

Business Continuity Plan (BCP)

Introduction

The Business Continuity Plan (“BCP”) serves as a framework to guide the Company in responding to and operating during crises or emergency situations, including those arising from natural disasters, fire incidents, accidents, acts of terrorism, epidemics, or infectious diseases. The objective is to prevent such crises or emergencies from disrupting or halting business operations. In the absence of an appropriate contingency plan, such events may adversely affect the organization and its stakeholders across multiple dimensions, including economic impact, service disruption, social and community implications, environmental consequences, as well as risks to life and property. Accordingly, the establishment of a Business Continuity Plan is essential to enable the organization to effectively respond to unforeseen events and ensure that critical business processes can be restored to normal operations in a timely manner. This will help mitigate the severity of impacts and maintain sustainable business continuity.

Ornsirin Holding Public Company Limited (the “Company”) and its group recognize the importance of preparedness in responding to potential crises or emergency situations that may arise at any time, which could disrupt or temporarily halt business operations. Such events may also have broader impacts on all stakeholder groups of the Company. To ensure that the Company and its personnel can respond systematically, with clearly defined procedures and responsible teams, and to reduce operational complexity during crisis situations that require prompt and accurate decision-making, the Company has established this Business Continuity Plan (BCP). The objective is to maintain operational continuity, restore normal operations as quickly as possible, and enhance sustainable stakeholder confidence. The scope of the BCP is as follows

1. To identify potential crisis or emergency scenarios that may arise and assess their impacts on the Company across various dimensions.
2. To establish guidelines and procedures for managing crisis or emergency situations, with the objective of controlling and limiting damage, and preventing escalation into more severe conditions.
3. To establish a Business Continuity Plan Team with clearly defined responsibilities and roles, ensuring effective implementation of the plan, minimizing operational delays, and continuously updating the Business Continuity Plan to ensure readiness in responding to emergency situations at all times.

(1) Objectives

1. To provide a framework for managing business continuity during crisis or emergency situations.
2. To ensure clearly defined responsibilities among relevant units in preparing for and responding to all types of crisis or emergency situations.
3. To minimize the impact of disruptions to operations or service delivery.
4. To mitigate damages to an acceptable level.
5. To maintain the confidence of all stakeholders in the Company’s capabilities, even in the event of severe incidents that may disrupt or temporarily halt business operations.

(2) Scope of the Business Continuity Plan (Scope of BCP)

This Business Continuity Plan (BCP) has been established to address crisis or emergency situations occurring within the Company’s office premises or operations that may impact the Company’s business continuity, including the following events:

1. Natural disasters, such as floods and earthquakes;
2. Fire incidents;
3. Power outages;
4. Public protests or civil unrest;
5. Acts of terrorism;
6. Epidemics or infectious disease outbreaks.

(3) Key Impacts from Crisis or Emergency Situations

Crisis or emergency situations are events that may occur unexpectedly and rapidly, often resulting in significant adverse impacts on physical conditions, mental well-being, and the Company's business operations. To ensure continuity of operations under such circumstances, the Company has assessed potential impacts and prepared key resources as follows

1. Impact on Buildings / Primary Work Locations

Refers to crisis or emergency situations that cause damage to buildings or office premises, preventing personnel from performing their duties.

2. Impact on Key Personnel

Refers to crisis or emergency situations that result in harm to the life, health, or property of personnel, thereby affecting their ability to perform their duties.

3. Impact on Critical Equipment and Resources

Refers to crisis or emergency situations that cause damage to critical equipment, resulting in disruption of normal operations. In addition, core products for sale may be affected by reduced demand, leading to slower sales and potential inventory accumulation.

4. Impact on Information Technology and Critical Data

Refers to crisis or emergency situations that affect the Company's information technology systems and critical data, or render such systems and data unavailable for normal use.

5. Impact on Business Partners / Stakeholders

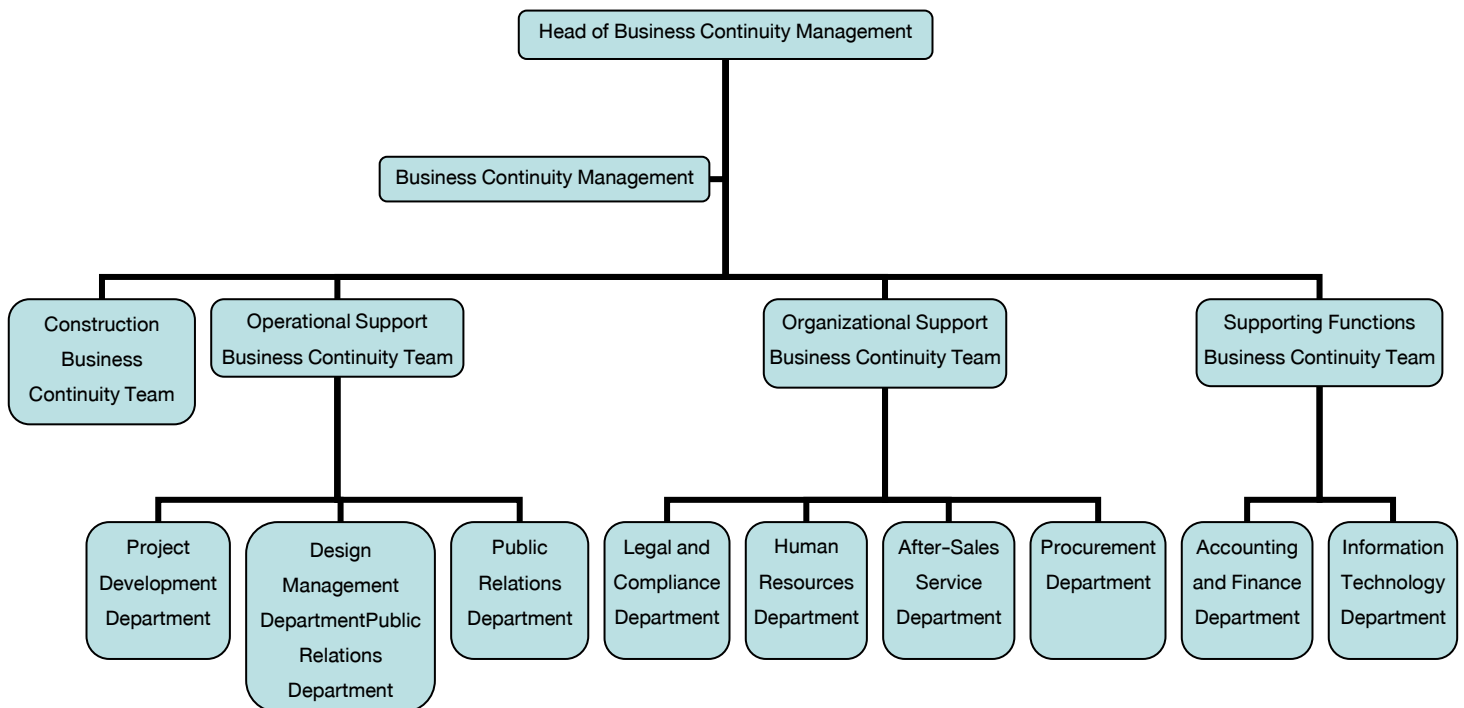
Refers to crisis or emergency situations that directly or indirectly affect the Company's business partners or stakeholders, resulting in an inability to provide or receive services, or to conduct business activities as usual.

Summary of Impacts from Crisis or Emergency Situations

Crisis / Emergency Situation	Impact				
	Impact on Buildings / Primary Work Locations	Impact on Key Personnel	Impact on Critical Equipment and Resources	Impact on IT Systems and Critical Data	Impact on Business Partners / Stakeholders
Natural Disasters	/	/	/	/	/
Fire Incidents	/	/	/	/	/
Power Outages	/	/	/	/	/
Public Protests / Civil Unrest	/	/	/	/	/

Crisis / Emergency Situation	Impact				
	Impact on Buildings / Primary Work Locations	Impact on Key Personnel	Impact on Critical Equipment and Resources	Impact on IT Systems and Critical Data	Impact on Business Partners / Stakeholders
Acts of Terrorism	/	/	/	/	/
Epidemics / Infectious Diseases	/	/	/	/	/

This Business Continuity Plan (BCP) does not cover routine incidents, minor emergencies, or operational disruptions that may occur during normal operations, where such events cause only minimal impact and can be resolved promptly.



(4) Business Continuity Plan Team (BCP Team)

In order to ensure the effective implementation of the Business Continuity Plan (BCP), with clearly defined responsibilities and to minimize duplication in response efforts, the Company has established a Business Continuity Plan Team (BCP Team) with the following structure

Roles and Responsibilities

1. To oversee and manage the response to and recovery from all crisis or emergency situations, ensuring a return to normal operations as soon as possible, in order to minimize impacts and mitigate damages.
2. To review and update the Business Continuity Plan (BCP) on a regular basis to ensure its effectiveness and applicability to current conditions and real-life situations.

Business Continuity Management Team

Business Continuity Management Team		Contact Channels
Executive Management		
1	Chief Executive Officer	053 333 666 ext. 110
2	Deputy Chief Executive Officer	053 333 666 ext. 110
3	Chief Operating Officer	053 333 666 ext. 107
4	Chief Financial Officer	053 333 666 ext. 103
5	Deputy Chief Officer – Corporate Support	053 333 666 ext. 105
Business Continuity Team – Operations		
1	Director of Project Development	053 333 666 ext. 117
2	Deputy Director of Project Development	053 333 666 ext. 116
3	Deputy Director of Design Management	053 333 666 ext. 119
4	Assistant Director of Government Relations	053 333 666 ext. 106
Business Continuity Team – Corporate Support		
1	Assistant to Deputy Chief Officer – Corporate Support	053 333 666 ext. 111
2	Director of Human Resources and Administration	053 333 666 ext. 128
3	Director of Legal	053 333 666 ext.102
4	Director of Procurement	053 333 666 ext. 111
5	Assistant Director of After-Sales Service	053 333 666 ext. 117
Business Continuity Team – Finance		
1	Director of Accounting	053 333 666 ext. 139
2	Director of Financial Management	053 333 666 ext. 103
3	Information Technology Department	053 333 666 ext. 112

(5) Business Continuity Strategy

Resource Impact	Impact	Business Continuity Strategy
Buildings / Primary Work Locations	Damage to buildings or primary workplaces resulting in inability to operate normally, either temporarily or long-term	In the event that the head office is impacted and cannot be accessed, the BCP Team shall determine and implement work-from-home arrangements, as appropriate to the nature of each department's functions
Personnel	Crisis or emergency situations may result in key personnel being injured or unable to perform their duties, requiring workforce rotation to manage the situation and reduce fatigue from prolonged operations, which may affect health and performance	1. Allocate sufficient key personnel and backup personnel to ensure continuous operations during crisis or emergency situations 2. Backup personnel must possess capabilities comparable to key personnel to ensure effective and timely resolution of such situations

Resource Impact	Impact	Business Continuity Strategy
Critical Equipment and Resources	Critical tools required for operations—such as desktop computers, laptops (notebooks), communication devices, and internet connectivity—may be disrupted or unavailable for normal use	<p>1. The BCP Team shall allocate desktop computers or laptops (notebooks) along with internet connectivity appropriate to designated alternative work locations to support temporary operations during crisis situations and ensure business continuity</p> <p>2. The BCP Team shall prioritize allocation of existing equipment—such as desktops, laptops, communication tools, and internet access—to personnel, and procure additional resources externally where existing resources are insufficient</p>
Information Technology and Critical Data	Information technology systems and critical data are impacted by crisis or emergency situations, resulting in personnel being unable to access systems and essential company data	<p>1. The BCP Team shall secure and back up critical data and relocate servers to a safe location</p> <p>2. The BCP Team shall handle data management with utmost care and diligence to ensure that critical data remains secure and protected, and to prevent any subsequent impact or damage</p>
Business Partners / Stakeholders	Crisis or emergency situations may impact all business partners and stakeholders, resulting in an inability to provide or receive services or to conduct business activities as usual	The BCP Team shall manage communications to ensure that all stakeholders are promptly and clearly informed of the situation and its developments. Communication content must be carefully reviewed to ensure accuracy and to alleviate concerns across all relevant issues

(6) Business Impact Analysis

Based on the assessment and analysis of potential business impacts (Business Impact Analysis: BIA), the Company is able to qualitatively prioritize impacts and identify critical business processes that require immediate attention, in order to restore operations and return to normal conditions as quickly as possible.

The qualitative impact levels are defined as follows:

1. Low Impact

Refers to a level of damage with low to minimal value, causing only minor disruption to business operations, which can be resolved within a short period of time.

2. Moderate Impact

Refers to a level of damage with moderate value, causing broader impacts on business operations. However, the situation remains manageable, and the Company is able to respond and control the situation promptly. Business operations can continue or be restored within a short period of time.

3. High Impact

Refers to a high level of damage, affecting a larger number of stakeholders and disrupting normal working processes of employees and the organization. Temporary adjustments to working methods are required, and business operations may be disrupted in the short term.

4. Severe Impact

Refers to a very high level of damage, causing significant and widespread impacts on the Company, its employees, and stakeholders. Such impacts may include damage to business operations, as well as physical harm, loss of life, and property damage. Business operations may be temporarily halted, requiring urgent and intensive response measures to restore normal operations as quickly as possible.

Business Impact Analysis

Core Process	Core Process	Target Recovery Time			
		24 Hours	7 Days	14 Days	30 Days
Group Governance Policy and Decision-Making	Very High	/			
Information Technology Services	High	/			
Accounting and Finance	High		/		
Human Resources and Welfare	High		/		
Asset Management	High		/		
Building and Facilities Management	High		/		

For other processes assessed as not being subject to high or severe impact, or where operations and service delivery can be flexibly deferred, the respective department heads shall evaluate the necessity and appropriateness of managing such situations. Where required, such processes shall be managed in accordance with the same Business Continuity guidelines applied to critical business processes.

Analysis of Critical Resource Requirements for Business Continuity Management

1. Working Space Requirement

Resource Type	Location	Duration of Facility Utilization			
		24 Hours	7 Days	14 Days	30 Days
Alternative Workplace Area	Project sales offices	40 sq.m. (10 persons)	40 sq.m. (10 persons)	40 sq.m. (10 persons)	40 sq.m. (10 persons)
Work From Home	Employees' residences	1 person per residence	1 person per residence	1 person per residence	1 person per residence
Safe Area	Designated backup safe locations	Personnel rotation within backup areas based on capacity and suitability of each location			

2. Equipment & IT Requirement

Resource Type	Source	Duration of Utilization			
		24 Hours	7 Days	14 Days	30 Days
Backup Desktop Computers / Laptops (Notebooks) for critical operations	Information	1 unit per	1 unit per	1 unit per	1 unit per
	Technology Department	person	person	person	person
Internal / Cloud / Website / Video Conference	Information	1 account per	1 account per	1 account per	1 account per
	Technology Department	Company	Company	Company	Company
E-mail System	Information	1 user per	1 user per	1 user per	1 user per
	Technology Department	person	person	person	person
Printers	Information	1 unit	1 unit	1 unit	1 unit
	Technology Department				
First Aid Kit	Administration	1 set per	1 set per	1 set per	1 set per
	Department	Company	Company	Company	Company
Transportation / Employee Shuttle Vehicles	Administration	1 vehicle	2 vehicle	2 vehicle	2 vehicle
	Department				

(7) Emergency Notification Process (Call Tree)

The Call Tree is an emergency notification process used to communicate crisis or emergency situations to members of the Business Continuity Plan (BCP) Team, ensuring that all members receive consistent and accurate information. The objective is to enable each team to systematically prepare and respond to crises or emergency situations based on shared situational awareness and clearly defined roles and responsibilities.

Emergency Notification Process (Call Tree) Procedures

1. The Head of Business Continuity Management shall instruct the Business Continuity Management Coordinator to notify the respective Heads of each Business Continuity Team of the incident.
2. Each Head of Business Continuity Team shall coordinate with their respective teams within their line of supervision to inform them of the situation and prepare for the activation of the Business Continuity Plan (BCP).
3. Upon completion of internal coordination, each Head of Business Continuity Team shall report back to the Business Continuity Management Coordinator to confirm team readiness, including safety measures for personnel and the protection of life and property.

Procedures for Contacting Heads of Business Continuity Teams

1. During business hours Contact primary personnel before backup personnel, using the department's office telephone as the first communication channel.
2. Outside business hours or when the primary workplace is impacted Contact primary personnel before backup personnel, using mobile phone numbers as the primary communication channel.

3. If primary personnel cannot be reached The Business Continuity Management Coordinator shall proceed to contact backup personnel.

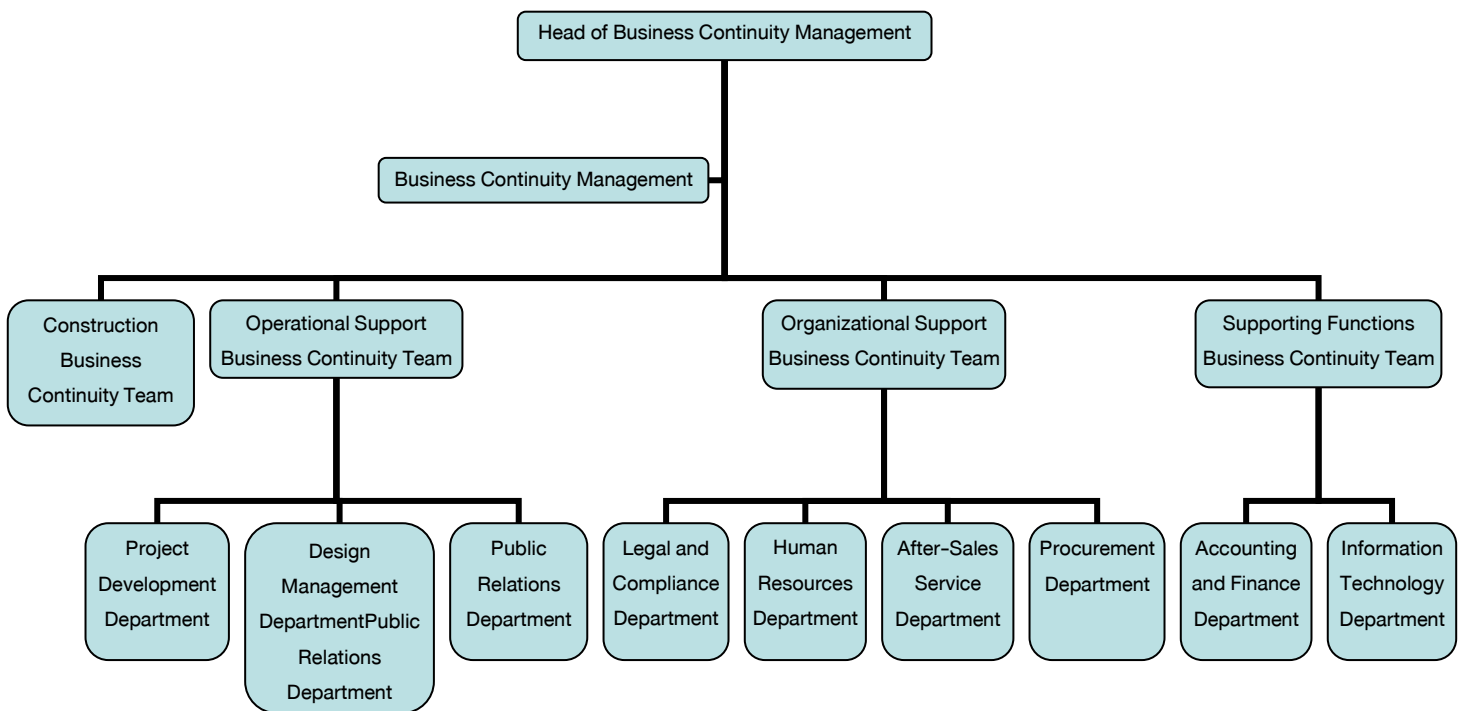
4. Information to be communicated to primary or backup personnel includes

4.1 A summary of the crisis or emergency situation, along with notification to activate the Business Continuity Plan (BCP)

4.2 Details of the date, time, and location of the meeting, or alternatively, arrangements for a meeting via video conference, to ensure all BCP Team members have a shared understanding in planning the response.

5. The Business Continuity Plan Team (BCP Team) shall ensure that contact information is regularly updated to maintain readiness for all situations and to support continuous and effective plan execution.

Call Tree Structure



(8) Business Continuity and Recovery Procedures

1. Natural Disaster Events (e.g., Floods, Earthquakes)

Procedures	Responsible Party
(1) In case of flooding	
1. Assess the flood situation and monitor water levels to determine whether they are increasing or receding	Business Continuity Team – Operations / Corporate Support
2. Assess the level of qualitative impact	Business Continuity Team – Operations / Corporate Support
2.1 Low Impact	
2.2 Moderate Impact	
2.3 High Impact	
2.4 Severe Impact	
3. Assess impacted resources	Business Continuity Team – Operations / Corporate

Procedures	Responsible Party
3.1 Buildings / Primary locations	Support
3.2 Personnel	
3.3 Customers	
3.4 Business partners	
4. Consideration for Declaring a Crisis or Emergency Situation	1. Business Continuity Team – Operations / Corporate Support
5. Response Measures	2. Business Continuity Management Coordinator
5.1 Response – Buildings / Primary Work Locations	Business Continuity Plan Team (BCP Team) – Composition
- Monitor the situation and severity of flooding conditions	1. Business Continuity Team – Management
- Consider relocating assets that are at risk of flood damage	2. Business Continuity Team – Operations
- Prepare preventive equipment to block water intrusion into the premises in order to minimize further damage	3. Business Continuity Team – Corporate Support
5.2 Response – Personnel	4. Business Continuity Team – Finance
- Compile and verify the list and number of personnel located in the affected area	
- Arrange facilities and transportation for the evacuation or relocation of affected personnel	
- Prepare basic medical supplies, clean drinking water, and non-perishable food to support emergency needs	
5.3 Response – Critical Equipment and Information Technology	
- Where the situation assessment indicates that business operations can continue in an adjusted format, the BCP Team shall allocate the necessary tools and resources in accordance with the plan to enable continued operations as appropriate to the circumstances.	
5.4 Response – Stakeholders	
- Communicate the situation and response measures clearly and promptly to all stakeholders to reduce concerns and ensure appropriate support is provided to affected residents within the Company’s projects	
5.5 Response – Business Operations	
- The BCP Team shall determine appropriate response measures to enable the Company to resume operations as quickly as possible, including arranging alternative work locations in cases where the primary premises are affected by flooding	
- Consider implementing short-term work-from-home	

Procedures	Responsible Party
<p>(WFH) arrangements to ensure personnel safety and maintain business continuity</p> <p>5.6 Ongoing Monitoring and Management The BCP Team shall continuously monitor and manage the situation closely until normal conditions are restored. Detailed and specific records must be maintained to support timely communication and effective response by the BCP Team.</p> <p>5.7 Return to Normal Operations Announce the return to normal operations once the situation has been resolved.</p> <p>5.8 Recovery and Post-Incident Reporting The BCP Team shall carry out recovery actions to restore operations as quickly as possible. A comprehensive report on the incident and all related damages shall be prepared and submitted to the Head of Business Continuity Management, marking the conclusion of the process.</p>	
<p>(2) In Case of Earthquake</p>	
<p>1. Conduct immediate assessment of the incident to determine the severity and cause of the earthquake, including surveying surrounding project areas and inspecting structural damage to buildings</p>	<p>Business Continuity Team – Operations / Corporate Support</p>
<p>2. Assess the level of qualitative impact</p> <p>2.1. Low Impact</p> <p>2.2. Moderate Impact</p> <p>2.3. High Impact</p> <p>2.4. Severe Impact</p>	<p>1. Business Continuity Team – Operations / Corporate Support</p> <p>2. Building Inspection Team</p>
<p>3. Where the situation can be resolved internally, the responsible team shall take immediate action to restore operations to normal as quickly as possible</p>	<p>Business Continuity Team – Operations / Corporate Support</p>
<p>4. Where the situation cannot be resolved internally due to severe damage, the responsible team shall coordinate with external agencies to manage and resolve the situation</p>	<p>Business Continuity Team – Operations / Corporate Support</p>
<p>5. Consider declaration of a crisis or emergency situation</p> <p>6. Response Measures</p>	<p>1. Business Continuity Team – Operations / Corporate Support</p> <p>2. Business Continuity Management Coordinator Business Continuity Plan Team (BCP Team)</p>
<p>6.1. Response – Buildings / Primary Work Locations – Coordinate with external agencies to inspect and repair structural damage, and restrict access to unsafe areas</p>	<p>1. Business Continuity Team – Management</p> <p>2. Business Continuity Team – Operations</p> <p>3. Business Continuity Team – Corporate Support</p>
<p>6.2. Response – Personnel</p>	<p>4. Business Continuity Team – Finance</p>

Procedures	Responsible Party
<ul style="list-style-type: none"> - Assess whether operations can continue within the primary workplace; if feasible, personnel may remain and monitor the situation without relocation - If the situation is severe, prepare for relocation of personnel to safe areas 	
<p>6.3 Response – Critical Equipment and Information Technology</p> <ul style="list-style-type: none"> - Back up critical company data and prepare backup equipment to support operations in case primary equipment is damaged 	
<p>6.4 Response – Stakeholders</p> <ul style="list-style-type: none"> - Communicate the situation and response measures clearly and promptly to stakeholders to reduce concerns and provide support to affected residents 	
<p>6.5 Response – Business Operations</p> <ul style="list-style-type: none"> - Determine appropriate measures to resume operations as quickly as possible, including arranging alternative work locations in case of severe damage to primary premises - Consider short-term work-from-home (WFH) arrangements to ensure safety and continuity 	
<p>6.6 Recovery and Reporting The BCP Team shall carry out recovery actions and prepare a comprehensive report on the incident and damages for submission to the Head of Business Continuity Management, marking the conclusion of the process</p>	

2. Fire Incident

Procedures	Responsible Party
1. Inspect the incident site immediately to assess severity and determine the preliminary cause	Business Continuity Team – Operations / Corporate Support
2. Assess the level of qualitative impact	Business Continuity Team – Operations / Corporate Support
2.1. Low Impact	Business Continuity Team – Operations / Corporate Support
2.2. Moderate Impact	
2.3. High Impact	
2.4. Severe Impact	
3. If the fire is minor and controllable, the responsible team shall use fire extinguishers or available equipment immediately	Business Continuity Team – Operations / Corporate Support
4. If the situation is severe or likely to escalate, coordinate with fire authorities to contain the incident as quickly as	Business Continuity Team – Operations / Corporate Support

Procedures	Responsible Party
possible	
5. Consider declaration of a crisis or emergency situation	1. Business Continuity Team – Operations / Corporate Support
6. Response Measures	2. Business Continuity Management Coordinator
6.1 Response – Buildings / Primary Work Locations	Business Continuity Plan Team (BCP Team),
- Coordinate with fire authorities to control the incident and facilitate site access	comprising:
6.2 Response – Personnel	1. Business Continuity Team – Management
- Evacuate personnel immediately in accordance with evacuation routes	2. Business Continuity Team – Operations
- Coordinate with nearby hospitals or public health agencies for first aid and evacuation of injured persons	3. Business Continuity Team – Corporate Support
- Provide care and psychological support to affected personnel in accordance with human rights principles	4. Business Continuity Team – Finance
6.3 Response – Critical Equipment and Information Technology	
- Assess damage to IT systems, ensure backup of critical data, and safeguard essential equipment with due care	
6.4 Response – Stakeholders	
- Communicate the situation and response measures clearly and promptly to stakeholders to reduce concerns and provide support to affected residents	
6.5 Response – Business Operations	
- Determine appropriate measures to resume operations as quickly as possible, including arranging alternative work locations if primary premises are severely damaged	
- Consider temporary work-from-home (WFH) arrangements to ensure safety and continuity	
6.6 Ongoing Monitoring Continuously monitor and manage the situation until normal conditions are restored	
6.7 Announce return to normal operations once the situation is resolved	
6.8 Carry out recovery actions and prepare a comprehensive incident and damage report for submission to the Head of Business Continuity Management, marking the conclusion of the process	

3. Power Outage

Procedures	Responsible Party
1. Conduct immediate assessment to determine severity and root cause of the outage (e.g., natural disasters, environmental factors, human actions, or system failure)	Business Continuity Team – Operations / Corporate Support
2. Assess qualitative impact level	1. Business Continuity Team – Operations / Corporate Support
2.1. Low	
2.2. Moderate	2. Building Inspection Team
2.3. High	
2.4. Severe	
3. If resolvable internally, take immediate corrective actions to restore operations	Business Continuity Team – Operations / Corporate Support
4. If not resolvable due to severe damage, coordinate with external agencies for remediation	Business Continuity Team – Operations / Corporate Support
5. Consider declaration of a crisis or emergency situation	1. Business Continuity Team – Operations / Corporate Support
	2. Business Continuity Plan Team (BCP Team), comprising:
	1. Business Continuity Team – Management
	2. Business Continuity Team – Operations
	3. Business Continuity Team – Corporate Support
	4. Business Continuity Team – Finance
6. Response Measures	
6.1 Response – Buildings / Primary Work Locations	
- Coordinate with external agencies to resolve the situation	
6.2 Response – Personnel	
- Assess whether operations can continue on-site; if feasible, personnel remain and monitor the situation	
- If severe, prepare relocation plan as appropriate	
6.3 Response – Critical Equipment and IT	
- Back up critical data and prepare backup equipment to support operations if primary systems are affected	
6.4 Response – Business Operations	
- Consider short-term work-from-home (WFH) arrangements to ensure safety and continuity	
6.5 Execute recovery actions and prepare a comprehensive incident and damage report for submission to the Head of Business Continuity Management, concluding the process	

4. Public Protests / Civil Unrest

Procedures	Responsible Party
1. Assess the situation and verify whether the protest/unrest is in proximity to the Company's premises or related to the Company	Business Continuity Team – Operations / Corporate Support
2. Assess qualitative impact level	1. Business Continuity Team – Operations /
2.1. Low	Corporate Support
2.2. Moderate	2. Building Inspection Team
2.3. High	
2.4. Severe	
3. If the situation is assessed as safe with no immediate risk to personnel or assets, the BCP Team shall closely monitor the situation	Business Continuity Team – Operations / Corporate Support
4. If the situation is severe, consider declaration of a crisis or emergency situation	1. Business Continuity Team – Operations / Corporate Support
5. Response Measures	2. Business Continuity Management Coordinator
5.1 Response – Buildings / Primary Work Locations	Business Continuity Plan Team (BCP Team), comprising
- Implement measures to prevent protestors from accessing Company premises to avoid loss of control or damage	1. Business Continuity Team – Management
- Coordinate with police authorities to assist in controlling the situation	2. Business Continuity Team – Operations
- Prepare to immediately secure and close office premises if the risk escalates	3. Business Continuity Team – Corporate Support
5.2 Response – Personnel	4. Business Continuity Team – Finance
- Appoint a designated representative for negotiation with protest groups if necessary	
- If the situation escalates, prepare relocation plans to move personnel to safe areas	
5.3 Response – Critical Equipment and IT	
- Back up critical data and prepare backup equipment to support operations in case of damage to primary systems	
5.4 Response – Stakeholders	
- Communicate the situation and response measures clearly and promptly to stakeholders to reduce concerns	
5.5 Response – Business Operations	
- Determine measures to resume operations as quickly as possible, including arranging alternative work locations if primary premises are affected	

Procedures	Responsible Party
<ul style="list-style-type: none"> - Consider work-from-home (WFH) arrangements for applicable departments to ensure continuity during the crisis 6.6 Continuously monitor and manage the situation until normal conditions are restored 6.7 Announce return to normal operations once the situation is resolved 6.8 Execute recovery actions and prepare a comprehensive incident and damage report for submission to the Head of Business Continuity Management, concluding the process 	

5. Terrorism Incident

Procedures	Responsible Party
<ol style="list-style-type: none"> 1. Assess the situation to determine severity and type of threat (e.g., suspicious individuals/groups, suspicious packages, or cyber threats) 2. Assess qualitative impact level <ol style="list-style-type: none"> 2.1. Low 2.2. Moderate 2.3. High 2.4. Severe 3. If the situation is severe, consider declaration of a crisis or emergency situation 4. Response Measures <ol style="list-style-type: none"> 4.1 Response – Buildings / Primary Work Locations <ul style="list-style-type: none"> - Prevent access of individuals or groups posing potential threats to Company premises - Restrict movement of suspicious packages until authorities conduct inspection - Implement cybersecurity measures, including restricting system access and coordinating with IT for monitoring anomalies - Coordinate with police or security authorities to respond and ensure safety 4.2 Response – Personnel <ul style="list-style-type: none"> - Prepare personnel for relocation to safe areas as necessary 4.3 Response – Critical Equipment and IT <ul style="list-style-type: none"> - Back up critical data and prepare backup equipment to 	<p>Business Continuity Team – Operations / Corporate Support</p> <ol style="list-style-type: none"> 1. Business Continuity Team – Operations / Corporate Support 2. Building Inspection Team <ol style="list-style-type: none"> 1. Business Continuity Team – Operations / Corporate Support 2. Business Continuity Management Coordinator Business Continuity Plan Team (BCP Team), comprising <ol style="list-style-type: none"> 1. Business Continuity Team – Management 2. Business Continuity Team – Operations 3. Business Continuity Team – Corporate Support 4. Business Continuity Team – Finance

Procedures	Responsible Party
<p>support operations in case of damage to primary systems</p> <p>4.4 Response – Stakeholders</p> <ul style="list-style-type: none"> - Communicate the situation and response measures clearly and promptly to stakeholders to reduce concerns <p>4.5 Response – Business Operations</p> <ul style="list-style-type: none"> - Determine measures to resume operations as quickly as possible, including arranging alternative work locations if primary premises are severely impacted <p>- Consider work-from-home (WFH) arrangements for applicable departments to ensure continuity during the crisis</p> <p>4.6 Continuously monitor and manage the situation until normal conditions are restored</p> <p>4.7 Announce return to normal operations once the situation is resolved</p> <p>4.8 Execute recovery actions and prepare a comprehensive incident and damage report for submission to the Head of Business Continuity Management, concluding the process</p>	

6. Epidemic / Infectious Disease Outbreak

Procedures	Responsible Party
<p>1. Initial Screening and Patient Management</p> <p>1.1 Isolate suspected or infected individuals from others immediately</p> <p>1.2 Assess symptoms and obtain timeline/history to evaluate severity and identify close contacts</p> <p>1.3 Coordinate with nearby hospitals or healthcare facilities under social security coverage to arrange patient transfer and minimize disease spread</p> <p>2. Area Control and Internal Communication</p> <p>2.1 Assess and manage evacuation of personnel from affected areas and arrange for immediate disinfection of premises upon detection of infection</p> <p>2.2 Communicate the situation to all employees to enhance awareness and precautionary health measures</p> <p>2.3 Provide clear health guidance and infection prevention measures</p> <p>3. Medical Preparedness and Work Arrangements</p>	<p>Business Continuity Plan Team (BCP Team), comprising</p> <ol style="list-style-type: none"> 1. Business Continuity Team – Management 2. Business Continuity Team – Operations 3. Business Continuity Team – Corporate Support 4. Business Continuity Team – Finance

Procedures	Responsible Party
3.1 Prepare medical supplies, medications, and protective equipment, ensuring accessibility for employees	
3.2 Conduct daily health screening for all employees prior to entering the workplace	
3.3 If additional cases are identified, implement appropriate work arrangements, including alternative work locations or work-from-home (WFH) rotation, depending on job functions, until the situation stabilizes	
4. Monitoring and Recovery	
4.1 Continuously monitor and manage the situation until it is under control and safe	
4.2 Announce return to normal operations once the situation is resolved	
4.3 Execute recovery actions and prepare a comprehensive report on the incident and impacts for submission to the Head of Business Continuity Management, concluding the process	

(9) Review and Update of the Business Continuity Plan (BCP)

To ensure that the Business Continuity Plan (BCP) remains current, aligned with evolving circumstances, and effective in practical implementation, the Company requires management to review and update the BCP on an annual basis. This ensures that responsible teams are equipped with structured guidelines to respond to all potential situations, with clearly defined responsibilities, minimized risk of widespread impact, and enhanced capability to restore normal operations or recover business activities as quickly as possible.

Effective from 15 August 2025 onwards