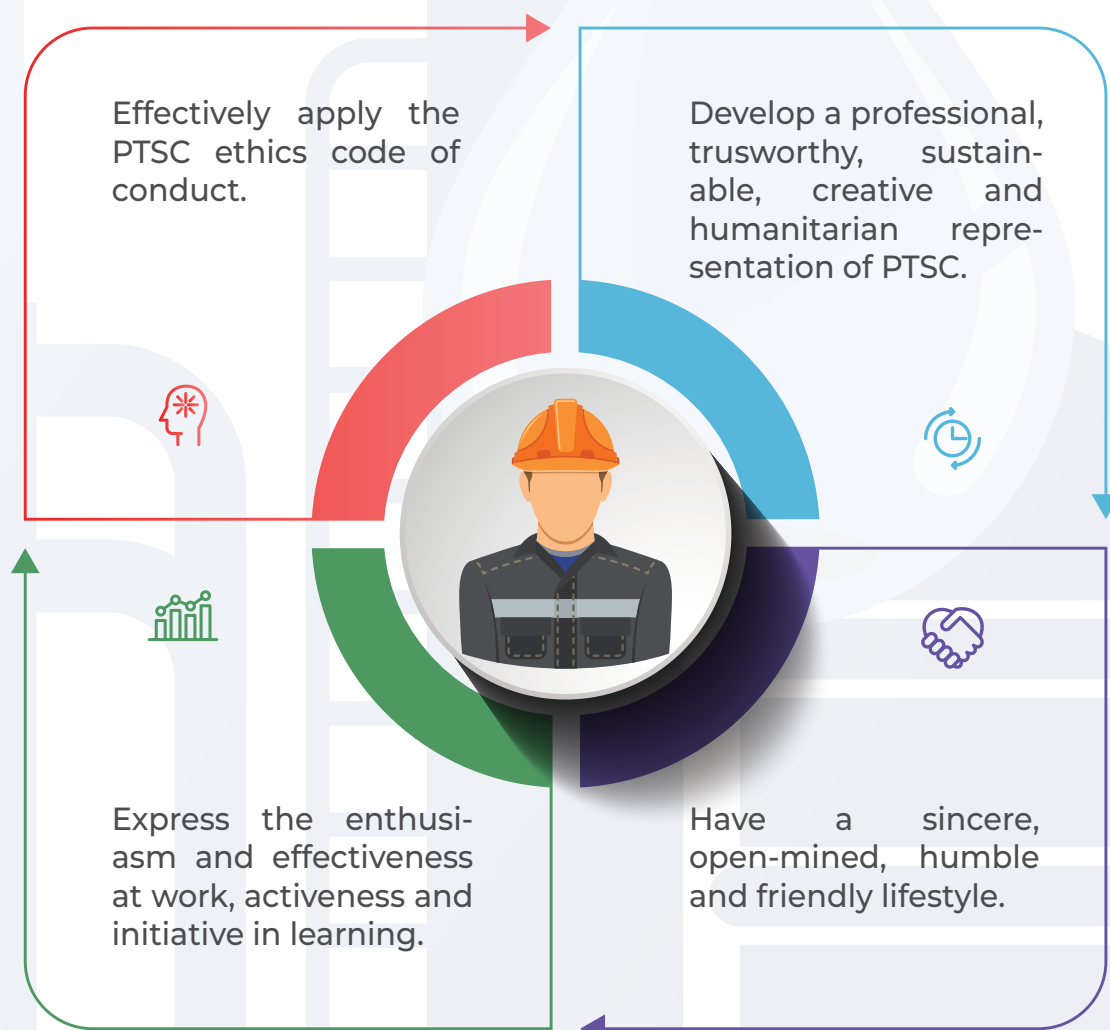






## STAFF LEVEL

“PROPER - CORRECT - EFFICIENT PERFORMANCE”





A member of PETROVIETNAM

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LET'S PRESERVE AND DEVELOP  
PTSC CULTURE TOGETHER!

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