

<b>APPLIED DB PUBLIC COMPANY LIMITED</b>		Doc. No. : 00
Document No. :	IA-ADB-06	Rev. No. : 00
Creator :	Internal Control and Management System Officer	Effective Date : 2 August 2021
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## **-Translation-**

# **Business Continuity Plan: BCP (IA-ADB-06)**

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## Executive Summary

Applied DB Public Company Limited is committed to conducting its business with sustained efficiency and agility. One of its core missions is effective organizational management to comprehensively address the needs of all stakeholders.

Based on historical data and current circumstances, there are indications of various crises, both domestic and international, such as civil unrest, natural disasters, political issues, epidemics, energy crises, currency fluctuations, economic downturns, global warming, and various other intensifying disasters. Consequently, the Company has established a Business Continuity Plan (BCP) to provide guidelines for setting policies, standards, and work processes across the entire organization. This is to ensure that in the event of severe disruptions to normal operations, critical business functions can continue uninterrupted or be resumed in a timely manner.



Chief Executive Officer

August 2, 2021

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## 1. Objective

- 1.1 To be used as a guideline for continuity management
- 1.2 To enable all departments to be prepared to deal with crisis situations
- 1.3 To reduce the impact of interruptions in operations or services.
- 1.4 To mitigate damage to an acceptable level
- 1.5 To enable stakeholders Confidence in the company's potential even in the face of a catastrophic event that results in disruption of operations

## 2. Scope of BCP

This Business Continuity Plan is designed to address critical situations or emergencies occurring within the Company's premises, including the production facilities, offices, laboratories, and surrounding areas of Apply DB Public Company Limited across all its branches, due to the following events:

1. Natural Disasters, including Flood, Storm Earthquake
2. Fire
3. Rallies, Protests, Riots
4. Pestilence/Epidemic
5. sabotage /Bomb/Theft
6. Explosion
7. Cyber Attack /Security Breaches

## 3. Definitions

**3.1 Business Continuity Planning (BCP) :** Is the process involved in creating a system of prevention and recovery from potential threats to a company. The plan ensures that personnel and assets are protected and are able to function quickly in the event of a disaster.

**3.2 Business Impact Assessment "BIA" :** It is an assessment of the impact on the business if a disaster, such as a fire or flood, causes the entire system to stop working and for a long period of time, which may require the use of backup facilities or infrastructure instead of the actual system that is still unusable. It is generally called "offsite backup", an external data backup system or DR site, etc.

**3.3 Personnel** In this document, "personnel" refers to all executives and employees of the Company

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- 3.4 Disaster Recovery Planning “DRP”** : It is an operational plan that must be prepared for the recovery of system operations in the event of issues such as system downtime, and includes plans for securing temporary office space, etc.

## 4. Operational Processes

The work process is divided into the following steps:

### 4.1. Step 1: Define Objectives, Scope, and Team

#### 4.1.1. BCP Objectives

- 1) To protect life and prevent harm to the health of both employees and individuals who interact with the Company.
- 2) To protect the business and meet the needs of customers and stakeholders
- 3) To demonstrate social responsibility and benefit the local society and economy, help ensure employment, and protect the well-being of employee.

#### 4.1.2. Scope

The Company defines the scope of severe emergency situations and crises that can temporarily or permanently disrupt its core critical operations, leading to potential harm to life, property, and reputation.

The scope of severity of emergency events is as follows:

- 1) **Minor Severity**: These are incidents that on-site personnel can manage independently using readily available equipment or through the Company's various BCP teams, without requiring assistance from external parties or government agencies.
- 2) **Moderate Severity**: These are incidents that cannot be managed by those who discover them and require external help, for example, from the Bangpoo Industrial Estate's emergency response team or supporting units from nearby government agencies. Such events could lead to damage or impacts on the life, property, and environment of the Company and neighboring areas, and will necessitate a full evacuation of all Company personnel.
- 3) **High Severity**: These are incidents that cannot be controlled by initial responders or internal Company units and require assistance from multiple external sectors. Such events have the potential to cause severe damage to life, property, and the environment of both the Company and the surrounding community.

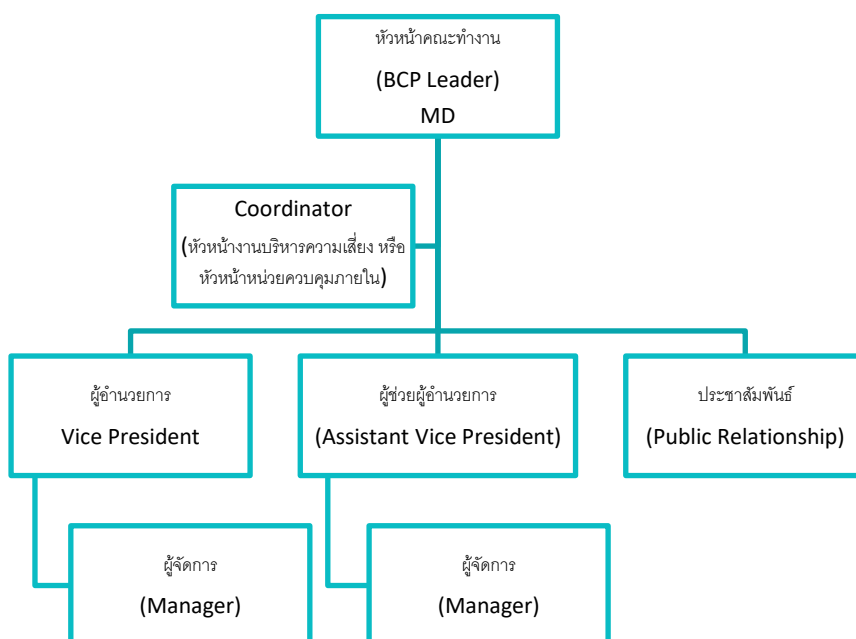
#### 4.1.3. Working Committee and Responsibilities

To ensure the Company's Business Continuity Plan (BCP) can be implemented effectively and efficiently, a Business Continuity Plan Team (BCP Team) must be established. This team comprises the BCP Leader and BCP Team members. All positions within the BCP Team are responsible for collaborating on

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oversight, monitoring operations, and recovering from emergency incidents within their respective departments. This ensures business continuity and a swift return to normal operations, according to their defined roles and responsibilities within the BCP Team. In the event that primary personnel are unable to perform their duties, backup personnel will assume responsibility for the roles of the primary personnel. The details and organizational chart are as follows:

1. The Company's management must develop a business continuity management system that aligns with internationally recognized standards. This system should encompass business impact analysis, risk assessment, strategy development, implementation, drills and exercises, continuous review and improvement of the plan, as well as fostering a business continuity awareness culture within the organization through effective internal training and communication processes.
2. The highest executive after the CEO is the head of the working group
3. The Head of Internal Audit and/or the Head of Risk Management will serve as the Coordinator by virtue of their position.
4. The Directors of all departments will serve as the Business Continuity Management Team members, responsible for driving and supporting various operations related to the Company's business continuity management processes.
5. Executives, employees, and staff of the Company must recognize their role in contributing to the achievement of the Company's business continuity management objectives.



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#### 4.2. **Step 2: Define key activities and target recovery timeframe**

##### 4.2.1. Emergency impact analysis

This Business Continuity Plan has been prepared to support the business continuity management of the organization in various forms of crises or emergency events, considering the impact on critical resources for business operations, which are divided into 5 types, namely:

1. **Impact on Building/Primary Work Location:** This refers to events that cause damage to the primary work location or render it unusable, preventing personnel from accessing and working at the site temporarily or long-term.
2. **Impact on Critical Equipment:** This refers to events that prevent the normal operation of essential machinery and tools.
3. **Impact on Information Technology and Critical Data:** This refers to events that prevent the normal use of technology systems, information systems, or critical data for operations.
4. **Impact on Key Personnel:** This refers to events that prevent key personnel from performing their duties normally
5. **Impact on Key Stakeholders:** This refers to events that prevent key stakeholders (partners/service providers/customers/interested parties) from being contacted, or from providing essential raw materials, production factors, services, or deliverables.

**Table 1: Impact Analysis of Emergency Events or Crises**

Impact on Operations	Impact				
	Loss of Facilities	Loss of Equipment	Loss of IT System	Loss of Key person	Loss of Suppliers, Stakeholder
1. Flood, Storm	✓	✓	✓	✓	✓
2. Fire	✓	✓	✓	✓	✓
3. Earthquake	✓	✓	✓	✓	✓
4. Rallies, Protests, Riots	✓	✓	✓	✓	✓
5. Pestilence/Epidemic	✓	✓	✓	✓	✓
6. sabotage /Bomb/Theft	✓	✓	✓	✓	✓
7. Explosion	✓	✓	✓	✓	✓
8. Cyber Attach /Security Breaches			✓	✓	✓



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This Business Continuity Plan does not cover operational disruptions resulting from normal day-to-day activities, provided that such disruptions do not have a high-level impact on the operations and services of the organization. This is because the organization can manage or rectify these situations within a reasonable timeframe, with the relevant department heads or organizational leaders responsible for taking action within their respective units.

#### **4.3. Step 3 Analyze the resources needed to restore the activity**

##### **4.3.1. Business Continuity Strategy**

Business continuity strategy is a guideline for procuring and managing resources to ensure readiness during a crisis

<b>Resources</b>	<b>Business Continuity Strategy</b>
1. <i>Loss of Facilities</i>	<ul style="list-style-type: none"> <li>- Assign employees to work temporarily at other branches with sufficient workspace.</li> <li>- Assign employees to work from home temporarily until the situation returns to normal.</li> <li>- Utilize IT systems for accessing programs, work systems, and online meetings.</li> <li>- Arrange for temporary office rental or meeting rooms for group work.</li> </ul>
2. <i>Loss of Equipment</i>	<ul style="list-style-type: none"> <li>- Procure essential operational equipment with appropriate and safe specifications, such as laptops/notebooks/printers.</li> <li>- Send test products to external laboratories when in-house equipment is unavailable</li> <li>- Repair machinery and equipment or procure backup units if the estimated repair time is deemed too long.</li> </ul>
3. <i>Loss of IT System</i>	<ul style="list-style-type: none"> <li>- Regularly verify that backed-up data is up-to-date.</li> <li>- Conduct drills for using backup data to ensure continuous data availability.</li> <li>- Utilize backup data from an external storage location (Disaster Recovery site).</li> <li>- ใช้อุปกรณ์สำรอง Use portable backup devices (Air Cards) if the internet service provider cannot provide service within the specified timeframe.</li> </ul>
4. <i>Loss of Key person</i>	<ul style="list-style-type: none"> <li>- Apply the principles of delegation of authority according to the chain of command.</li> </ul>

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Resources	Business Continuity Strategy
5. Loss of Suppliers, Stakeholder	<ul style="list-style-type: none"> <li>- Assign individuals designated as successors to perform duties.</li> <li>- Assign suitable personnel from outside the department/division on a case-by-case basis when staffing is insufficient, with approval according to the principles of delegation of authority or as directed by the Chief Executive Officer or the highest-ranking authorized person at that time.</li> <li>- For critical vendors/suppliers, utilize service providers listed in the Vendor list.</li> <li>- For other stakeholders, ensure responsibilities are carried out and communication is consistent.</li> </ul>

#### 4.4. Step 4: Risk Assessment Understanding Disaster Scenarios

##### 4.4.1. Business Impact Analysis

Business Impact Analysis (BIA) refers to the analysis of critical business processes that need to be prioritized for resumption or recovery to determine the target recovery time objective (maximum tolerable period of disruption (MTPD)) within a specified timeframe, as shown in the following table:

##### Business Function Criticality Assessment.

Core process	level of urgency	Maximum tolerable period of disruption			
		4 hr(s)	1 day	Week	1 Month
Customer Service and Product delivery	High	✓			
Production and Relevance process to support the product delivery	High		✓		
Data Information & Network	High		✓		
Internal management, personnel, accounting, finance, general procurement)	Moderate			✓	
Follow up Internal Audit, Inspection, Evaluation, Budgeting, Policy and Documented)	Low				✓

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#### 4.4.2. Analysis to determine critical resource requirements

Resources	source	Temporary period for Recover			
		4 hr.(s)	1 day	Week	1 Month
1. Working space requirement					
1.1. Office Building/Premises	● Within the Company Premises (Unaffected Areas)	30 Cm <sup>2</sup>  (15 persons)	40 Cm <sup>2</sup>  (20 persons)	60 Cm <sup>2</sup>  (30 persons)	80 Cm <sup>2</sup>  (40 persons)
	● Remote Work/Work From Home				
	● Rent Temporary Place				
1.2. Production premises	● Within the Company Premises (Unaffected Areas) for Departments Not Utilizing Machinery/Equipment	Sufficient to fulfill unavoidable orders			
	● Rent Temporary Place		Sufficient to fulfill unavoidable orders		
	● Outsource production.			Sufficient to fulfill unavoidable orders	
2. ความต้องการด้านวัสดุอุปกรณ์ (Equipment & supplies requirement)					
2.1. Computer /Laptop/Printer	<ul style="list-style-type: none"><li>Employees' personal devices</li><li>Procure new devices according to the Standard Operating Procedure (SOP).</li></ul>	1. 3 devices per Business Unit (BU) capable of connecting to work systems. 2. 1 backup device per central department.			
2.2. Phone, Fax	<ul style="list-style-type: none"><li>Mobile Phone, Conference meeting, Media Chat</li><li>Backup Air Cards available for use.</li></ul>	1 device per work unit.	1 device per work unit.	5 device per work unit.	(5 device per work unit.

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Resources	source	Temporary period for Recover			
		4 hr.(s)	1 day	Week	1 Month
	<ul style="list-style-type: none"> <li>Engage external specialists.</li> </ul>				
2.3. Network	<ul style="list-style-type: none"> <li>Internal resolution by company technicians</li> </ul>		✓		
	<ul style="list-style-type: none"> <li>Engage external specialists</li> </ul>			✓	
2.4. Laboratory equipment for test	<ul style="list-style-type: none"> <li>Outsource product testing</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>Send equipment for external repair</li> </ul>		✓		
	<ul style="list-style-type: none"> <li>Procure new equipment according to SOP</li> </ul>				✓
2.5. Machine	<ul style="list-style-type: none"> <li>Engage external specialists</li> </ul>				✓
	<ul style="list-style-type: none"> <li>Procure new equipment according to SOP</li> </ul>				✓
<b>3. Data Information</b>					
3.1. Email	<ul style="list-style-type: none"> <li>External data backup system</li> </ul>	✓			
3.2. ระบบการทำงานบน ERP (ERP Operating System)	<ul style="list-style-type: none"> <li>Utilize backup data from the "DR Site"</li> </ul>		✓		
3.3. Certificates	<ul style="list-style-type: none"> <li>External data backup system</li> </ul>		✓		
3.4. Activity data/supporting information for	<ul style="list-style-type: none"> <li>External data backup system</li> </ul>			✓	

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Resources	source	Temporary period for Recover			
		4 hr.(s)	1 day	Week	1 Month
annual plan development					
<b>4. Personnel Requirement</b>					
4.1. Number of backup personnel operating in the temporary area.	<ul style="list-style-type: none"> <li>Operational staff who need to work collaboratively with others or require the use of tools and machinery in the designated area.</li> </ul>	n/a	n/a	Partial return to normal operations.	Full return to normal operations.
4.2. Number of employees working from home.	<ul style="list-style-type: none"> <li>Office staff whose job functions do not require direct interaction with operational departments.</li> </ul>	1 person per department	5 person per department	Return to normal, but still working from home	

#### 4.5. Step 5: Implement Preemptive Measures to Reduce and Mitigate Damage

To ensure timely business recovery within the defined timeframe, it is essential to control and limit damage to supporting resources, enabling prompt maintenance from the initial stages. Severe damage to critical resources could lead the company into a critical situation, potentially resulting in the abandonment of recovery efforts or temporary business closure. Therefore, implementing preemptive measures before emergency situations occur, along with damage mitigation measures once an event has transpired, is crucial and requires careful planning and monitoring. Examples include the following:

- 1) Prevention and Impact Reduction: Establishing various operational systems such as Forecasting and early warning systems, Information database management systems, Risk assessment systems, Damage assessment systems, Coordination networks, Disaster management, etc.
- 2) Preparedness, comprising: Monitoring or assessment systems for situations and reporting. Drills and training to prepare for disasters and coordination networks. Preparation of necessities (food, water, shelter, medicine). Preparation of support for machinery, tools, and budget. Public relations preparedness. Sanitation preparedness in the event of disease outbreaks, etc.

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- 3) Mandate that department heads must conduct risk assessments for new work activities and review existing risks when factors or the environment change.
- 4) Emergency response drills must be conducted for all emergency situations defined within the scope. Plans and drills should be reviewed to ensure that employees and emergency response equipment are always ready.

#### **4.6. Step 6: Emergency and Crisis Response**

When an emergency or crisis occurs, the following priorities must be addressed:

- 1) Evacuate and save lives.
- 2) Establish an emergency operations center.
- 3) Confirm the safety of all personnel.
- 4) Control the situation and prevent further damage.
- 5) Assess the extent of the damage.
- 6) Protect assets.
- 7) Ensure the safety of personnel and provide aid to those affected.
- 8) Gather and disseminate news and information regarding the incident and damages.

##### **4.6.1. Business Continuity and Recovery Procedures**

The following form outlines preparedness measures through the implementation of a checklist, divided into three critical timeframes as shown in the table below.

###### **4.6.1.1. Day 1 Checklist (Within 24 Hours): Immediate Incident Response.**

Steps and Activities	Roles and Responsibilities	Completed
1. The individual who witnesses an emergency or crisis must promptly notify the BCP Leader, Coordinator, or Working Group as quickly as possible.	Witness to the incident	
2. Inform internal department/division personnel and relevant parties about the emergency or crisis after receiving notification from the BCP Leader or Coordinator.	Highest-ranking head of the department	
3. Convene a Business Continuity Management team meeting to assess the damage, impact on operations and services, and critical resources required for business continuity.	BCP Team	

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Steps and Activities	Roles and Responsibilities	Completed
4. Identify and compile a list of personnel within the department who have been injured or have died.	Department Manager or Operational Level Supervisor	
5. Report to the Head of the Organization's Business Continuity Management, covering the following issues: <ul style="list-style-type: none"> <li>Number and names of personnel who have been injured/died.</li> <li>Damage and impact on operations and services.</li> <li>Critical resources required for business continuity.</li> <li>Urgent processes with high impact.</li> </ul>	Director of the Division	
6. Communicate and report the situation to personnel within the department, according to the content and wording that has been reviewed and approved by the Organization's Business Continuity Management Committee.	Department Manager	
7. Assess and identify core processes and urgent tasks that need to be completed within the next 1-5 days.	Department Manager	
8. Evaluate the department's potential and capability to carry out the urgent tasks under the constraints and crisis conditions, and identify the necessary resources for business continuity according to the resource procurement plan.	Director of the Division	
9. Report progress to the Head of the Organization's Business Continuity Management and request approval for manual processing for urgent and high-impact processes if they cannot be executed through normal systems.	Director of the Division	
10. Contact and coordinate with relevant departments to procure necessary resources for business continuity, including: <ul style="list-style-type: none"> <li>Backup work location</li> <li>Critical equipment</li> <li>Information technology and critical data</li> <li>Key personnel</li> </ul>	Working Group	

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Steps and Activities	Roles and Responsibilities	Completed
<ul style="list-style-type: none"> <li>Critical vendors/service providers/stakeholders</li> </ul>		
11. Consider implementing manual processing for urgent tasks only if failure to do so would have a high impact and cannot be delayed. This requires approval.	Director of the Division	
12. Identify critical business partners/service providers to inform them of the situation and the business continuity management approach, as determined by the Organization's Business Continuity Management Committee.	Director of the Division	
13. Maintain a log book and regularly review the activities and tasks that the department's Business Continuity Management team needs to perform (including details of the responsible person and time).	Department Staff/Coordinator	
1.1. Inform key personnel within the department about the situation summary and the next day's operational steps for their awareness and action. This includes providing details such as meeting schedules, work schedules, and temporary work locations.	Director of the Division /Department Manager	
1.2. Report progress to the Head of the Business Continuity Management immediately upon any significant changes in the situation or other relevant factors, or provide other necessary situation summary reports as determined during meetings or as required.	Director of the Division / Working Group	

4.6.1.2. Day 2-7 Checklist: Short-Term Response.

Steps and Activities	Roles and Responsibilities	Completed
1. Monitor the recovery status of affected resources. Assess the necessity and timeframe required for recovery.	Director of the Division	



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Steps and Activities	Roles and Responsibilities	Completed
2. Verify with relevant departments the readiness and limitations in procuring necessary resources for business continuity, including: <ul style="list-style-type: none"> <li>• Backup work location</li> <li>• Critical equipment</li> <li>• Information technology and critical data</li> <li>• Key personnel</li> <li>• Critical vendors/service providers/stakeholders</li> </ul>	Director of the Division and individuals assigned according to the organizational chart	
3. Report the readiness, limitations, and recommendations for procuring necessary resources for business continuity to the Head of the Organization's Business Continuity Management.	Director of the Division	
4. Coordinate and procure necessary resources for business continuity, including: <ul style="list-style-type: none"> <li>• Backup work location</li> <li>• Critical equipment</li> <li>• Information technology and critical data</li> <li>• Key personnel</li> <li>• Critical vendors/service providers/stakeholders</li> </ul>	Director of the Division and individuals assigned according to the organizational chart	
5. Recover and procure necessary data and reports for operations and services as per Table 4.4.2.	Department Manager or Supervisor	
6. Operate and provide services utilizing resources procured for business continuity: <ul style="list-style-type: none"> <li>• Backup work location</li> <li>• Critical equipment</li> <li>• Information technology and critical data</li> <li>• Key personnel</li> <li>• Critical vendors/service providers/stakeholders</li> </ul>	Department Manager or Supervisor	

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Steps and Activities	Roles and Responsibilities	Completed
7. Inform relevant departments/vendors/business partners/affected parties about the situation and the business continuity management app	Director of the Division	
8. Maintain a log book and regularly review the activities and tasks that the department's Business Continuity Management team needs to perform (including details of the responsible person and time).	Department Staff/Coordinator	
9. Inform department personnel about the situation summary and next steps for the following day.	Director of the Division/ Department Manager or Supervisor	
10. Report progress to the Head of the Organization's Business Continuity Management at the scheduled times.	Director of the Division and Working Group	
11. Report to the Chief Executive Officer and the Board of Directors as per the situation and appropriateness.	BCP Leader	

#### 4.6.1.3. Day 8 Checklist: Medium-Term Response (1 Week).

Steps and Activities	Roles and Responsibilities	Completed
1. Monitor the recovery status of affected resources. Assess the necessity and timeframe required for full recovery.	Director of the Division/ Department Manager or Supervisor	
2. Identify the resources needed to resume normal operations and services.	Department Manager	

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Steps and Activities	Roles and Responsibilities	Completed
3. Report the recovery status of affected resources and the resources needed to resume normal operations and services to the Head of the Organization's Business Continuity Management.	Director of the Division and Working Group	
4. Coordinate and procure necessary resources for business continuity, including: <ul style="list-style-type: none"> <li>• Backup work location</li> <li>• Critical equipment</li> <li>• Information technology and critical data</li> <li>• Key personnel</li> <li>• Critical vendors/service providers/stakeholders</li> </ul>	Director of the Division	
5. Inform department/division personnel about the situation summary and the preparedness of various resources to resume normal operations and services.	Director of the Division/Department Manager	
6. Maintain a log book and regularly review the activities and tasks of the department/division's Business Continuity Management team (including details of the responsible person and time).	Department Staff/Coordinator	
7. Report progress to the Head of the Organization's Business Continuity Management at the scheduled times.	Director of the Division and Working Group	
8. Report to the Chief Executive Officer and the Board of Directors as per the situation and appropriateness	BCP Leader	

#### **4.7. Step 7: Financial Preparedness**

The Finance and Accounting Department must make estimations to address financial liquidity in the event of any incident, assuming survival if activities are disrupted for one or two months. This step aims to make you aware of the company's financial situation in an emergency and to prepare appropriate measures in advance to avoid bankruptcy even with a temporary loss of income. If operations cannot continue, the company will lose revenue but still incur regular expenses such as salaries or rent. If the premises are

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damaged, repair costs may also be incurred. This step requires estimating the amount of money needed if the company is damaged by a disaster and determining measures to fill that gap.

- 1) Determine the amount by which sales/revenue will decrease if business operations are disrupted.
- 2) Estimate the amount of money required for recovery to resume business operations.
- 3) Review cash flow and compile fixed expenses during the business disruption period, and estimate the duration for which the current liquid assets can cover these fixed expenses.
- 4) Calculate the amount of replacement capital for the missing portion (Part 4). Note: The company should have cash and reserve funds equal to the company's one-month income.

#### **4.8. Step 8: Conducting Drills to Enhance BCP Effectiveness**

Testing is a critical component of the business continuity strategy. Once the plan is created, it must be tested to prove that the defined BCP has been communicated to all personnel and that those with responsibilities understand their critical roles in responding to a crisis. Relevant departments/divisions, after creating emergency plans and assigning duties, providing training, and conducting drills to ensure the readiness of both personnel and equipment, as well as the identified strategies, may need to adjust suit each situation. This ensures the most effective response to real-world scenarios.

<b>Plan</b>	<b>Responsible Parties</b>	<b>Frequency</b>
Evacuation Plan - Covers situations such as riots, fire, natural disasters, terrorism, strikes	BCP & Safety Department	At least once a year
Fire Emergency Plan	BCP & Safety Department	At least once a year
Chemical Spill Emergency Plan	Safety Department and Department Manager/Supervisor in the work area	At least once a year, or when there is a significant change in the number of employees or the amount of chemical storage
Pandemic Crisis Response Plan	BCP	At least once a year, and increase frequency when there is a significant change in the situation
Network Downtime	IT	At least once a year

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ตารางทบทวนการทำงานเพื่อพัฒนาแผนความต่อเนื่องทางธุรกิจ (Thai)

Continuity Requirements	Annually	As Required
ฝึกอบรมบุคลากรอย่างต่อเนื่องเกี่ยวกับบทบาทและความรับผิดชอบ	✓	
ปฐมนิเทศเพื่อความตระหนักในความต่อเนื่องสำหรับพนักงานใหม่		✓
อบรมความเป็นผู้นำขององค์กรในด้านการทำงานที่สำคัญ	✓	
ฝึกอบรมเฉพาะบุคคล หรือ ทุกคน เมื่อมีการสร้างแผนใหม่ หรือ ปรับแผน		✓
ประเมินโครงการความต่อเนื่องขององค์กรและแผนงานต่อเนื่อง	✓	
ดำเนินการให้มีการฝึกอบรมผู้สืบทอดสำหรับบุคลากรในองค์กรทุกคนที่รับมอบอำนาจและความรับผิดชอบในการเป็นผู้นำขององค์กร หากผู้นำนั้นไม่สามารถปฏิบัติงานได้ตามหน้าที่ในระหว่างที่ดำเนินงานความต่อเนื่อง		✓
รายงานผลการประเมินประจำปีไปยังผู้เกี่ยวข้อง	✓	

Table : Review for Developing Business Continuity Plans (Eng)

Continuity Requirements	Annually	As Required
Train Continuity personnel on Roles and Responsibilities	✓	
Conduct continuity awareness briefings or orientation for the entire workforce		✓
Train organization's leadership on essential functions	✓	
Train individuals, or everyone, on all reconstitution plans and procedures		✓
Conduct successor training for all organization personnel who assume the authority and responsibility of the organization's leadership if that leadership is incapacitated or becomes otherwise unavailable during a continuity situation		✓
Train on the identification, Protection, and ready availability of electronic and hardcopy documents, references, records, information systems, and data management software and equipment needed to support essential functions during a continuity situation for all staff involved in the essential records program	✓	
Report findings of all annual assessments to relevance group	✓	

There are several ways to conduct business continuity plan tests, which can be categorized as follows:

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1. **Checklist test:** A checklist is provided to relevant representatives to verify whether all aspects of the prepared plan are comprehensive.
2. **Structured walk-through test:** All relevant responsible parties participate in a meeting to review every aspect of the completed plan and identify any issues that require further correction or addition. This method is suitable for newly developed or recently updated business continuity plans, where it is necessary for stakeholders to verify the accuracy and appropriateness of the created or revised content.
3. **Simulation test:** A hypothetical scenario is simulated, and all relevant parties follow the prepared business continuity plan to determine if the plan is practical for the simulated event. This method involves creating various simulated situations, such as fire, power outages, or other disruptions, to test whether all involved parties have the knowledge, understanding, and ability to act correctly. It also aims to identify weaknesses in the business continuity plan that can lead to further improvements. This testing method proceeds until the point of site relocation, at which point the test concludes.
4. **Full-interruption test:** This test simulates a real incident by shutting down the network operations at the company's internal processing center and activating the backup system to take over. The purpose is to verify whether the backup system can function as effectively as the primary center. This method is suitable for scenarios where it is necessary to simulate damage to the primary center and confirm that the backup center can operate normally.

#### **4.9. Step 9: Continuous Review and Improvement**

The continuous development of the Business Continuity Plan is a company-wide effort aimed at enhancing internal capabilities for recovering critical activities following disruptions caused by disasters. Developing these capabilities in the short term is challenging, but ongoing improvement and development are necessary, utilizing the PDCA (Plan, Do, Check, Act) cycle, with the following key elements:

- 4.9.1. Check and Review the BCP to ensure the company's plan and teams are highly effective. The company's BCP activities should be checked and reviewed before, during, and after an incident.
- 4.9.2. Improved the Plan: If any topics are overlooked, or any activities are missing or excessive in the BCP, this checking and review process must be conducted periodically, at least once a year. If there are business changes within the company, such as adding business models, changing core businesses (products or services), changing IT systems, mergers, or changes in location, the BCP activities must be reviewed and revised accordingly.

