
PTT Oil and Retail Business Public Company Limited

Announcement No. /2026

Subject: Artificial Intelligence Usage Policy

Introduction

Since Artificial Intelligence (AI) has rapidly evolved and been widely adopted across business sectors to enhance operational efficiency, management practices, and decision-making processes. However, the use of AI may introduce risks, including but not limited to data integrity, accuracy of outputs, algorithmic transparency, fairness in decision-making, intellectual property infringement, and cybersecurity threats. These risks may affect the confidence of directors, executives, employees, contractors, agents, representatives, outsourced service providers, business partners, and stakeholders.

PTT Oil and Retail Business Public Company Limited (hereinafter referred to as the “**Company**” or “**OR**”) has therefore established this Artificial Intelligence Usage Policy (the “**Policy**”) to provide a governance framework for the design, development, implementation and system governance. This Policy aims to ensure that AI is used ethically, transparently, and accountably, in compliance with applicable laws, while delivering sustainable value to all stakeholders.

Principles and Rationale

This Policy establishes principles for responsible, ethical, and effective use of AI in alignment with the Company’s mission and core values, with the following objectives:

1. To protect the rights of stakeholders affected by AI usage
2. To promote the use of AI in enhancing services and achieving strategic objectives
3. To ensure transparency and maintain stakeholder trust
4. To establish a clear framework for AI risk management
5. To strengthen employees’ capabilities in the responsible and secure use of AI

The Company is committed to the effective utilization of AI, while upholding ethical principles, accountability, transparency, and security, in parallel with comprehensive risk management, to ensure the sustainable creation of value for all stakeholders.

/ Scope...

Scope of Application

This Policy applies to directors, executives, employees, contractors, agents, representatives, outsourced service providers, as well as business partners and suppliers involved in the design, development, management, or use of Artificial Intelligence. It covers all AI systems under the Company's control, including those developed internally, procured by third-party or external vendors, embedded within software or platforms, and those delivered via cloud-based services.

Definition

“Artificial Intelligence (AI)” means systems or technologies capable of processing, analyzing, and learning from data in order to generate outputs or recommendations that support decision-making, prediction, classification, content generation, and automated operations, through the application of AI techniques, thereby exhibiting behaviors or capabilities that mimic or approximate human intelligence.

AI Ethical Principles

The Company has established a set of AI ethical principles to guide the evaluation and implementation of AI usage across the organization, as follows:

1. Competitiveness and Sustainable Development

- 1.1 The design, development, provision, and use of Artificial Intelligence by the Company shall aim to create positive value while avoiding adverse impacts on stakeholders, communities, and the environment. The Company shall not utilize AI in any manner that may cause harm to the Company, whether directly or indirectly.
- 1.2 The Company shall leverage Artificial Intelligence to enhance competitive advantage and improve operational efficiency in a fair and responsible manner. Appropriate measures and workforce upskilling initiatives shall be implemented to support such transitions in advance.
- 1.3 The Company shall promote the continuous development and application of AI to foster innovation and strengthen the organization's long-term capabilities.

2. Legal, Ethical, and Human Rights Compliance

- 2.1 The design, development, provision, and use of AI by the Company shall comply with applicable laws, ethical principles, and international standards. The Company shall respect privacy rights and ensure safety and fairness in all AI-related processes at both the organizational and individual levels.
- 2.2 The Company shall adopt a human-centric approach (Human-Centric Design) in the design, development, provision, and use of AI, with humans retaining ultimate decision-making authority (Human-in-the-Loop).
- 2.3 AI shall not be used as the sole mechanism for decision-making in cases that may have significant impacts on the rights and status of individuals without appropriate human oversight. Adequate human supervision, validation, screening, and review processes must be in place to prevent and mitigate potential risks

3. Transparency and Accountability

- 3.1 The design, development, provision, and use of Artificial Intelligence by the Company shall ensure transparency, explainability, and predictability, and shall enable retrospective auditability of all relevant activities.
- 3.2 The Company's Artificial Intelligence systems shall be capable of ensuring traceability of the origins and causes of outputs (Traceability), as well as enabling monitoring, anomaly detection, and diagnosis of system failures (Diagnosability).
- 3.3 Designers, developers, service providers, and users of Artificial Intelligence within the Company shall be accountable for the outcomes of all actions arising from AI-driven processes (Accountability) across the entire lifecycle.

4. Security and Privacy

- 4.1 Artificial Intelligence developed by the Company shall not be used for deception, infringement of rights, or to cause harm to any individual. The Company shall not utilize AI to process or access confidential information or sensitive personal data without compliance with applicable laws and established safeguards. This prohibition includes, without limitation, practices involving behavioral manipulation or the exploitation of individuals, including vulnerable groups.
- 4.2 The design, development, provision, and use of Artificial Intelligence shall be governed by robust risk management principles, encompassing cybersecurity protection, data security, personal data protection, as well as potential impacts on the safety of life, property, and the environment. The Company shall ensure effective risk identification, assessment, control, monitoring, reporting, and incident response throughout the entire AI lifecycle.
- 4.3 The Company's Artificial Intelligence systems shall incorporate mechanisms for human involvement and oversight (Human-in-the-Loop) to ensure effective prevention and management of risks that may impact stakeholders, the Company, as well as society, communities, and the environment.
- 4.4 Personal data, or the Company's internal data, including confidential business information, financial data, and strategic information, shall not be used in Artificial Intelligence systems unless properly authorized and subject to appropriate control measures, in order to prevent data leakage and safeguard organizational security and stakeholder privacy.

5. Equality, Fairness, Diversity, and Inclusion

5.1 The design, development, provision, and use of AI by the Company shall respect fundamental rights and human rights, and shall ensure non-discrimination on the basis of race, gender, religion, age, or individual capabilities. AI systems must be developed and operated in a manner that avoids bias (Bias) and promotes fairness and inclusivity.

5.2 Decisions supported or enabled by AI must be demonstrably fair (Fairness)

6. Reliability

6.1 The design, development, provision, and use of AI by the Company shall ensure that AI systems are capable of making predictions, decisions, and recommendations with a high level of accuracy (Accuracy) and producing reliable outputs (Reliability).

6.2 The Company shall ensure robust data governance practices, including quality control and verification of the completeness and integrity of data (Quality and Integrity of Data) used throughout the AI lifecycle.

6.3 The use of AI shall incorporate clear processes and accessible channels for user feedback (Feedback), enabling users to easily and promptly submit requests, report issues, raise complaints, and provide suggestions for system improvement.

7. AI Awareness and Competency Development

7.1 The Company shall promote AI literacy and awareness across all levels of employees, ensuring that they possess the knowledge, understanding, and appropriate practices for the responsible use of AI in compliance with applicable laws and ethical principles, as well as an awareness of potential security risks associated with AI usage.

7.2 The Company shall support continuous training and development in AI and related ethics, enhance employees' capabilities in the effective use of AI, and foster a culture of responsible AI utilization across the organization.

8. Environmental Sustainability in AI

- 8.1 The Company shall ensure that the use of Artificial Intelligence takes into consideration environmental impacts and sustainability, with an emphasis on efficient resource utilization and the minimization of environmental footprint. This shall be achieved through energy-efficient system design and the responsible use of resources, in support of the Company's sustainable development objectives.
- 8.2 The Company shall establish appropriate mechanisms to monitor and assess the environmental impacts of Artificial Intelligence on an ongoing basis.

AI Risk Management

The Company recognizes that, while the adoption of AI presents business opportunities, it also entails risks that may impact stakeholders, the Company, as well as society, communities, and the environment; accordingly, the Company shall establish a systematic approach to risk management, encompassing the identification, assessment, control, and monitoring of risks across all stages, including design, development, deployment, and ongoing evaluation, in order to ensure that such risks are appropriately managed and to foster confidence in the responsible use of Artificial Intelligence, in alignment with the Company's objectives and in compliance with applicable laws and ethical principles, while ensuring that risks relating to organizational data are effectively managed with due regard to data security and privacy.

Enforcement and Disciplinary Measures

Non-compliance with this Policy shall constitute a violation of the Company's regulations and may result in disciplinary action in accordance with the Company's human resource policies, applicable rules, and employment agreements. Furthermore, such non-compliance may constitute a violation of applicable laws and regulations, and the responsible parties may be subject to legal liabilities as prescribed under relevant laws, rules, and regulatory requirements.

Responsibilities in the Use of AI

Directors, executives, employees, workers, contractors, agents, representatives, outsourced service providers, as well as business partners and suppliers shall comply with this Artificial Intelligence Policy, as well as applicable laws, regulations, and relevant requirements.

Announced on July , 2026

(M.L. Peekthong Thongyai)

Director (Board Member) / Chief Executive Officer