
Good Corporate Governance

Board of Directors assigned to **Risk Management and Corporate Governance Committee** responsible for considering, reviewing, promoting, supervising, and monitoring risk management operations. Corporate governance and sustainability by giving importance to operations in the areas of **Environment, Society and Governance : ESG** In addition to economic operations as well as the process of conducting business inside and outside the organization to achieve the mission and goals set and operate the business sustainably. The corporate governance policy is reviewed and improved. To be modern and current Conforms to international standard practices, laws, principles and regulations. Various regulations and requirements of relevant agencies. This is in accordance with the principles of good corporate governance for listed companies. In 2017 **CG Code 2017** of the **Securities and Exchange Commission (SEC)**, Principles of good corporate governance according to the criteria **Corporate Governance Report for Thai Listed Companies (CGR)** of **Thai Institute of Directors (IOD)**, and good corporate governance according to the criteria **ASEAN CG Scorecard** and Good corporate governance practices of **Stock Exchange of Thailand (SET)**.

Good Corporate Governance Policy

The Board of Directors recognizes the importance of good corporate governance. Therefore, a governance policy has been established. Take care of the good business of the company. in writing to provide guidelines for the board of directors, executives, and employees to adhere to in managing the organization with fairness, transparency, accountability, and efficiency. By publishing it on the company's website. <https://www.ttwplc.com/storage/cg/cg/files/20200526-ttw-cg-policy-en.pdf>

Corporate Governance Structure

Corporate governance structure namely Board of Directors and 4 sub-committees namely Executive Committee, Audit Committee, Risk Management and Corporate Governance Committee and Nomination & Remuneration Committee.

Structure of the Board of Directors and Sub-Committees

With details as published on the website

<https://www.ttwplc.com/en/about/management-structure/organization-chart#>

Risk Management and Corporate Governance Committee Report

With details as published on the website

<https://www.ttwplc.com/en/about/risk-management-and-corporate-governance-committee-report>

Board of Directors

The company's board of directors consists of 12 members, including 4 independent directors who are qualified and diverse (Board Diversity) in terms of gender, professional skills, specific expertise, knowledge, and experience in various fields relevant to the company's business operations. The board must include at least 5 directors as stipulated in the company's regulations, and all directors must meet the qualifications required by law. The board comprises a chairman and directors, with at least 1 director having experience in the water supply business and at least 1 director having experience in accounting and finance.

Diversity of the Company's Board of Directors

The Board of Directors comprises mainly independent directors and non-executive directors, with at least one-third being independent directors and a minimum of three individuals. This ensures a balanced representation and allows for independent viewpoints to be expressed freely. Including board diversity such as Gender, Race or Ethnicity, Nationality, Country of Original or Cultural Background.

The company's board of directors establishes clear role, duty, and responsibility divisions between the board and management. There is a policy that ensures the chairman of the board and the managing director are not the same person to maintain a balance of power and transparency. Oversight and management responsibilities are separated. As of December 31, 2024, **the board of directors comprises 12 members, as stated in the company's certificate, consisting of followings :**

- **Non-executive directors 11 members** accounting for 91.66 % of the total board, including :
 - **Independent directors 4 members** representing 33.33 % of the total board.
 - **Representative directors 7 members** representing 58.33 % of the total board.
- **Executive director 1 member, serving as the managing director** representing 8.33 % of the total board.

The board of directors comprises diverse members in terms of gender, professional backgrounds, and expertise, which are essential and beneficial for the company's business operations. There is a balanced composition of the board as follows :

Gender Diversity

Gender	Person	Percent
Male	10	83.33
Female	2	16.67
Total	12	100.00

Diversity of Knowledge and Expertise

Directors	Tap Water / Energy / Engineering Business	Accounting / Finance / Economics / Business Administration	Law / Political Science	Strategy and Business Plan	Corporate Governance / Internal Control / Risk Management	Human Resource Development
1. Dr. Thanong Bidaya	✓	✓	-	✓	✓	✓
2. Mr. Plew Trivisvavet	✓	✓	-	✓	✓	✓
3. Mr. Phongsarit Tantisuvanitchkul	✓	✓	-	✓	✓	✓
4. Mr. Phairuch Mekarporn	✓	✓	-	✓	✓	✓
5. Mr. Somnuk Chaidejsuriya	✓	-	✓	✓	✓	✓
6. Mr. Yuttana Yimgarund	✓	-	✓	✓	✓	✓
7. Dr. Sombat Kitjalaksana	✓	✓	-	✓	✓	✓
8. Mr. Suvich Pungchareon	✓	-	✓	✓	✓	✓
9. Mrs. Payao Marittanapom	✓	✓	-	✓	✓	✓
10. Mr. Hisao Morioka	✓	✓	-	✓	✓	✓
11. Mr. Kenichi Ishida	✓	✓	-	✓	✓	✓
12. Ms. Walainut Trivisvavet	✓	✓	✓	✓	✓	✓
Total	12	9	4	12	12	12

The Activities of The Board of Directors

▪ At the time that the Board of Directors is to pass a resolution in the meeting of the Board, at least two thirds (66.66%) of the total number of directors must be present. Additionally, any directors who may be involved or interested in any meeting agenda items must refrain from commenting on and must abstain from voting on said agendas.

▪ Holding board meetings: There were **a total of 6** board meetings held during the reporting period (excluding subcommittee meetings).

▪ Risk Management and Corporate Governance Committee : The committee performed its duties in accordance with the responsibilities outlined in the committee's charter. It reported its findings to the board of directors on a quarterly basis. The key matters summarized at these meetings were as follows :

Risk Management

1. Evaluate and establish the annual risk management policy and plan of the company, covering various types of risks from both internal and external factors that may impact the company's operations.
2. Assess and align strategic plans with the risk management policy to ensure that the company can evaluate, monitor, and control risks at an acceptable level.
3. Monitor and control the results of risk management on a quarterly basis, receiving reports from the company's management and providing quarterly performance updates to the board of directors.

Corporate Governance

1. Oversee the operations of the board of directors, subcommittees, and management to ensure compliance with corporate governance principles, ethics, and business integrity. Promote reporting of purchases/sales and changes in securities holdings by directors and executives on a quarterly basis.
2. Review the company's corporate governance practices against international standards and those of the Stock Exchange of Thailand, presenting findings to the board of directors for consideration of necessary improvements to ensure accurate disclosure.
3. Provide quarterly reports on corporate governance and oversight activities to the board of directors.

Sustainability

1. Supervise and provide advice on operations in economic, social, environmental, and corporate governance dimensions to ensure sustainable business practices.
2. Monitor operational performance against various indicators and provide advice on sustainability-related reporting.
3. Report on sustainability performance to the board of directors on a quarterly basis. Furthermore, any breaches of business ethics are reported to the board of directors quarterly. **In the year 2024, the company did not receive any complaints from stakeholders, nor were there any instances of ethical violations.**

Performance Assessment's the Board of Directors

The Company prescribes in the corporate governance policy and the good corporate governance principle that the Board of Directors has to perform annual self-assessment to ensure the efficiency of corporate governance. Hence, the board performance assessment is required to be carried out at least once a year to consider the operational results and improve further. The assessment form is divided into 3 types, consisting of :

- 1) Self-assessment form for the entire board
- 2) Self-assessment form for sub-committees
- 3) Self-assessment form for individual committees

At the Board of Directors meeting No. 6/2024 held on December 12, 2024 has resolved to acknowledge the assessment of the Board of Directors and Sub-Committees for the year 2024 as follows :

Entire Board - assessment	Sub-committee - assessment	Individual Committees - assessment
Avg. Evaluated Score 3.9 of 4	Avg. Evaluated Score 3.8 of 4	Avg. Evaluated Score 3.9 of 4

Criteria for Selecting Managing Director

The company's board of directors has assigned the nominating and compensation committee to oversee the selection and compensation determination responsibilities. They assess and screen candidates nominated for selection and propose appointments for the position of **Managing Director**. This is done based on suitable qualifications outlined in the **succession plan**, evaluating individuals possessing relevant knowledge, skills, experience, and a beneficial vision aligned with the company's objectives. Candidates must demonstrate an understanding of the business and the ability to manage operations to achieve goals. The selection criteria include :

- Diversity in gender, age, knowledge, abilities, experience, and expertise in various necessary areas are assessed using the **Director Qualifications and Skills Matrix** for consideration. Director qualifications must comply with legal requirements, announcements from relevant authorities, and company regulations. These qualifications align with the company's strategic plan and adhere to good corporate governance principles to benefit the company's business development.
- Transparent work history with integrity, responsibility, qualifications, and professionalism without any blemishes.

Skills and Expertise of the Managing Director

Business in Energy and Environmental Sector	Management Aspect	Strategic Aspect	Governance, Risk Management, and Internal Control	Sustainability
✓	✓	✓	✓	✓

Evaluation of the Performance of the Managing Director

To ensure compliance with good corporate governance practices, the company conducts regular evaluations of the performance of the Managing Director every year. Key performance indicators (KPIs) are established for assessing job performance, which include the following :

1. Performance Results

- Maintain an average revenue growth rate of at least 15% per year.
- Achieve a Return on Equity (ROE) of at least 15%.
- Attain a Return on Assets (ROA) of at least 15%.

2. Risk Management

- Control and manage risks to acceptable levels.

3. Stakeholder, Social/Community, and Environmental Management

- Maintain the company's corporate governance rating at the "excellent" level.
- Employees receive compensation at 75 % compared to the company's compensation of public utilities in the Stock Exchange of Thailand market.
- Customers are satisfied with the company's services and/or products at no less than 90 %.
- Maintain an average complaint rate from business partners transacting with the company of no more than 1 complaint per purchase transaction of 500 million baht.
- Support community, social, environmental, and public welfare activities with a budget ranging from 0.75% to 1.00% of the company's expenses.
- Distribute dividends to shareholders in accordance with the company's dividend payment policy.
- Manage and address climate change at the organizational level, such as setting goals and measures to reduce greenhouse gas emissions and promote the use of electricity from business processes.

In the year 2024, during the 6/2024 board meeting of the company held on December 12, 2024, the Board of Directors acknowledged the performance evaluation results of the non-executive directors. The evaluation was conducted without the presence of the management team. **The overall performance rating of the managers was 4.7 out of 5.**

Significant Changes and Developments Regarding Policy Reviews, Practices, and Corporate Governance Systems in the Past Year Include

In 2024, the Corporate Governance Risk Management Committee considered and reviewed the corporate governance policy, and present to the Board of Directors for consideration and approval as follows :

1. Improving the subcommittee charter to be consistent with the situation and up to date.
2. Improving the Good Corporate Governance and Business Ethics Manual
3. Communicating corporate governance policies to the board, executives, and employees

The company has received awards and certifications for compliance with good corporate governance principles as follows :

1. Results of the 2024 corporate governance survey of listed companies at the "Excellent" level.
2. Results of the quality assessment of the 2024 annual general meeting of shareholders: 100 full points.

The company provides orientation for employees who start new jobs to have knowledge and understanding of good corporate governance and business ethics and the company's anti-corruption policy including knowledge testing employee understanding in 2024 such as reviewing compliance with the code of ethics and evaluating performance according to ethics.

Additional information can be read at Form 56-1 One Report in 2024.

<https://www.ttwplc.com/en/investor-relations/download/annual-reports>

Revision of Subcommittees' Charters

The company's board has reviewed the charters of all subcommittees, including the charters of the management committee, audit committee, nomination and remuneration committee, and risk management and corporate governance committee, to align them with current corporate governance practices.

Communicating Corporate Governance Policies

The company has prepared a Corporate Governance and Business Ethics Handbook consisting of core content, including corporate governance principles, business conduct policies, and employee ethics. This is used for communication with the board of directors, management, and employees, considered a best practice for fulfilling responsibilities. Additionally, employees are provided with this handbook upon joining the company to read, understand, sign acknowledgment, and adhere to its policies and guidelines.

In 2024, the company reviewed its good corporate governance practices, risk management related activities, and anti-corruption measures. It also tracked performance evaluations and reported compliance with good corporate governance guidelines. Communication and dissemination of corporate governance policies were conducted to the board of directors, management, and employees at all levels, as well as stakeholders through the company's website at www.ttwplc.com to foster awareness, understanding, and adherence. This aimed to instill confidence among stakeholders. Furthermore, various media and activities were organized to enhance understanding of good corporate governance among the company's employees. Adhering to key principles of corporate governance, the past year saw several activities, including :

1. Updating and developing a manual on good corporate governance and business ethics for employees to read and sign, committing to adhering to the company's ethics. New employees receive this manual upon joining the company, read and understand it, and sign to comply with the company's ethics.
2. Employee orientation sessions are conducted to provide guidance and understanding of the organizational culture, including good corporate governance and business ethics, as well as the company's anti-corruption policy.
3. All directors, executives, and employees are required to report on their own interests, as well as those of their families and related entities. Any changes in this information must be promptly notified to promote transparency, accountability, and the best interests of the company in all transactions conducted by the group of companies.
4. Information regarding business ethics, best corporate governance practices, and guidelines for combating corporate corruption has been disseminated to the board of directors, executives, and employees through various channels and activities, such as :
 - Internal communication through the company's intranet system, such as disseminating electronic newsletters, is used to solicit cooperation in refraining from trading or altering securities holdings.
 - Organizational communication under topics like OMD Corner, PR News, and CSR News is conducted through email and bulletin boards of various departments.
 - Regular meetings between employees, managers, and board members are organized quarterly for interaction and engagement.
 - Internal lectures and training sessions are conducted to impart knowledge to employees. Pre- and post-lecture assessments are provided to evaluate understanding before and after the sessions.
 - Self-assessment forms are provided for employees to evaluate their adherence to ethical standards, facilitating a review of their ethical conduct within the company.

Code of Conduct

The Board of Directors has established the Company's Code of Conduct and Directors' Ethics. To ensure that all related parties adhere to the guidelines for operating with honesty and fairness in the treatment of the Company and all groups of stakeholders. Shareholders, investors, society, communities, as well as the government and public to provide clarity and convenience to directors, executives and employees will be informed of the Company's guidelines. Expect business ethics, which covers the following :

- Persuading, stimulating and motivating executives and employees Working together to create value for the business.
- Create confidence that the legal rights of stakeholders are protected.
- Treating stakeholders and all related parties with honesty transparent and fair.
- Promoting everyone's responsibility to familiarize themselves with and abide by the Code of Conduct and Business Ethics. as well as related policies of the company to come out more.
- Provide an evaluation form for performance according to the code of conduct. Have employees do a self-assessment. To cause a review of compliance with the company's code of conduct.

The Process of Monitoring Compliance with the Good Corporate Governance and Code of Conduct Handbook

If there is a violation or non-compliance with the Good Corporate Governance and Code of Conduct Handbook, there is a process as follows.

1. Record reports of non-compliance with the Good Corporate Governance and Code of Conduct Handbook.
2. Propose to the executives of each department for consideration.
3. Implementation of the Company regulations.
4. Report the performance to the Risk Management and Corporate Governance Committee for further reporting to the Board of Directors.

Reporting Non-Compliance with the Code of Conduct

Directors, executives, and employees are responsible for reporting practices that may violate the code of conduct. In the event of seeing or being pressured/forced to do any act that is against the code of conduct shall be reported to the supervisor, executives, Internal Audit Department, or the Audit Committee, depending on the case. In addition, complaints can be reported through the Company's website at <https://www.ttwplc.com/en/cg/whistle-blowing>. The information will be passed directly to the Company Secretary and the Audit Committee or by email at cg@ttwplc.com. The Company has a policy to protect whistleblowers and related persons will receive appropriate and fair protection. The Company will keep the information confidential and will not disclose it to unrelated people, unless disclosed in accordance with the requirements of the law.

Corporate Governance Policy

With details as published on the website

<https://www.ttwplc.com/storage/cg/cg/files/20250507-ttw-cg-code-of-ethics-en.pdf>

Corporate Governance & Business Code of Conduct Handbook

With details as published on the website

<https://www.ttwplc.com/storage/cg/cg/files/20230105-ttw-cg-code-of-ethics-en.pdf>

Securities Trading or Changing by Directors and Executives Policy

With details as published on the website

<https://www.ttwplc.com/storage/cg/cg/files/20200526-ttw-securities-trading-changing-policy-en.pdf>

Insider Trading Control

With details as published on the website

<https://www.ttwplc.com/storage/about/policy/20200513-ttw-insider-trading-control-en.pdf>

Anti-Corruption and Bribery Policy

With details as published on the website

<https://www.ttwplc.com/storage/cg/cg/files/20220711-ttw-anti-corruption-en.pdf>

Whistle Blowing Policy

With details as published on the website

<https://www.ttwplc.com/storage/cg/cg/files/20210825-whistle-blowing-policy-en.pdf>

Anti-Corruption

The Company is committed to complying with anticorruption laws in accordance with the Organic Act on Counter Corruption (No.3) B.E. 2558 (2015) with additional provisions of Section 123/5, which prescribe liability for persons bribe government officials, company personnel at all level, and the company group, this includes employees, representatives, affiliates or any person acting on behalf of the entity, regardless of whether there is authority or not, must follow the guidelines are as follows :

1. Compliance with anti-corruption policy, antibribery, code of conduct, including the rules and regulations of the company without being involved in any form of corruption, whether directly or indirectly.
2. Perform duties with transparency as well as preparing for the performance audit of the Company or the Company group or related agencies.
3. Do not act in any manner indicating the intention of corruption, giving, or accepting bribes to persons involved in the Company group in which they are responsible, directly, or indirectly, to obtain benefits to the organization, themselves, or related persons.
4. Do not ignore when witnessing acts of corruption involving the Company and its group companies, it is considered a duty to notify the supervisor or the person in charge and cooperate in investigating various facts.
5. Pay or give valuable items or services such as entertainment gifts, or tourisms for government officials, foreign government officials, or staff of international organizations, either directly or indirectly, for that person to act or refrain from doing anything, which is an illegal act which is extremely unreasonable, this include do not encourage or involve other people in doing so. **In 2024, the Company has not encountered any corruption incidents.**

Communications and Activities to Support Anti-Corruption

The company has continuously communicated and trained employees about the Anti-Corruption Policy and guidelines, including related policies. Publish articles and anti-corruption practices to employees at all levels, along with lecturing practices to new employees. In addition, there is pre-post test of the lecture; employees at all levels can access the Anti-Corruption Policy and other through the Company's intranet and website, including the bulletin board within the Company.

Anti-Corruption Measures

The Company has established guidelines for supervision to prevent and monitor risks from fraud and corruption as follows :

Guidelines for Supervision to Prevent and Monitor Risks from Fraud and Corruption

1. Provide verification process of the internal control system and risk management covering key work systems, such as procurement system, contract making, budget control system, accounting system, payment, etc. This is to prevent and monitor the risk of fraud and corruption as well as to provide suggestions on appropriate solutions.
2. Provide a channel for receiving information or complaints about violations of the law, code of conduct or guidelines to prevent involvement corruption in financial reports or internal control systems with a policy to protect whistleblowers and keep information confidential, including inspection measures and determining disciplinary penalties of the Company and/or related laws; in the event that a whistleblower or a complainant can be contacted, the Company will notify the result of the operation in writing.
3. Line leader responsible for monitoring operations, correction of errors (if any) and reporting to the authorized person accordingly.

Guidelines for Monitoring and Evaluating Compliance with the Prevention of Involvement in Corruption

Requiring executives and employees to self-assess their performance regarding compliance with the Good Corporate Governance Handbook and Code of Conduct, which includes the Good Corporate Governance Policy, guidelines for preventing involvement in corruption and code of conduct/behaviors of employees regularly.

1. Arrange for the Internal Audit Department to examine the internal control system, risk management, corporate governance, and continually feedback. Carry out the audit according to the annual audit plan with the approval of the Audit Committee and report significant results including recommendations to the Audit Committee.

2. The Internal Audit Department is responsible for continually assessing fraud and corruption risks to effectively implement anti-corruption measures as well as following up, reviewing, and improving measures regularly. The evaluation results will be presented to the Risk Management Committee and the Board of Directors respectively.
3. If the facts are investigated, it is found that information from the audit has reasonable evidence to believe that there is a transaction or action that affects the financial position, significant performance, including a violation of the law, code of conduct or anti-corruption guidelines, or doubts about financial reports or internal control systems; the Audit Committee will report to the Board of Directors for improvement within a reasonable period of time.

The Company has provided communication of guidelines to prevent involvement in corruption, disseminated via various channels, such as intranet and company website for all executives and employees to accept and comply with.

Reporting violations of business ethics

In the year 2024, it was found that there were no breaches of business ethics in the operations of the company, covering all cases.

Ethical Reporting in Business Operations	Incidents of Violations/Breaches (Time)	
	2023	2024
Corruption or Bribery	0	0
Discrimination or Harassment	0	0
Customer Privacy Information	0	0
Overlap of Benefits	0	0
Money Laundering or Securities Trading using Insider Information	0	0

Corrective and preventive procedures to prevent further cases of violation of the code of conduct from occurring

1. Corporate governance policies are regularly communicated to the board of directors, executives, and employees.
2. A survey of conduct according to the code of ethics has been prepared.
3. Provide an inspection process evaluate the internal control system and monitor various risk management aspects in order to avoid the case of violating the code of ethics.

Protection of Personal Data

The Company recognizes the importance and obligations under the **Personal Data Protection Act B.E.2562 (2019)** by placing importance on respecting privacy rights and protecting the personal data of employees and stakeholders to ensure security.

In 2024, the board of directors' meeting there was a resolution to approve the appointment the **Personal Data Protection Officer (DPO : Data Protection Officer)** to carry out related matters along with publishing a **Privacy Policy** on the company's website such as disseminating information via electronic mail corporate communications in OMD Corner topics agency news board and organizing training, etc. However, the privacy policy can be viewed at <https://www.ttwplc.com/storage/about/policy/ttw-pdpa-policy-en.pdf>.

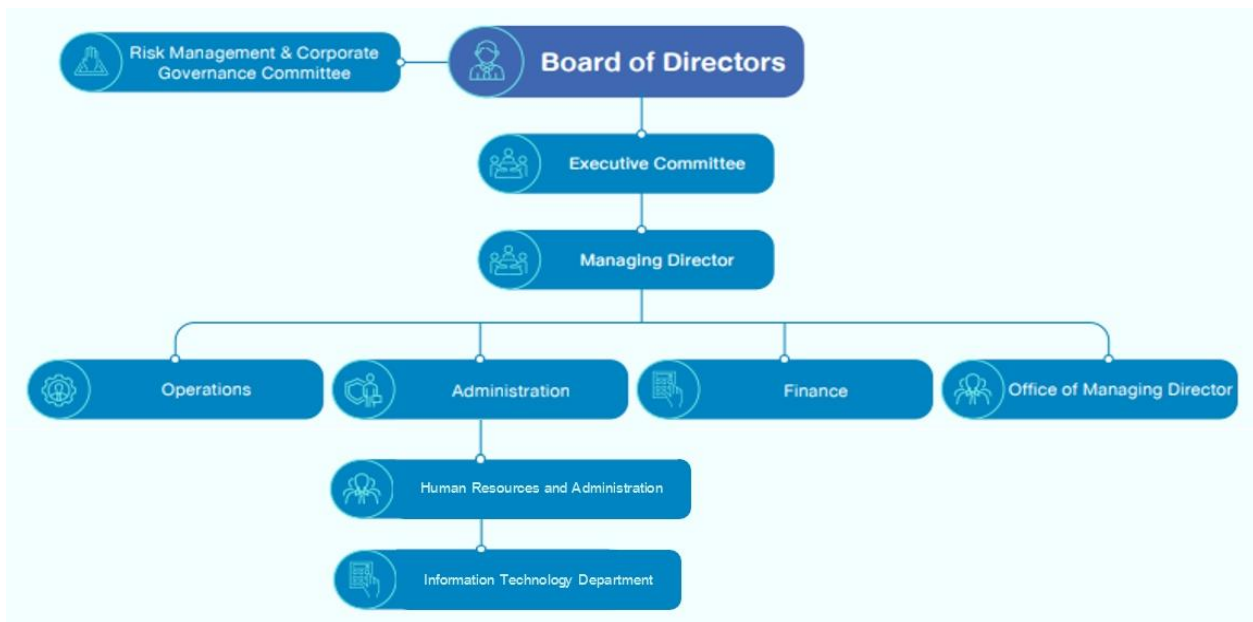
The personal data protection policy covers 6 groups of individuals within the company, including employees, shareholders/investors, customers, suppliers/delivery partners, communities/society, and environmental organizations.

In the year 2024, there were no violations or complaints related to the infringement of personal data from stakeholders, such as employees, shareholders/investors, customers, suppliers, communities, etc.

Management of Information Technology and Cybersecurity

Responsibilities of the Board of Directors and Executives

The company's Board of Directors has assigned the Risk Management and Corporate Governance Committee to oversee and provide advisory services for information technology and cybersecurity operations. This committee communicates with the company's executives responsible for implementing and adhering to the data security policy and information system policies. The goal is to enhance the efficiency of information technology and cybersecurity operations within the organization.



Information Technology System Security Policy With details as published on the website.

<https://www.ttwplc.com/storage/about/policy/20230606-ttw-information-technology-security-policy-en.pdf>

Cybersecurity within the organization is a crucial concern that may impact stakeholders both internally and externally. This includes potential consequences on operational security, system failures, and the risk of data breaches affecting employees, customers, and business partners/suppliers.

The company utilizes information technology as a vital tool to meet the expectations and requirements of stakeholders. This involves implementing modern practices, tools, operational frameworks, and standards. There is a focus on effective risk management and aligning the cybersecurity system with international standards and state regulations, such as **the Computer Crime Act of 2017, Cybersecurity Act of 2019, and the Personal Data Protection Act of 2019**. This ensures the organization can adapt to business expansion strategies while safeguarding the rights of stakeholders against improper use of personal data.

Changes and Key Developments Related to Policy Formulation/Review, Process Improvement, and Practices in the Past Year

In 2024, the company undertook significant changes and developments in information technology and cybersecurity management, as follows :

1. Improving the information technology work structure under the supervision of the Human Resources and Administration Division, Administrative Group.
2. Conduct a review of operational processes regarding data security and information systems.

Management of the Information Security Management System Aligns with International Standards

1. The company conducts a performance assessment of the information security policy within the information technology system at least once a year. This evaluation is carried out through internal and external audits based on **ISO 9001** standards. The purpose is to identify and address security vulnerabilities within the company's information technology system.

2. External experts in system management are engaged by the company to perform system audits and implement improvements at least twice a year, as specified in the system maintenance agreement.

Preventing Threats to Property, Data, and Information Systems

The company has implemented measures in accordance with the information security policy to safeguard data and information systems. This involves comprehensive oversight, including :

1. Security Responsibilities, the company ensures clear delineation of responsibilities in developing, implementing, and monitoring information security. Continuous improvement of these processes is a priority.

2. Asset Classification and Control, the company is required to register all types of assets, including tangible and intangible assets. Ownership of these assets must be assigned to the respective departments, and the asset owners are responsible for ensuring compliance with security practices. This ensures appropriate control over the company's various assets.

3. Personnel Security, the company must implement measures to control personnel adequately, ensuring confidence in employees, contractors, and hired consultants. These individuals must be aware of and prioritize information security practices throughout their engagements with the company.

4. Physical and Environmental Security, the company must implement controls for physical and environmental security based on the value of the assets. This ensures appropriate measures are in place for the physical and environmental security of assets.

5. Communications and Operations Management, the company is required to ensure that its information technology systems and networks adhere to three fundamental principles :

- 5.1 Systems must be ready for use whenever needed.
- 5.2 Access should be restricted to authorized personnel only.
- 5.3 Systems must be accurate, reliable, and compliant with the company's operational standards and various requirements.

6. Access Controls, the company must implement data access controls across all systems and network infrastructure securely. The asset owner is responsible for deciding and authorizing data access.

7. Systems Development and Management, the company must assess the risk of new system and network implementations, as well as significant changes to existing systems, making security-related tasks an integral part of the systems development and network deployment process.

8. Information Security Incident Management, the company must ensure that information security incidents and vulnerabilities related to information security are reported to relevant parties. There should be effective incident response processes to address and resolve issues promptly. Additionally, ongoing monitoring and review of information security incidents should be conducted to manage risks efficiently and minimize potential impacts.

9. IT Outsourcing, the company establishes appropriate standards for controlling IT outsourcing services, including the formulation of contracts that specify service conditions, minimum operational standards, and data security measures.

Communication for Internal Awareness within the Organization

The company prioritizes enhancing knowledge and skills in using information technology and digital technology among employees and practitioners. This is achieved through the following activities :

1. Monthly dissemination of cybersecurity knowledge through email to all employees, including regular updates on various programs. IT staff provide knowledge and address inquiries during computer maintenance sessions.
2. Conducting inspections and notifying employees and supervisors within the respective units when inappropriate usage is detected, such as unauthorized software or accessing risky websites.

Cyber Threat Response Measures

The company has implemented an Incident Management plan, with a focus on Information Technology. The plan outlines how the IT department will address and resolve cyber threats efficiently to restore normalcy as quickly as possible.

Risk Management in Data and Information Technology Systems

The company's approach to risk management in data and information technology systems encompasses both preventive and corrective maintenance. In terms of preventive maintenance, measures such as implementing a computer intrusion prevention system (Firewall) and antivirus programs are in place. Policies are also established to control access to critical company data. For corrective maintenance, the company employs a backup solution for data recovery and ensures the availability of backup equipment for critical components, allowing for replacement or repair within 24 hours.

Maintaining Cybersecurity Against Cyber Threats

In today's business landscape, technology and information systems are crucial tools for driving businesses and organizations to be advanced and agile. The digital transformation of businesses and organizations introduces increased risks from cyber threats. Maintaining cybersecurity against cyber threats plays a crucial role in mitigating these risks. Ensuring cybersecurity involves securing systems, managing risks related to personnel, processes, and information technology tools. The company prioritizes the security of information technology systems and cyber threat prevention. Recognizing cyber threats as emerging risks, the company identifies, assesses, and addresses these risks to enhance confidence and security for both government and public service users.

The company emphasizes cybersecurity measures, focusing on risk management in information technology systems and preventing cyber threats. The company identifies cyber threats as new risks, specifying the risk points, risk reduction measures, and outcomes of these actions.

Risk Issue	Measures to Reduce Risk	Level of Risk
1. Network System and Information Technology Security Risks 2. Database Risks in Information Technology Systems 3. Physical and Environmental Risks 4. User Personnel Risks	<ul style="list-style-type: none"> - Establish policies for data and information system security. - Set policies for security equipment, regularly inspect the operation of information technology systems, and open ports only as necessary. - Follow operational guidelines regarding information security controls. - Follow network security and intrusion prevention system (Firewall & IPS Policy) policies. - Follow policies for controlling access and using network system services (Network Access Control). - Implement emergency response plans for information technology system disasters, in case of system breaches and cyber threats. - Supervise and enforce strict compliance with information technology system security measures. - Maintain backup information technology systems to ensure efficient operations. - Verify the readiness of backup power and electricity generation systems. - Disseminate and publicize information to raise awareness among company personnel about information technology system security. 	Acceptable Level

Year 2024 Goal

<p>100 %</p> <p>Employees and Executives have been trained in basic governance and business ethics.</p>	<p>None</p> <p>Violation of business ethics by stakeholders.</p>	<p>None</p> <p>Complaints of violations of business ethics from stakeholders.</p>
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Long-Term Goal

<p>100 %</p> <p>Employees and Executives have been trained in basic governance and business ethics.</p>	<p>None</p> <p>Violation of business ethics by stakeholders.</p>	<p>None</p> <p>Complaints of violations of business ethics from stakeholders.</p>
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Operation Result of Year 2024

<p>100 %</p> <p>Employees and Executives have been trained in basic governance and business ethics.</p>	<p>None</p> <p>Violation of business ethics by stakeholders.</p>	<p>None</p> <p>Complaints of violations of business ethics from stakeholders.</p>
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Results of Anti-Corruption Operations in 2024

Target	Performance
1. All executives and employees are aware of the anti-corruption policy and use it as a framework for their work.	<ul style="list-style-type: none"> - Accept the anti-corruption policy and implement is 100 percent. - The issue of corruption from the organization's personnel is 0. - Issues of complaints or corruption disputes is 0.
2. Encourage trading suppliers to comply with the anti-corruption policy and suppliers code of conduct.	<ul style="list-style-type: none"> - Accept the anti-corruption policy and implement is 100 percent. - The issue of corruption between suppliers and suppliers and between trading partners and the company is 0. - Issues of complaints or corruption disputes is 0.

Results of personal data protection operations in 2024

In 2024, there were no violations/violations and complaints about personal data violations from stakeholders, such as employees, shareholders/investors, customers, suppliers, and communities, etc.

None	None	None	None
Incidents where customers information is leaked or disclosed or used without permission.	Incidents where employees information is leaked or disclosed or used without permission.	Incidents where suppliers information is leaked or disclosed or used without permission.	Complaints of violation unintended disclosure and leakage of bad information.