Corporate Governance and Economic Performance

ESG metrics	GRI STANDARD / SASB	Material Aspects	Unit	2022	2023	2024	2025
		Cybersecurity and Data Privacy					
		Cyber security					
ICT-G1.2		The percentage of the total number of technology infrastructure structures certified to the cybersecurity	%	100%	100%	100%	100%
ICT-G1.4		The number of employees trained in cybersecurity and personal data usage	person	36	64	137	220
		The percentage of employees trained in cybersecurity and personal data usage	%	11%	20%	42%	74%
ICT-G1.5		The number of cyberattack incidents	case	0	1[2]	1[3]	0
		Remarks : 1. Thaicom Public Company Limited has been certified for the ISO 27001 standard: information security, cybersecurity, and privacy protection since 2021, covering all of the company's technology infrastructure. 2. In 2023, Thaicom Public Company Limited detected a Brute Force Login attack, which involves unauthorized attempts to guess usernames and passwords to access the system. After discovering this incident, the company responded by utilizing Cloudflare web application firewall (WAF), which is a Security Cloud Service tool designed to protect web applications from various forms of attacks. 3. In 2024, Thaicom Public Company Limited switched to using an Endpoint Detection and Response (EDR) system instead of the previous antivirus system. This allowed the company to detect network scanning behavior aimed at finding vulnerabilities in the internal network, which could be a sign of a cyber attack. After detecting the suspicious activity, the company carried out an incident response by using the EDR system to effectively contain the threat and protect the computers from the attack.					
ICT-G1.6	GRI418-1 TC-TL-230a.1.	**Data Privacy**					
		Number of data breaches (complaints)	case	0	0	0	0
		- Complaints from regulatory authorities	case	0	0	0	0
		- Complaints from customers	case	0	0	0	0
		Number of customers affected	person	0	0	0	0
		Percentage involving personally identifiable informationn: PII	%	0%	0%	0%	0%
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	THB	0.00	0.00	0.00	0.00
		Customer Satisfaction Index : CSI	%	87.65%	88.43%	90.06%	89.37%
ICT-G2.2	GRI G3-PA6	**Information technology stability**					
	TC-TL-550a.1.	The frequency at which information technology systems have been tested to support emergency	time/year	1	1	1	1
ICT-G2.3		The number of system interruption that affected to business	time/year	0	0	0	0

Remarks

1.The boundary of this reporting on data privacy management, cybersecurity, and the stability of information technology systems reporting (Corporate Governance and Economic Performance) of Thaicom Public Company Limited for the Fiscal Year 2022 - 2025 covers the following areas.

1.1. Headquarters - Bangkok (Office)

1.2. Thaicom Satellite Station, Ladlumkaew district, Pathum Thani