Information Technology Policy

AddTech Hub Public Company Limited (the "**Company**") emphasizes the importance of integrating information technology to enhance capability and efficiency in its operations. This integration aims to establish systematic management processes with order and procedures, reduce redundancy, meet user service requirements, and ensure business continuity.

Therefore, the Company recognizes that integrating information technology into its operations necessitates establishing guidelines for development that aligns with the Company's strategy and vision, including relevant laws, regulations, international standards, and recent changes in information technology. The goal is to ensure efficiency, effectiveness, and security in information technology management and framework for information technology system management and resolution doing emergency situations, thereby preventing potential impacts on the information technology system and building confidence among stakeholders in the Company's information system.

Objectives

To establish clear operational policy and effective management of information technology, ensuring that all stakeholders, including executives, employees at all levels, and external and third party agencies interacting with the Company's information, adhere to well-defined plans and guidelines. These guidelines aim to promote efficient coordination and operations, the highest level of security and standard in information technology use and services, and appropriate prevention measures to control risks and minimize potential damages that may arise when assets become unavailable, lost, damaged, malfunctioned, or subject to security threats.

Related laws and regulations

- Computer Crime Act 2017
- Copyright Act 1994 and its amended versions (No. 2) 2015 and (No. 3) 2015
- Royal Decree on Security Procedures in the Making of Electronic Transactions 2010
- Notification of the Ministry of Information and Communication Technology re: Criteria on Storing Computer Traffic Data of Service Providers 2021
- Electronic Transactions Committee Notification on Policy and Practice in the Information Security of a State Agency agencies 2010 and the amended version (No. 2) 2013
- Electronic Transactions Committee Notification on Information Systems Security Standard Base on Secure Methods 2012

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Enforcement and penalties

This Information Technology Policy is to be effective from the date of announcement to enforce all users of the Company's and subsidiaries' information systems without exception, violators will be guilty and must be disciplined according to the regulations set by the Company.

Communication of policy

The Information Technology Department is responsible for announcing and disseminating the policy to users of the Company's information system to help them understand their roles in the use of information technology and protect o of Company's assets.

Policy review

This Information Technology Policy must be reviewed and updated to be current at least once a year or when there are significant changes in the environment such as business conditions, rules, laws, and technology, etc. It is considered the duty of the Information Technology Department in the review and improvement, with the executives of the Information Technology Department as the controller to ensure that the reviews and improvements are completed as specified.

Information technology service management policy

1. Information system change management

To determine guidelines for managing information system changes and reduce errors in implementation of change, including ensuring that work systems can support the Company's business continuously and effectively.

1.1 The Information Technology Department must determine the type of change (Change Type) for use in recording, classifying, evaluating, and assigning approvers for change requests. The assigned approver means the department manager or above or the person assigned with approval authority.

1.2 The Information Technology Department must establish operating procedures for managing information system changes and provide written records of the changes.

1.3 Change requester and implementer must carry out an analysis of the impacts and risks of the change implementation to prepare measures to accommodate changes in each activity.

1.4 The change requester must prepare an overall plan for the change implementation by specifying the desired date and time for operations and necessary resources, etc., and informing relevant people of the change plan.

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1.5 The change implementer must prepare a plan for returning to the original state (Fallback Plan) to use for cancelling the change when necessary to return to the original state in the case that the change cannot achieve the desired objectives.

2. Business continuity management

To determine guidelines for managing the continuity of information system services in the event of any information security emergency or incident, which may interrupt the Company's business operations.

2.1 The Company must provide a backup computer center and backup information systems to support continuous business operations and reduce the impact when an incident can interrupt business operations. The highest-level executives of the Company are assigned the authority.

2.2 Service user unit and the Information Technology Department must jointly define a standard framework (Framework) to ensure business continuity and cover the information security requirements that have been set, including allowing for the convenience of organizing priority for plans and activities that must be carried out.

2.3 Service user unit and the Information Technology Department must jointly arrange risk assessment record, risks that may result in the discontinuity of information system services, and agreement on demand conditions such as Maximum Tolerable Period of Disruption (MTPD), Recovery Time Objective (RTO), or Recovery point objective (RPO) in writing.

2.4 Service user unit and the Information Technology Department must jointly supervise the preparation of business continuity plan under the established standard framework and disseminate to relevant parties. The business continuity plan should be tested at least once a year.

2.5 The Information Technology Department must prepare an emergency response plan (Disaster Recovery Plan: DRP) to be consistent with the Company's business continuity plan.

2.6 The Information Technology Department must back up data, documents, software, and work systems, including various equipment and necessary personnel to support the recovery of information systems as quickly as possible after a service interruption or disaster.

2.7 The Information Technology Department must organize a test of the Disaster Recovery Plan (DRP) at least once a year and record the test results to ensure that the business can continue when an incident may interrupt the Company's business processes.

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3. Incident and service request management policy

To determine guidelines for resolving incidents, procuring and managing the Company's computer systems to be able to support the Company's business services quickly, continuously, accurately, reliably, and efficiently.

3.1 Incident management

3.1.1 The Information Technology Department must set criteria for measuring the level of impact, urgency, and priority of an incident.

3.1.2 The Information Technology Department must define duties and responsibilities for resolving incidents as well as create operating procedures for managing incidents and service requests to serve as guidelines for operations.

3.1.3 The Information Technology Department must record details of the incident and complete the request according to the specified operating procedures to use as evidence, to analyze, find solutions, and report on operating results.

3.1.4 Information Technology personnel must resolve notified incidents and requests quickly and to the best of their ability in accordance with the specified service-level agreement.

3.1.5 In the event that the recipient is unable to resolve the incident and request by himself, the service level must be escalated (Escalation) to the relevant parties to increase efficiency and speed of operations.

3.2 Request management

3.2.1 Procurement of computer systems

- Unit that wishes to procure computer systems must specify their computer system requirements, including creating a project and requesting budget approval for the project, which must be recorded in writing and approved by both executives of the department and Information Technology Department.
- The Information Technology Department must provide information support related to procurement of computer systems such as external agencies, computer features information security, or any other information related to information technology as requested.

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4. Service level management policy

To set guidelines for creating information technology service-level agreement between the Information Technology Department and users of the Company's information systems to be within acceptable criteria.

4.1 The Company must establish a contract that specifies the service-level agreement as follows:

4.1.1 Service-Level Agreement (SLA) between the service unit and the user

4.1.2 Operational-Level Agreement (OLA) between service units within the Company

4.1.3 Service contracts between service units and external agencies

4.2 The Information Technology Department must prepare a service-level agreement between the Information Technology Department and users. The service-level agreement must be formally approved by Information Technology executives and executive representatives from various departments within the Company.

4.3 The Information Technology Department must manage information technology services in accordance with the service-level agreement.

4.4 The Information Technology Department must conduct an analytical audit of work efficiency and the trend of service provision periodically as appropriate and bring about corrections and improvements to continuously increase operational efficiency.

4.5 The Information Technology Department must prepare a document or list of services (Service Catalog) currently being provided, covering every service included in the service-level agreement which has been accepted by the executive representatives of various departments within the Company.

4.6 Any changes to documents related to service requirements, service-level agreement, or service catalog must be made through change management as specified by the Company.

5. Budgeting and accounting for services policy

To determine guidelines for managing the budget and controlling expenses related to supporting information technology services appropriately.

5.1 The Information Technology Department must allocate a complete and sufficient budget in providing services and controlling budget spending to the maximum efficiency.

5.2 The Information Technology Department must arrange budget allocation and must consider direct costs, indirect costs, costs of purchasing information technology assets, expenses from using shared resources,

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general and administrative expenses, externally supplied service costs, personnel expenses, insurance expenses, and various license expenses as well as other expenses related to providing services.

5.3 The Information Technology Department must trade budget spending and monitor the remaining budget in order to effectively manage the use of budget.

6. Service reporting policy

To provide data services for preparing reports for executives and supporting the Company's operations in response to competition, including supporting various reports to contain accurate and complete data and allowing relevant persons to use the data correctly.

6.1 Procurement and maintenance of data sources and executive reports

6.1.1 Units within the Company must provide reports on operating results and various data beneficial to business operations to executives so that executives can use them as information to make decisions regarding operations quickly and in a timely manner.

6.1.2 Units within the Company should specify data in sources and executive report to be highly restricted and must not disclose to others without permission.

6.1.3 The Information Technology Department must provide data sources to support each department in quickly using data for analysis or research for business competition.

6.1.4 The Information Technology Department must maintain data sources and operational results and various data used for executive reports to remain accurate and always available for use.

6.1.5 The Information Technology Department must support the skill development of data users in each unit be able to create reports accurately and efficiently.

6.2 Report printing

6.2.1 In case the user would like to print a report with highly restricted data, which if disclosed to unauthorized person may have a significant impact on the Company, the user must always obtain approval from the executive of the department that owns the data before proceeding.

6.2.2 User should have a record registrar to carefully control the report, printing and distribution and storage of the printed reports.

6.2.3 User should require recipient signature to acknowledge receipt of report. In addition, reports that are no longer in use should be destroyed.

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6.3 Accessing information in data sources

6.3.1 User must request permission to access data in data sources from the unit that owns the data before accessing the various data sources. Groups of authorized users are classified according to the data scope into 3 levels as follows:

- Accessible to every unit
- Accessible to relevant unit
- Accessible for relevant topic

6.4 Controlling the quality of information in the data source

6.4.1 User is responsible for ensuring that data are complete (Data Cleaning). They must request data for processing via IT Memo and submit it to the Information Technology Department for information technology personnel to retrieve and update the data into the system.

6.4.2 In case the user wants to change data in the data source, user must prepare data according to the data cleaning process and request changes to the data via IT Memo and submit it to the Information Technology Department for information technology personnel to update the data in the database.

7. Providing information technology services to others (IT Insourcing) and using information technology services from external service providers (IT Outsourcing)

To create various requirements and a framework for providing or using the Company's information technology services to be efficient, secure, and of maximum benefit to the Company.

7.1 Providing information technology services to others (IT insourcing)

7.1.1 The Information Technology Department must determine the control and supervision of information technology operations to meet various requirements related to the Company's business operations. The Information Technology Department will provide information technology services within the Company and its subsidiaries only.

7.1.2 The Information Technology Department must determine service charges and fees, which must be mutually agreed upon between service providers and service users, and can clearly and transparently explain the origin of the fees, as well as the service charges.

7.1.3 The Information Technology Department must establish internal control and create operating procedures (Operation Procedure Manual), with a separation of authority and duties of operators

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(Segregation of Duty) according to a clear operator structure, and keep a record of such work performance regularly.

7.1.4 The Information Technology Department must establish emergency response measures by providing an disaster recovery plan and data backup, including a schedule for data backup as agreed upon with the service recipient.

7.1.5 The Information Technology Department must require data backup using data storage media and store the data storage media in a location specifically provided and prepared by the service recipient or a location that has been mutually agreed upon, including not disclosing service data of service recipients or using them with any external parties.

7.1.6 The Company must require service providers to have service level management in accordance with the policy set out in section 4. Service level management policy.

7.2 Using information technology services from external service providers (IT Outsourcing)

Procurement of external service providers to provide information technology services must be considered to be consistent with the Company's business strategy and take into account the continuous provision of services to customers with accuracy and reliability. The basic criteria for using services from external service providers are as follows:

7.2.1 Criteria for considering the use of services from external service providers must not conflict with rules or regulations promulgated by government agencies.

7.2.2 Providing business continuity management (Business Continuity Management) to ensure that the information systems of the Company and its subsidiaries are able to continuously conduct business or provide customer service.

7.2.3 Guidelines for considering and selecting service providers to assess the reliability of service provision and to ensure that the service provider has the ability to provide services according to the service agreement.

7.2.4 Guidelines for maintaining security and confidentiality of information to ensure the care and responsibility towards customers and existing appropriate consumer protection (Consumer Protection).

7.2.5 Regularly monitoring the evaluation and inspection of services provided by external parties in order to meet the stated objectives and goals.

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7.2.6 Establishing guidelines for management of the risks from using services from external parties, covering operational risk, strategic risk, reputational risk, and legal risk, by clearly specifying in writing the guidelines for management of the risks from using external parties to provide information technology services to be appropriate to the importance of the work system that uses services from external parties and consistent with the overall risk management policy, including communicating to relevant persons to acknowledge and adhere to the established guidelines.

This Information Technology Policy has been considered and approved by the Board of Directors' Meeting No. 3/2024 on 10 May 2024 and is effective immediately.

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