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Artificial Intelligence Governance Policy

TPCS Public Company Limited

1. Rationale

Nowadays, Artificial Intelligence (AI) technology is developing rapidly and plays a significant role in various fields, including the application of AI to increase the efficiency and effectiveness of the organization's operations.

However, the use of AI technology inevitably comes with risks. TPCS Public Company Limited supports the adoption of new technologies in its operations, coupled with appropriate awareness and management of related risks. Therefore, the Company has established the following Artificial Intelligence Governance Policy.

2. Scope of Application

2.1 This policy applies to the Board of Directors, directors, executives, and employees at all levels of TPCS Public Company Limited and its subsidiaries.

3. Definitions

3.1 The Company means TPCS Public Company Limited and its subsidiaries.

3.2 Artificial Intelligence (AI) means technology, systems, or software designed with the ability to process data to simulate human cognitive behavior, including learning, reasoning, decision-making, and creating new content. This covers self-learning systems (Machine Learning) and Generative AI systems, whether developed internally by the Company or accessed through external service providers, which operate with a degree of autonomy sufficient to efficiently achieve their designated objectives.

4. Artificial Intelligence Governance Guidelines

4.1 The use of AI must be carried out for the benefit of the Company and must align with the Company's mission, goals, objectives, and business directions.

4.2 AI must not be used in a manner that creates or may create the following content:

4.2.1 Content that violates laws, regulations, rules, notifications, orders, and relevant requirements from regulatory bodies.

4.2.2 Content that causes disgrace to individuals, groups of people, organizations, various agencies, or society.

- 4.2.3 Content that is harassing or inappropriate within the context of social and ethical standards.
- 4.2.4 Content that distorts facts, presents incorrect information, or may mislead others in material aspects.
- 4.2.5 Content that infringes upon copyrights, trademarks, or other intellectual properties.
- 4.3 AI must not be used in any operations that result in the interruption or suspension of the Company's activities or transactions, or to delay, obstruct, or interfere to the extent that the Company cannot operate normally.
- 4.4 Personal Data Protection shall comply with the Company's Personal Data Protection Policy. Personal data must be collected, used, or disclosed only as necessary under the specified objectives, taking into account the rights of the data subject. Restrictions apply regarding the use of AI in conjunction with internal organizational data, confidential information (e.g., passwords, contract documents, or letters marked as confidential), personal data (e.g., photographs, first and last names, identification numbers, addresses, phone numbers, emails), and sensitive personal data (e.g., copies of identification cards, biometric data, medical certificates).
- 4.5 In conducting the Company's activities or transactions, only AI applications or services approved or provided by the Company must be used.
- 4.6 Information Security
 - 4.6.1 It is prohibited to use information that may affect the security of the information system in conjunction with AI services, such as passwords, API keys, and system settings.
 - 4.6.2 It is prohibited to use source code generated by AI without verifying its accuracy and vulnerabilities, and approval from an authorized person must be obtained prior to use.
 - 4.6.3 In the event of a breach or suspected information security breach caused by the use of AI, the person discovering the breach or suspected incident must immediately notify their superior in the chain of command and follow the operational procedures regarding information security incident management.

4.7 Reduction or Avoidance of Bias and Discrimination Against Individuals or Groups of Individuals, with the following requirements for using AI:

4.7.1 Content generated by AI must be reviewed and approved by an authorized person before being used or published to the public, in order to reduce or avoid bias or unfair discrimination.

4.7.2 In cases where AI applications or services are used in operations that may directly affect the rights of individuals or groups, users must exercise appropriate and sufficient care according to the nature and risk level of that operation.

4.8 Awareness regarding the use of AI must be continuously communicated and promoted to the Board of Directors, directors, executives, and employees at all levels.

4.9 The governance and use of AI under this policy shall comply with laws, regulations, rules, notifications, orders, and requirements from relevant regulatory bodies, both currently in effect and as may be amended in the future.

5. Penalties

Employees responsible for the use and governance of AI according to their duties who neglect, fail to order, fail to act, or give orders or perform any act that violates the Artificial Intelligence Governance Guidelines, resulting in a legal offense and/or damages, shall be subject to disciplinary action in accordance with the Company's regulations and legal penalties (if any). Furthermore, if such an offense causes damage to the Company and/or any other person, the Company may consider pursuing additional legal action.

6. Artificial Intelligence Governance Policy Review

The Company shall review this Artificial Intelligence Governance Policy at least once a year, or in the event of significant changes that affect this policy.

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