



SUTHA

Golden Lime Public Company Limited

Business Continuity and Crisis Management Policy



SUTHA is dedicated to establishing protocols for handling business continuity amidst fluctuations and shifts in factors that impact the business, whether internally or externally. These factors include political events, natural disasters, epidemic outbreaks like COVID-19, or the emergence of new diseases, as well as crises such as energy shortages. Additionally, fluctuations in currency rates, rising interest rates, or the repercussions of war can also pose challenges. These diverse events have the potential to directly or indirectly influence, or even impede, the Company's pursuit of its business objectives and goals.

Practices and measures are established to mitigate potential risks that may impact the business, whether financially or in other ways, such as those related to Emergency and Crisis Risk stemming from external events. A crisis management plan (CMP) is formulated as part of the organizational risk management plan (ORMP) to address these risks, overseen by the Risk Management Committee. This plan includes protocols for managing events that could disrupt business operations, as well as overseeing and controlling the development of risk management plans. Business continuity plans need to be thorough and customized to the specific circumstances of the company. Effective communication is essential to ensure that all stakeholders comprehend and can adhere to the incident management plan, allowing the business to function seamlessly and achieve its objectives while upholding good corporate governance.

1. Objective

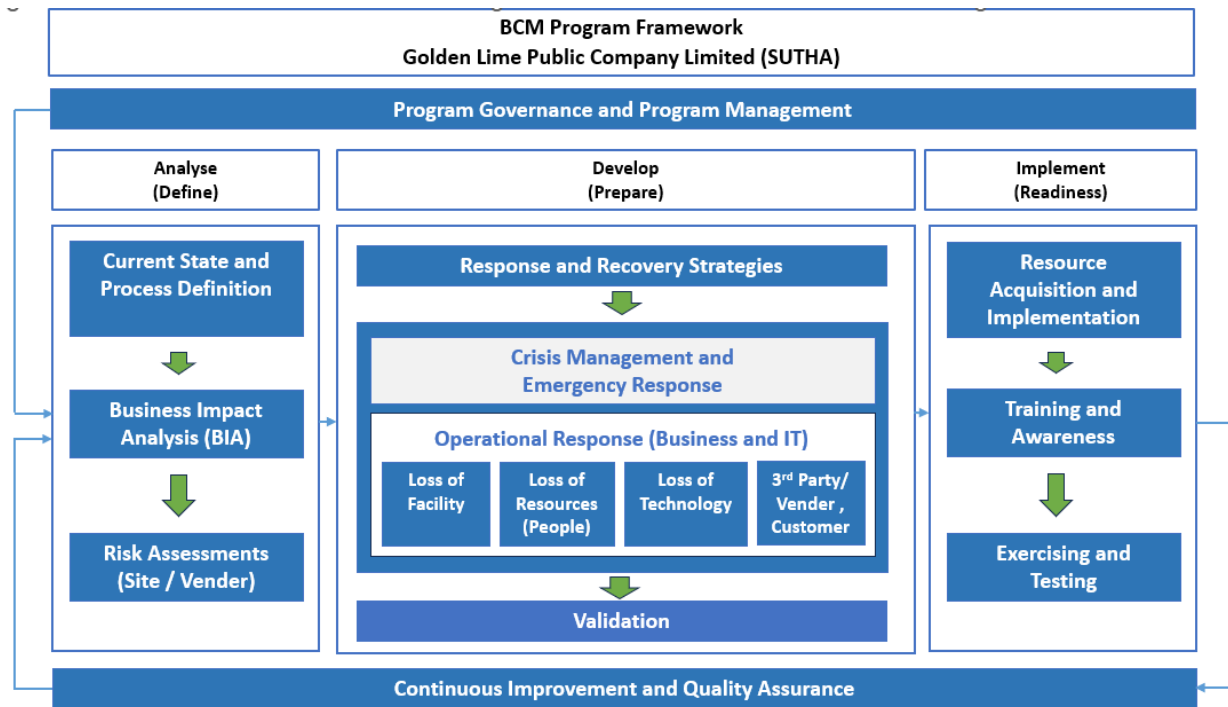
- To ensure that the company can recover within the specified period in the event of a serious event or crisis that disrupts normal operations.
- To allow the company to proactively prepare for unforeseen damages
- To control, manage and minimize impacts effectively via mitigating consequences such as loss of personnel, property, financial implications, legal disputes, and reputation damage, market share
- To foster trust, manage employee concerns, and preserve stakeholder confidence and other related parties, regarding the stability of the company even during difficulties

2. Scope

This policy has been formulated to establish guidelines for business continuity management and crisis management. It outlines the procedures to be followed in the event of an emergency or crisis, taking into account the relevant context and business processes. This comprehensive approach ensures that all relevant departments are equipped to handle any potential emergency or incident that may pose a threat to the related processes or transactions. The responsibilities and operational scope pertaining to the event are clearly outlined, serving as a practical guide for taking appropriate actions. Additionally, these guidelines can be regularly reviewed to ensure their effectiveness and coverage.



3 Framework



Business Continuity Policy

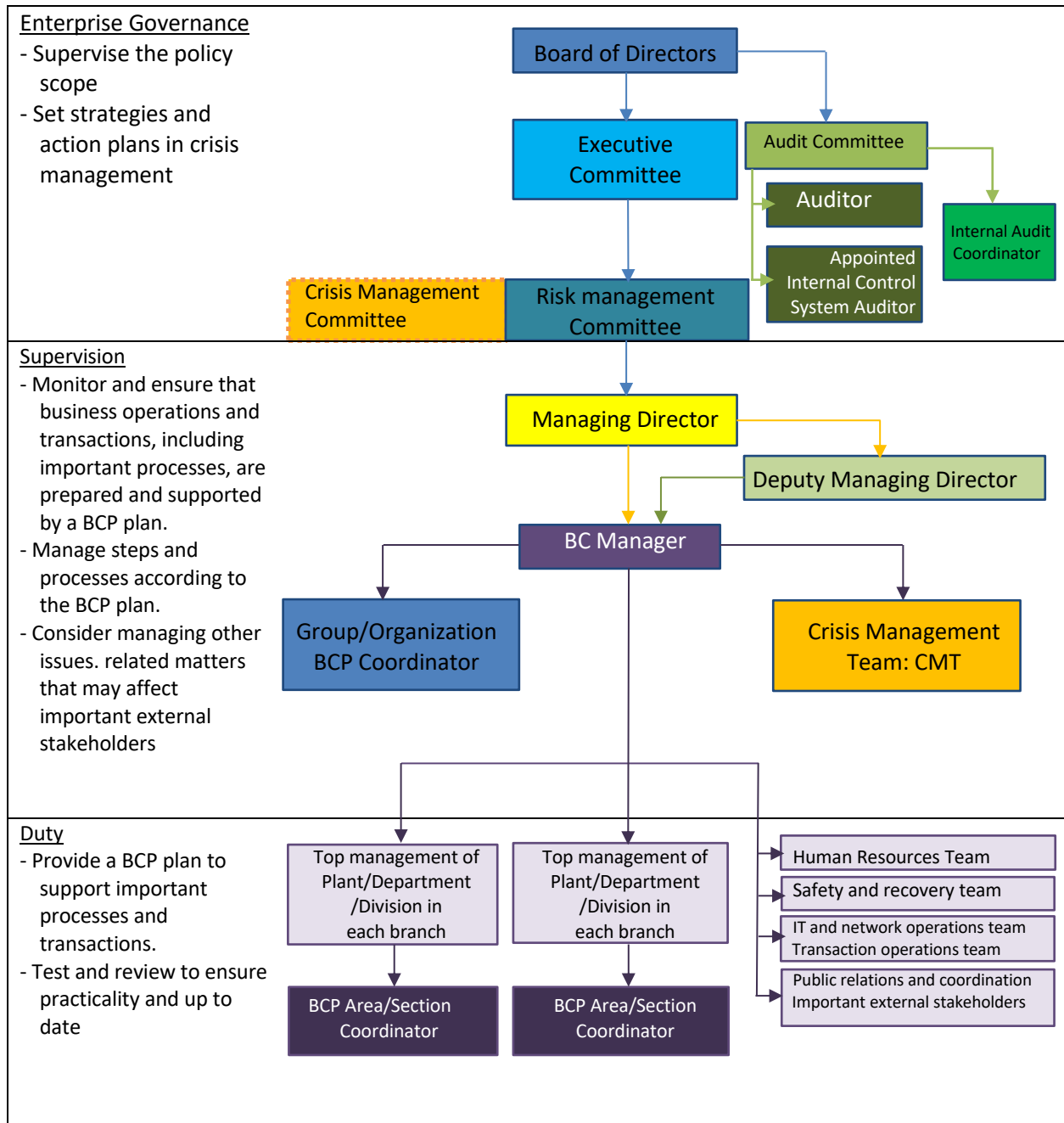
SUTHA aligns its corporate governance with the sustainability framework by establishing management processes that support ongoing business operations. The Company implements risk management and emergency preparedness measures, as well as plans to mitigate potential impacts on property, equipment, and information systems. Additionally, SUTHA safeguards stakeholder interests by protecting technological systems and maintaining a strong reputation to foster trust in its corporate governance system for sustainable business development. The Company has also implemented a Business Continuity Policy (BCP) that outlines specific guidelines for ensuring business continuity.

- 1) Develop and implement a systematic process to determine and evaluate the potential effects of an interruption to critical business operations
- 2) Plan and prepare strategies to effectively manage crises and emergencies.
- 3) Establish a robust business management structure to ensure the continuity of various processes. This includes overseeing the development of crisis management plans and emergency response protocols. These plans should be systematically prepared, reviewed, and readily available for implementation. Regularly assess operations to ensure uninterrupted functioning.
- 4) Foster a culture of continuous learning and support for personnel at all levels. Empower them with knowledge, understanding, and awareness of effective business management practices to achieve organizational goals.
- 5) Encourage all departments to consistently adhere to business management guidelines. Emphasize the importance of regularly reviewing and enhancing plans, and actively practicing them until they become ingrained in the organizational culture.
- 6) Foster collaboration and participation among executives, employees, and staff at all levels to collectively execute various processes and activities. This collaborative approach promotes the attainment of business objectives and facilitates sustainable growth.



4 BCP structure

Business Continuity Management and Crisis Management Governance Structure





5. Scope of responsibilities

Related people	Roles and Responsibilities
board (BOD)	<ul style="list-style-type: none"> • Approve and endorse policies, strategies, and plans for business continuity management. • Authorize the Executive Committee to take action in crisis management and approve the budget allocated for resolving crisis issues. This includes endorsing budget plans for effectively managing business continuity.
Audit Committee (AC)	<ul style="list-style-type: none"> • Ensures suitable internal controls to effectively manage risk throughout the organization. • Independently supervise and monitor risk management activities. • Conduct regular follow-ups on the internal audit department's performance. • Provide reports to the board and shareholders regarding the efficiency of internal controls. • Offer opinions and communicate with the Risk Management Committee to gain insights into significant risks associated with internal control.
Executive Committee (COMEX)	<ul style="list-style-type: none"> • Approve the business continuity plan to ensure key company operations continue seamlessly, within the authority granted by the board of directors. • Authorize the Risk Management Committee to carry out crisis management responsibilities in the absence of a designated Crisis Management Committee. The Risk Management Committee will function as the crisis management committee, responsible for declaring a crisis and activating the Business Continuity Management Plan (BCP). This committee will serve as the decision-making hub throughout the crisis period, with the option to appoint the CEO, Managing Director, or Deputy Managing Director as the Business Continuity Manager with full decision-making authority. Management Committee in the event of an incident. or emergency situation
Risk Management Committee (RMC)	<ul style="list-style-type: none"> • Establish the scope to ensure the continuous functioning of business operations, enabling the critical functions of the company and its subsidiaries to operate without interruption. • Act as the Crisis Management Committee (CMC) in situations where no specific assignment is given, or designate a dedicated crisis management team responsible for declaring and announcing the Business Continuity Management Plan (BCP). This includes serving as a decision-making hub for various matters until the crisis is resolved. In emergency situations, the Crisis Management Committee may delegate decision-making authority to the Chief Executive Officer (CEO), Managing Director, Deputy Managing Director, or any designated group or individual. • Conduct a Business Impact Analysis (BIA) to evaluate the effects on business operations and identify the crucial functions of the company and its subsidiaries. This analysis will also help in determining strategic options to mitigate various significant risks. • Regularly monitor the implementation of the BCP plan, which includes support plans for transactions and important processes aligned with specific objectives and goals.
Chief Executive Officer/ Managing Director (M D)/ Deputy Managing Director	<ul style="list-style-type: none"> • Monitor and supervise critical operations. Develop an efficient Business Continuity Management Plan (BCP) that aligns with the company's objectives and ensures it is regularly updated to remain relevant. • The CEO /Managing Director/Deputy Managing Director acts as the BC



Related people	Roles and Responsibilities
(BC Manager)/ Senior executives/ Senior managers	<p>Manager, overseeing the selection of BCP coordinators for the line or group of companies, including subsidiaries. The Group BCP Coordinator is responsible for coordinating activities, sharing knowledge, and maintaining business continuity.</p> <ul style="list-style-type: none"> The Senior Executives, Senior Managers, or Department Managers hold the highest level of responsibility for operations within their area. They ensure that business processes can function smoothly during crises or disruptions that may impact the company's operations.
Managers	<ul style="list-style-type: none"> Ensure that all critical operations within your organization are well-organized and managed through the implementation of management plans to guarantee the smooth running of essential activities and processes. It is imperative that these operations are consistent and compliant with legal requirements or contractual obligations. Consider developing a Business Continuity Plan (BCP) to support key processes and conduct regular testing to ensure its effectiveness. Provide training to relevant officials and employees within the organization on the procedures to follow the BCP. This will help in ensuring that the BCP is not only created but also effectively implemented for real-world scenarios. Take responsibility for the efficient utilization of the organization's BCP plan. This includes ensuring that critical operations can resume within the specified timeframe following an incident. Designate a BCP Area/Section Coordinator to liaise with departmental or Group/Organization BCP Coordinator to disseminate knowledge and information to employees within their respective departments or related units
Internal Auditor or Internal Audit Coordinator	<ul style="list-style-type: none"> Review BCP system to ensure its practicality that aligns consistent with the company's policies and business operations.
BCP Area/Section Coordinator	<ul style="list-style-type: none"> Inform employees via the designated communication channel (Line) once BCP is in use and announced by the Group BCP Coordinator Coordinate with Group BCP Coordinator and relevant to restore responsible transactions/processes/systems/activities/data (that have been interrupted or lost from incidents that occurred) Restore important operations/transactions/systems/activities/data back to normal operation within a specified period of time. Perform various steps as specified in the BCP and record the event log report to report to the Crisis Management Committee : CMC Coordinate with various teams as assigned.
Emergency management team or safety team and/or recovery team	<p>To effectively respond to a crisis, it is crucial to evaluate the situation and the extent of the damage. This responsibility falls upon the managers of relevant departments within the establishment, or the area affected by the crisis. The factory manager, office manager, or area head should be assigned to oversee the operations. Additionally, a professional safety officer at the supervisor level or someone with relevant expertise should lead the operations and security team.</p>



Related people	Roles and Responsibilities
	<p>During the crisis or emergency, the following actions should be taken:</p> <ol style="list-style-type: none"> 1) Assess the severity and promptly inform the Crisis Management Committee. 2) Ensure the alarm system is activated or inform individuals to activate emergency alarms, via internal telephone systems, or group communication. Provide instructions to employees to get ready for evacuation. 3) Collaborate with the Group BCP Coordinator and the Area/Section BCP Coordinator to execute the necessary steps outlined in the Business Continuity Plan (BCP). 4) Inform and coordinate with external agencies such as the police, fire officials, building staff, or any other officials involved in managing the incident. Their assistance is crucial in gaining control over the situation. 5) Collect results from each team involved. 6) Conduct a preliminary assessment of the damage to buildings, sites, areas, and equipment, and report the findings to the Crisis Management Committee. 7) Communicate with the Crisis Management Committee until the situation returns to normal. 8) Conduct "Event Log Report" or the Accident Investigation Report for the Crisis Management Committee.
Human Resources Team (HR)	<ul style="list-style-type: none"> • Consisting of Human Resources representatives coordinating with various departments within the company and related external agencies to carry out their duties. <p>Act upon the Emergency Plan</p> <ol style="list-style-type: none"> 1) Verify the employee count prior to and following the incident, documenting it during the employee headcount verification. 2) Calculate the total number of employees and categorize them into injured, missing, and individuals affected by damage in order to offer necessary aid. 3) Ensure the well-being and compensation of employees is fully taken care of. 4) Collaborate with pertinent external organizations to report the situation and seek assistance in the relevant areas. 5) Maintain event log reports to document the situation, as well as the various developments and assessments conducted by the damage assessment committee. <p>Actions to manage business continuity (Business Continuity Plan)</p> <ol style="list-style-type: none"> 1) Inspecting employees who have been injured or impacted to provide them support in their treatment to ensure they receive their rights, benefits, and resources. 2) Focusing on restoring the morale and motivation of employees who have been affected. 3) Ensuring the well-being and compensation of affected employees in accordance with their rights and entitlements. 4) Arranging temporary replacements for positions when affected employees require treatment or rehabilitation to ensure continuous operations 5) Developing personnel regulations and guidelines to provide information, establish best practices, and ensure compliance with various measures and regulations



Related people	Roles and Responsibilities
	<p>6) Contacting insurance companies to assess the damage to property, tools, and equipment in accordance with the insurance policy coverage.</p> <p>Actions for recovery after a crisis (Recovery Plan)</p> <ol style="list-style-type: none"> 1) Issue a notice outlining instructions and execute strategies for recovery. 2) Collaborate with relevant organizations to compile an inventory of assets, tools, and equipment affected within the insurance coverage for valuation purposes and liaise with the insurance provider to proceed with the necessary steps for filing a claim. 3) Managing the process of reimbursing mitigation expenses from the insurance company until resolution. 4) Develop preventive plans and strategies to address potential future incidents.
IT and network operations team	<p>Information System & Technology Team : IT & Network) and/or IT help desk and/or Office Administration are responsible for preparing in advance</p> <p>To carry out system management and communications</p> <ol style="list-style-type: none"> 1) Establish communication channels among employees, between employees and partners, and between employees and customers. 2) Set up communication channels for employees in different departments who need to work remotely, outside the office, or at alternative locations. 3) Ensure backup software and equipment are in place to support critical operations in case employees handling important transactions are unavailable. 4) Prioritize work systems to enable/disable certain systems or restrict their use in specific departments to ensure essential services are not disrupted, giving priority to systems supporting crucial transactions. 5) Manage IT personnel effectively to handle increased IT services during emergencies and consider utilizing subcontractors for temporary support during crisis situations if necessary. 6) Maintain records, event logs, and reports to update the working group assessing the situation and damage progress. <p>Network management</p> <ol style="list-style-type: none"> 1) Communicate and collaborate with branch offices, factories, production plants, or subsidiaries to update them on the situation and coordinate any necessary changes in work location or operations. 2) Offer assistance to agencies requiring temporary relocation to a different operational area for the completion of tasks or processes as per departmental requirements. 3) Document an event log report to provide updates on the situation and progress to the situation assessment working group, including any damages incurred. <p>Actions to manage business continuity (Business Continuity Plan)</p> <ol style="list-style-type: none"> 1) Evaluate and analyze the damage to the Information systems and networks 2) Restore system by reviewing operational data and impacted networks, to implement necessary measures for the system to resume normal operations promptly. <p>Actions for recovery after a crisis (Recovery Plan)</p> <ol style="list-style-type: none"> 1 Recover database and past transactions to bring the database back online and resume normal operations for accurate retrospective reports. 2) Developing a prevention plan and data backups to safeguard against



Related people	Roles and Responsibilities
	future security breaches.
Administration team / Public Relations / For external stakeholders	<p>Investor relations, financial, marketing, sales, logistics, and management, for each establishment</p> <p>Actions plan (Emergency Plan):</p> <ol style="list-style-type: none"> 1) Record the situation in images and other data record 2) Collaborate with other operational teams to ensure that they are not diverging away from the company's overall plan and utilize for public relations purposes. 3) Inform key external stakeholders such as customers, partners, regulatory agencies, stock exchange in case of a crisis affecting securities, assets, business processes, contractual issues, or critical missions. 4) Keep employees informed of current status 5) Coordinate with the Stock Exchange, regulatory agencies, or other relevant entities for assistance and report the situation based on disclosure criteria. 6) Maintain an event log report to document the situation and progress for assessing overall situation and damages. <p>Action plan according to Business Continuity Plan</p> <ol style="list-style-type: none"> 1) Evaluating the consequences of incidents to establish correction plan 2) Collaborating with stakeholders to share information and monitor subsequent steps to ensure smooth progress. <p>Action plan according to Recovery Plan</p> <ol style="list-style-type: none"> 1) Collaborating with relevant external stakeholders for mitigating, rehabilitating or compensating for affected external stakeholders.
Crisis Command Center under Business Continuity Management	<p>Golden Lime Public Company Limited</p> <ul style="list-style-type: none"> > Cosmo Park Building Head Office Nonthaburi Province > Chong Sarika Branch Factory Lopburi Province > Phra Phutthabat Branch Factory Saraburi Province > Huai Pa Wai Branch Factory Saraburi Province <p>Thai Marble Company Limited (Subsidiary)</p> <ul style="list-style-type: none"> > Head Office Bangkok > the operation plant of Thai Marble Company Limited, Saraburi Province <p>Golden Lime Engineering Company Limited (Subsidiary)</p> <ul style="list-style-type: none"> > Engineering workshop unit in Muang Thong Thani



5. Definitions

5.1 Risk Management

The risk management policy which was approved by the Board of Directors had been developed by the corporation of executive committee, executives, and all personnel to integrate its framework with SUTHA's strategy and operations. The risk management, hence, can effectively identify and assess Severity (of hazard) x Likelihood (of occurrence) to mitigate such risks to Acceptable Risk Level.

5.2 Crisis Management

The personnel structure and processes, along with the strategies of planning and decision-making, to proactively avert the escalation of crises and minimize their detrimental effects. The crisis management procedure is implemented in response to unforeseen disruptive events or potential threats to the business or organization. Some examples of the consequences include damage to the organization's reputation, disruption of operations, financial difficulties, and adverse impacts on employees.

5.3 Crisis

An event or situation that results in rapid and substantial damage to a person's health and finances, as well as to the reputation and operations of a company or product for a prolonged period. Crises can stem from internal or external factors, or they may arise from natural disasters or human-made catastrophes. It could be a result of poor leadership within the organization or it could be connected to a global economic crisis. Naturally, the response to managing a crisis differs depending on the severity and type of the problem.

Three basic elements of a crisis are:

- Poses a menacing impact on the organization.
- Represents an unforeseen occurrence.
- Requires prompt decision-making within a limited timeframe

Risk management entails the identification of events to evaluate threats and the selection of optimal strategies to reduce impacts, whereas crisis management focuses on handling situations before, during, and after a crisis arises. Key principles in the management framework include having knowledgeable and skilled staff, established procedures, and effective approaches for identifying, assessing, and preparing to address situations, particularly from the initial stages through the recovery phase.

5.4 Peril / Incident

The causes of damage

- Natural disasters, also referred to as natural hazards are extreme, sudden events caused by environmental factors such as storms, floods, droughts, fires, droughts, and increased heat can cause fires. These disasters have a profound impact on the environment and human lives.
- Human actions: negligence, imprudent actions, and violations of legal can result in various threats. Riots, murders, war refugees are some examples of the dangers caused by human actions that pose significant risks to individuals and communities.



- Epidemic risk has great uncertainty and harmfulness, which poses a potential threat to public health.
- Economic situations can also pose threats. Oil shortages, high fuel prices, war crises, fluctuating interest rates, and financial institution crises are examples of economic challenges that can have widespread effects. These conditions impact various sectors of society, including businesses, individuals, and governments, and require careful management and strategic planning to minimize their consequences. Disasters arising from operations such as data theft and the disclosure of business secrets.
- Technological failures or mishaps can pose a significant threat to businesses by causing disruptions and halting operations. These issues may stem from intentional malicious acts, like cyber-attacks by Malevolence Crisis, hostile insiders, Cybercrime Crisis, Critical virus attacks aimed at destabilizing an organization. Conversely, a cyber crisis may involve the deliberate theft of information using technology, such as critical virus attacks that can be either accidental or intentional.
- Accidents are unforeseen disasters, particularly in industrial processes that require physical labour and the operation of heavy machinery. These accidents can have severe consequences for employees while they are carrying out their duties from traffic accidents, hazards from machinery operations, leaks or cracks in kiln, fire and explosions caused by fuel dust whilst in storage or transportation systems, fires, collapses / falling rock in blasting during mining, or explosions from the use of explosives in the mining process, the destruction of buildings and structures that were poorly constructed.
- Rumours via social media platforms, such as spreading false claims about the organization and its products, such as their poor quality or defects, and circulating negative rumours that can harm the organization's reputation. When news is shared through social media, it spreads rapidly, so public relations strategy is necessarily required to safeguard the reputation and mitigate its unpleasant consequences.
- The war for talent is an increasingly competitive headhunting and pursuit of proficient, experienced, and skilful executives and talented employees.

5.5 Hazard

- 1) Physical conditions in which damage can occur , such as rising temperatures from global warming or flammable fuels that may cause ignition .
- 2) Moral condition is a state of dishonesty in performing duties , such as corruption
- 3) Morale refers to the condition of being negligent or disregarding risk prevention measures, such as neglecting to adhere to protocols, maintenance guidelines, and safety precautions.

5.6 Business Continuity Management

- Business Continuity Management (BCM) is a comprehensive management approach that recognizes risks to the organization, assesses the consequences of such risks, and enhances the organization's capacity to respond effectively and safeguard the interests of stakeholders, such as reputation, image, and operations.
- Business Continuity Management System (BCMS) is a management system that is established, executed, monitored, and enhanced to guarantee business continuity.
- Business Continuity Plan (BCP) is a comprehensive document outlining the necessary steps and details for an organization to be prepared in the event of an incident, enabling the continuation of business activities or core processes at a predetermined level.
- Business Impact Analysis (BIA) involves evaluating activities and the potential business



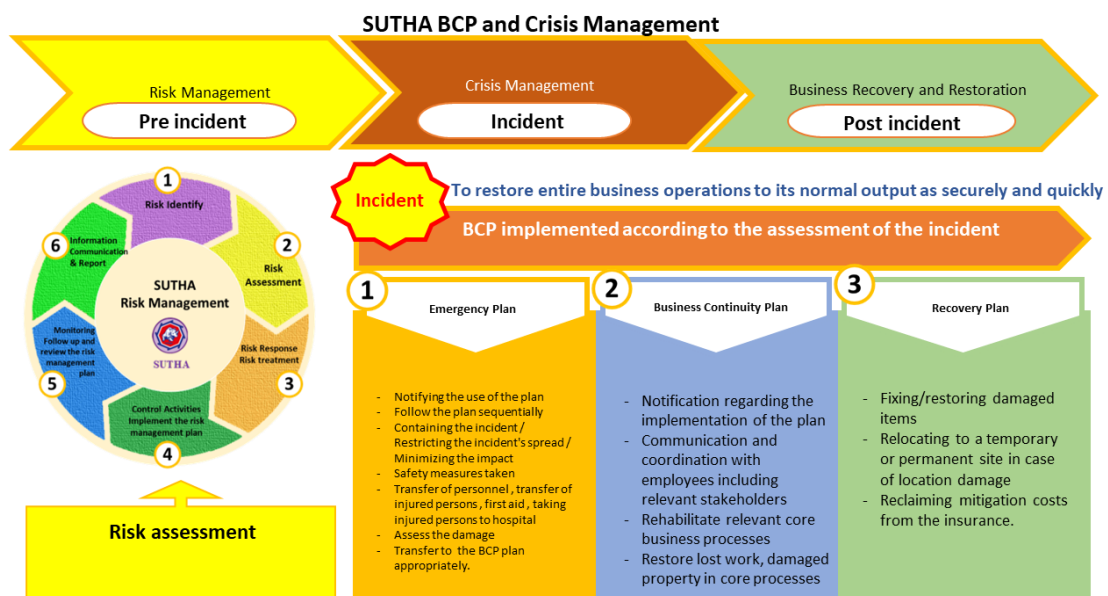
consequences that could result from interruptions to those activities.

- Incident pertains to an occurrence that, upon happening, will trigger or result in a disruption to business continuity. A loss has transpired. An emergency or crisis has unfolded.
- Risk refers to the potential impact or uncertainty that can influence the achievement of objectives or impact the operational performance of the organization.

5.7 Context of the Organization

- Understanding of the Organization and its contexts to identify the internal and external elements that influence the attainment of BCMS objectives. This encompasses tasks, responsibilities, offerings, trade partners, supply chain associations, stakeholder relationships, repercussions linked to disruptive events, the correlation between different policies, and the organization's strategic approach, as well as the permissible levels of risk.
- Understanding the needs and expectations of interested parties is to determine the stakeholders to be involved in BCMS and their needs such as laws or regulations pertaining to products and services.
- **Determining the Scope of Business Continuity Management System** involves outlining the boundaries of the BCMS system to set out the requirements of the BCMS such as organization's mission, internal and external commitments (including those that impact stakeholders), and the duty to uphold adherence to all laws, regulations, and associated products and services and operations falling under the BCMS's jurisdiction.

5.8 Guidelines for risk and crisis management



(1) Emergency Plan

Guidelines for all reasonably foreseeable workplace emergencies

- Notifying the use of the plan
- Follow the plan sequentially
- Containing the incident / Restricting the incident's spread / Minimizing the impact
- Safety measures taken
- Transfer of personnel, transfer of injured persons, first aid, taking injured persons to



hospital

- Assess the damage
- Transfer to the BCP plan appropriately.

(2) Business Continuity Plan

To guarantee uninterrupted progress of vital transactions and business operations following any disruptions, the restoration of operations can be swiftly executed. The execution is divided into departmental levels and key activities, as specified in the plan.

- Notification regarding the implementation of the plan
- Communication and coordination with employees including relevant stakeholders
- Rehabilitate relevant core business processes
- Restore lost work, damaged property in core processes

(3) Recovery Plan

Repairing damage once the major crisis has subsided or the incident has been resolved, to facilitate the return of the company's business operations to their usual state.

The key tasks outlined in the plan consist of:

- Fixing/restoring damaged items
- Relocating to a temporary or permanent site in case of location damage
- Reclaiming mitigation costs from the insurance.

6. Emergency Plan

Emergency plans and procedures that have been implemented in establishments, offices, production plants, and other operational areas include fire prevention and suppression plans, radiation emergency plans, and epidemic response plans. In situations where there are no predefined plans, steps, or recommendations, actions should be taken based on the cause, circumstances, or situations at hand as per below instructions.

6.1 evaluating the situations

6.2 Incident during business hours, promptly activate the crisis management plan.

6.3 If evacuation is necessary due to circumstances, follow the established protocols.

6.4 Follow the designated procedures at the assembly point.

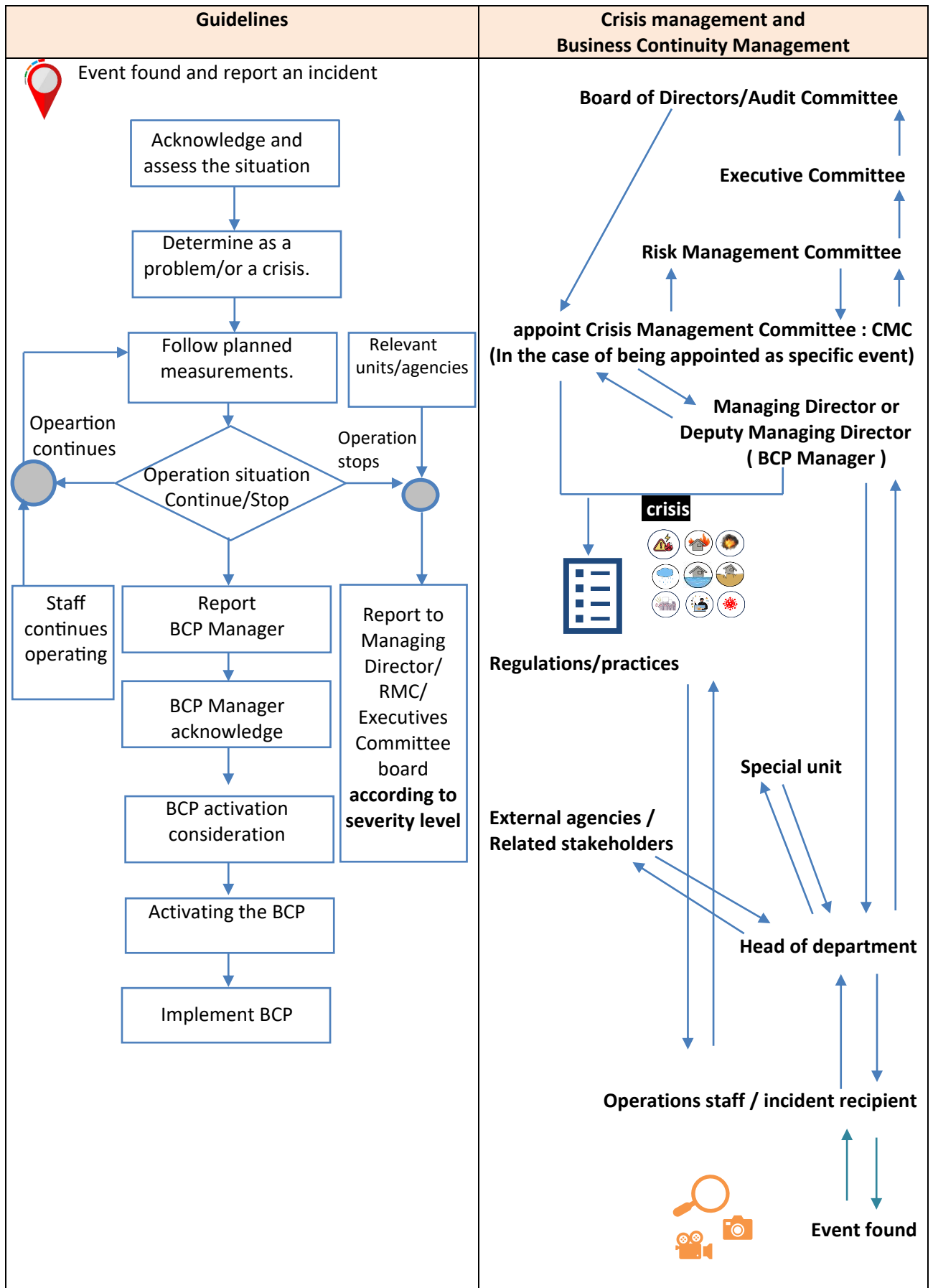
6.5 Implement effective Public Relations Communications during a crisis.

6.6 In case of an incident outside of business hours, respond accordingly.

6.7 Conduct business continuity plan to maintain critical processes and facilitate post-crisis recovery.



6.1 evaluating the situations





6.2 Diagrams(Emergency Plan) at their responsible work area

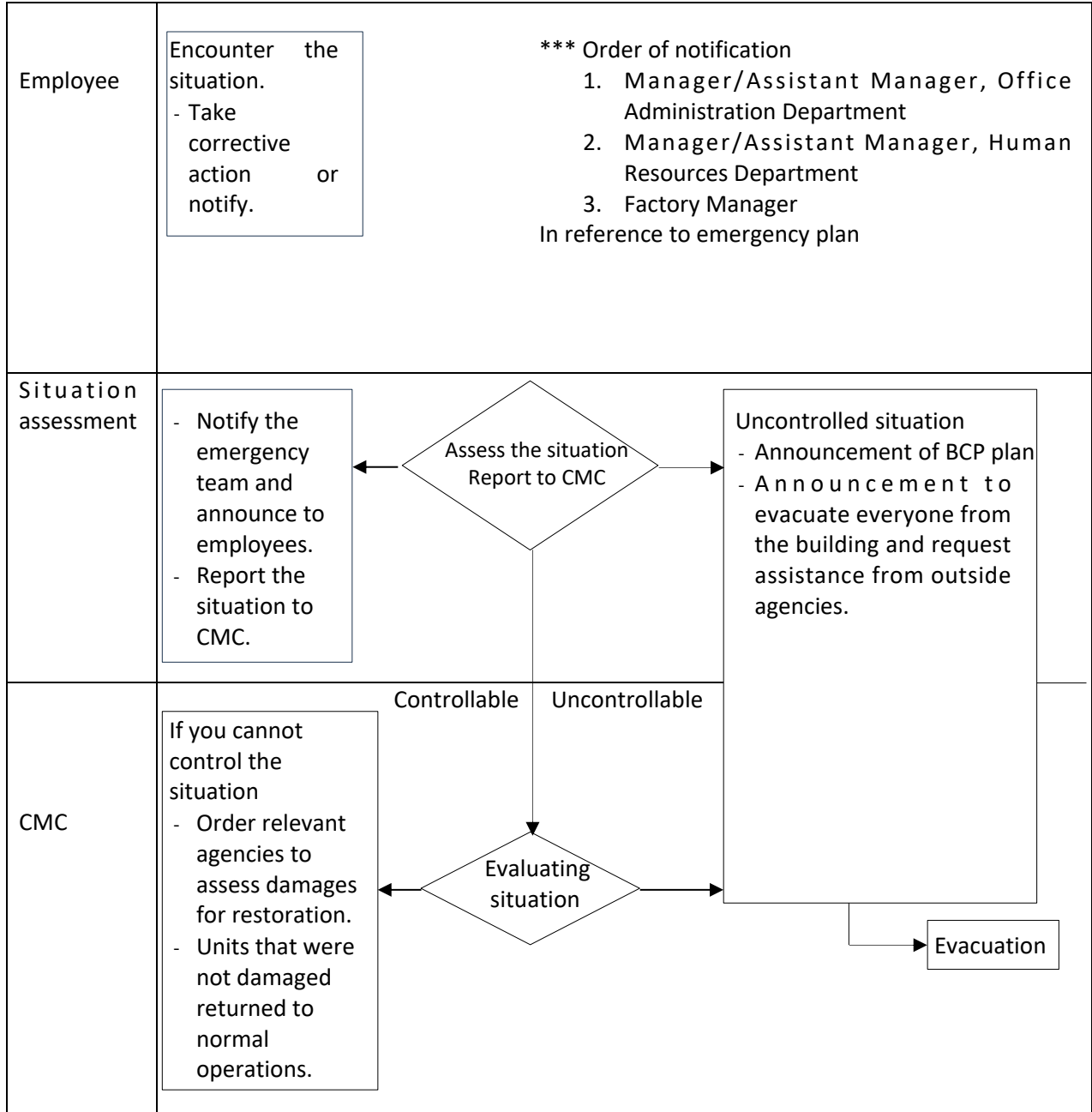




Diagram (6.2)

Details	Responsible person
1. Employees who witnessed the incident intervened to suppress the incident.	Employee
2. Notify the Designated work panel to assess the situation.	Employee
3. The Designated work panel assessing the situation and damage announced the first emergency notification. Emergency Announcement No. 1 (Announcement when an incident occurs.....) “Because right now there is an incident.....at the area.....Department ... I all employees Remain calm and wait for further announcements.”	Designated work panel
4. Upon hearing the first announcement, the evacuation leader was assigned to the agency. Check the number of employees to prepare for evacuation and further announcements.	Evacuation leader and all employees
5. Evaluate the situation and report to the Crisis Management Committee (CMC).	Designated work panel
6. Consider the situation In the case of being able to control the situation <ul style="list-style-type: none"> - relevant units to assess the damage and carry out recovery - Announcement if the situation can be controlled “At this time, officials are able to control the situation.....at..... The building has only minor damage. Therefore, we ask all employees to return to work as usual. ” In the case where the situation cannot be controlled <ul style="list-style-type: none"> - Announce a backup plan for evacuating and request assistance from Disaster Prevention and Mitigation agency 	Crisis Management Committee (CMC) and Designated work panel



6.3 Evacuation

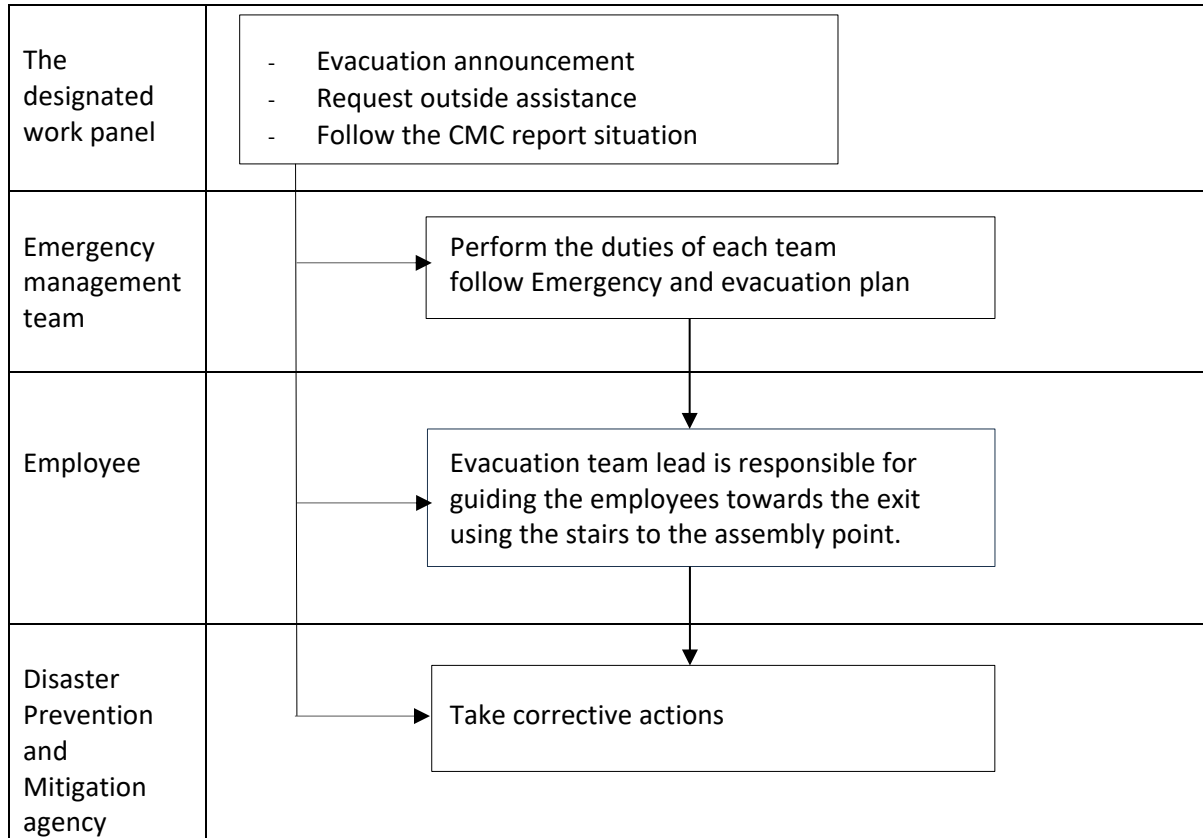


Diagram 6.3

details	responsible person
<p>1. When the Crisis Management Committee (CMC) announces the contingency plan activation ,the situation is being assessed for further evacuation</p> <ul style="list-style-type: none"> - auditory emergency evacuation signal is announced - Turn on the alarm for employees to evacuate - Coordinate with the evacuation team lead to perform their duties. <p><u>2nd Emergency Announcement</u> At present, an incident has occurred at xxxxxx and we are currently unable to manage the situation. Therefore, we have instructed all employees to evacuate the premises. Please adhere to the guidance provided by the evacuation leader and refrain from using the elevators.</p>	The designated work panel
<p>2. The evacuation team lead checks to confirm that there are no employees trapped in the vicinity and guides the employees to exit the building through the designated fire escape route.</p>	The evacuation team lead
<p>3. Trained personnel within the organization will provide assistance and guide individuals who are injured or have pre-existing conditions such as high blood pressure, heart disease, or pregnancy, ensuring their safe evacuation.</p>	
<p>4. Instruct all staff members to promptly exit the premises and assemble at the designated meeting point for attendance verification.</p>	All employees



6.4 assembly point

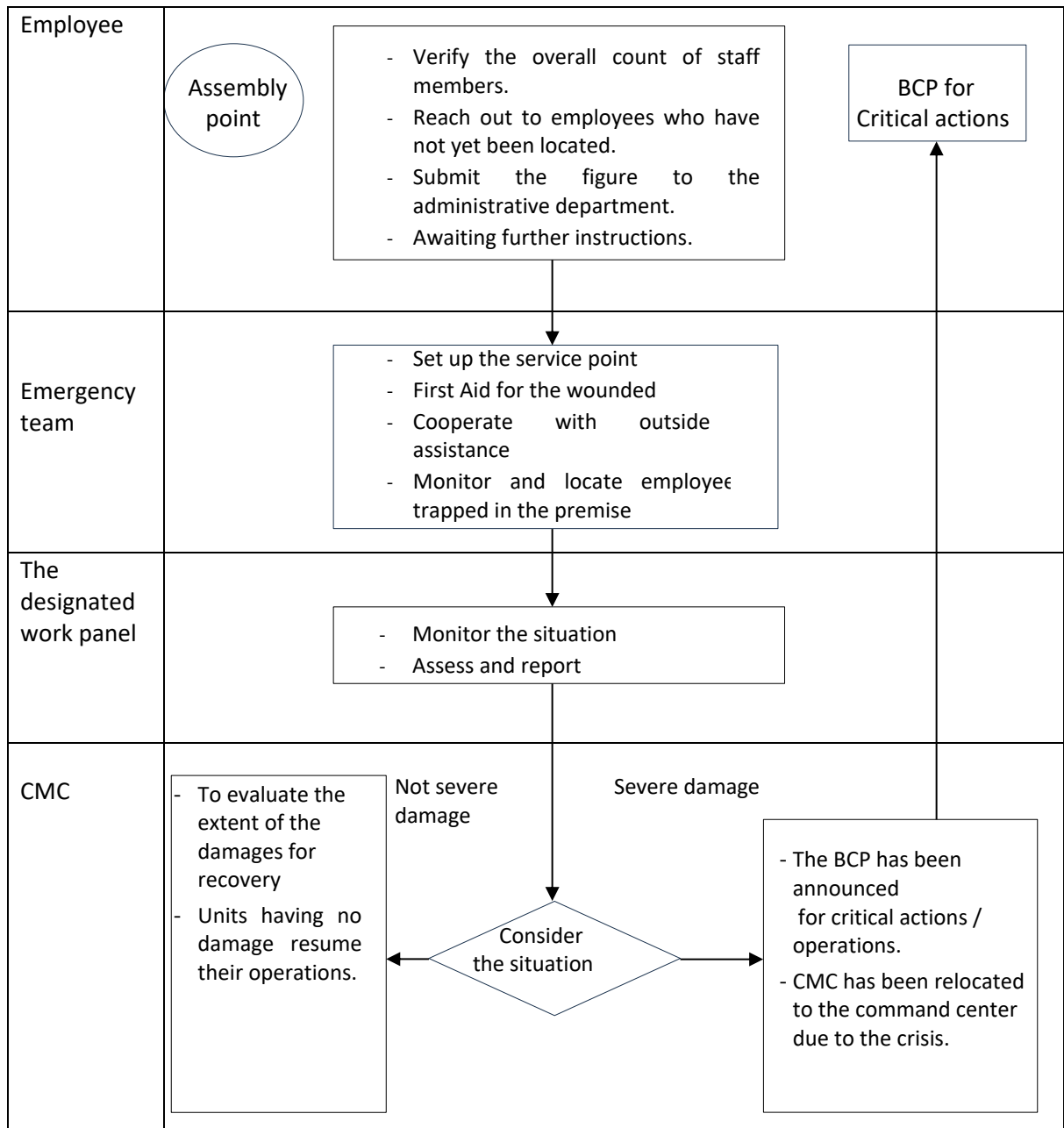


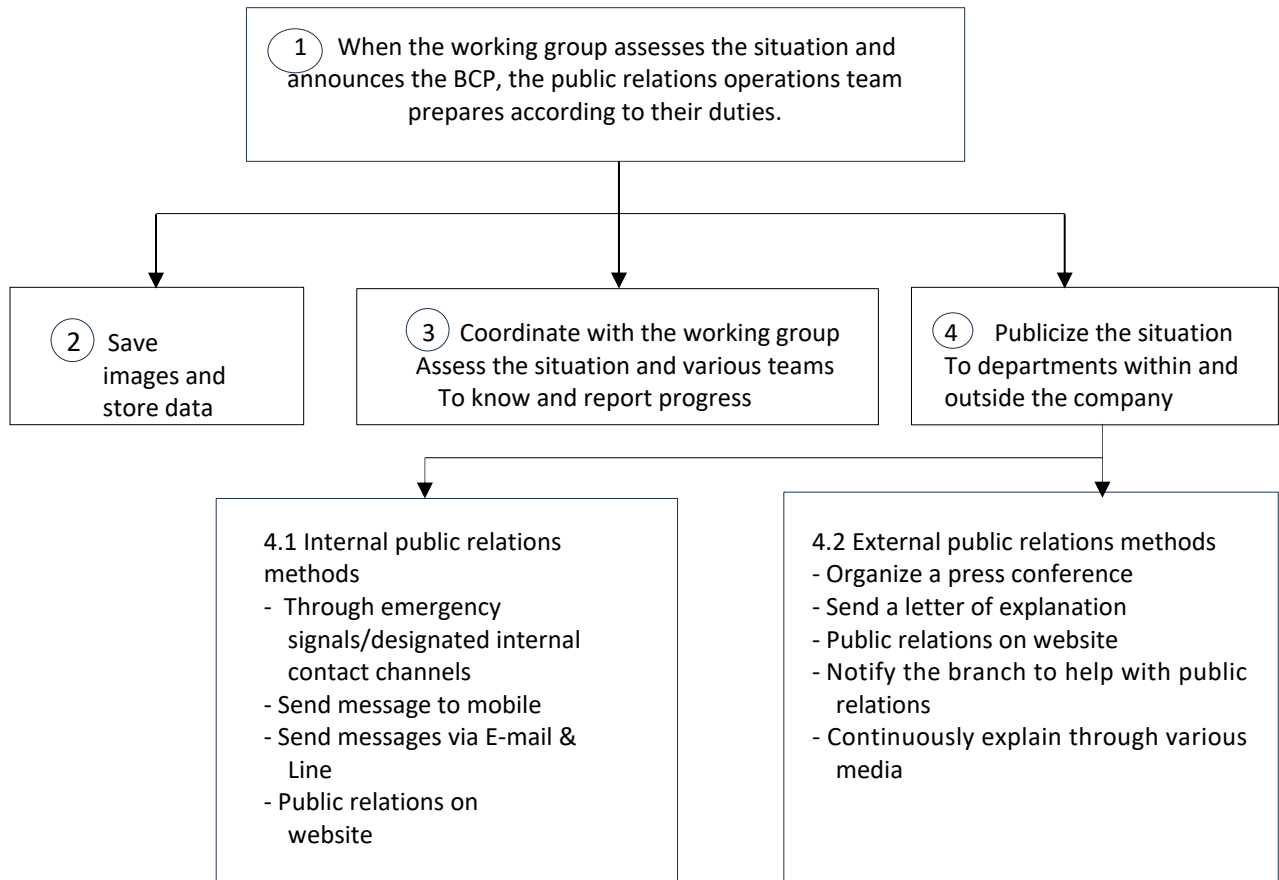


Diagram 6.4.

Details	Responsible person
<p><u>At the assembly point</u></p> <p>1) The evacuation team ensured that all employees were accounted for and that no one was trapped inside the building by sending the complete list of employees, including their names, to the service point to seek missing ones.</p>	Evacuation team lead and all employees
<p>2) Set up service point for assisting evacuation</p> <ul style="list-style-type: none">- Assess the overall situation and inform relevant units for trapped ones- Administer initial medical care to those who are wounded and collaborate with medical facilities to arrange for emergency transportation.	Emergency team
<p>3) The designated work panel monitors the situation and reports to the Crisis Management Committee (CMC).</p>	The designated work panel
<p>4) Crisis Management Committee</p> <ul style="list-style-type: none">• In the event that the damage is not extensive or only partially affects the building structure, individuals can still enter and exit the building. Efforts should be made to promptly restore the situation to normalcy.• In the event of extensive damage that hinders access to the building for work purposes, it is advisable to communicate strategies aimed at ensuring the continuity of essential business operations.	Crisis Management Committee (CMC)
<p>5) In order to ensure continual operations, travel to the reserve operations center for work-related tasks pertaining to important transactions, while the remaining employees are required to assemble at the designated location and await further instructions from either the Crisis Management Committee or the departmental head.</p>	All employees



6.5 Public Relations Communications in Crisis



1. The public relations team collaborates with the service center to serve as a hub for gathering information in accordance with their respective responsibilities.
2. Capture images and data consistently during critical incidents for evidential purposes and reporting to the Crisis Management Committee.
3. Collaborate with the designated work panel and different teams to compile the potential scenarios of the situation.
4. Publicize the situation both inside and outside the company.

4.1) Public relations communication with departments within the company

- Prepare a list of names with telephone numbers of the emergency situation management team and BCP coordinator for the agency. Distribute it to everyone on the team so they can connect immediately.
- When a crisis occurs Report news to the department coordinator. To help spread To employees in the agency By calling or meeting with employees in the agency
- Contact employees through group communication channels so as not to panic, including informing them of the correct procedures.
- Notify news via mobile phone By sending a message Notification via group communication channels
- Inform news to employees of all departments in their respective branches.

4.2) Public relations communications with agencies outside the company

- Assigned to the marketing department Or the department that coordinates with relevant stakeholders acts to coordinate with important stakeholders involved or that may be affected by



the event to clarify relevant information.

- Prepare a letter explaining if the impact affects the price of the company's securities. and make a news notification letter through the stock exchange system Including publishing news and facts through the company's website. www.goldenlime.co.th to clarify the situation and build confidence with customers. and stakeholders that the company Be prepared to handle crisis events.
- Continuously publish news through various media.

6.6 If an incident takes place outside of regular business hours

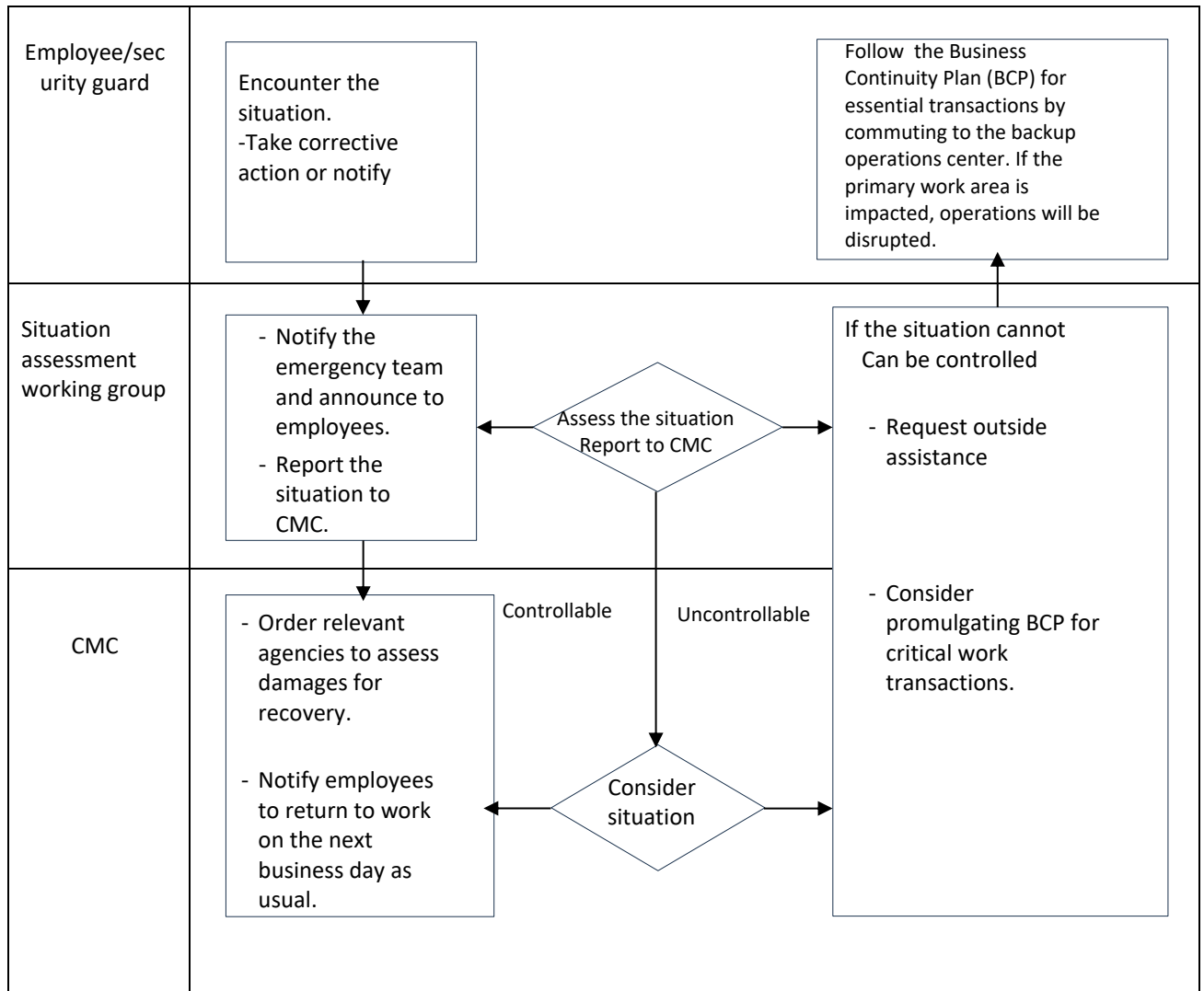




Diagram 6. 6

Details	Responsible person
<p><u>In the event of an incident occurring outside of business hours</u></p> <p>1) Witnesses / employees / security guards enter the preliminary incident report / notify the warning contract / notify the work panel / (in the case of the area being a rented office) notify the contact person provided by the company.</p>	People who witnessed the incident/employees/security guards/officials of the rental office building
<p>2) Incidents that impact the operational area as emergencies or crises.</p> <ul style="list-style-type: none">- Notify the emergency team to announce the situation to employees and related parties.- Report the situation to the Crisis Management Committee (CMC).	Notify the emergency team
<p>3) The designated work panel monitors the situation and reports to the Crisis Management Committee (CMC).</p>	The designated work panel
<p>4) Crisis Management Committee assess the situation</p> <p>In case the damage is minor or only partially affecting the building structure, it should not hinder the ability to enter or exit the building.</p> <p>Take necessary steps to rectify the situation promptly and restore normalcy.</p> <p>If the damage is extensive and prevents access to the building for work, it is advisable to communicate plans to ensure business continuity for critical operations.</p>	Crisis Management Committee (CMC)
<p>5) To ensure continual operations, travel to the reserve operations center for work-related tasks pertaining to important transactions, while the remaining employees are required to assemble at the designated location and await further instructions from either the Crisis Management Committee or the departmental head.</p>	All employees



6.7 Recovery plan

Team	Guidelines/implementation plans
Security Team	<ol style="list-style-type: none">1) Ensure proper management of entry and exit procedures, including seeking permission to enter or exit the affected zone.2) Safeguard the integrity of the property within the area to minimize any potential harm or loss.3) Facilitate coordination for necessary repairs and enhancements to restore normal operations in the affected area.4) Adhere to entry and exit protocols and seek permission to re-enter the building or work area once the situation has normalized.
Engineer Department/Repair and Maintenance / Emergency Team	<ol style="list-style-type: none">1) Inspect and assess damage to the premises or restore the workplace.2) Inspect and assess damage to property and equipment.3) Improving and repairing property or damaged equipment
Human Resources Dept.	<ol style="list-style-type: none">1) Developing guidelines and procedures for staff to follow in order to make announcements and implement recovery measures effectively.2) Collaborating with relevant organizations to create an inventory of assets, tools, and equipment that have been damaged within the insurance coverage, in order to determine their value. Alternatively, working together to assess the value of the damaged items and coordinating with the insurance provider to initiate the claims process.3) Pursuing reimbursement for mitigation costs incurred due to damages from the insurance company until the process is finalized.4) Drafting preventive strategies and actions to address potential future incidents.
IT and network team	<ol style="list-style-type: none">1) Implement data recovery or retrieve databases to ensure resuming normal operations and generate accurate retrospective reports.2) Developing a strategy for prevention and data backups to safeguard against future threats.
Administrative team/ Public relations/coordination external stakeholders	<ol style="list-style-type: none">1) Collaboration and synchronization with pertinent external stakeholders are essential when addressing the process of mitigating, rehabilitating, or compensating for the impacts on affected external stakeholders.



7. Review of the Policy

The Risk Management Committee can propose or recommend improvements to this policy when it is deemed necessary. The policy should be reviewed regularly and any revisions should be proposed to the Board of Directors for approval.

The Policy is effective since May 9 2024.

M. Sripop Sarasas

Chairman of the Board of Directors

Revision

Item	Document number	Review	Approve	Board of Directors Meeting
1	CS20240401	22 April 2024	9 May 2024	Board of Directors Meeting 3/2024

