



**Central Plaza Hotel Public Company Limited**

**Business Continuity Management Policy**

**(Review Year 2024)**

Approved by the Board of Directors' Meeting No. 1/2024

on 26 February 2024

by Risk Management Department

## **Business Continuity Management Policy (Review Year 2024)**

### **Central Plaza Hotel Public Company Limited**

#### **A. Reason for the Policy Issuance**

Central Plaza Hotel Public Company Limited, hereinafter referred to as the “Company,” requires the receipt-transmission, storage, and management of the data system and important documents, whether being those of the affiliated companies, government agencies, private agencies, customers, business partners, service providers and other third parties relating to the Company’s business operation, in its business operation.

Under crisis, many current events take place from natural disaster and harm caused by humans in various forms, such as flood, fire, earthquake, disease outbreak, riot, accident, sabotage, computer virus, direct malignity against the business operation, etc., entirely causing the Company’s business impact. Therefore, it may result in the broad expansion of disruption or loss and/or damage in business operations in various forms, such as income loss, business security damage, and reputation damage, even if the mental impact of the staff or the personnel who are considered as very crucial resources of the Company.

In this regard, the Company has established **Business Continuity Management (BCM)** in the case of the emergency mentioned above occurrence to ensure the Company’s capability of business continuity or recovery in the specified period as part of the business organization management to create confidence and trust that the Company’s entity will not discontinue even though it will confront with the crisis, natural disaster, threat or any unexpected events.

#### **B. Objectives**

This Policy is prepared for use in formulating the business continuity management guidelines that will strengthen the confidence and trust in business operations, in critical situations or emergent periods under concern on avoidance and prevention of damage and recovery of the Company’s business condition to cope with the critical situation.

In addition, this Policy has also been the organizational management that must create knowledge and understanding of the Business Continuity Plan (BCP) by arranging the continuous practice and review of the Policy and plan for sustainable and constant efficiency, modernity and

enforcement. The affiliated companies can use for referring to the preparation of the practices relating to the Company's business continuity management.

### C. Scope of the Application

This Policy is continuously used with the Company's management in the case of the occurrence of crisis, natural disaster, and other disasters that affect the Company's business operation until possibly causing the Company's requirement to discontinue the business operation temporarily or in a certain period. The said crisis includes those that are not under the Company's control.

This Policy is applied to Central Plaza Hotel Public Company Limited and the Company's staff at all levels without the intention to apply with the third parties. However, in promulgating this Policy, some parts of the Policy may a bit affect the third party's operation or execution. The work unit with the duties and responsibilities or in charge according to this Policy shall notify the third party for acknowledgment of the action to be strictly in line with this Policy.

The Risk Management Department shall be entrusted to have the direct duties and responsibilities for strict compliance with this Policy by considering the impact on the Company's business operation, the staffs and business partner companies' overall welfare and safety under the management according to the good governance although it is among the critical period as the good public company limited accordingly.

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## Chapter 1

### General Section

**Clause 1.** In this Policy,

**“Company”** means Central Plaza Hotel Public Company Limited.

**“Critical Situation”** means the event caused by a natural disaster or caused by the act of a person, group of persons, and juristic person, or integration of the persons, whatever they are called, whether being terrorism or state of civil war, and guerrilla band whether in any form which is regarded as the critical event, affecting the Company's business operation or the entity operation, or having the overall impact on the usual way of life of the Company's staffs, such as fire, flood, earthquake, riot, event of explosion, disease outbreak, assembly and protestation,

resistance and/or expulsion, terrorism, civil war, computer system intervention, computer virus release, electronic data intervention, whether in any form, severity and/or political conflict, as well as other circumstances that affect or result in similarity to the foregoing.

“**Business Continuity Plan (BCP)**” means the step of any process and plan prepared under this Policy to bring about the Company’s entity continuity under a critical situation.

“**Executive Board**” means the Business Continuity Executive Board, the person including representative and/or juristic body appointed under this Policy to have the duty to supervise, take responsibility, and manage under the critical situation.

“**Staff**” means the staff of Central Plaza Hotel Public Company Limited who work at the head office and branch office, including the staff under field operation for publicizing the Company, collecting customer data, or also performing other acts.

“**Customer**” means the natural person, data subject, and person who hands over and gives consent to the Company for storage and use of his/her data or is authorized to execute.

“**Business Partner**” means the person or juristic body, or juristic person who deals with the Company as the business partner, the service provider or the person who performs a juristic relation with the Company by any means.

“**Third Party**” means the customer, business partner, party to the contact, person who contacts to enter the transaction with the Company by any means, as well as staff, representative, joint venture party, and the person who contacts the above persons upwards all over the line.

“**Important Document**” means the document relating to the provision of services, entry of transactions, or other works of the Company, whether being the private document, official document or other documents with specific data within the possession or under the custody of the Company during the business operation.

“**Information Technology System**” means a computer system or other systems with the same characteristics, consisting of the different parts that are hardware, software, network, database, system developer, system user, related staff, and specialist in the field. All these elements are interoperated to determine, gather, collect, and process the data to produce information and/or transmit the acquired outcome or information to assist and support the organization, whether in any form.

“**Data**” means a thing that communicates to recognize the stories and facts, whether the said communication can be performed by the condition of that thing or through any procedures, and whether it will be performed in the form of the document, file, report, book, diagram, map,

drawing, photograph, film, video or audio record, record by computer, numeric set, coding, or any other means making the recording apparent, and including personal data and financial data.

“**Data System**” means software or information prepared for recording the stored data.

“**Alternate Site**” means the operating place in case of a critical situation occurrence.

“**Senior Director of the Risk Management Department**” means the person who holds the office of Senior Director of the Risk Management Department.

**Clause 2.** All work units directly relating to the implementation of this Policy shall have the duty to govern, correct, verify, monitor or perform the act in all respects to ensure compliance with the objectives of the business continuity management under this Policy.

The Senior Director of the Risk Management Department shall be in charge of and control this Policy to verify and consider any ordinances, rules, regulations, manuals and/or practices prepared by the related work units so as to achieve compliance with this Policy by proposing to request for the approval of the Chief Executive Officer.

The ordinances, rules, regulations, manuals, practices and/or requirements relating to any contracts that conflict with or contradict this Policy shall be inapplicable, and this Policy shall be mainly observed. All announcements effective before the application date of this Policy remain further effective to the extent that they are not in conflict or contradiction with this Policy.

**Clause 3.** This Policy shall be applied to the staff at all levels. If any part of this Policy has an impact on the operation or execution of the third party, the Senior Director of the Risk Management Department as the person who is in charge of this Policy, and by the advice from the work unit which has the direct duty and responsibility shall give notice to the third party for acknowledgement about the implementation of this Policy as much as necessary and notifiable.

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## Chapter 2

### Business Continuity Executive Board

**Clause 4.** There shall be a Committee called the “**Business Continuity Executive Board**” consisting of the executives from the related departments. The persons directly in charge of risk management, situation and damage assessment, primary security and event abatement, medical action, human resource management publicity, and information technology management are

assigned, where the Chief Executive Officer shall be the Chairman of the Executive Board and the Senior Director of the Risk Management Department shall have the crucial duty to summarize the report of the situational assessment result and suggest and comment to promulgate the Business Continuity Plan (BCP) to the Chief Executive Officer for promulgating the said BCP.

**Clause 5.** The Executive Board has the following powers and duties.

(1) Assess the potential risk of the event and classify the degree of severity of each event that may affect the Company, and assess the likelihood of the event that disrupts the Company's critical business function to ensure that the priority of operation and resources used to revoke the operation is efficiently determined by mainly considering the knowledge and understanding on the Company's business operation.

(2) Assess the impact of the events that affect

(a) Person

(b) Business

(c) Important document

(d) Data

(e) Information Technology System

(f) Establishment

(g) The Company's important service provider in case of failure to provide service

(3) Determine the critical situation occurrence prevention plans and measures as follows:

i) Incident Management Plans (IMP), ii) Business Continuity Plan (BCP), iii) Disaster Recovery Plans (DRP) by considering the preparedness to mainly cope with the critical situation and recover the business condition.

(4) Define the Command Center's site as the command meeting venue of the Board in case of a critical situation occurrence.

(5) Define the place to be the Alternate Site.

(6) Give counsel and advice to the Company's staff, top executive, director, consulting team and/or the related party of the risk management or the affected person.

(7) Monitor to ensure that i) Incident Management Plans (IMP) and ii) Business Continuity Plan (BCP) are actually enforceable, trained, tested, reviewed, and verified for the development and improvement to always catch up with the change and to be suitable for the transaction complexity.

(8) Prepare the Post-Critical Situation Business Recovery Plan.

(9) Evaluate the contingent costs or expenses

(10) Coordinate for publicizing or clarifying to both internal and external related parties of the Company about BCP or, in other cases relating to the critical situation.

(11) Promote the efficient and sustainable development of the Business Continuity Plan (BCP).

(12) Create the staff's knowledge and understanding of the Business Continuity Plan (BCP).

**Clause 6.** There shall be the BCP Coordinators of each work unit to communicate identical thoughts and understandings in working language and collaboration to be corresponding both to time and activities that must be performed to achieve the objectives on harmony basis to ensure the smooth operation of works, non-occurrence of work redundancy or conflict in the crisis period.

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### Chapter 3

#### Business Continuity Plan (BCP)

**Clause 7.** The rules, procedures, steps, and detail of the Business Continuity Plan (BCP) shall be determined to support or rapidly revoke the operation to be recovered into the normal condition or similar to the normal condition whether repair, addition, or renew the damaged system or public utility system to be recovered into the status that usually facilitates the business operation. However, the requirements shall be clear, precise, and simple and shall cover all of the Company's important transactions and the related main service providers.

**Clause 8.** The rules, procedures, steps, and detail of the Business Continuity Plan (BCP) additionally specified from this Policy shall be continuously in line with the Board's announcement.

**Clause 9.** The Business Continuity Plan (BCP) shall be trained to practice the understanding of the roles of each work unit, detail of the method requiring compliance, and notification of the events by focusing on the staff's understanding and ability to comply efficiently.

**Clause 10.** The Business Continuity Plan (BCP) shall be tested, and the testing result shall be assessed. The testing or practice shall be arranged at least once a year. The testing shall be conducted from the first to the last process under the realistic simulation. If it is impossible, the testing or practice shall be conducted as much as possible.

**Clause 11.** The Business Continuity Plan (BCP) shall be updated on top of the situation under concern on the current crisis, BCP testing assessment result, and contingent event in the said period, and propose to the Risk Management and Corporate Governance Committee for consideration and consent, and propose to the Board of Directors for acknowledgement upon amendment or alteration of the crucial requirements in the Business Continuity Plan (BCP).

**Clause 12.** The Business Continuity Plan (BCP) shall be amended, revised, and altered to ensure that the BCP can actually be operated and updated. The said BCP is considered consistent and supports the Company's Policy and business operation.

**Clause 13.** In the case where the fault during the testing or the understanding practice is detected, the Executive shall report the summary of problems and propose to the Chief Executive Officer (CEO) for an acknowledgement to complete the amendment, revision, or alteration of the Business Continuity Plan (BCP) and take the corrective action of the said fault rapidly or within 30 days period from the approval date for action.

In the case of failure to achieve the correction of the said fault in the specified period under the first paragraph, the Board shall report the Chief Executive Officer for the acknowledgement to request for extending the specified period to the extent that the said action will be completed.

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## Chapter 4 Continuity Management

**Clause 14.** The rules, procedures, steps, and detail of the continuity management in each work unit shall be in line with the Executive Board's announcement.

The degree of severity and critical situation in each event, business impact, and potential business, product, and/or service damage shall be in line with the Board's announcement.

**Clause 15.** The Executive Board shall define the classification of the data and document significance, categorization of the data and document, consider the data and document storage, back up the data and document, and prepare the data recovery and the documentary damage or loss prevention system.



**Clause 16.** During the promulgation of BCP, the specified period of recovery into the normal operating condition shall be in line with the announcement of the Executive Board under concern on the critical situation, business operation, safety of life, body, and property, environment, key factor and surrounding that directly or significantly affects the staff and the business operation, and publicize the said period by the suitable channel for thorough acknowledgement of the staff.

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## Chapter 5

### Notification Process Upon Occurrence of Critical Situation

**Clause 17.** The Board shall have the power to command and promulgate the Business Continuity Plan (BCP).

The Risk Management Unit shall have the duty to monitor the situation, publicize, and inform the current situation, including crisis, without delay, to the officer for publicizing the announcement of the Executive Board for acknowledgement by the suitable channel to ensure that the staff can acknowledge the news information, announcements and/or periods.

The Executive Board shall issue public relations measures by preventing to avoid scare in the staff, both internal and external related parties of the Company, where the communication channels are defined to strictly inform news information to the staff at all levels as determined by the Executive Board.

**Clause 18.** Upon the occurrence of a critical situation, the Risk Management Department shall have the duty to report the situation, coordinate, inform the progress, publicize and/or request assistance in case of necessity for the acknowledgement of the agencies related to the authority's governance as much as necessary and related under concern on the staff welfare, the trade data and/or secret significance policy, as the case may be.

## Chapter 6

### Alternate Site

**Clause 19.** The Alternate Site, which is not the same place or near the scene of the critical situation, shall be determined. However, the Alternate Site shall be located properly and suitably far from the scene of the critical situation for the safety of the Company's staff.

**Clause 20.** The Alternate Site shall have the essential, suitable and proper resources for the work performance, workload, personnel, staff, and critical event occurrence period, including basic essential facilities in living and/or travelling to work.

**Clause 21.** The Executive Board shall coordinate with other related departments to inform the usable number of essential resources and human resources, prepare the report of the missing and lost resources, and schedule the duration of which the essential resources shall be delivered to the Alternate Site during the critical situation, and propose the Executive Board for consideration and approval according to the step.

**Clause 22.** The Executive Board shall determine the clear step relating to the person and resource movement or the announcement for setting up the Alternate Site.

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## Chapter 7

### Post-Critical Situation Business Recovery Plan

**Clause 23.** The Executive shall determine the Post-Critical Situation Business Recovery Plan and report the summary about the affecting critical situations at least with the following detail.

- (1) Staff's injury and/or death-related loss
- (2) Building damage
- (3) Property and/or working equipment, tool, and utensil damage
- (4) Basic public utility damage
- (5) Business damage
- (6) Business partner damage
- (7) Information technology system damage

**Clause 24.** The following factors shall be considered in the Post-Critical Situation Business Recovery Plan.

- (1) Mind condition recovery
- (2) Recovery and/or remedy in the case of the staff's injury and/or death. In the case of the staff's injury, loss, and/or death, the name list of the victims, missing persons, or deceased shall be prepared. The said data shall be informed to the personnel related to the lines and the relatives of the said staff on the first occasion that the notification can be made.
- (3) Building and premise damage condition recovery
- (4) Property and/or working equipment, tool and utensil recovery
- (5) Basic public utility damage recovery
- (6) Business damage recovery
- (7) Information technology system recovery

**Clause 25.** The Executive Board shall urgently prepare the report of the post-critical situation recovery result and submit the post-critical situation recovery assessment result to the Chief Executive Officer.

After passing by the critical situation, the Board shall assess whether the post-critical situation recovery result by verifying the step or process is in line with the set plan and have the opinion for improvement of the post-critical situation recovery plan to develop the plan efficiency and the recovery potential to be usable with the situation that may recur in the future.

The Executive shall monitor the recovery result by verifying and assessing the potential, efficiency and/or availability according to the recovery plan under the first paragraph, whether all assessment or random sampling method for just the situation that facilitates to do so.

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Business Continuity Management Policy Review Year 2024 was approved by Board of Directors Meeting NO. 1/2024 on 26 February 2024 and has been in effect since the approval date.

Mr. Suthikiati Chirathivat  
Chairman of the Board  
Central Plaza Hotel Public Company Limited