

Internal Control and Internal Audit Policy

Symphony Communication Public Company Limited

(Revised Edition 2023)

(Approved by the resolution of the Board of Directors' Meeting No. 6/2023 held on 18 December 2023 and takes effect from 18 December 2023 onwards.)

Internal Control and Internal Audit Policy

1. Significance

Symphony Communication Public Company Limited (hereinafter referred to as “**the Company**”) recognizes the importance of internal control and internal audit systems as key mechanisms that support good corporate governance. These systems help the Company achieve operational success, fulfill its objectives and goals, and reinforce stakeholders’ confidence in the efficiency and effectiveness of its operations, the reliability of its financial reporting, and its compliance with applicable laws, regulations, rules, and policies.

The Board of Directors is committed to ensuring that the Company maintains robust and effective internal control and internal audit systems. To this end, the Company has adopted the principles of the COSO Internal Control – Integrated Framework, an internationally recognized standard for internal control, as a guideline for implementation. Furthermore, the Company applies a Risk-Based Audit approach as the basis for its internal audit and evaluation of the effectiveness of its internal control system on a continual basis.

2. Objective

This Internal Control and Internal Audit Policy has been established to assure all stakeholders that the Company maintains an effective and efficient internal control system and operates in compliance with applicable laws, regulations, and related rules. The Policy aims to support the Company in achieving its organizational objectives and goals in a sustainable and reliable manner.

3. Scope

This Internal Control and Internal Audit Policy shall apply to the Company’s business operations, and all levels of the Company’s personnel are required to strictly comply with this Policy.

4. Definitions

Personnel	refer to	the Company’s directors, executives, and employees, including consultants, representatives, authorized persons, workers, or any other individuals who perform work on behalf of or act in the name of the Company.
Stakeholder	refers to	any person, group of persons, or legal entity that is directly or indirectly affected by the Company’s business operations, or that has any interest in the business operations of the Company, or that has influence over person or entity in a manner that may

impact the business operations of the Company. Stakeholders include, but are not limited to, employees, customers, suppliers, business partners, shareholders, investors, creditors, competitors, government agencies, regulatory authorities, as well as communities and society at large.

Internal control refers to a process carried out collectively by the Board of Directors, management, and employees at all levels of the organization to provide reasonable assurance that the established procedures and practices will enable the achievement of control objectives.

Internal audit refers to an independent and objective assurance and consulting activity designed to add value and improve the organization's operations.

5. Practical Guidelines

- 5.1 The Company has established policies, rules, and operating procedures to serve as guidelines for the Company's personnel in performing their duties.
- 5.2 The Company has set up an organizational management structure with clearly defined lines of command and segregation of duties and responsibilities to ensure comprehensive and effective supervision.
- 5.3 The Company has prepared clear job descriptions and instruction manuals to serve as tools for operational efficiency and to prevent duplication of work, errors, or omissions in the performance of duties.
- 5.4 The Company promotes knowledge, understanding, and awareness among all levels of the Company's personnel regarding the importance of compliance with the internal control system.
- 5.5 The Company has established an Audit Committee to assist the Board of Directors in overseeing that the Company maintains effective and efficient internal control and internal audit systems, and to ensure regular evaluations of their adequacy and effectiveness.
- 5.6 The Company has established an Internal Audit Department as an independent unit that reports directly to the Audit Committee, responsible for reviewing and assessing the Company's internal control system to ensure that operations are conducted in accordance with established guidelines effectively, efficiently, and with adequate safeguards.
- 5.7 All Company personnel shall cooperate and strictly comply with applicable laws, regulations, rules, policies, and relevant announcements:

6. Other Related Policies and Regulations

The Company's personnel are encouraged to study and understand this Policy in conjunction with the Company's other policies as follows:

- Corporate Governance Policy
- Business Code of Conduct

7. Policy Review and Revision

The Internal Control and Internal Audit Policy shall be reviewed on a regular basis to ensure its effectiveness, appropriateness, and alignment with changing circumstances. Any amendments or revision to this Policy shall be reviewed and endorsed by the Nomination, Compensation, Corporate Governance and Sustainability Committee, and subsequently approved by the Board of Directors prior to implementation.