



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

### **Business Continuity Management Policy (2026 Edition)**

Approved by the Board of Directors Meeting No. 7/2025  
on 14 November 2025

Prepared by Risk Management Department

**PUBLIC**

## **Business Continuity Management Policy (Edition 2026)**

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

#### **1. 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.

#### **2. 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.

### 3. Scope of the Application

This policy applies to Central Plaza Hotel Public Company Limited and all levels of its employees to ensure the continuity of the company's operations in the event of a crisis, natural disasters, or other incidents that impact the company's business operations. Such events may result in the temporary suspension of business activities for a certain period and are considered crises beyond the company's control.

Assign the Risk Management Department with direct responsibility to ensure strict compliance with this policy. This should be done with consideration for the impact on the company's business operations, the welfare and safety of employees, and the overall safety of business partners. All actions should align with governance principles, even during times of crisis, in order to maintain the company's standing as a good public company.

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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 Management: BCM”** means an approach to defining policies, standards, and organizational processes to ensure that in the event of incidents or disasters that disrupt operations, critical activities can continue without interruption.

**“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.

**“Business Continuity Management (BCM) Committee”** means a group of business continuity executives, individuals, representatives, and/or teams appointed under this policy. Their role is to oversee, manage, and operate during crisis situations.

**“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.

**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 Risk Management Executive shall act as the enforcer and overseer of this policy to review and assess rules, regulations, guidelines, manuals, and/or practices developed by relevant departments. This is to ensure successful implementation of the policy, with all matters requiring approval to be submitted to the Chief Executive Officer.

Any rules, regulations, guidelines, manuals, practices, and/or contractual provisions that conflict with or contradict this policy shall be deemed unenforceable, and this policy shall take precedence. All announcements in effect prior to the enforcement date of this policy shall remain valid insofar as they do not conflict with or contradict the provisions of this policy.

**Clause 3.** This policy applies to employees at all levels. If any part of this policy affects external parties' operations or activities, the Risk Management Department, as the policy custodian, with guidance from the directly responsible department, shall inform the external parties of the actions taken under this policy, but only to the extent necessary and permissible.

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## Chapter 2

### Business Continuity Management (BCM) Committee

**Clause 4.** There shall be a Committee called the “**Business Continuity Management (BCM) Committee**” 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 Risk Management Executive 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.** Business Continuity Management (BCM) Committee 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 Business Continuity Management (BCM) Committee 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 a business recovery plan after a crisis situation.

(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 awareness and understanding among employees about the Business Continuity Plan (BCP).

**Clause 6.** Designate a coordinator for each department (BCP Coordinator) during a crisis situation to ensure effective communication, mutual understanding, and cooperation. This will help align actions with the appropriate timing and activities, ensuring that objectives are achieved harmoniously. The goal is to facilitate smooth operations, prevent redundancy, and avoid conflicts during a crisis.

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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 principles, methods, procedures, and details of the Business Continuity Plan (BCP) specified beyond this policy shall comply with the ongoing announcements issued by the Business Continuity Management Committee.

**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.** Conduct a review, update, and revision of the Business Continuity Plan (BCP) to ensure that the plan is practical, up-to-date, and aligned with the company's policies and business operations.

**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

### Business Continuity Management

**Clause 14.** The criteria, methods, procedures, and details for managing business continuity in each department should be in accordance with the announcement from the Business Continuity Management Committee.

The severity level, crisis situation level for each event, business impacts, and potential damages to the business, products, and/or services should comply with the announcement from the Business Continuity Management Committee.

**Clause 15.** The Business Continuity Management Committee must establish a classification of the importance of information and documents, categorize the types of information and documents,



consider the storage of information and documents, ensure data and document backups, and prepare a system for data recovery and protection against damage or loss of documents.

**Clause 16.** During the implementation of the Business Continuity Management Plan, the timeline for returning to normal operations should be in accordance with the announcement from the Business Continuity Management Committee. This should take into account the crisis situation, business operations, safety of life, body, and property, environmental conditions, and critical factors or circumstances that directly affect or have significant implications for employees and business operations. The schedule should be communicated through appropriate channels to ensure that all employees are well-informed.

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## Chapter 5

### Notification Process Upon Occurrence of Critical Situation

**Clause 17.** The Business Continuity Management Committee has the authority to issue orders and announce the implementation of the Business Continuity Plan (BCP).

The Risk Management Department shall be responsible for monitoring situations, disseminating information, and promptly notifying employees about current situations and crises through appropriate channels. This ensures that employees are informed of updates, announcements, and/or timelines in a timely manner.

The Business Continuity Management Committee shall establish measures for communication to prevent panic among employees and stakeholders, both within and outside the company. This includes specifying communication channels to ensure that information is effectively disseminated to employees at all levels.

**Clause 18.** In the event of a crisis situation, the Risk Management Department is responsible for reporting the situation, coordinating, providing updates, publicizing, and/or requesting assistance if necessary. The department should inform the relevant government oversight agencies only as necessary and relevant, while considering the safety of employees, the policy on the importance of information, and/or business confidentiality, depending on the case.

## Chapter 6

### Alternate Site

**Clause 19.** It is required to have a Alternate Site that is not located in the same place or near the location of the crisis situation. The Alternate Site must be sufficiently and appropriately located away from the crisis site to ensure the safety of the company's employees.

**Clause 20.** The Alternate Site must have the necessary, appropriate, and sufficient resources for operations, the volume of work, personnel, and the duration of the crisis event. This includes essential basic facilities for living and/or for traveling to perform work.

**Clause 21.** The Business Continuity Management Committee shall coordinate with relevant departments to communicate the number of necessary resources, available human resources, prepare reports on missing or lost resources, and determine the time frame for when the necessary resources will be sent to the Backup Operations Center during a crisis situation.

**Clause 22.** The Business Continuity Management Committee shall establish clear procedures regarding the movement of personnel, resources, or the declaration of the activation of the Alternate Site.

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## Chapter 7

### Business Recovery Plan After a Crisis

**Clause 23.** The Business Continuity Management Committee must establish a business recovery plan after a crisis situation and ensure there is a summary report regarding the crisis situation that had an impact, with at least the following details:

- (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 business recovery plan after a crisis must take the following factors into consideration:

- (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 Business Continuity Management Committee shall prepare a recovery report following a crisis and submit an evaluation of the recovery outcomes to the Chief Executive Officer promptly.

After the crisis has subsided, the Business Continuity Management Committee shall evaluate the recovery process by reviewing whether the steps and procedures followed were in accordance with the established plan. The committee shall also provide recommendations for improving the recovery plan to enhance its effectiveness and ensure its adaptability to future crises.

The Business Continuity Management Committee shall follow up on the recovery process by promptly testing and evaluating the capability, effectiveness, and/or readiness as outlined in the recovery plan. This evaluation may be conducted comprehensively or through sampling, as circumstances permit.

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Business Continuity Management Policy 2026 Edition was approved by the Board of Directors Meeting No. 7/2025 on 14 November 2025 and shall be effective from 1 January 2026, onwards.

- Signed -

Mr. Norachit Sinhaseni

Chairman of the Board

Central Plaza Hotel Public Company Limited