



## **Business Continuity Management Policy**

To guide practices of Business Continuity Management of RATCH Group Public Company Limited in managing risks and any kind of crises in order to continue ongoing business operation, protect stakeholders' interest, and maintain reputation, credibility and sustainability, the Company addressed the Business Continuity Management Policy as following details:

1. The Company will develop the Business Continuity Management (BCM) system based on business continuity management standard, by setting up holistic system which integrates Crisis Management Plan, Crisis Communication Plan, Business Continuity Plans and all business units in the organization.
2. The company will form Risk Management Working Group and assign Head of Corporate Planning and System Development Division to supervise overall business continuity management system and report performance to the Risk Management Committee periodically or when significant changes occur.
3. The Executive Vice President - Asset Management serves as Business Continuity Manager (BC Manager) who will be a contact point for coordinating between internal and external units and the Crisis Management Team (CMT) in performing business continuity management activity in normal situation, during crisis or disaster state as well as business-as-usual resumption.
4. The Company encourages BC Manager to identify Business Continuity Coordinator (BC Coordinator) in order to perform the assigned tasks and report the operational result to the BC Manager.

5. The Corporate Planning and System Development Division is mandated for managing the Crisis Management Plan (CMP) covering the plan's development, implementation, exercise and updating its completeness, accuracy and timeliness. The CMP is required to be reviewed at least once a year or once significant change emerges. Also the Division has to work with the Critical Business Function (CBF) in conducting Risk Assessment and Business Impact Analysis every year.
6. The Corporate Relations Division is assigned to be in charge of Crisis Communication Plan (CCP) undertaking the plan's development, implementation, exercise and updating its completeness, accuracy and timeliness to be available when crisis erupts. The CCP is required to be reviewed at least once a year or once significant change emerges.
7. All business units are responsible for developing, implementing, exercising and improving Business Continuity Plan (BCP) of their units and/or relevant documents ensuring its completeness, accuracy, up-to-date and available in a crisis event. They should review the BCP at least once a year or once significant change emerges to ensure effectiveness of the business continuity management system. All units also are mandated to control and keep the plan.
8. The Critical Business Functions must assign their responsible persons to be directly in charge of risk assessment undertaking and review, and business impacts analysis before developing recovery strategy and the business continuity plan of their own business units.
9. The Office Management Division is responsible for supporting, coordinating and aligning the business continuity management systems with the Emergency Response Plan (ERP), the Disaster Recovery Plan (DRP), the Command Center and Alternate Site.
10. The Human Resources Division is responsible for enhancing awareness and understanding about the business continuity management for all-level employees in regular basis and instilling it into a corporate culture.

11. Top executives must communicate the Business Continuity Management Policy to the management, employees, and other stakeholders in order to gain their acknowledgement and strict compliance. They have to oversee and give supervision for effectiveness of the business continuity management process of their responsible disciplines. Also, they have to promote and develop their employees' capability to ensure the effective performance.
12. Encourage the management and employees to be aware of participation, support and compliance with the Company's Business Continuity Management Policy with an aims to achieve the Company's objective of business continuity management