



Thaioil Data & Artificial Intelligence (AI) Management Programs

Updated: June 2026

Artificial Intelligence (AI) Governance and Policy



Thaioil Group is committed to governing the use of artificial intelligence responsibly. The Company has established the TOP Group Artificial Intelligence (AI) Policy, referencing the international standard ISO 42001 – Artificial Intelligence Management System (AIMS), to ensure that AI is used and developed responsibly and safely, in alignment with international practices, and with consideration of impacts on the organization and stakeholders.

In 2026, Thaioil Group has TOP Group Artificial Intelligence Policy is established to ensure that the governance of AI usage and development is effective and unified under an appropriate AI Governance framework that is transparent and compliant with laws, ethical principles, and the standards established by the Company, as well as aligned with international practices, so that AI is used and developed responsibly, safely, and with consideration of impacts on the organization and stakeholders.



Circular No. 89/2026

TOP Group Artificial Intelligence (AI) Policy

This TOP Group Artificial Intelligence (AI) Policy is established to govern the use and development of AI technology by Thai Oil Public Company Limited (the "Company") and its subsidiaries in which the Company directly and indirectly holds, in aggregate, more than 50 % of the shares ("Thaioil and Subsidiaries") in an effective and consistent manner, under an appropriate, transparent AI Governance framework that complies with the law, ethical principles, and the standards established by the Company, as well as with international practices, so that the use and development of AI are carried out responsibly and safely, with due regard to the impact on the organization and its stakeholders.

Definitions

1. **Artificial Intelligence (AI)** means a technology or system that processes, analyzes, learns, predicts, generates content, or supports decision-making, on an automatic or semi-automatic basis, covering both Traditional AI and Generative AI of every type that is used or developed.

2. **Public AI** means a public AI service made available for general public use, which is outside the control of Thaioil and its Subsidiaries and not subject to an Enterprise agreement (e.g., the public versions of ChatGPT, Gemini, Claude).

3. **Corporate AI** means an AI system that the TOP Group controls or uses under an Enterprise agreement that guarantees data protection and compliance with TOP Group policies, covering in-house-developed AI, Enterprise-licensed AI services, and AI developed jointly with approved partners (e.g., Microsoft 365 Copilot, IK-Q).

Scope of Application

This Policy applies to all personnel within Thaioil and its Subsidiaries, including executives, employees at all levels, contractors, service providers, and third parties who have access to Thaioil and Subsidiaries' data, systems, or resources, in relation to the use or development of Artificial Intelligence (AI) technologies, including third-party AI.

AI is a tool that supports human decision-making. Personnel who use or develop AI shall be responsible for the input, the processing, and the application of the results obtained from AI.

Upon this Policy, the Circular No. 39/2025 on TOP Group Generative AI Policy, dated April 1, 2025, is hereby cancelled.

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Subsidiaries, the AI use and development in compliance with Steering Committee

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without legal authorization or without the consent of the data subject.

Upon this Policy, the Circular No. 39/2025 on TOP Group Generative AI Policy, dated April 1, 2025, is hereby cancelled.

Data and Artificial Intelligence Management Programs

Limiting access to sensitive AI capabilities (e.g. facial recognition, surveillance)

Thaioil Group classifies and assesses the risk level of AI systems before deployment. Sensitive or high-risk AI capabilities, such as facial recognition, biometric identification, or biometric surveillance technologies, are restricted to access and use by approved personnel only. High-risk AI systems must undergo in-depth risk assessments, the establishment of risk control measures (guardrails), and human oversight.

In 2026, Thaioil Group limited access to sensitive AI capabilities in two dimensions, covering both its own operations and its AI vendors. Within Thaioil Group, the guardrails restrict sensitive data (e.g., employees' personal data such as retina and facial biometric scan for access control) from being used in AI model training unless authorized by the employee's consent.



Data and Artificial Intelligence Management Programs

Distinct labeling of AI-generated content and outcomes of AI-driven decisions

Thaioil Group communicates to employees the importance of ensuring that AI-generated content is appropriately labeled, enabling a clear distinction between human-created and AI-generated content, in line with the principles of transparency and responsible AI usage.

In 2026, Thaioil Group launched an internal communication campaign on the distinct labeling of AI-generated content, providing employees with practical instructions on how to apply AI-content labels via internal PR channels. This initiative ensures transparency, enables users to make informed decisions, and promotes responsible AI usage as illustrated in the example of employee's presentation.

“How to AI-Label Generated Content” Communication Campaign



Examples of AI-Label Generated Content in the Employee's presentation document



AI-Generated Image

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Mechanisms to detect and correct drift or degradation of AI models over time

Thaioil Group requires continuous testing, monitoring, and evaluation of AI model performance in accordance with the Plan-Do-Check-Act (PDCA) cycle to monitor changes in AI system outputs and accuracy, and to regularly improve the models to reduce errors and mitigate risks from AI model bias over time.

In 2026, Thaioil Group monitored AI model performance and upgraded IK-Q, the Company's internal corporate AI platform, by adding the latest available AI models to enhance its capabilities and performance, ensuring that the AI models as well as its generated output and accuracy in use remain up to date and do not degrade over time.



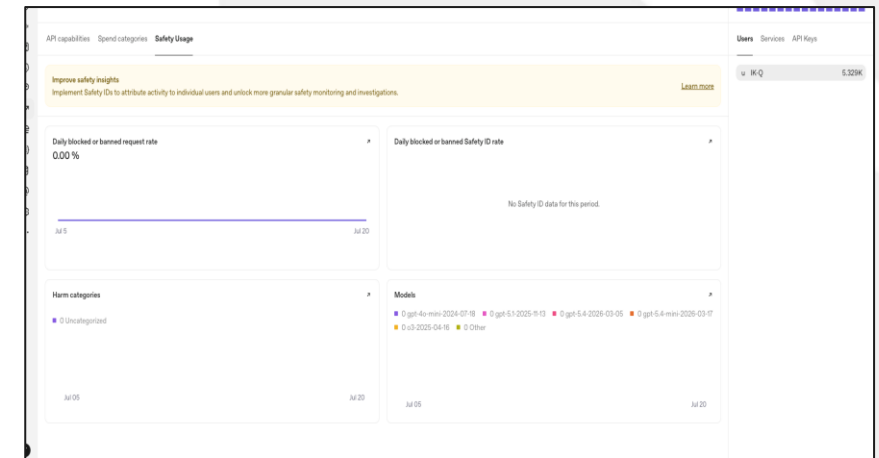
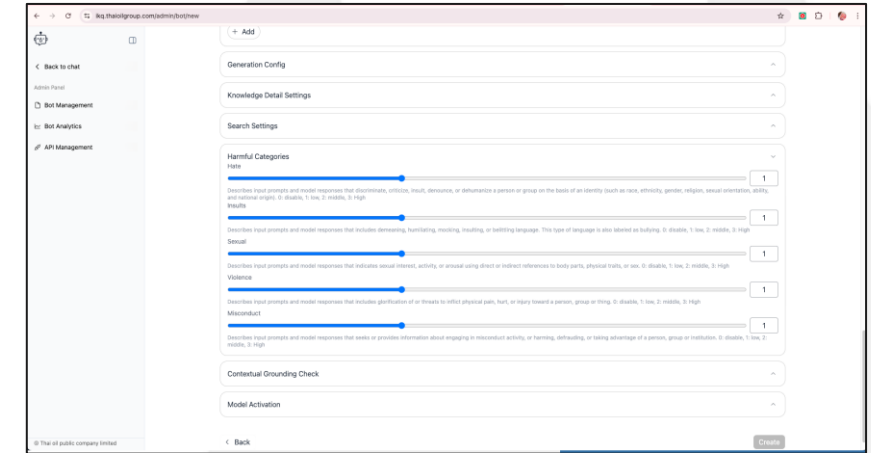
Data and Artificial Intelligence Management Programs



Regular assessments of deployed AI models for fairness/bias

Thaioil Group requires AI users and developers to regularly review and verify AI model outputs to avoid bias, particularly where AI model outputs may affect individuals, and to conduct Systematic Bias Testing to prevent and reduce the risks of unfair discrimination.

In 2026, Thaioil Group conducted regular monitoring and assessment of its AI models and implemented content-safety guardrails, configuring the AI models to block harmful AI-generated outputs across categories such as hate, insults, sexual content, violence, and misconduct. These measures help prevent unfair or biased outcomes that may affect individuals, in line with the Company's Artificial Intelligence (AI) Policy.



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Initiatives to lower the ecological footprint of AI models

Thaioil Group support responsible AI usage and development through efficient design, selecting models and tools appropriate to the task, and managing computing resources cost-effectively to reduce the energy consumption and environmental footprint of deployed AI models.

In 2026, Thaioil Group launched the “Do & Don’t” communication series via internal channels to guide employees on how to write effective prompts for Copilot Chat, the Company’s internal corporate AI tool. The series provides practical knowledge on effective prompting so that employees can manage computing resources cost-effectively, while reducing the energy consumption and environmental footprint of deployed AI models.



Do & Don't Prompt ยิ่งใจ ให้ Copilot Chat เข้าใจคุณ
รู้หลักง่าย ๆ ในการเขียน Prompt เพื่อให้ Copilot Chat ช่วยคุณคิด วิเคราะห์ และตอบได้ตรงใจ

สิ่งที่ควรทำ Do's

- ✓ **ระบุให้ชัดเจน**
ระบุหัวข้อ จุดประสงค์ โทน และความยาวที่ต้องการอย่างชัดเจน
- ✓ **คุณสมบัติเป็นกรรณการจริง**
ให้ฟังแบบจริง เพื่อช่วยให้ AI เข้าใจและตอบได้ตรงใจมากขึ้น
- ✓ **ยกตัวอย่างให้ชัด**
เลือกใช้คำหรือวลีที่ต้องการอย่างชัดเจน เพื่อสร้างคำตอบที่เกี่ยวข้องและน่าสนใจยิ่งขึ้น
- ✓ **ถามกลับ ขอความคิดเห็น**
ช่วยให้ Copilot Chat เข้าใจความต้องการได้ดียิ่งขึ้น
- ✓ **เขียนให้ถูกหลักภาษา**
เขียนให้ชัด มีเครื่องหมายวรรคตอน และไวยากรณ์ถูกต้อง
- ✓ **ตรวจสอบความถูกต้อง**
ทบทวนคำตอบ Copilot Chat เสมอ เพื่อความถูกต้อง เหมาะสม
- ✓ **ให้ข้อมูลเพิ่มเติม**
เพิ่มรายละเอียด เช่น บริบท ตัวละคร หรือประเภทเนื้อหา เพื่อคำตอบที่แม่นยำ
- ✓ **ใช้ถ้อยคำสุภาพ**
ช่วยให้ Copilot Chat ทำงานร่วมกันได้ดีขึ้นและตอบสนองได้ดีมีประสิทธิภาพ

สิ่งที่ไม่ควรทำ Don'ts

- ✗ **เขียนกำกวม**
หลีกเลี่ยงภาษาที่คลุมเครือ เพื่อให้ได้คำตอบที่มีคุณภาพดีขึ้น
- ✗ **ขอเนื้อหาที่ไม่เหมาะสมหรือผิดจริยธรรม**
Copilot Chat ไม่ตอบคำขอและรับฟังข้อต่อเนื้อหาที่ผิดจริยธรรม หรือละเมิดสิทธิผู้อื่น
- ✗ **ใช้ภาษาสแลงหรือภาษาที่ไม่เป็นทางการ**
อาจทำให้ได้คำตอบที่ไม่เหมาะสมหรือคุณภาพต่ำ
- ✗ **ให้คำสั่งที่ขัดแย้งกัน**
การเขียน Prompt ให้ทำงานหลายอย่างในคำขอเดียวกัน อาจทำให้ Copilot Chat สับสนและคุณภาพของคำตอบต่ำลง
- ✗ **ขัดจังหวะหรือเปลี่ยนเรื่องกะทันหัน**
ควรปิดงานหนึ่งให้เรียบร้อยก่อนเริ่มงานใหม่ และแจ้งว่าเป็น “งานใหม่”

#อินฟราฯ แคร่

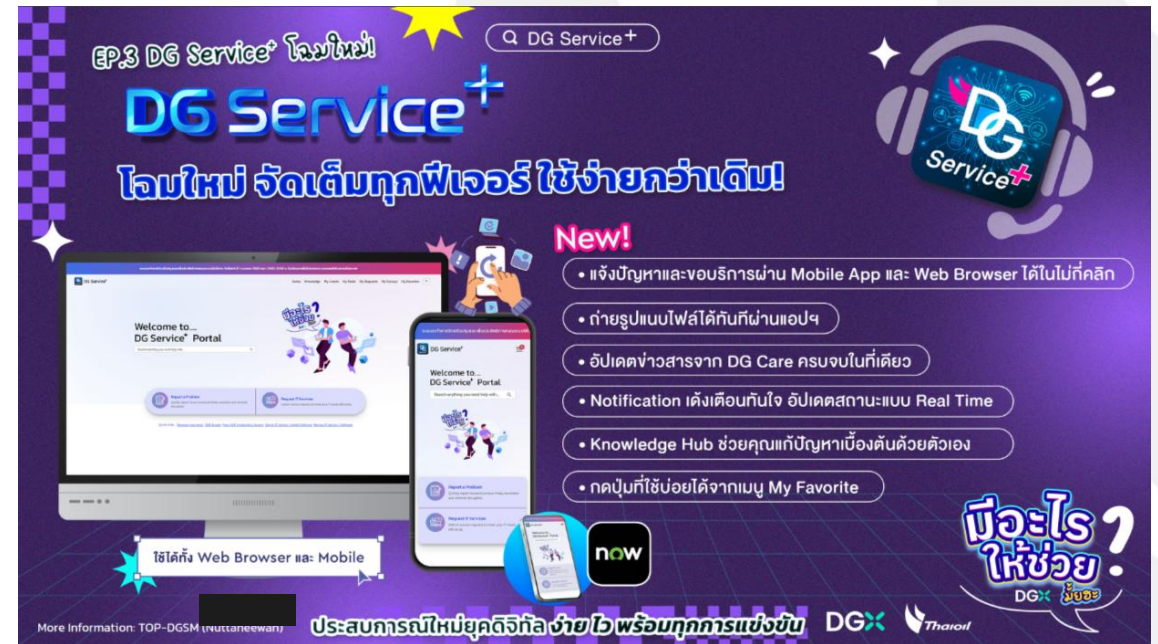
มีอะไรให้ช่วย?
DGX ปรึกษา

Data and Artificial Intelligence Management Programs

Appeals process for users/affected third parties to contest an AI decision or outcome

Thaioil Group ensures that employees have access to appeal channels for reporting incidents related to AI systems (AI Incident Reporting), which require immediate reporting to supervisors or responsible functions upon encountering AI usage or development that does not comply with the policy.

In 2026, Thaioil Group launched “DG Service+”, a centralized service request, service reporting and internal appeal platform accessible via both mobile application and web browser. Employees can report any issues related to hardware, software, or AI models through the platform, or contact the Digital Services Management function directly, ensuring that each case is managed effectively and promptly. In addition, employees or third parties may report directly to their supervisors if they encounter AI usage or development that does not comply with TOP Group Artificial Intelligence (AI) Policy..



Data and Artificial Intelligence Management Programs

Training of employees on the ethical use and/or security of AI

Thaioil Group provides employee training on the ethical use and security of AI, in line with the TOP Group Artificial Intelligence Policy.

In 2026, Thaioil Group launched a video-based training course on the ethical use and security of AI, covering the TOP Group Artificial Intelligence (AI) Policy, through Thaioil Academy, the Company's internal online learning platform, ensuring that all employees understand and use AI responsibly in accordance with the Company's standards.

