Internal control policy

The boards of directors of the company and its subsidiaries have consistently emphasized internal control, focusing on ensuring comprehensive internal control systems that adequately cover all activities. And suitable for business operations.To improve the efficiency and effectiveness of operations, and to conduct an evaluation of internal controls at least once a year.

The company board has appointed the audit committee to oversee the internal control system. The company's risk management and corporate governance systems are designed to be appropriate and effective, including ensuring compliance with relevant regulations and laws, managing related party transactions to prevent conflicts of interest, and preventing fraud or misconduct. An independent internal audit department, separate from management, reviews the operations of various departments within the company and its subsidiaries, reporting audit findings directly to the Audit Committee to enhance the effectiveness of internal controls. The company and its subsidiaries have internal control and risk management systems that apply the international COSO framework for internal control, the enterprise -wide risk management framework, and the governance guidelines of the Stock Exchange of Thailand and the Thai Institute of Directors Association (IOD) to ensure the most effective and efficient controls possible.

Five components of an internal control system, according to the COSO standard , are as follows:

1. Control environment

    1.1. The organization demonstrates a commitment to the values of integrity and ethics. The Board of Directors has established corporate governance policies, business ethics policies, and anti-corruption policies to ensure that directors, executives, and employees at all levels uphold morality, ethics, honesty, responsibility, and conduct business transparently and honestly, in accordance with the law, while prioritizing the mutual benefits of business partners, the community, society, and the environment. All executives manage the organization in accordance with the good corporate governance policies and other relevant policies. The company mandates that employees behave as role models. And adhere to the established guidelines or practices. The company's code of ethics and other relevant operational guidelines are in place, and internal communication ensures continuous awareness and adherence to these principles. Furthermore, senior management has set a positive example by announcing a " No Gift Policy" for the New Year , demonstrating the company's commitment to anti-corruption and good governance practices aligned with the 2017 Corporate Governance Principles for Listed Companies. This includes establishing guidelines for conflicts of interest, creating channels for reporting corruption, and regularly reviewing corporate governance policies.

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1.2. The Board of Directors is independent from management and is responsible for overseeing and developing internal control operations. The roles and responsibilities of the Board are clearly separate from management. The Board comprises independent directors with diverse qualifications, knowledge, skills, and experience beneficial to the company, and who meet the requirements of the Securities and Exchange Commission (SEC). The Board establishes policies and operational plans aligned with national strategies, within the framework and regulations of laws, regulatory agencies, and shareholder resolutions, to ensure effective and efficient corporate governance. Furthermore, the Board has appointed an Audit Committee, a Nomination and Remuneration Committee, a Corporate Governance Committee, and a Risk Management and Sustainability Committee to oversee various aspects of management in accordance with established policies and report their findings to the Board quarterly.

1.3. The Board of Directors and the Executive Committee establish a clear reporting structure, defined authority, and responsibilities to ensure the organization achieves its objectives under the Board's oversight. The management structure is regularly reviewed and updated, clearly defining roles, responsibilities, knowledge, skills, and experience appropriate to positions on the Board of Directors, sub-committees, and the Executive Committee. The charters of the sub-committees are regularly revised and updated to ensure their suitability and alignment with the roles, missions, and operations in the changing circumstances, emphasizing balance, prudence, and agility in operations to be prepared for changes and business expansion.

1.4. We are committed to motivating, developing, and retaining skilled personnel. We prioritize employee development and retention, implementing training and development plans for each position to ensure employees acquire the necessary knowledge and skills for their core duties and responsibilities, or in adapting to changing circumstances. These plans include annual and position-specific training in both hard and soft skills. We support employee learning through online and in-person training, promoting knowledge through theoretical presentations, real-world case studies, and practical workshops for collaborative learning. A succession plan is in place to maintain continuity and competence in key organizational positions and support employee career growth, fostering a sense of accomplishment and pride within the organization. Furthermore, we have established clear performance evaluation processes and fair compensation structures to motivate and retain our workforce.

1.5. The company mandates that all personnel, regardless of position, have duties and responsibilities regarding internal controls to achieve its objectives. An organizational structure and defined authority, responsibilities, and accountability are in place to ensure that everyone at every level

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shares responsibility for the internal control system. Developing risk management plans for all operational activities, reporting performance results to the executive meeting, the Enterprise Risk Management Committee, and the Board of Directors, as well as implementing processes according to the ISO 9001:2015 quality management system and evaluating performance.

2. Risk assessment

2.1. The organization has defined its objectives clearly enough to enable the identification and assessment of various risks. In achieving organizational objectives, emphasis is placed on risk management by establishing a risk management committee and developing sustainability and risk management policies at the organizational level. And at the operational level, under the supervision of the Risk Management and Sustainability Development Committee of the organization. And the coordination of the risk management department clearly defines the objectives. Used for risk assessment, which identifies risks that may arise from the nature of the work. Or, it could be organizational activities that are not covered by the existing internal control system, or that are unable to prevent operational errors, including non-compliance with the established internal control system. The causes of risk may stem from internal and/or external factors related to accounting operations, where objectives have been defined. And clear procedures are in place to ensure that financial reporting complies with financial reporting standards, covering the objectives of internal control in all three areas: operations, reporting, and compliance with relevant laws and regulations. The Board of Directors has assigned the Audit Committee to review the Enterprise Risk Management Framework, which includes key aspects such as acceptable risk level (Risk Appetite), risk capacity, and acceptable performance deviation range (Tolerance), as well as overall risk management approaches. This includes reviewing the adequacy of risk management policies, as determined by the Risk Management and Sustainability Committee , before presenting them to the Board of Directors. Furthermore, they are responsible for scrutinizing and advising the Board of Directors on overall risk governance and assessing the adequacy and appropriateness of strategic risk management.

2.2. The organization comprehensively identifies and analyzes all types of risks that may impact the achievement of its objectives throughout the organization. This includes identifying, analyzing , and managing risks arising from the nature of work or activities that may result in errors, failures to achieve defined objectives, and risks to assets requiring protection or maintenance, or risks to work processes involved in delivering goods and services to customers. This ensures that internal controls can manage vulnerable points to an acceptable level, in accordance with best practices.

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2.3. Consider the potential for fraud in a risk assessment to achieve organizational objectives. Implement internal control systems as a tool to prevent potential fraud by defining control points in activities with risk factors. This involves identifying preventive measures, weaknesses in work processes or issues with potential fraud risks, and the impact of these risks. Furthermore, it involves identifying the root causes of risk factors to facilitate the development and improvement of work processes.

2.4. Identify and assess changes that may impact the internal control system. Risks from both internal and external factors that change and affect business strategy and objectives are identified and evaluated, categorized into 7 areas:

1. Strategic Risk
2. Compliance Risk
3. Financial risk
4. Operational Risk
5. Technology Risk
6. Organizational Risk
7. External Risk Divided into:
    7.1. Sustainability risks (ESG Risk)
    7.2. Emerging Risk
    7.3. Business Continuity Management (BCM)

Establishing risk prioritization criteria after identifying risk factors involves assessing the likelihood and frequency of occurrence of each risk. Management will prioritize risks with a high level of severity, ranking them in order of importance. And establish control activities to manage or reduce risks to an acceptable level within the risk management framework, with continuous monitoring and follow-up of internal control improvement plans and additional management plans, or as the environment changes.

3. Control activities

3.1. There are control measures or activities that help reduce the risk to an acceptable level. All departments are required to develop an Action Plan for all activities assessed as risky, at every risk level, to reduce the likelihood of process risks by designing internal control activities that align with the risk level. For example, activities with a high risk assessment score need to have a plan or measures for improving internal controls as a priority. This plan must be consistent with the root causes of the risk. This includes the appropriateness of business operations, cost-effectiveness in comparison to benefits received, and alignment with fundamental risk management methods. It also involves defining approval authority for transactions at each level of management, integrating

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control activities, segregation of duties, transaction recording, approval, and management of related assets for mutual checks and balances. Furthermore, these policies and procedures... It should be reviewed regularly to ensure it is appropriate.

3.2. We recruit and develop general control activities using technology systems, implementing controls based on general information system control principles, in accordance with the Information Technology Security Policy and the Information Security Policy within the IT department . This ensures information technology security that all employees must adhere to when using company computer systems and maintaining company data confidentiality in their work. The aim is to develop more efficient work systems and provide guidelines for controlling information technology and communication operations in compliance with information technology laws, company rules and regulations, and relevant regulatory bodies. This builds confidence in the security of the information technology system and includes developing plans to prevent and mitigate damage to core systems, through scheduled preventative maintenance, testing the availability of systems between primary and backup data centers, and preparing for cyber attacks.

3.3. Establish control activities through policy. Which has defined what is expected. The procedures for implementing the established policies include control activities designed to ensure that personnel at all levels are aware of the significant risks involved in the work procedures and the level of importance at each stage of the process. And the likelihood of occurrence, in order to prevent or reduce risks from risk assessment results that affect the achievement of one or more objectives of internal controls, with all involved personnel being aware of and understanding the objectives of the control activities as defined by the organization; communicating potential risks to employees regarding the successful achievement of objectives; segregation of duties and assignment of personnel for key tasks at each stage according to the principle of checks and balances ; holding management meetings, departmental meetings, and other similar meetings. etc. Regularly, to monitor management and control operations.

4. Information and Communication

4.1. Provide the relevant information. And to ensure quality and support the implementation of internal controls as prescribed, an Information Technology Development Office was established to develop information systems using technology to improve operational processes. etc. Data is processed systematically and comprehensively , and reports are generated to support decision-making by management at all levels. accurately, reliably, and in a timely manner.

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4.2. Internal communication, including the objectives and responsibilities of internal controls, is essential to supporting the effective implementation of internal controls. Establish an effective internal communication process through various appropriate company communication channels, such as meetings , email, the internal company website, and bulletin boards, to ensure that personnel receive information and can manage resources in a consistent manner for successful outcomes.

4.3. Communicating effectively with external agencies or individuals regarding issues that may affect internal controls is crucial. External stakeholders are communicated efficiently through appropriate channels targeting specific groups, including customers, business partners, shareholders, investors, regulatory bodies, and the community and society, such as communities surrounding the organization's location. Participation in various activities is also essential. regularly within the community. To build strong relationships and foster understanding of the company's operations, the investor and shareholder group regularly discloses information on operations and its status quarterly through the company's website and the information channels of the Stock Exchange of Thailand, as well as reporting on activities of the Stock Exchange of Thailand.

5. Monitoring and evaluation

5.1. Monitor and evaluate internal controls to ensure they are in place and appropriately. Require management to do so. And the supervisor is responsible for establishing the necessary mechanisms. This includes monitoring the effectiveness of the internal control system, such as follow-up meetings, reviewing irregularities, and conducting Control Self-Assessments. The independent internal audit unit reviews, verifies, and monitors compliance with the internal control system to ensure that risk prevention is fully implemented according to the established internal control processes, including compliance with business ethics and requirements that may create conflicts of interest. It also promotes the audit department's personnel to perform their duties according to international standards and the professional ethics of internal auditing. The audit findings are reported directly to the Audit Committee, which in turn reports its findings to the Board of Directors. Furthermore, the audit department holds a joint meeting with the external auditors, without management present, at least once a year to assess the adequacy and effectiveness of the internal control system.

5.2. estimate And communicate deficiencies in internal controls in a timely and appropriate manner to the responsible parties, including senior management. And the committee, as appropriate, designates an independent internal audit unit to provide assurance. And provide fair advice, assessing its adequacy. The audit plan assesses the effectiveness of internal controls, business

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ethics, and anti-corruption measures. It communicates significant deficiencies, including risks arising from weaknesses in internal controls or changing environmental conditions, and proposes corrective actions for relevant parties to implement promptly. The audit findings are reported to the audit committee, and progress reports are submitted quarterly. Furthermore, it mandates immediate reporting to regulatory authorities in cases of fraud, suspected fraud, non-compliance with rules and regulations, and other actions that may significantly impact the organization.

Internal audit

The internal audit department is responsible for auditing. The audit committee reviews various operational systems and reports directly to ensure that operations are efficient and effective, that company resources are used wisely and beneficially, and that operational controls and financial reporting are accurate, complete, reliable, and timely. This includes compliance with company rules, regulations, policies, and the requirements of relevant laws and regulations from government agencies and regulatory bodies. The effectiveness of the internal control system is regularly reviewed to ensure that operations meet targets and maximize benefits under ever-changing circumstances, based on the fairness of the interests of all stakeholders. The details are as follows:

1. internal audit unit is independent in its examination and assessment of the adequacy of internal controls, reporting directly to the audit committee. Adhering to the ethical principles and international standards of professional internal auditing.
2. Annual audit plan
    2.1. Develop an annual internal audit plan, assessing business strategic direction and key risks impacting operations.
    2.2. The annual internal audit plan has been reviewed and approved by the audit committee.
3. Scope of inspection
    3.1. Consider and review potential risks. Review the adequacy and effectiveness of internal controls.
    3.2. This report identifies significant deficiencies in internal controls, non-compliance with regulations, and outlines improvements to operational processes.
    3.3. Continuous monitoring is conducted to ensure that corrective actions and improvements have been taken in accordance with the recommendations of internal auditors, external auditors, and the resolutions of the audit committee.
    3.4. Review the operations of subsidiaries, covering key work processes.

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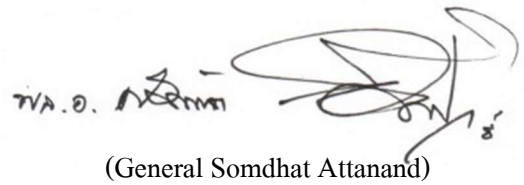
4. Appointment and removal of internal auditors.

   The consideration, approval, appointment, removal, or transfer of the Head of Internal Audit must be approved by the Audit Committee.

Policy reviews and revisions should be conducted at least once a year , or whenever there are changes to the law. Relevant regulations or standards, organizational restructuring, and changes to the business environment that impact organizational risk must be approved by the company board of directors.

The Board of Directors, at its meeting No. 2/2569 on May 15 , 2569 , which was attended by all three members of the Audit Committee, considered and approved and certified that this internal control policy is sufficient and appropriate for the company's business operations.



(General Somdhat Attanand)

Chairman of the Board of Directors

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