

Responsible Artificial Intelligence Policy



VGI Public Company Limited

Effective on 13 August 2026

Responsible Artificial Intelligence Policy

At VGI Public Company Limited, we recognize that artificial intelligence ("AI") is a key tool for driving innovation and enhancing operational efficiency. At the same time, we are committed to upholding ethical, social, and environmental responsibilities. We ensure that all AI systems are designed, developed, and used in a transparent and accountable manner. Our goal is to build trust and safeguard the rights of all stakeholders, as follows:

(1) Respecting Data Privacy - At VGI, we are committed to safeguarding personal data in the use and development of AI systems throughout their lifecycle. We ensure compliance with applicable data protection laws and regulations and implement appropriate measures to protect data from unauthorized access, misuse, or disclosure.

(2) Ensuring Cybersecurity - We implement robust cybersecurity measures to protect AI systems from potential threats and vulnerabilities. This includes practices such as secure system design, encryption, penetration testing, and incident response protocols, as well as safeguards to prevent the generation from harmful or inappropriate content. This includes safeguards against AI-specific risks such as adversarial attacks, data poisoning, model inversion, and prompt injections.

(3) Preventing Bias and Promoting Fairness - We place importance on regularly reviewing and mitigating potential biases in data and algorithms, conduct regular assessments of bias-related risks, and promote the use of diverse and representative data.

(4) Maintaining Human Oversight - We ensure that appropriate human oversight is maintained in AI-driven processes, particularly for critical or high-impact decisions. We define oversight levels depending on risk, including human-in-the-loop (approval), human-on-the-loop (monitoring), and human-in-command (final authority). Our approach incorporates human-in-the-loop mechanisms, enabling individuals to monitor, review, and intervene in AI outputs where necessary, and ensuring that AI does not operate autonomously in high-stakes scenarios without human control.

(5) Promoting Transparency and Explainability - We are committed to transparency in the use of AI systems. We provide clear disclosure when AI is being used, along with appropriate information on its capabilities, limitations, and risks. Users are clearly informed when interacting with AI systems, particularly where outputs may influence decisions. We strive to ensure that AI-generated outputs are explainable and understandable to relevant stakeholders.

(6) Establishing Accountability - We define clear roles and responsibilities for the development, deployment, and outcomes of AI systems. The IT Department is responsible for overseeing technical development, deployment, maintenance, and monitoring of AI systems. The use of AI systems is assigned to the responsible owner, with defined processes for incident investigation, escalation, and remediation. We ensure accountability for decisions influenced by AI and maintain processes for investigating and addressing any adverse impacts or unintended consequences.

(7) Defining Boundaries of AI Use - We establish clear boundaries regarding the appropriate use and capabilities of AI systems. This includes implementing guardrails, usage policies, and control mechanisms to prevent misuse, unintended applications, or operation beyond intended purposes. AI systems may be used to support activities such as data analysis, report generation, document drafting, coding, problem-solving, internal communications, and other business-related tasks approved by the Company. The use of AI is prohibited for high-risk decision-making without appropriate human oversight, including legal, financial, or other decisions that may significantly affect individuals' rights, property, or well-being. Users must not input confidential Company information, unauthorized personal data, or content that violates applicable laws, regulations, intellectual property rights, ethical standards, or human rights principles. AI systems must be accessed only through Company-approved accounts and platforms, and their use must be limited to legitimate business purposes and the benefit of the Company. All AI use cases must be assessed and approved based on defined risk criteria prior to deployment.

(8) Promoting Environmental Responsibility - We recognize the environmental impact of AI technologies and are committed to minimizing their ecological footprint. We promote energy and resource-efficient practices, including water usage and waste generation, optimize computational resources, and encourage the use of sustainable infrastructure and renewable energy sources for both our own and third-party AI data centers. We monitor and aim to reduce energy consumption and carbon emissions intensity.

(9) Prohibited AI Practices - We strictly prohibit the development or deployment of AI systems that engage in manipulative or deceptive behavior, exploit individual vulnerabilities, or involve unauthorized biometric surveillance. We align with internationally recognized standards and regulations, to ensure ethical AI use. Any breach of these prohibitions will be subject to internal review and disciplinary action in accordance with company policies.

This policy shall come into effect as from 13 August 2026 onwards.

Mr. Keeree Kanjanapas
The Chairman of the Board of Directors

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