



**Business Continuity Plan  
(BCP Revise Version No.1)**

**Infraset Public Company Limited**

## **Business Continuity Plan: BCP**

### **1. Introduction**

This Business Continuity Plan (BCP) is created to be used in the event that Infraset Public Company Limited faces a crisis or emergency situation, whether it arises from natural disasters, accidents, or malicious acts toward the organization, such as fire, sabotage, cyberattacks, or the outbreak of severe diseases, which could result in the company having to cease operations. Therefore, if the company does not have an effective contingency plan in place, it may lead to a loss of stakeholder confidence and pose risks to the business operations of the organization.

Hence, the company has developed this Business Continuity Plan to handle such crisis or emergency situations and to ensure that the company can resume operations in a timely manner, which will help minimize the severity of potential impacts on the company.

### **2. Scope**

This BCP serves as the primary plan to support situations where a crisis or emergency occurs, making it impossible to access or exit the workplace or office building, and significantly affecting the resources used for normal operations. The plan covers the following five scenarios:

1. Natural disaster events
2. Accidental events
3. Situations where the company is surrounded or blocked by protests
4. Outbreaks of diseases or serious contagious illnesses
5. Cyber theft or information technology system breaches

This BCP is not designed or intended to address issues arising from normal business operation disruptions. In such cases, the management of each department should address or adjust accordingly, including reviewing and revising operational procedures regularly.

### **3. Objectives**

1. To ensure the company is prepared in advance to deal with potential, unpredictable damage-causing events.
2. To control and mitigate damage, as well as reduce the potential impacts on the company, such as loss of personnel, assets, financial impacts, legal consequences, reputation damage, and loss of market share.
3. To ensure that in the event of a severe incident or crisis that causes normal operations to halt, the company can recover within the designated timeframe.
4. To instill confidence in shareholders, customers, employees, and other stakeholders regarding the company's stability, even in the face of severe events that may disrupt normal operations.

### **4. Analysis of Critical Resources**

Crisis or emergency situations come in various forms. Therefore, to ensure that the departments can effectively manage the company's operations and maintain continuity, the identification of critical resources is essential and must be outlined in the contingency plan for severe crisis or emergency events. The preparation of these critical resources will be considered based on the impact in the following five areas:

1. **Impact on the Primary Workplace Facility**

This refers to situations where an event causes damage to the primary workplace or makes it unusable, resulting in employees being unable to access the workplace temporarily or for an extended period.

2. **Impact on Critical Equipment / Procurement and Delivery of Critical Equipment**

This refers to events that cause the unavailability of critical equipment, including the inability to procure or deliver essential equipment.

3. **Impact on Information Technology and Critical Data**

This refers to events that disrupt the use of technological systems or information systems, as well as critical data, preventing them from being used for normal operations.

4. **Impact on Personnel**

This refers to situations where events affect personnel, making them unable to perform their duties as usual.

5. **Impact on Stakeholders**

This refers to situations where an event causes disruptions that prevent stakeholders from contacting, providing services, or delivering work as required.

**5. Risk Assessment and Impact of Critical or Severe Emergency Situations**

| Crisis/Emergency Situation              | Risk Assessment |        | Impacts resulting from the crisis/emergency situation |                    |                        |           |              |
|---|-----------------|--------|---|--------------------|------------------------|-----------|--------------|
|   | Opportunity     | Impact | Workplace Location                                    | Critical Equipment | Information Technology | Personnel | Stakeholders |
| Natural Disaster                        | L               | H      | ✓   | ✓                  | ✓                      | ✓         | ✓            |
| Accident                                | L               | L      |   |                    |                        | ✓         | ✓            |
| Company Siege or Protest                | L               | H      | ✓   | ✓                  | ✓                      | ✓         | ✓            |
| Pandemic/Severe Infectious Disease      | H               | H      | ✓   |                    |                        | ✓         | ✓            |
| Cyber Theft or Technology System Breach | L               | H      |   | ✓                  | ✓                      | ✓         | ✓            |

**Note**

**Likelihood of Event Occurrence:**

- **H (High):** High likelihood of occurrence – The event happens frequently or is quite certain to happen.
- **L (Low):** Low likelihood of occurrence – The event happens rarely, but there is still a possibility it could occur.

**Impact Level:**

- **H (High):** The duration of operations is more than 1 day, or the damage is severe enough to require business closure.
- **L (Low):** The duration of operations is no more than 1 day, or the damage is manageable and the situation can be controlled.

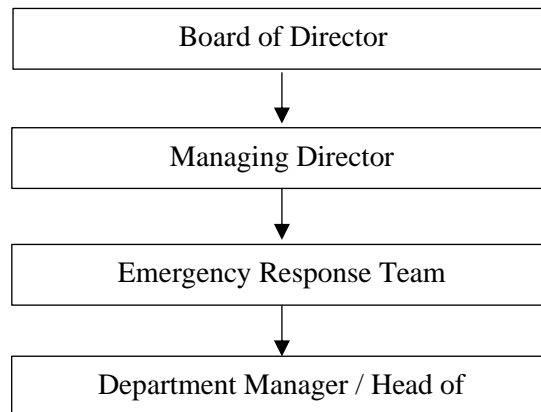
**6. Business Impact Analysis**

When a crisis or a major emergency event occurs, or when there is a significant change in the severity level of such an event, the company must analyze and assess the impact of the disruption to critical operations, as well as evaluate the business impact and potential damage caused by the disruption. This analysis is necessary to prioritize tasks and allocate resources efficiently for business continuity. The business impact analysis and identification of critical tasks should be aligned with the company's business continuity plan. Additionally, in the case of a serious outbreak, the company should monitor the situation and guidelines from the World Health Organization or announcements from the Ministry of Public Health to assess the severity of the situation and its impact on various departments within the company, as well as any limitations that may affect business continuity.

The assessment of the impact on processes, or business impact analysis, is divided into 5 levels, with criteria used to determine the level of impact as follows:

| Impact Level  | Criteria for Assessing the Level of Impact   |
|---------------|--|
| Very High     | <ul style="list-style-type: none"><li>- The company incurs a loss exceeding 10 million baht</li><li>- Operational capacity or service delivery is reduced by more than 50%</li><li>- Loss of life or a threat to public safety occurs</li><li>- Impact on the company's reputation and public confidence at a national and international level</li></ul> |
| High          | <ul style="list-style-type: none"><li>- The company incurs a loss of 10 million baht or less</li><li>- Operational capacity or service delivery is reduced by 25-50%</li><li>- Injuries to employees or service recipients occur</li><li>- Impact on the company's reputation and public confidence at a national level</li></ul>                        |
| Medium        | <ul style="list-style-type: none"><li>- The company incurs a loss of 5 million baht or less</li><li>- Operational capacity or service delivery is reduced by 10-25%</li><li>- Medical treatment is required</li><li>- Impact on the company's reputation and public confidence at a local level</li></ul>  |
| Low           | <ul style="list-style-type: none"><li>- The company incurs a loss of 1 million baht or less</li><li>- Operational capacity or service delivery is reduced by 5-10%</li><li>- First aid is required</li><li>- Minor impact on the company's reputation and confidence</li></ul>   |
| Insignificant | <ul style="list-style-type: none"><li>- Operational capacity or service delivery is reduced by less than 5%</li></ul>  |

## 7. Business Continuity Plan Governance Structure



## 8. Roles, Responsibilities, and Oversight of the Business Continuity Plan

### • Board of Directors

1. Approve policies, strategies, and the BCP (Business Continuity Plan).
2. Delegate authority to the Executive Committee to manage the crisis situation and approve the budget to support crisis resolution efforts.

### • Managing Director

1. Define the scope of the BCP to ensure that the company's essential operations can continue.
2. Assess the business impact and potential consequences of the events that occur, considering strategies and management actions for crisis resolution, and decide when to activate the BCP.
3. Oversee the implementation of the BCP to ensure it achieves its objectives.

### • Emergency Response Team (including Human Resources and Safety Officers)

1. Collect data and assess the crisis situation and severe emergencies.
2. Take immediate action to address the situation and report to the Managing Director.
3. Coordinate with external agencies for assistance.

### • Department Manager/Heads of Department

1. Ensure that essential operations within their departments have an up-to-date BCP, and regularly review and test the plan.
2. Train relevant staff and new employees to be aware of BCP procedures.
3. Appoint a department BCP coordinator who will work with other department coordinators and provide information and guidance to the department's employees.
4. Cooperate, supervise, monitor operations, and recover from emergency incidents within each department to ensure business continuity and quick return to normal operations.

## 9. Business Continuity Strategy

The Business Continuity Strategy is a method for securing and managing resources to ensure readiness during crises. The resources are considered in five areas: 1. Backup Buildings/Workplaces 2. Essential Equipment and Supplies 3. Critical Information Technology and Data 4. Personnel 5. Stakeholders

The continuity strategies for each resource are as follows:

| Resources                                       | Business Continuity Strategy  | Crisis / Event Impact |          |          |          |             |
|---|---|-----------------------|----------|----------|----------|-------------|
|   |   | Natural Disaster      | Accident | Protests | Pandemic | Cyber Theft |
| <b>Buildings / Workplaces</b>                   | <b>In case of partial damage:</b> <ul style="list-style-type: none"> <li>- The coordinator of the Managing Director should coordinate with the safety and environmental officers to disconnect the power supply.</li> <li>- Consider requesting assistance from the fire station or other relevant external agencies to protect lives, property, and the environment, minimizing damage.</li> </ul> After the emergency has subsided, immediately inspect the damaged materials and equipment, assess the suitability of the location, and report the findings regarding the appropriateness of allowing the building/workplace to be used. | ✓                     |          | ✓        |          |             |
|   | <b>In case a backup workplace is needed:</b><br>Convene a meeting of the Executive Board to discuss ways to coordinate and find a location to be used as a temporary office.  | ✓                     |          | ✓        | ✓        |             |
|   | <b>In the event of widespread damage or when employees cannot access the workplace:</b><br>Instruct all employees to work from home. However, if this situation lasts for an extended period, assess the suitability of the backup workplace, coordinate, and prepare for readiness.  | ✓                     |          | ✓        | ✓        |             |
| <b>Equipment and Supplies</b>                   | <b>In the event that critical equipment is damaged and cannot be used:</b><br>Coordinate with the Managing Director to work with the Procurement Department to source replacement equipment temporarily and allow employees to use their personal computers as a temporary solution.  | ✓                     |          | ✓        |          | ✓           |
| <b>Critical Information Technology and Data</b> | <b>In the event of issues with the network (Server) and network devices (Information and Network):</b><br>The IT Department should coordinate with the company responsible for managing the server system as soon as possible, within 24 hours. Additionally, ensure the following backup systems are in place: <ul style="list-style-type: none"> <li>• Establish an initial data backup system on the primary server.</li> <li>• Set up a backup power system to support the equipment in the central room.</li> <li>• Implement a centralized backup system for the company's main database.</li> </ul>                                  | ✓                     | ✓        | ✓        | ✓        | ✓           |
| <b>Personnel</b>                                | Assign personnel to be recruited as replacements or designate personnel from other offices within the same company to collaborate in performing duties in case of insufficient staff.   | ✓                     | ✓        | ✓        | ✓        | ✓           |
| <b>Stakeholders</b>                             | In case it is not possible to work at the office and coordination is necessary, communication can be done via telephone or other communication channels.  | ✓                     | ✓        | ✓        | ✓        | ✓           |

## **10. Emergency Notification and Communication Process**

The purpose of emergency notification according to the BCP governance structure is to manage the steps for contacting employees, customers, and relevant stakeholders after the company announces a crisis or emergency situation. The process begins with the person who witnesses the incident notifying the emergency response team to assess the situation and inform the managing director about the emergency, in order to decide whether to activate the BCP. After that, the supervisors of each department will contact and inform their subordinates. Communication should be made to inform all relevant parties about the emergency situation, the potential impacts, the company's action measures, and communication channels available throughout the emergency period. Additionally, in the case of an epidemic, communication should be made to inform all employees about the situation and the progress of the epidemic, and they should strictly follow the organization's policies and measures. There should also be measures to protect and maintain the health of employees during the period they are working.

## **11. Developing the BCP**

### **1. Business Continuity Plan (BCP)**

The BCP must cover all critical operations of the organization, including key systems that rely on external service providers. It should outline procedures that are appropriate for the complexity of the business and cover all possible disruptions in various scenarios. The BCP implementation process includes the following steps:

#### **Steps to Develop the BCP**

- Develop a plan to address situations during a crisis or serious emergency.
- Study and understand the company's missions by analyzing key activities essential to the company.
- Identify risks that could potentially affect the activities and the likelihood of such risks occurring.
- Establish corrective measures for risks by specifying key personnel, backup personnel, and resources needed, and define how to procure them within a set time frame to ensure continuity in operations or services.

#### **Steps to Implement the BCP**

- Assign responsibilities to personnel as appropriate to handle the crisis within the company.
- Notify relevant personnel about the BCP to prepare for crisis situations and ensure that all employees are aware and follow the plan. The Managing Director assigns the policy and manages operations according to the plan.
- Arrange for the emergency management team and stakeholders to meet and conduct BCP drills to ensure understanding and adherence to the plan, and effectively recover from the crisis.

When developing a BCP for epidemic-related events, the following issues should be considered:

| Requirements for Developing the Plan      | Considerations   |
|---|--|
| Defining Critical Systems                 | Critical systems must continue to operate or provide services during an outbreak situation because any disruption would significantly impact service delivery, stakeholders, business operations, reputation, and the company's performance. Additionally, the ability of these systems to operate remotely should also be considered.                               |
| Employee Health and Safety                | Policy on employee welfare and health  |
| Work Arrangements / Backup Work Locations | Preparation of alternative work options for employees  |
| Operational Control Guidelines            | Control or compliance with regulations when work processes change  |
| Support Systems for Core Operations       | Technological readiness in case employees are allowed to work from home or a backup workplace.   |
| Customer service support process          | Preparing alternatives for work processes to support measures for adapting to changes in customer service usage.   |
| Resource allocation                       | <ul style="list-style-type: none"> <li>- Allocating critical resources for business continuity to ensure that, in the event of an outbreak, the organization can properly allocate resources to essential systems.</li> <li>- Preparing a personnel replacement plan, as there may be a high number of employees taking leave during the outbreak period.</li> </ul> |

## 2. BCP Training or Drills

BCP training should be provided to employees and stakeholders involved in operations to ensure that, in the event of an operational disruption, employees and stakeholders understand their roles and responsibilities. This includes training on disease prevention for employees and access to information systems. The goal is for all employees to understand and be aware of the procedures to follow during an emergency to aid in the surveillance, prevention, and control of an epidemic outbreak.

## 3. Testing and Reviewing BCP

BCP should be regularly and continuously reviewed to ensure it aligns with the current situation, at least once a year. This ensures that the company is prepared to respond effectively to a crisis and epidemic outbreaks.

## 12. Setting Objectives for Business Recovery to Normal Operations

The company should set a timeframe for declaring a crisis or severe emergency event and establish strategies for returning to normal operations for each critical system. In the case of an epidemic, consideration should be given to strategies for preventing the outbreak, reducing unnecessary work steps, reducing the number of employees working on-site, and allowing employees to work from home.

### **13. Post-Crisis Recovery Plan**

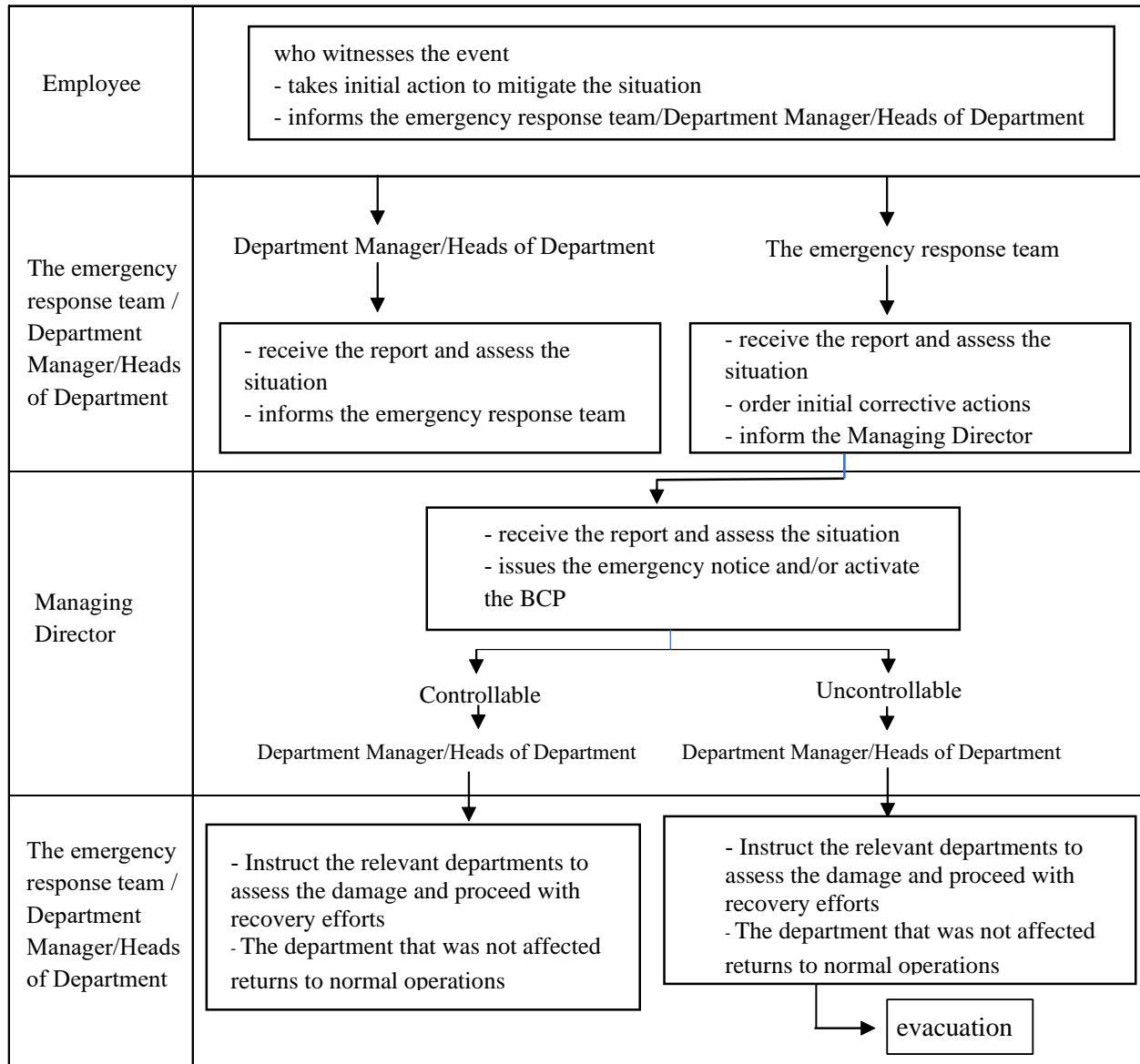
The recovery plan should be divided into 5 areas as follows:

1. Security and Safety Management:
  - Ensure the safety of assets.
  - Coordinate repairs and improvements to the building and premises to return to normal operations, including managing access to the building and obtaining permission for re-entry.
2. Facility and Resource Recovery:
  - Assess and evaluate the damage to the workplace.
  - Assess and evaluate the damage to assets and equipment.
  - Repair and maintain assets and equipment.
3. Information Systems Recovery:
  - Assess and evaluate the damage to computer systems and network infrastructure.
  - Recover computer systems and network infrastructure.
  - Repair and maintain computer equipment.
4. Human Resources Recovery:
  - Assess employees who have been injured and provide assistance.
  - Support the restoration of morale and well-being for employees.
  - Manage employee welfare and compensation.
5. Communication and Public Relations:
  - Report on the situation and inform all employees, including the board of directors and shareholders, of the status and preparedness.

#### 14. Diagram of the Emergency Response Plan during a Crisis or Severe Emergency (Emergency Plan)

##### Personnel Involved in the Emergency Response Plan during a Crisis or Severe Emergency.

##### 1. Notification of Activation of the Plan



## 2. Detailed Schedule of Notification and Activation Steps of the Plan

| Details  | Responsible person   |
|--|--|
| 1. The employee who witnesses the event takes initial action to mitigate the situation and informs the emergency response team / Department Manager/Heads of Department.   | Employee   |
| 2. Receive the report and assess the situation.<br>Order initial corrective actions and inform the Managing Director for situation evaluation.   | The emergency response team / Department Manager/Heads of Department |
| 3. The Managing Director assesses the situation and damages, then issues the first emergency notice.<br>This is done by sending a message to mobile phones, emails, and via the Line application.<br>Example:<br>First Emergency Notice (Issued on.....):<br>"Due to the occurrence of ..... at ....., we ask all employees to remain calm and wait for further announcements."  | Managing Director  |
| 4. Upon hearing the first emergency notice, department managers and Heads of Department should check the number of employees in their department to prepare for evacuation and await further announcements.  | Department Manager/Heads of Department/ Employees                    |
| 5. Monitor and assess the situation, coordinating the status of the situation with department managers/ Heads of Department.   | Managing Director / The emergency response team                      |
| 6. Assess the Situation<br>In case the situation is under control:<br><ul style="list-style-type: none"> <li>- Instruct the relevant departments to assess the damage and proceed with recovery efforts.</li> <li>- Announce the situation if it can be controlled.</li> </ul> Example: "The authorities have now managed to control the situation regarding [event] at [location]. The building has suffered only minor damage. Employees are requested to return to work as usual."<br>In case the situation cannot be controlled:<br><ul style="list-style-type: none"> <li>- Announce the implementation of the Emergency Plan, instructing the evacuation of the area, and request assistance from disaster relief agencies.</li> </ul> | Managing Director / The emergency response team                      |

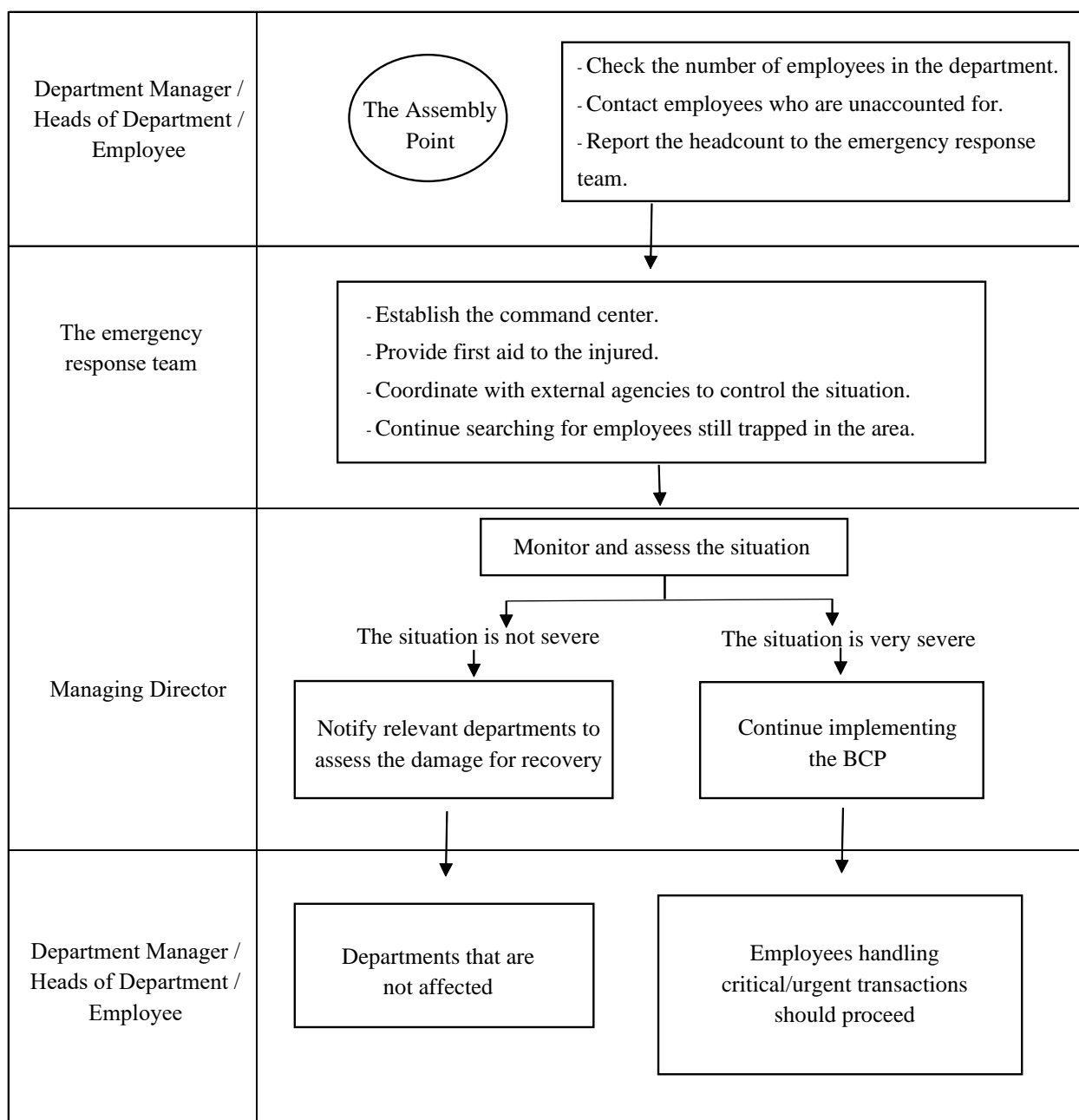
### 3. The evacuation

|   |   |
|---|---|
| Managing Director /<br>The emergency<br>response team | <div> <ul style="list-style-type: none"> <li>- Evacuation announcement</li> <li>- Request assistance from external agencies</li> <li>- Continuously monitor the situation with the Department Manager / Heads of Department</li> </ul> </div> |
| Department Manager /<br>Heads of Department           | <div> <div>Perform duties in each department to respond to the emergency situation and assist with the evacuation.</div> <div>↓</div> <div>Lead employees to evacuate the area and gather at the designated assembly point.</div> </div>      |
| Disaster Relief Agencies                              | <div>Disaster relief agencies assist, such as firefighters, rescue personnel, doctors, nurses, and other relevant agencies.</div>   |

#### 4. Evacuation Procedure Details Table

| Details  | Responsible person  |
|--|---|
| <p>1. When the Managing Director / Emergency Response Team decides to activate the Emergency Plan:</p> <ul style="list-style-type: none"> <li>- Issue the second emergency notification by sending a message to mobile phones or via email and LINE application.<br/>Example: "An emergency has occurred at [location], and the situation is currently uncontrollable. All employees are required to evacuate the area immediately and follow the instructions of the department managers/section heads closely."</li> <li>- Activate the emergency alarm to instruct employees to evacuate from the risk area.</li> <li>- Coordinate with department managers/section heads to carry out duties according to the plan.</li> </ul> | Managing Director /<br>The emergency response team                              |
| 2. The department manager/ Heads of Department checks the work area to ensure that no employees are left behind in the area.   | Department Manager/Heads of Department  |
| 3. If there are injured employees or those with chronic conditions, such as hypertension, heart disease, or pregnant women, trained employees in the department should assist and evacuate them.   | Department Manager/Heads of Department<br>Trained employees are the supervisors |
| 4. Ensure that all employees who have evacuated the area gather at the assembly point for a headcount.   | All employees   |

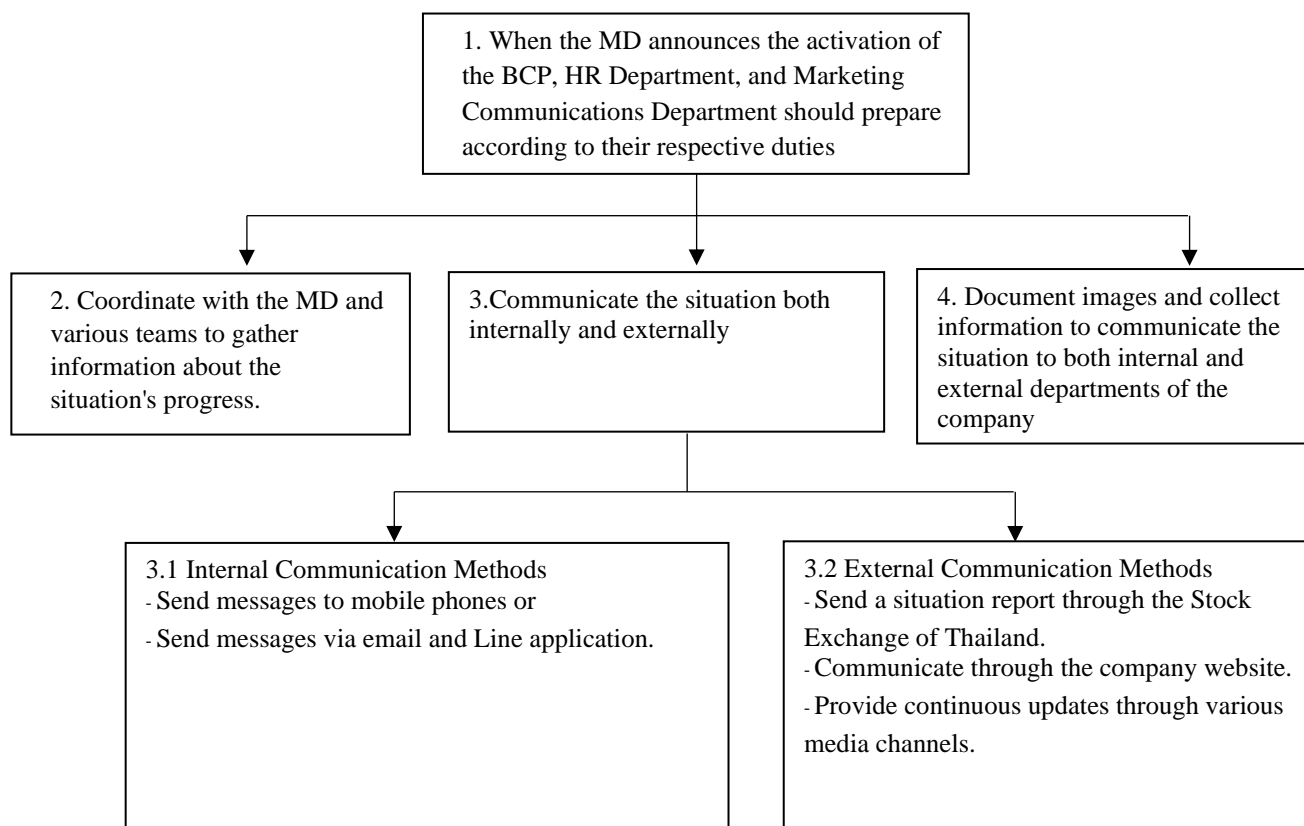
## 5. Actions at the Assembly Point



## 6. Detailed Schedule of the Evacuation Process at the assembly point

| Detail  | Responsible person   |
|---|--|
| <p><u>Once employees have assembled at the assembly point:</u></p> <p>1) The department manager/ Heads of Department will recheck the number of employees to ensure that all are present and no one is left behind in the operational area. The list of employees with the total number should be sent to the emergency response team. If the number is not complete, immediately inform the emergency response team for a search and assistance.</p> | <p>Department Manager/Heads of Department/ Employees</p>                             |
| <p>2) Set up an operations center to serve as a central hub for evacuation assistance.</p> <ul style="list-style-type: none"> <li>- Verify the total number and inform the disaster relief agency to assist those left behind.</li> <li>- Provide first aid to the injured and coordinate with hospitals to request ambulances.</li> <li>- Report the status of the situation to the executive committee.</li> </ul>                                  | <p>The emergency response team</p>   |
| <p>3) The Managing Director monitors and assesses the situation:</p> <ul style="list-style-type: none"> <li>- If the damage is not severe or is limited and does not affect the building structure/work areas, instruct to control the situation and restore normal operations as quickly as possible.</li> <li>- If the damage is severe or prevents access to the work area, consider activating the BCP further.</li> </ul>                        | <p>Managing Director</p>   |
| <p>4) Follow the BCP, with employees responsible for critical/urgent transactions traveling to the backup operations center. The remaining employees should gather at the assembly point and wait for instructions from the Emergency response Team or the department manager or Heads of Department.</p>   | <p>The emergency response team/Department Manager/Heads of Department/ Employees</p> |

## 7. Communication and Public Relations in Crisis Situations



1. When the Managing Director announces the activation of the BCP, the Company Secretary, Human Resources Department, and Marketing Communications Department should prepare according to their respective duties by coordinating with the operations center, which serves as a hub for collecting various information.
2. Coordinate with the Managing Director and various teams to gather information about the situation's progress.
3. Communicate the situation both internally and externally. The information to be used in the communication should be presented to the Managing Director for approval first. There should be continuous dissemination of information to ensure that employees and external personnel understand the situation and can respond to inquiries appropriately.
4. Continuously document images and information during the crisis and report to the Managing Director.

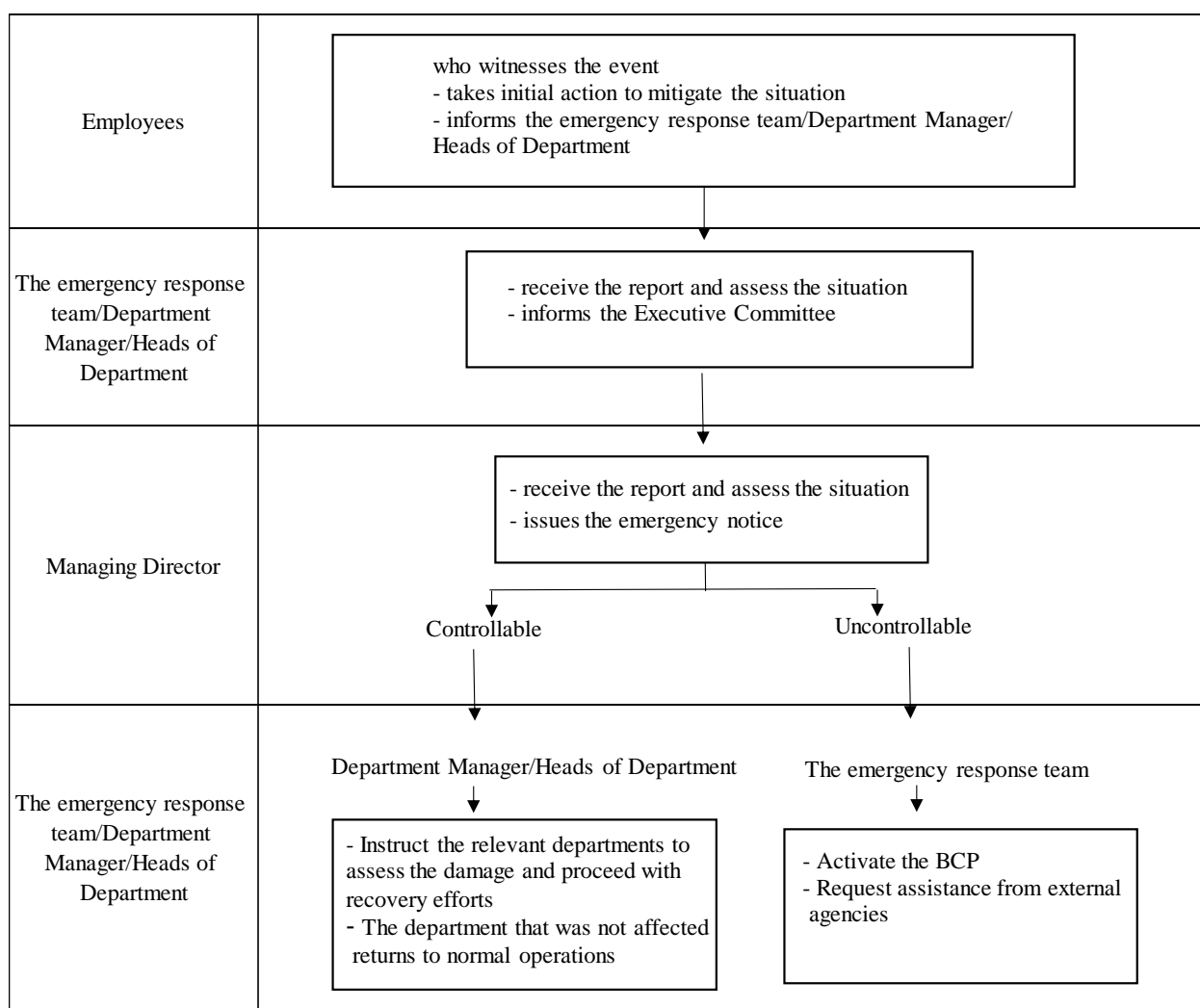
### 1) Internal Communication and Public Relations

- Prepare a list with phone numbers of the emergency response team, Department Managers, and Heads of Department, and distribute it to everyone in the team for easy contact.
- In the event of a crisis, inform the liaison officers of each department to help spread the information to employees in the department through phone calls or staff meetings.
- Announce to employees to remain calm and provide instructions on the correct procedures to follow.
- Continuously share information through mobile phones, emails, and Line application.

### 2) External Communication and Public Relations with External Agencies

- Report the situation through the information dissemination channels of the Stock Exchange of Thailand.
- Publish news and facts on the company's website.
- Release news updates through various media channels on an ongoing basis.

## 8. In the event of an incident outside of working hours



**9. List of personnel and roles related to the Business Continuity Plan as follows:**

| <b>Key Personnel,</b>          |                                      | <b>Role</b>  | <b>Backup Personnel</b>        |                                      |
|--------------------------------|--------------------------------------|--|--------------------------------|--------------------------------------|
| <b>Department</b>              | <b>Phone Number</b>                  |  | <b>Department</b>              | <b>Phone Number</b>                  |
| Managing Director              | 02-092-7444 ext. 444                 | Head of Business Continuity Management / Emergency Response Team | Installation Manager           | 02-092-7444 ext. 501<br>063-902-3630 |
| Installation Manager           | 02-092-7444 ext. 501<br>063-902-3630 | Head of Business Continuity Management / Emergency Response Team | Project Coordinator Manager    | 02-092-7444 ext. 702<br>063-902-3818 |
| Project Coordinator Manager    | 02-092-7444 ext. 702<br>063-902-3818 | Head of Business Continuity Management / Emergency Response Team | Human Resources Manager        | 02-092-7444 ext. 601                 |
| Human Resources Manager        | 02-092-7444 ext. 601                 | Head of Business Continuity Management / Emergency Response Team | Accounting and Finance Manager | 02-092-7444 ext. 301                 |
| Accounting and Finance Manager | 02-092-7444 ext. 301                 | Head of Business Continuity Management / Emergency Response Team | Purchase and Transport Manager | 02-092-7444 ext. 203                 |
| Purchase and Transport Manager | 02-092-7444 ext. 203                 | Head of Business Continuity Management / Emergency Response Team | Information Technology Manager | 02-092-7444 ext. 801                 |
| Information Technology Manager | 02-092-7444 ext. 801                 | Head of Business Continuity Management / Emergency Response Team | Service Manager                | 02-092-7444 ext. 713<br>063-902-3261 |
| Service Manager                | 02-092-7444 ext. 713<br>063-902-3261 | Head of Business Continuity Management / Emergency Response Team | Design and Estimate Manager    | 02-092-7444 ext. 705<br>064-181-6524 |

**10. Primary Business Location in the Event of an Emergency as per the Business Continuity Plan**

| <b>Type of Address</b> | <b>Location</b>  |
|------------------------|--|
| Company's Main Address | 165/37-39 Ram Intra Road, Anusawari, Bang Khen, Bangkok, 10220<br>Tel. 02-092-7444 |

This Business Continuity Plan (“BCP”) has been reviewed and approved by the Board of Directors in Meeting No. 6/2567 on December 17, 2024.