Ref. 2569/019

Announcement
Subject: Business Continuity Management Policy

Bangkok Insurance Public Company Limited is committed to conducting its business with stability and sustainability amid the evolving business environment, economic conditions, social changes, technological advancements, and various risk factors that may affect its operations. These risks may arise from natural disasters, human-induced incidents, or digital and information technology threats, potentially resulting in business disruptions that could adversely impact service delivery, corporate reputation, brand image, and stakeholder confidence.

The Company is committed to conducting its business in accordance with the principles of good corporate governance, sound management, and effective risk management in order to strengthen its competitive capability, maintain organizational stability, and achieve balanced and sustainable growth while creating long-term value and fostering the confidence of all stakeholders.

The Company recognizes that Business Continuity Management (BCM) is a critical mechanism for enhancing organizational preparedness to prevent, respond to, and recover from operational disruptions, while strengthening organizational resilience. This enables the Company to continue its business operations and provide uninterrupted services to policyholders, customers, and all stakeholder groups while complying with applicable laws, regulatory requirements, and relevant obligations.

To support the Company's vision "Bangkok Insurance aims to be Thailand’s preferred non-life insurer." and to integrate business continuity management into the Company's corporate governance and enterprise risk management framework, the Company hereby establishes this Business Continuity Management Policy (BCM Policy) as a framework for governance and operational guidelines for directors, executives, employees, and all relevant parties, as follows:

1. The Company shall establish an appropriate governance structure for Business Continuity Management by clearly defining the roles, responsibilities, and accountabilities of the Board of Directors, executives, employees, and other relevant parties in overseeing organizational preparedness, command and control, response, incident management, and the recovery of critical business functions. This governance framework shall ensure the continuity of business operations and service delivery while enabling the Company to fulfill its obligations to policyholders, customers, regulators, and other stakeholders effectively.

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2. The Company shall promote awareness among directors, executives, employees, and relevant parties regarding their respective roles, responsibilities, and participation in implementing this Business Continuity Management Policy and other applicable requirements. Regular communication, training, and business continuity exercises shall be conducted at least annually to strengthen organizational preparedness and ensure effective performance during business disruptions or crises.

3. The Company shall identify, analyze, and assess business impacts, together with the risks that may affect critical business functions, systems, personnel, operating facilities, business partners, and service delivery channels. Such assessments shall form the basis for establishing appropriate recovery objectives, continuity strategies, and business continuity measures to effectively address business disruptions, minimize operational impacts, and ensure the continuity of service delivery.

4. The Company shall oversee the development and implementation of a Business Continuity Plan (BCP) and related contingency plans that are consistent with the nature of its business and cover events that may affect business operations, such as natural disasters, human-induced incidents, system failures, and cyber threats. The plans shall be in accordance with ISO 22301, applicable laws, regulatory requirements, and other relevant requirements, covering critical business activities. They shall include planning, implementation, monitoring and evaluation, review, testing, and continual improvement. They shall also be updated whenever significant changes occur, to ensure that the system remains appropriate, effective, and supports the Company's business continuity management objectives on a sustainable basis.

5. The Company shall conduct exercises and testing of the Business Continuity Plan (BCP) for its implementation, review, and continual improvement to ensure that the plan remains appropriate, addresses business disruption events, enables the recovery of critical business activities, and effectively maintains the continuity of business operations and service delivery.

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Remark: The English version is a translation of the original Thai document and is provided solely for informational purpose.

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