

at CCI/114/2020

April 2nd, 2020

Subject Measures and Surveillance of COVID-19 Outbreak

Dear UIH Service Users,

Reference UIH BCP Plan 2020

The current COVID -19 virus outbreak is an unprecedented global health emergency, United Information Highway Company Limited (UIH) would like to inform you of our BCP (Business Continuity Planning) measures. As the government's declaration of the state of emergency may affect employees' reporting to work at office, we have made preparations to ensure that our employees can work offsite. In case of an emergency, we will implement the Work-From-Home policy to continue our delivery of services to our customers.

Please be assured that we have accorded importance to ensuring your business continuity and our services will continue even in such unusual times. UIH working team and equipment are always ready to provide you with assistance, solutions, and business-continuity support 24 hours a day, seven days a week. You can have full confidence in using our services.

The following lines of communications are still available as follows:

Head Office (office hours: 8.30 am – 5.30 pm)

Tel: +66 2 016 5111

Email: info@uih.co.th

Customer Care and Network Operations (24/7 support)

Tel: +66 2 016 5678 press 1 / FAX: +66 2 016-5073

Email: cc_support@uih.co.th

Sincerely yours,

Customer Care Department

United Information Highway Company Limited

Business Continuity Plan for COVID-19 Situation

Prepared by United Information Highway Company Limited (UIH), this Business Continuity Plan for COVID-19 Situation seeks to secure abilities to adapt to and deal with an emergency situation for the goal of continuing the delivery of services with full efficiency. UIH is committed to making utmost efforts in handling the situation, both in the present and in the future, while also guaranteeing the welfare of employees in line with the government's call for stringent measures to prevent COVID-19 spread.

Objectives

1. To boost customers'/partners' confidence by preparing measures to guarantee uninterrupted services even in times of emergency; and
2. To assure employees that UIH places an emphasis on their and their family's safety, good health and wellbeing

In response to concerns about the ongoing unusual situation, UIH has prepared the following measures:

Personnel

UIH has strictly implemented measures based on the guidance of Thailand's Ministry of Public Health, which is in line with the World Health Organization's advice, for the goal of preventing the spread of COVID-19. These measures are:

- Installing body-temperature screening checkpoints for employees and visitors, with employees required to undergo screenings twice a day plus every time they go into and out of office buildings;
- Making alcohol gel available at various points;
- Cleaning office equipment and contact points such as handles and railings with alcohol-based cleaning solution;
- Campaigning for good personal hygiene such as frequent and correct handwashing and the proper way of wearing masks in community/public areas;
- Barring employees of all levels from making overseas trips, and asking for their cooperation in avoiding domestic trips too;
- Prescribing a 14-day isolation to employees suspected of having COVID-19 risks or suspicious symptoms. During the period, employees have to report their health condition to UIH every day. If any of their symptoms can be associated with COVID-19, they must immediately see a doctor. If they test positive to COVID-19, they must receive treatments and have a certificate of full recovery before returning to work;
- Employees are divided into two groups that alternate work shifts so that those coming to office sit at least one meter apart, and Work-From-Home mode is allowed to reduce the need to commute; and
- Canteen setting is rearranged to ensure diners sit at least one meter apart, with employees' lunch break set at different times

to curb crowding.

UIH Action Plan for the COVID-19 Infection Detected

1) If a person at a UIH building contracts COVID – 19, the following measures will be taken:

- Closing down the building for 48 hours for Big Cleaning;
- Closing the floor on which the infected person worked, with all employees working on that floor be allowed to Work from Home during 14-day isolation period; and
- Informing customers/partners of the employee infection. In an event that the infected employee works in the front office, communications will be made to relevant parties so that they consider seeking a health check and monitoring their health conditions during 14-day isolation.

2) If two persons or more at a UIH building contract COVID-19, the following measures will be taken:

- Closing the building for 14 days;
- Doing Big Cleaning operations;
- Informing customers/partners of the employee infection. In an event that the infected employee works in the front office, communications will be made to relevant parties so that they consider seeking a health check and monitoring their health conditions during 14-day isolation; and
- Ordering all employees to work from home.

Equipment

- Preparing essential equipment and devices for employees so that they can provide services and solutions to customers around the clock;
- Preparing teleconferencing systems such as MS Team, WebEx, Google hangout, and Zoom, as well as related equipment to facilitate work flow and uphold customer-data safety; and
- Carrying out Work-from-Home trial with employees so as to ensure that in events of Remote Access, their performance will still be as good as when they work from office.

DR Sites Preparation

DR-Sites are provided for continuous availability of the Core Networks.

- 2 Sites are provided for the Core Network:

Main Operations Center on Kamphaeng Phet 6 Road, and
Backup Operations Center on Bangna-Trad Road.

- 2 Sites are provided for the Internet:

Main Operations Center on Kamphaeng Phet 6 Road, and
Backup Operations Center on Bangna-Trad Road.

UIH commitment is to provide the continuity of our services to fully support your business operations under this circumstance and we will surely operate in accordance with appropriate guideline from the government by taking necessary steps to comply with our

operations for less impact to your business continuity.

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