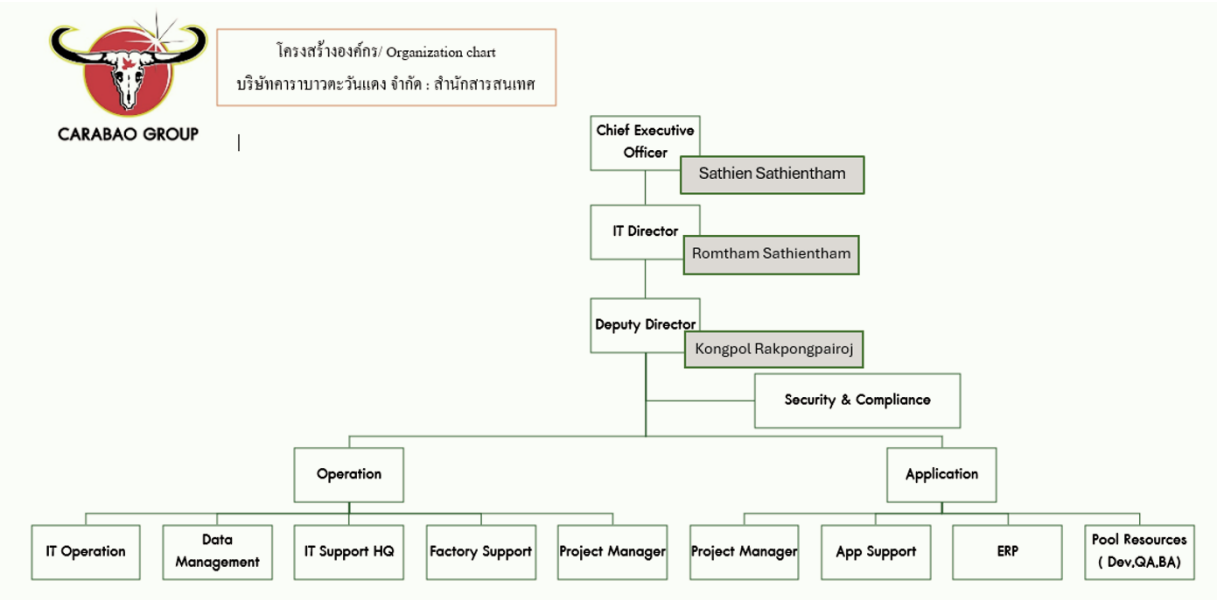
Information Security Department Structure

In today's world, the efficient management of information and data security is of utmost importance to comply with existing rules and regulations. Carabao Group Public Company Limited (“the Company”) recognizes this and is committed to safeguarding sensitive information regarding product specifications, procurement, production, and customer details. To address this, the Company has established a dedicated department responsible for managing information security concerns. The department is structured as shown in the accompanying picture:



The department is dedicated to maintaining the highest level of technological security and performance, ensuring that the Company's IT-related operations always run smoothly and efficiently.

To keep the operation running effectively and beneficial, the Executive Committee has appointed a management representative to oversee IT department, which is Mr. Romtham Sathientham, who is also a member of the Risk Management Committee (RMC), to oversees the IT policy, infrastructure and core applications, cybersecurity, with the objective to make the most effective and efficient use of IT resources and company policy.

Mr. Romtham Sathientham

Education

- Bachelor of Marketing, University of Wollongong, NSW, Australia
- Master of International Business, University of Queensland, QLD, Australia

Training History

- Director Accreditation Program (DAP) Class 174/2020, Thai Institute of Directors (IOD)

Work Experience

Position in Carabao Group Public Company Limited

2023 – Present	Managing Director
2021 – Present	Department Director - Information Technology
2017 – Present	Board of Directors / Member of Executive Committee / Member of Risk Management Committee (RMC)
2016 – Present	Member of the Board of Directors / Member of Executive
2018 – 2022	Deputy Managing Director
2016 - 2018	Director of CEO's Office

Position in Non-Listed Company

2014 – 2015	Department Director, Cj Express Group Co., Ltd.
2012 – 2013	Department Director, Tawandang Singapore Co., Ltd.

On the day-to-day operation, Mr. Kongpol Rakpongpairoj was appointed as IT Deputy Director to handle the IT operation:

- Manage overall technology operations and evaluating them according to established goals; keep up-to-date with the most recent technologies and advising on what new technologies solutions

- Manage all IT resources to fully utilize and ensure maximum efficiency and analyze the business requirements of all departments

- Lead business support system / IT projects and cross-divisional project management activities

- Monitoring performance of information technology systems to determine cost and productivity levels, and to make recommendations

- Leading efforts to improve IT processes.

- Performing miscellaneous duties, which are work-related, as assigned.

Information Technology Department Process:

The Information Technology Department at Carabao Group has structured its function into two categories: Operation and Application. Monthly meetings with the IT Director are held to provide updates on planning, progress, and to discuss any problems. In the event of an emergency, the Incident Management Procedure will be followed to ensure quick and effective resolution:

1. Responsible and process
2. Information security incidents report
3. IT incidents assessment and decision
4. Respond to IT incidents.
5. Lesson learned from IT incidents.
6. Evidence gathering

Each step will be reported to their superior in each level and to IT Director in details.

The Carabao Group follows a structured approach to reporting on IT service and service evaluation, encompassing the following steps:

Summary of Ticket Ageing Review: Weekly and monthly reports are prepared to inform executives about the status of tickets, including data analysis, assessment, and follow-up on services. This helps in developing an Overdue Ticket management plan and forecasting future trends, ensuring that the IT department resolves issues in accordance with the Service Level Agreement (SLA) standards.

Users Satisfaction Assessment: User feedback is collected and summarized, analyzing ways to enhance service quality and effectiveness based on user expectations. The executive team receives a weekly presentation summarizing the users' recommendations, in order to drive service improvements.

Knowledge Base Review and Update: A monthly review is conducted on the knowledge base, with additional updates made whenever there are changes in problem-solving solutions. This knowledge management process facilitates prompt identification of incident sources and enables the development of fast and effective solutions for future incidents.

Additionally, the Company conducts annual IT incident response testing and business continuity planning (BCP). Regular analysis of third-party hacking reports and hacker attack simulations is also conducted. The efforts made in these areas have resulted in an impressive record of no system penetrations or any form of information leaks throughout 2023.

By adhering to these practices, Carabao Group demonstrates its commitment to information security, incident response readiness, and continuous improvement of its IT services.