



PTG Energy Group

Supporting documents.

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AI Governance Policy

Revision history

00	16/10/68	Initial Issue
Revision number	Effective date.	Revision details



AI Governance Policy

1. Objective

PTG Energy Group ("the Group") recognizes the important role of Artificial Intelligence (AI) in enhancing organizational efficiency, customer service, and strategic decision-making, while upholding clear standards of responsibility, transparency, security, and ethics.

This Policy is established to ensure that the development and use of Artificial Intelligence systems, or "AI," within the Group are conducted in accordance with international standards and AI governance principles, such as Artificial Intelligence (AI) management standards, and comply with applicable laws and regulations, including the Personal Data Protection Act (PDPA).

2. Scope of the Policy

2.1 Applicability

This Policy applies to all types of AI systems used by the Group, whether developed internally or procured from external sources. It applies to employees at all levels, AI developers, providers, or parties responsible for customizing AI systems, as well as contractors, business partners, or other entities authorized to use AI systems on behalf of the Group.

2.2 Effective Date

This Policy shall take effect from the date of approval by the Board of Directors of PTG Energy Public Company Limited.

2.3 Policy Review

This Policy shall be reviewed annually, or whenever there are significant changes, changes in legal or regulatory requirements, or technological developments that may materially affect the substance of the Policy.

3. Definitions

The Group	It refers to PTG Energy Public Company Limited and its subsidiaries, as well as any legal entities that may subsequently be incorporated and registered as subsidiaries or associates of PTG Energy Public Company Limited in the future.
AI Users	It refers to the Group's executives and employees, including contract employees and personnel of external entities who perform work involving the Group's information systems or data.
Artificial Intelligence (AI)	It refers to technology developed to enable computers to possess human-like characteristics, behaviors, or problem-solving capabilities. It simulates human intelligence, such as learning, perception, image recognition, response, reasoning, and problem-solving, according to objectives defined by humans.
AI Governance	It refers to the principles or processes used to control and govern AI to ensure that AI is developed, designed, researched, and used in a safe, transparent, and responsible manner, in compliance with applicable laws and ethical standards.



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4. Principles and Guidelines

As Artificial Intelligence (AI) technology has increasingly become an integral part of the Group's business operations and work practices, it may give rise to various impacts and risks, including ethical and security risks. Therefore, to reduce or mitigate potential risks and to support and promote the responsible design, development, research, and application of AI in accordance with good governance principles, the Group has established this Policy to set forth the following guiding principles:

- 4.1** Establish an appropriate structure and define the roles and responsibilities of relevant parties involved in AI in accordance with the Three Lines of Defense principle, with a transparent and fair system of checks and balances, comprising:
 - 4.1.1** The AI Steering Committee shall oversee and consider the approval of the design, development, or adoption of AI for application within the Group, ensuring that it is appropriate for the Group's business and usage practices, enhances operational efficiency, and delivers effectiveness and value to the Group.
 - 4.1.2** The AI Governance Working Team shall assist in overseeing, reviewing, and monitoring the operations of various departments within the Group. The Working Team shall also review and screen AI-related activities and support and promote departments in conducting risk assessments, implementing appropriate controls over AI use, and establishing adequate security measures to ensure that the Group's application of AI is aligned with AI governance principles and AI ethics.
 - 4.1.3** Executives and employees at all levels involved in the application of AI shall constitute the 1st Line of Defense and shall be responsible for complying with this Policy, AI governance principles, and applicable laws and regulations. They shall use AI responsibly within the defined objectives and purposes, with the best interests of the Group as a primary consideration.
 - 4.1.4** The Compliance and Risk Management functions shall constitute the 2nd Line of Defense and shall be responsible for overseeing and reviewing compliance with laws and regulations applicable to AI, as well as managing AI-related and security risks, to ensure that the application of AI is appropriate and aligned with applicable laws, regulations, and relevant standards.
 - 4.1.5** The Data Protection Office (DPO) shall review operations to ensure that the Company's management of personal data complies with applicable policies, laws, regulations, and procedures.
 - 4.1.6** The Internal Audit function shall constitute the 3rd Line of Defense and shall audit compliance with applicable policies and standards to ensure that the principles, policies, and processes governing the development and deployment of Artificial Intelligence (AI) systems are transparent, fair, unbiased, and compliant with applicable laws and ethical principles. This shall cover the entire AI lifecycle, from design, development, and deployment through to the review and maintenance of AI systems.
- 4.2** A clear AI strategy shall be established, including identifying opportunities to apply AI to support the Group and setting priorities and objectives for AI adoption, taking into consideration the expected benefits, the Group's readiness, and AI ethical principles.



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4.3 The Group shall place importance on and adhere to the following AI ethics principles:

4.3.1 Fairness & Non-Discrimination

- AI-generated content shall be reviewed before being used or publicly disseminated to reduce or prevent bias or unfair discrimination.
- AI systems shall be regularly reviewed to detect and mitigate potential bias, such as assessing the impact of AI on vulnerable groups with physical limitations.

4.3.2 Transparency and Accountability

- AI systems shall be transparent, with their processes explainable and supported by clear documentation and explanations for stakeholders.
- AI users shall use AI responsibly and solely for activities or services of the Group, in support of the Group's interests and objectives.
- Clear accountability for AI usage shall be established, with appropriate controls over the use of AI to ensure that it does not cause business operations to stop, be suspended, delayed, disrupted, or otherwise prevented from operating normally.

4.3.3 Laws, Ethics and International Standard

- The Group shall adhere to and comply with applicable laws and regulations, as well as ethical standards relating to the development, design, and use of AI systems.
- The Group shall respect the intellectual property rights of others and clearly identify or provide references to intellectual property rights associated with AI system technologies.

4.3.4 Reliability

- The Group shall establish methods for monitoring the performance and effectiveness of AI systems, including risk assessments and impact analyses of potential consequences.
- The Group shall implement reliable measures and/or processes for reviewing AI systems and conduct such reviews regularly and consistently.
- The Group shall establish incident response procedures, anomaly detection systems, and system shutdown mechanisms for emergency situations.

4.3.5 Security and Privacy

- The Group shall respect and protect privacy and personal data and shall use data fairly and only with the consent of the data subject, where required by applicable laws.
- The Group shall implement appropriate security measures to protect AI systems against unauthorized access, cyberattacks, and other threats.
- The Group shall implement robust measures to safeguard personal data, prevent data leakage or breaches, and ensure compliance with the Group's Personal Data Protection Policy.



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5. Support and Development

- 5.1** The Group shall support the design, research, development, and application of AI to enhance operational efficiency. Employees and relevant parties shall be provided with training to raise awareness and understanding of AI governance and ethics principles prior to using AI, with regular refresher training provided thereafter.
- 5.2** The Group shall encourage AI users to participate in analyzing, making decisions, or reviewing information generated through AI processing before using such information or taking any further action, in order to reduce potential errors.

6. Violation or Non-Compliance

Any person who violates or intentionally fails to comply with this Policy may be subject to disciplinary action in accordance with the Group's work rules and regulations, or may be subject to legal action if such violation or non-compliance causes damage to the Group, its customers, or other stakeholders.