



TURNKEY COMMUNICATION SERVICES PUBLIC COMPANY LIMITED

Business Continuity Management Policy

P-BOD-033



Turnkey Communication Services Public Company Limited (the “Company”) recognizes the importance and necessity of preparedness to respond to and mitigate the impacts of crises, as well as to ensure business continuity, in order to effectively build confidence among customers, employees, investors, shareholders, business partners, communities, and society.

This Business Continuity Management Policy (the “Policy”) is established in accordance with good practices and serves as a comprehensive guideline for the Company’s business continuity management and planning, covering the following objectives:

1. Safeguarding the Company’s reputation.
2. Mitigating impacts and damages arising from major incidents.
3. Protecting critical assets, business operations, and operational activities during and after emergency situations.
4. Protecting the lives and safety of key personnel.
5. Restoring and resuming business operations following disruptions and returning to normal operations.

Business Continuity Management Practices

1. The Risk Management Committee is responsible for establishing the business continuity management system, including planning, assigning responsibilities, implementation, and maintenance, and for regularly reporting a summary of performance to the Board of Directors, or whenever there are material changes.
2. This Policy shall be communicated to the Board of Directors, management, employees, and all relevant stakeholders at all levels to foster understanding and participation in the implementation of the business continuity management policy.
3. The Board of Directors, management, and employees shall comply with this Policy to ensure readiness to respond promptly to potential incidents or crises.
4. The Company shall provide the necessary resources to support the implementation of the business continuity management system, as well as promote the knowledge and capabilities of management and employees, to ensure effective execution of this Policy.
5. The Company shall oversee business continuity management by regularly monitoring, reviewing, and auditing the implementation of the business continuity plans on an annual basis, with the aim of continuous improvement and ensuring that the business continuity plans remain up to date and effective.

This Business Continuity Management Policy was reviewed and approved by the Board of Directors at Meeting No. 5/2025 on November 12, 2025, and has been effective from November 12, 2025.

- Kittisak Amornchairojkul -
(MR. KITTISAK AMORNCHAIROJKUL)
Chairman of Board of Directors