

Risk & Crisis Management

Risk Governance




Risk Management Process

To increase the opportunity to achieve the business goals, reduce the chance of the organization's risks or negative impact on stakeholders occurring in terms of corporate governance, society, and environment. The Company therefore gives importance to the risk management system and implements it throughout the organization with 4 steps operational strategy as follows:

| Strategy | Detail and 2024 Performance |
|---|--|
| Risk review | <ul style="list-style-type: none">• 100% of departments are assessed the risk• 100% risk are review exposure• 100% Risk appetite• 80% mitigation plan are completed |
| Sensitivity analysis and stress testing | <ul style="list-style-type: none">• 25% financial risk• 25% non-financial risk |
| Report progress committee | <ul style="list-style-type: none">• 100% risk are quarterly reporting to Audit and Risk Management Committee (Board of Directors Level)• 100% review meeting are conducted as quarterly basis |
| Audit risk management process once a year | <ul style="list-style-type: none">• 100% internal audited |

Risk Culture & Motivation Program

| Strategy | Detail and 2024 Performance |
|--|--|
| Risk management training program | <ul style="list-style-type: none"> • 100% Board of Directors, All Non-Executive Directors, Top Management, and Managers trained the Compliance and Risk Management course as well as being communicated on risk management • 100% employees trained in “Risk management on cashier job”  |
| Risk management metric link to incentive | <ul style="list-style-type: none"> • 100% Top Management Level • 100% Promotion to Manager |
| As KPI for annual performance evaluation and financial incentives | <ul style="list-style-type: none"> • 100% Top Management Level • 100% Middle Management Level • 100% First Level Management Level |
| Incorporate risk criteria in development of new products and services approval | <ul style="list-style-type: none"> • 100% New business passed risk criteria • 100% Own brand product passed risk criteria |
| Continuous improvement | Followed up in Audit and Risk Management Committee every quarters and reviewed annual plan continuously |
| The risk culture survey | <ul style="list-style-type: none"> • 100% Risk champion participate the questionnaire survey • 100% Result and feedback are reviewed for improvement |