



## **ANNOUNCEMENT NO. 15/2024**

### **BUSINESS CONTINUITY MANAGEMENT POLICY AND GUIDELINES**

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Silamas Group has established a business continuity management guideline for crisis preparedness management, to prepare for a crisis or emergency caused by a natural disaster such as floods, fires or incidents caused by malicious intent against the organization such as protesting, riots, etc. Also the pandemic for example Coronavirus outbreak 2019 which affected to economy, financial, services, society, community, environment as well as life and property. This may affect to the Company to not be able to provide continuous services, operations need to be stopped. Therefore, having the business continuity management guideline is important making the company to be capable to cope with unexpected events. This will also allow Critical Business Processes to resume normal operations or operate at the defined management level and reduce the severity of the impact.

This policy focusing on supervising and protecting resources that are critical to operations or services to create maximum benefits for users and stakeholders.

On behalf of the Managing Director, I sincerely hope that all of us will study and strictly comply with this policy.

Effective from October 15, 2024 onwards.

Announced on October 15, 2024

(MR. Chompoo Glinpoo)  
Managing Director

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### 1. Business Continuity Management Policy

**Silamas Group** have established business continuity management guidelines in order to ensure that in the event of an incident that causes the normal operation to be interrupted. It can be performed continuously or resumed at the right time, and also protect the interests of stakeholders, reputation credibility and maintain business sustainability. The company will proceed as follows:

1. The company has determined the business continuity management to a company with processes to support the anticipate event or not anticipate event as appropriately, by set establish plans that can be implemented, monitored, reviewed and improved continuously, also communicated with internal and external effectively.
2. The company has established the scope of business continuity management under the organization's goals, commitment both of internal, external and covers the stakeholders. The company also has responsibilities for laws and regulations. This includes requirements for products, services and all related activities to suit the organization size.
3. To determine assigned Department that responsible for preparation of plans to implement and revise to be correct and up to date with reviewing at least once a year.
4. The top management is responsible for pushing and supporting various operations, in accordance with the business continuity management process, as well as enhancing and developing knowledge, competence of employees to ensure that they can be followed the process effectively.
5. The management, staffs and all employees must be aware of participation and comply with the company's business continuity management policy, to be achieved the objectives of the organization's business continuity management.

### 2. Business Continuity Management Guidelines

#### 2.1 Objective

- To be used as a guideline for managing the organization's business, in the case of a serious incident, crisis, or unexpected events.
- To prepare the organization to cope with a crisis or unexpected events.
- To reduce the impact of disruptions in operations or services.
- To mitigate damages to an acceptable level.
- To ensure that the public, officers, state enterprises, government agencies, and stakeholders have confidence in the organization's potential even when the organization is faced with a serious situations that causes operations to stop.

#### 2.2 Scope

- The Business Continuity Management Guidelines document would be apply to all Silamas Group.
- Emergency events in office areas, departments or job sites under the operation of Silamas Group, including the following events:
  - Flood events
  - Fire events
  - Protests /riots events
  - Epidemics events
  - Terrorism events

### 3. Definitions & Document Reference

#### Term and Definitions

List	Means
Business Continuity Management (BCM)	Overall of management process that identifies that it would be threat to an organization and impact on business operations, provides guidance on building the organization's resilience to respond and protect stakeholder interests, reputation and image.
Silamas Group	Silamas Transport Co., Ltd. Silamas Services Co., Ltd. Renewable Energy Service Co., Ltd. (RES) Oceanic Solutions Co., Ltd. (OSC)

#### Document Reference

- Emergency Telephone Number
- Emergency Plan

### 4. Responsibilities

#### Work Flow Chart



### Roles and Responsibilities

- **Managing Director or General Manager**
  - Define the roles and responsibilities of relevant persons in the case of an emergency or serious situations.
  - Consider and order the implementation of business continuity management in the case of an emergency or serious situations.
  - Consider providing necessary equipment and tools.
- **Marketing Manager**
  - Coordinate with customers in case of emergency such as E-mail, contact locations or other matters that related to the organization's service activities.
- **Business Development Manager**
  - Coordinate with customers in case of emergencies at the job site, various project work such as E-mail, contact locations or other matters related to the organization's service activities.
- **Human Resource Manager**
  - Coordinate with employees, internal and external relevant parties, including government agencies in the case of emergencies or serious situations.
- **Safety Manager**
  - Study the laws and standards which necessary for the organization
  - Recommend the regulations, guidelines for implementing laws and standards to employers and employees as necessary
  - Conduct the drills and review emergency plans as appropriate and within the specified timeframe
  - Coordinate with employees, relevant internal and external parties, including government agencies in the case of emergencies or serious situations.

## 5. Details of procedure

### 5.1 Analysis of required resources

The organization considers the required resources in the case of a serious emergency by considering the impact in 5 factors as follows:

#### 5.1.1 Primary Workplace

The event causes damage to the primary workplace or makes it unusable, and causes personnel to be temporarily or permanently unable to work.

#### 5.1.2 Important materials, equipment, tools, and machinery

The event that occurs that makes it impossible to use important materials, equipment, tools, and machinery or cannot provide/deliver important materials and equipment.

#### 5.1.3 Information Technology and Critical Data

An event that causes the technology system, information system, or critical data to be unable to be used for normal operations.

## 5.1.4 Key Personnel

The event caused to key personnel to be unable to perform their duties as usual.

## 5.1.5 Partner / Service Provider / Stakeholder

Means an event that occurs causing the partner / service provider / stakeholder to be unable to contact or provide services or deliver work.

**Table 1: Summary of crisis events and impacts**

Events/ Crisis		Impacts				
		Building/ Primary Workplace	Important materials, equipment, tools, and machinery	Information Technology and Critical Data	Key Personnel	Partner / Service Provider / Stakeholder
1	Flood events	✓	✓	✓	✓	✓
2	Fire events	✓	✓	✓	✓	✓
3	Protests/riots events	✓			✓	✓
4	Epidemics events	✓			✓	
5	Terrorism events	✓	✓	✓	✓	✓

## 5.2 Business Continuity Strategy

Business Continuity Strategy is a guideline for procuring and managing resources to be ready when a crisis occurs. It considers resources in 5 factors as follows:

### 5.2.1 Building /Alternate workplace

- Specify the use of alternate workplaces, such as branch offices, by surveying the suitability of the location, coordinating, and preparing with the area owner.
- In the event of damage to the alternate workplace at that time, a private place may be rented as an alternate workplace.
- Work from home as temporarily.

### 5.2.2 Important materials, equipment, tools, and machinery

- Specify the provision of backup computers with appropriate specifications for use, along with equipment that can be connected via the Internet to the organization's information technology system.
- Specify the temporary use of portable computers (laptops /notebooks) for organization's staffs.
- Specify the provision of appropriate quantities of materials, equipment, spare parts, and consumables.

**5.2.3 Information Technology and Critical Data**

- Specify to store important data backup in an area where data can be retrieved, such as a server system, cloud system, etc., and designate a responsible person.
- Move the server to a safe area or a backup work area, if possible.

**5.2.4 Key personnel**

- Specify the use of reserve personnel to replace within the same department or work group.
- Specify to use external personnel of the department or work group in cases where there are insufficient or lacking personnel within the department or work group.

**5.2.5 Partners /Service Providers /Stakeholders**

- Provide network connectivity equipment via the Internet from mobile phone service providers to access information technology systems and important data via the Internet.
- Provide services and communicate with service recipients/ providers/ stakeholders via the Internet.

### Amendment History

Announcement No.	Effective Date	Description
1 / 2021	12/1/2021	First Issue
15 / 2024	15/10/2024	Editing the scope by adding the OSC company.
15 / 2024	15/10/2024	This Announcement was reviewed on February 11, 2025 and remains valid.