



Responsible AI Programs

Prepared By	AI Automation Team
Effective Year	2026 — Present
Version	Version 1.0

Responsible AI Programs

To operationalize the above principles, the Company has established the following Responsible AI programs:

- **Limiting Access to Sensitive AI Capabilities**

Access to high-risk AI capabilities (e.g., facial recognition, surveillance) is restricted and requires use-case registration and prior approval.

- **Labeling of AI-Generated Content**

The use of AI assistance is disclosed and AI-generated content is labeled, as appropriate, for publicly released outputs and outcomes of AI-driven decisions.

- **Monitoring AI Model Performance**

The Company uses AI tools from providers certified to ISO/IEC 42001, whose AI management systems include processes for model performance monitoring and drift management in accordance with international standards. The Company also monitors the quality of AI tool outputs as appropriate.

- **Mitigating Bias in AI Outputs**

The Company reviews AI outputs for higher-risk use cases to mitigate bias and discrimination, and selects providers whose processes address fairness in accordance with international standards.

- **Lowering the Ecological Footprint of AI**

As a clean-energy leader, the Company promotes renewable-powered, energy-efficient infrastructure for AI workloads and selects providers committed to Net Zero, contributing to a lower ecological footprint of AI data centers and models.

▪ Appeals Process for AI Decisions

An appeals/grievance channel allows users and affected third parties to contest AI decisions or outcomes, with human review and corrective action.

▪ Assessing AI Impact on Sustainability

The Company is developing its capability to assess and report the environmental impact (e.g., energy use) of its AI workloads as part of its broader sustainability reporting, with emphasis on renewable-powered infrastructure.

▪ Employee Training on Ethical and Secure AI Use

Mandatory annual training on the ethical use and security of AI (AI Literacy) is provided to employees at all levels.

AI Project Portfolio

Project	Project Name	Department / Business Unit
Project 01	AAB AI Document Automation — AI-Powered BOM Translation	AAB Business Unit / Manufacturing & Procurement
Project 02	AAB BL Document Intelligence & Auto-Fill Program	AAB Warehouse / Finance
Project 03	EASY — EA Smart Assistant (Enterprise AI Knowledge Platform)	AI Automation Team / Enterprise
Project 04	HR AI Recruitment System	Human Resource Department

PROJECT 01 | AAB BUSINESS UNIT

AAB AI Document Automation (AAB-ADA)



AAB-ADA
 AI Document Automation

AAB-ADA

AI-Powered BOM Translation Platform

ศูนย์กลางการแปล BOM อัจฉริยะ



AI Translation
(Chinese/Thai/English)



Odoo ERP Integration



Smart Validation



Full Traceability



OCR Processing



Activity History



สแกนเพื่อใช้งาน

AI-Powered BOM Translation

An AI-powered project for systematic translation, validation, and management of Bill of Materials (BOM) data, supporting multilingual processing in Chinese English–Thai with integration to the Odoo ERP system.

1. Project Information

Project Name	AAB AI Document Automation (AAB-ADA)
Business Domain	Manufacturing, Procurement & ERP Integration
Project Owner	IT — AI & Automation Team
Project Sponsor	AAB Business Unit
Project Phase	Production Enhancement Phase 1
Project Category	Artificial Intelligence & Process Automation

2. Background & Business Justification

In the procurement process of the electric vehicle and components manufacturing business, Bill of Materials (BOM) data and parts information are managed across multiple sources and languages, including Chinese, English, and Thai. The processes of BOM translation, validation, and data management continue to rely heavily on manual operations, resulting in delays, data inconsistencies, and risks arising from human error.

Current Challenges	Business Impacts
- Manual Translation - Manual Validation - Manual ERP Matching - Manual Duplicate Checking - Limited Traceability - High Audit Effort	- High data processing time - Non-standardized data - Data quality risk - Difficulty in traceability and audit - High operational costs

3. Project Objectives

1. Study and compare AI models for Chinese English–Thai language translation, evaluating quality, accuracy, and cost-effectiveness.
2. Reduce manual translation and manual validation steps, increasing the speed of BOM data processing.
3. Improve data accuracy, establish part naming standardization, and reduce duplicate data.
4. Enhance traceability capabilities to support data governance and audit requirements.

4. Project Scope

4.1 Scope of work

In Scope	Out of Scope
- BOM Intake & Data Validation - AI Translation Engine (ZH–EN–TH) - Odoo Validation & Matching - Human Review Workflow - Result Management & Export (Excel, CSV, PDF) - Activity History & Audit Trail - Odoo Reference Portal	- Automatic Update Back to Odoo - End-to-End Procurement Approval Workflow - Transaction Approval Process - Enterprise Disaster Recovery



4.2 Limiting access to sensitive AI capabilities

This project utilizes the OpenAI GPT model for language translation within Bill of Materials (BOM) documents for the AAB Business Unit, Manufacturing & Procurement division.

Access to AI capabilities within this project is classified under Risk Tier: Medium, as the data processed is internal-classified at levels P2–P3 and the system incorporates Partial Automation. The approval process requires sign-off from the Department Head and IT Security prior to deployment, in accordance with AI Policy. Approval records are maintained in the AI Asset Register and Form.

For information on the security standards and certifications applicable to the AI Models used in this project, please refer to Section 8: External Verification of AI Management System (ISO/IEC 42001) at the end of this document.

4.3 Mechanisms to Detect and Correct AI Model Drift / Degradation

AAB AI Document Automation (AAB-ADA): Translation Accuracy (Target $\geq 80\%$) is reviewed quarterly (4 times/year) by the AI Team, alongside quarterly user feedback surveys to assess whether the system continues to function correctly and maintains acceptable translation quality.

4.4 Regular assessments of deployed AI models for fairness/bias:

The AAB-ADA project processes Bill of Materials (BOM) data, which constitutes technical product information and does not involve personal data. Algorithmic Bias risk is therefore assessed as Low. Nevertheless, the AI Team and AAB Team conduct quarterly reviews (4 times/year) of Translation Consistency and Terminology Fairness (i.e., consistency in the translation of component names across languages) to ensure the system does not introduce bias into BOM data that could adversely affect procurement processes. Assessment results are reported via the Quarterly KPI Report.



5. Project Outcomes & Success Metrics

5.1 Operational Efficiency

KPI	Result / Target
Average Processing Time Reduction	67%
Processing Duration	From 3 days to 1 day
Time Saving per BOM	16 hours
Manual Work Reduction	Approximately 50%
Manpower Reduction	25–50%

5.2 Data Quality & Accuracy

KPI	Result / Target
Chinese-to-English Translation Accuracy	95.21%
Thai-to-English Translation Accuracy	95.60%
Average Translation Accuracy	95.41%
Odoo Match Rate	Approximately 80%

5.3 User Adoption & Satisfaction

KPI	Result / Target
User Satisfaction Score	4.14 / 5
Satisfaction Rate	83%
Net Promoter Score (NPS)	9 / 10
User Recommendation Level	Promoter



6. ESG Contribution

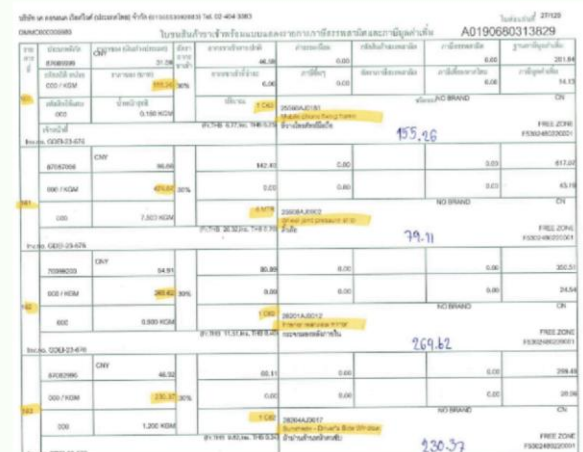
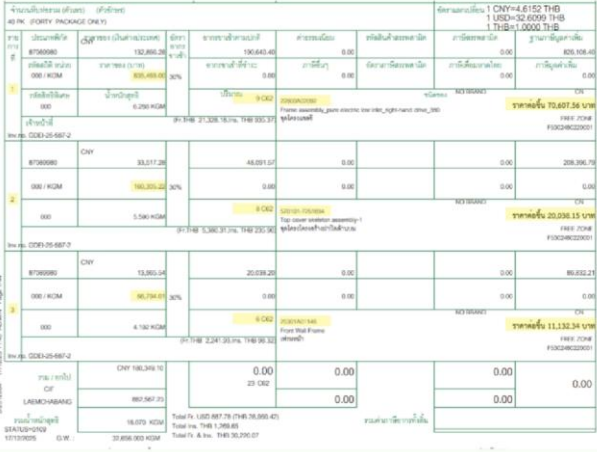
Environmental (E)	Social (S)	Governance (G)
Qualitative Indicators • Reduce paper usage in the BOM validation process and support paperless operations • Reduce waste arising from human error in incorrect purchasing, thereby decreasing unnecessary procurement waste • Reduce energy and resource consumption from repeated BOM rework cycles	Qualitative Indicators • Indirectly promote employee capacity development by freeing up time for higher-value work beyond routine tasks • Promote employee well-being by reducing repetitive manual workloads and decreasing time spent on tasks that AI can perform • Reduce stress caused by human error risk in the procurement and BOM translation process • Enhance collaboration among Procurement, Engineering, and ERP teams through unified data standards	Qualitative Indicators • Enhance transparency and auditability — every step is supported by a digital audit trail, fully traceable and protected against fraud • Strengthen the reliability of BOM data management with company-wide standardization, reducing discrepancies from varied working practices • Improve risk management efficiency by reducing the likelihood of supply chain disruptions caused by errors in procurement and production • Support Responsible AI principles through a Human Review Workflow prior to integrating data into business processes
Quantitative Indicators • Procurement error reduction: estimated 5–10% fewer incorrect purchase orders, based on 95.41% AI translation accuracy • Energy savings: approximately 200 kWh/year from 67% reduction in BOM rework cycles (computation and re-processing energy avoided)	Quantitative Indicators • Staff-hours recovered: approximately 3,200 person-hours/year $\approx$ 1.5 FTE-equivalent redirected to higher-value activities • Manual workload reduction: approximately 50% of BOM validation workload eliminated for 15–20 staff in Manufacturing and Procurement	Quantitative Indicators • Digital audit trail: 100% of all BOM translation records logged with timestamps and user attribution • Translation error rate: reduced from approximately 15% (manual) to <5% (AI-assisted), based on 95.41% model accuracy • BOM naming consistency: 100% compliance with standardized part-naming conventions across all translated documents



PROJECT 02 | AAB WAREHOUSE / FINANCE

AAB BL Document Intelligence & Auto-Fill Program

An AI Agent system for automated verification, analysis, and preparation of Bill of Lading (BL) documents and related government documents, designed to reduce manual operations and improve the accuracy of data submitted to external authorities.

ORIGINAL - MANUAL	AAB AI DOCUMENT AUTOMATION
	

1. Project Information

Project Name	AAB BL Document Intelligence & Auto-Fill Program
Department	AAB Warehouse / Finance
Project Owner	AAB Production Planning
Developed By	AI Automation Team

2. Background & Business Justification

The process of preparing Bill of Lading (BL) documents and related government submissions is still conducted manually. Staff must verify and compare data item by item across documents containing more than 700-line items, with only approximately 7 items displayed per page, resulting in 1–2 days of processing time per document set, along with significant risks of human error and high paper consumption.

3. Project Objectives

- Reduce the processing time for preparing BL documents and related government documents.
- Reduce errors from manual verification and data entry.
- Reduce paper usage in operational processes.
- Improve the accuracy and consistency of data submitted to external authorities.
- Support the transition of work processes to an automated and paperless system.

4. Project Scope

4.1 Scope of work

In Scope	Out of Scope
- Receive BL documents from users - Validate accuracy against government document formats - Connect data from internal organizational systems - Calculate and summarize data for document submission - Auto-fill data into government documents automatically - Export print-ready PDF - Dashboard for result verification	- Document approval from external authorities - Modification of original government document formats - Direct integration with government authority systems

4.2 Limiting access to sensitive AI capabilities

This project utilizes the OpenAI GPT model for document processing within the AAB Warehouse unit, supporting the automated calculation and amendment of shipping and trade finance documents.

Access to AI capabilities within this project is classified under Risk Tier: Medium, as logistics documents (Bill of Lading) and financial data are classified as internal data at levels P2–P3. The approval process requires sign-off from the Department Head and IT Security prior to deployment, in accordance with AI Policy. Approval records are maintained in the AI Asset Register and Form.

For information on the security standards and certifications applicable to the AI Models used in this project, please refer to Section 8: External Verification of AI Management System (ISO/IEC 42001) at the end of this document.

4.3 Mechanisms to Detect and Correct AI Model Drift / Degradation

AAB BL Document Intelligence & Auto-Fill Program: Auto-Fill Accuracy and Translation Accuracy (Target $\geq 95\%$) are reviewed quarterly (4 times/year) by the AI Team, alongside quarterly user feedback surveys to confirm that the system remains functional and maintains acceptable document processing quality.

4.4 Regular assessments of deployed AI models for fairness/bias:

BL documents and government-related documents processed in this project constitute commercial data and do not directly involve personal data. Algorithmic Bias risk is therefore assessed as Low. Nevertheless, the AI Team and AAB Finance Team conduct quarterly reviews (4 times/year) of Auto-Fill Accuracy and Calculation Consistency to ensure the system processes data accurately and uniformly, free from discrepancies that could affect documents submitted to external authorities. Assessment results are reported

5. Key System Features

- AI Document Validation Agent
- Automated Data Extraction
- Rule-Based Verification Engine
- Auto Calculation & Summary
- Government Form Autofill
- PDF Generation
- Digital Document Processing

6. Project Outcomes & Success Metrics

KPI	Result / Target
Processing Time	Reduced from 1–2 days to 10–25 minutes
Time Reduction	96.3%
Manual Work Reduction	96%
Auto-Fill Accuracy	95%
User Satisfaction	9.5 / 10
User Trust Level	High



Manual Verification Points Reduced	More than 3,500 points per document
Paper Consumption Reduction	Approximately 2,400–3,600 sheets per year

7. ESG Contribution

Environmental (E)	Social (S)	Governance (G)
Qualitative Indicators • Reduce paper consumption by 2,400–3,600 sheets per year, contributing to a lower organizational carbon footprint • Reduce consumption of office resources such as printer ink, document storage equipment, and physical storage space • Reduce physical document archiving requirements, supporting a Digital Document Management approach Quantitative Indicators • Paper consumption eliminated: 2,400–3,600 sheets/year → approximately 12–18 kg CO₂eq/year avoided – Basis: 1 ream (500 sheets) ≈ 2.5 kg CO₂eq from production • Electricity savings: estimated 9–15 kWh/year from reduced printing operations • Physical archiving eliminated: approximately 6–12 standard archive boxes per year no longer required	Qualitative Indicators • Promote employee well-being by reducing prolonged screen work, thereby decreasing stress and eye strain caused by repetitive document tasks • Promote employee upskilling — time saved from manual work can be redirected toward developing higher-value competencies • Reduce stress from handling large volumes of document work Quantitative Indicators • Staff-hours saved: estimated 2,880–5,760 hours/year (1–2 working days per document × 240–480 documents/year) ≈ 1.4–2.8 FTE-equivalent • Manual verification points eliminated: >3,500 data points per document cycle → 0 • Processing time reduction: 96.3% per document (from 1–2 working days to 10–25 minutes)	Qualitative Indicators • Enhance transparency and auditability of shipping documents — every step is supported by digital evidence and can be traced back instantly • Improve risk management efficiency against data entry errors and incorrect data in shipping documents that may impact business operations • Reduce compliance risk from incorrect data entry in documents submitted to external authorities Quantitative Indicators • Auto-Fill accuracy: 95% (AI-assisted) vs. approximately 80–85% manual baseline • Compliance error rate: target <1% vs. estimated 5–8% manual baseline • Digital audit trail: 100% of all Bill of Lading records logged with full processing history



PROJECT 03 AI AUTOMATION TEAM — ENTERPRISE

EASY — EA Smart Assistant

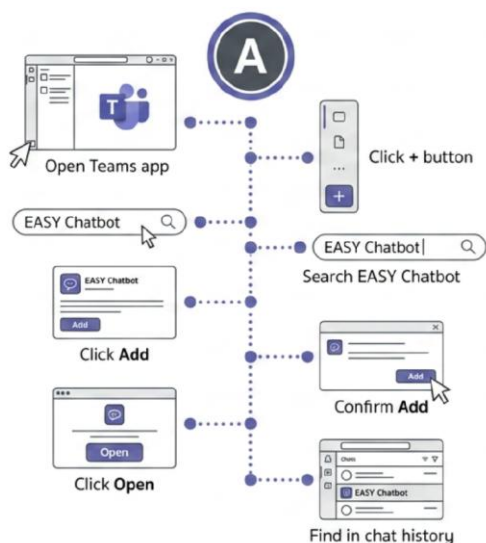
Enterprise AI Knowledge Platform

An internal AI Assistant that functions as an Enterprise Knowledge Hub, integrating data from Notion, SharePoint, ISO, HR, and Odoo ERP to enable employees to search and query information 24 hours a day via Microsoft Teams.

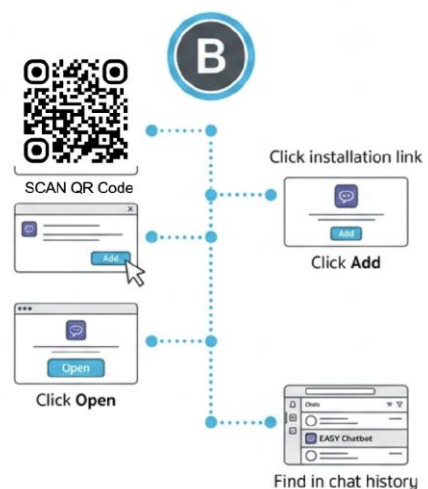


วิธีติดตั้ง EASY Chatbot

วิธีที่ 1: Microsoft Teams



วิธีที่ 2: Direct Link



1. Project Information

Project Name	EASY — EA Smart Assistant
Project Owner	Energy Absolute Public Company Limited
Department	AI Automation Team
Project Manager	Wipada Meesakul
Start Date	January 2026
Current Version	Version 2.0 (March 2026)

2. Background & Business Justification

Organizational knowledge, workflows, policies, and system manuals are dispersed across multiple sources including Notion, SharePoint, Odoo ERP, ISO Documents, and departmental files. This causes employees to spend significant time searching for information, creates a heavy workload for HR, IT, Finance, ISO, and administrative departments, and results in inconsistent access to internal organizational knowledge.

3. Project Objectives

6. Establish an Enterprise Knowledge Hub as the central repository for organizational knowledge.
7. Reduce the workload of support departments from handling repetitive inquiries.
8. Increase the speed at which employees can access information.
9. Promote the practical and concrete adoption of AI within the organization.
10. Support future expansion toward a full Enterprise AI Platform.

4. Project Scope

4.1 Scope of work

In Scope	Out of Scope
- AI Chatbot on Microsoft Teams - Enterprise Knowledge Base (Notion, SharePoint, ISO, HR, Odoo) - RAG (Retrieval-Augmented Generation) - Chat History & Analytics - Authentication via @Core	- Decision-making on behalf of users - Automatic modification of source data



- | | |
|---|--|
| <ul style="list-style-type: none">- Personalized Information- FAQ Analytics Dashboard- Multi-language Support (TH/EN)- Omni-channel Access (Teams, Web, Line OA) | |
|---|--|

4.2 Limiting access to sensitive AI capabilities

This project utilizes the OpenAI GPT model (ChatGPT Enterprise) to deliver an AI Knowledge Assistant service via Microsoft Teams for employees across the organization.

Access to AI capabilities within this project is classified under Risk Tier: High, as the system is connected to organizational data classified at level P3, incorporates Automated Response functionality, and operates as an Employee-facing service available to all staff. The approval process requires sign-off from the AI Governance Committee (AIGC), comprising the IT VP, IT Security Manager, AI Automation Lead, DPO, Legal Counsel, and Internal Audit, in accordance with AI Policy A Use Case Intake assessment must be completed via EA AI Form 6 prior to go-live.

For information on the security standards and certifications applicable to the AI Models used in this project, please refer to Section 8: External Verification of AI Management System (ISO/IEC 42001) at the end of this document.

4.3 Mechanisms to Detect and Correct AI Model Drift / Degradation

EASY (EA Smart Assistant): Answer Accuracy (KPI $\geq 85\%$) is monitored quarterly (4 times/year) by the AI Automation Team. An incident reporting channel is available for users to flag incorrect or erroneous AI responses directly via Microsoft Teams.

4.4 Regular assessments of deployed AI models for fairness/bias:

The EASY system serves all employees across levels and departments on an equal basis, without making individual-level classifications or decisions. Algorithmic Bias risk is therefore assessed as Low. The AI Team conducts quarterly reviews (4 times/year) of Response Fairness and Knowledge Coverage to ensure the system provides accurate and comprehensive information equitably to all departments. The system is designed without individual User Profiling, and Role-Based Access Control governs data access according to assigned roles and responsibilities. Assessment results are reported via Quarterly KPI Report.

4.5 Distinct labeling of AI-generated content and outcomes of AI-driven decisions:

The EASY system clearly identifies itself as an AI Assistant and not a member of the Company's personnel. Every interaction includes a disclosure that responses are AI-generated, and employees are advised to verify critical information against primary sources, in accordance with Policy EA-AI-POL-2026-001 v1.2 Section 5.2 (Bot Disclosure). The system maintains a Chat History & Audit Trail, recording all interactions to ensure transparency and traceability.



Energy Absolute Public Company Limited

89 AIA Capital Center Building, 16th Floor, Ratchadaphisek Road, Dindaeng Sub-District,
Dindaeng District, Bangkok 10400

EASY Chatbot Chat

สวัสดีค่ะ! ยินดีต้อนรับสู่ EA Bot
ฉันคือผู้ช่วยของบริษัท Energy Absolute พร้อมให้ข้อมูลและตอบคำถาม

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สวัสดีการของบริษัท Energy Absolute มีดังนี้ค่ะ

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1. การลาต่าง ๆ

- ลาพักผ่อน (Annual Leave)
- สิทธิ 10-15 วันต่อปี
- สามารถสะสมวันลาได้
- ต้องแจ้งล่วงหน้า 3 วันทำงาน

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สวัสดีการมีอะไรบ้าง

5. Product Development Roadmap

Phase	Version	Details
Phase 1	v1.0	Connect Notion Knowledge Base, develop RAG Engine, support HR Policy & Odoo ERP, Teams Integration, Session Memory
Phase 2	v2.0	Enhance Notion, new Vector DB, LangChain Architecture, Chat History, Authentication @Core, Personalized Info, Dashboard Analytics
Phase 3	v3.0(Future)	SharePoint Integration, ISO/IT/Finance/Vendor Knowledge Hub, Admin Support Escalation, Smart Knowledge Tagging
Phase 4	v4.0 (Future)	HR EUNITE & @Core Integration, Employee Self-Service: Leave, Benefits, Employee Info, 24/7 Access

6. Project Outcomes & Success Metrics

KPI	Result / Target
Answer Accuracy	$\geq 85\%$
Employee Adoption Rate	$\geq 70\%$
HR Inquiry Reduction	$\geq 50\%$



User Satisfaction	>= 80%
Knowledge Sources Connected	Notion, SharePoint, ISO, HR, Odoo
Enterprise Knowledge Availability	24x7 Self-Service Access

7. ESG Contribution

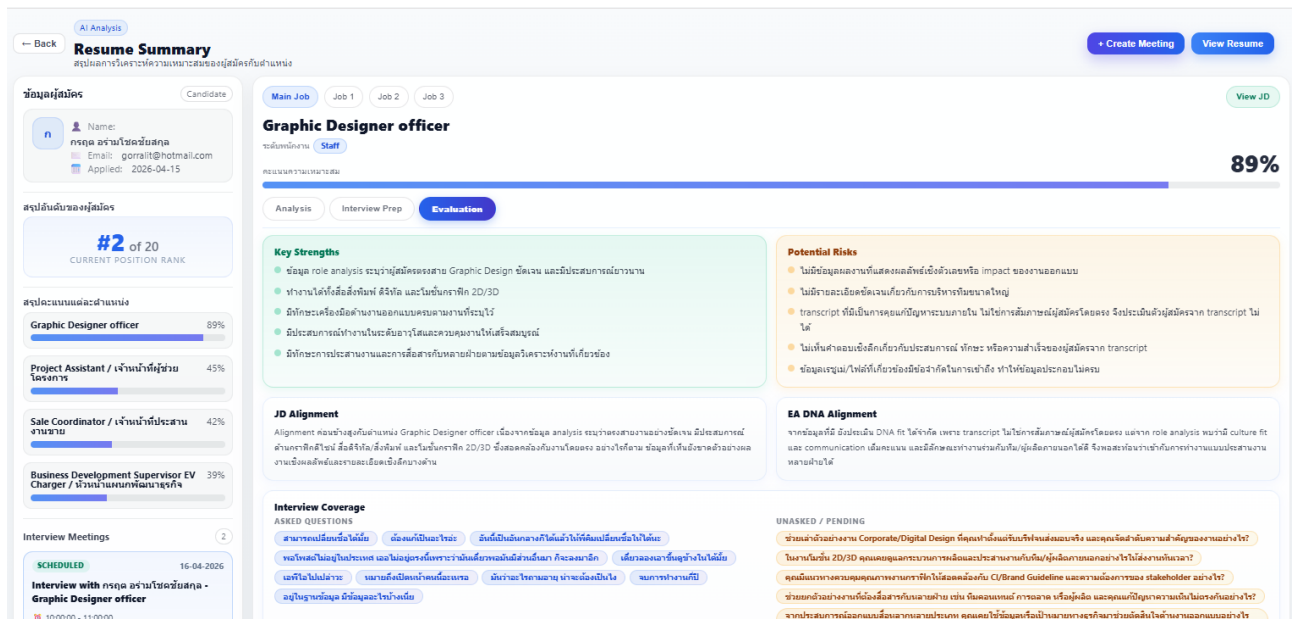
Environmental (E)	Social (S)	Governance (G)
Qualitative Indicators • Reduce paper usage from internal manuals, forms, and reference documents • Reduce time wasted on information searching and eliminate redundant work	Qualitative Indicators • Promote employee well-being by reducing time spent searching for information and alleviating stress caused by uncertainty over which document version is most current • Promote equal access to information, organizational knowledge, and operational manuals, standardized across all levels and branches • Enhance work experience through a 24/7 Self-Service Knowledge Assistant, accessible at any time without scheduling • Reduce the risk of organizational knowledge loss when employees change roles or leave the organization	Qualitative Indicators • Promote Compliance and ISO standards — all employees access the latest approved policy and ISO documents, reducing the risk of operational errors • Support Chat History and Audit Trail for retrospective review and compliance verification • Promote data security governance by centralizing information with systematic Role-Based Access Control to prevent information leakage
Quantitative Indicators • Reduction in information-seeking meetings: estimated 20–30% fewer internal meetings called for routine information enquiries	Quantitative Indicators • HR inquiry workload reduction: $\geq 50\%$ (KPI Target) • Employee time saved: approximately 8,500 person-hours/year organization-wide – Basis: $13 \text{ min/query} \times 2 \text{ queries/person/week} \times 300 \text{ staff} \times 52 \text{ weeks}$ • Knowledge access coverage: 100% of employees across all departments and levels, 24 hours/day, 7 days/week	Quantitative Indicators • Query audit trail: 100% of all EASY interactions logged with timestamps for retrospective review and compliance • Integrated knowledge sources: 5 systems (Notion, SharePoint, ISO documentation, HR systems) • Document currency: 100% — employees are served only the latest approved document versions at all times



PROJECT 04 | HUMAN RESOURCE DEPARTMENT

HR AI Recruitment System

A project to develop an AI-powered recruitment system that consolidates resume data from all sources into a single platform, complete with candidate and position scoring functions and automated interview assistance tools, to reduce recruitment lead times and enhance the operational efficiency of the Human Resources department.



1. Project Information

Project Name	HR AI Recruitment System
Department	Human Resource (HR)
Project Owner	Human Resource Department
Project Sponsor	Energy Absolute Public Company Limited
Project Manager	Wipada Meesakul
Development Team	AI Automation Team



Start Date	January 2026
Current Version	Version 2.0

2. Background & Business Justification

The current recruitment process receives candidate data through multiple channels, including JobTopGun, JobThai, Email, the company website, and internal organizational channels. This requires HR to spend significant time aggregating data, reviewing resumes, comparing candidates against job positions, and conducting interviews. Candidate selection still relies heavily on manual judgment, resulting in redundant workloads, lengthy lead times, and the risk of overlooking high-potential candidates.

3. Project Objectives

11. Develop a Unified Resume Pool system capable of automatically retrieving resume data from all sources (100% coverage).
12. Consolidate candidate data from all Business Units into a centralized HR database.
13. Develop an AI Resume Extractor to analyze candidate information from resumes (Name, Skills, Experience, Education).
14. Develop an AI Candidate Scoring System for automated candidate-to-position matching.
15. Design a candidate analysis and management dashboard for HR.
16. Integrate the system with JobTopGun API / JOBDB / JOBTHAI / Company Website.
17. Build a preliminary interview support system (AI Automated Interview Assistant).

4. Project Scope

4.1 Scope of work

In Scope	Out of Scope
- Web Application and Candidate Analysis Dashboard - API Integration with job application systems - AI Data Extraction from Resume (PDF, Docx, Image) - AI Candidate Scoring / Position Scoring - AI Interview Assistant and Chatbot - Automated Candidate Summary (Teams / Email) - User Role Management	- Long-term resume storage system (beyond 1 year) - Integration with external systems lacking an API



- Feedback and Processing Logs	
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4.2 Limiting access to sensitive AI capabilities

This project utilizes the OpenAI GPT model for the screening and analysis of job applications, supporting the Human Resources department's talent acquisition process.

Access to AI capabilities within this project is classified under Risk Tier: High, as it involves personal data of job applicants classified at levels P3–P4 and has a direct bearing on personnel decisions (Automated Decision Support). The approval process requires sign-off from the AI Governance Committee (AIGC), comprising the IT VP, IT Security Manager, AI Automation Lead, DPO, Legal Counsel, and Internal Audit, in accordance with AI Policy Section 5 and 7. A mandatory Data Protection Impact Assessment (DPIA) must be completed via EA AI Form 7 prior to go-live. Human-in-the-Loop controls are enforced: AI is prohibited from making final HR decisions without human review, in accordance with AI Policy.

For information on the security standards and certifications applicable to the AI Models used in this project, please refer to Section 8: External Verification of AI Management System (ISO/IEC 42001) at the end of this document.

4.3 Mechanisms to Detect and Correct AI Model Drift / Degradation

HR Recruitment System: Candidate Scoring Accuracy and Model Performance are reviewed bi-annually (2 times/year) by the AI Team in collaboration with active HR users, through Human Feedback gathered from line managers and HR Business Partners. The purpose is to assess whether screening outcomes align with the actual quality and suitability of candidates. In the event of Model Degradation or Scoring Inconsistency, incidents are reported via Form 10 AI Incident Report, with summary results reported via the KPI Report on a quarterly basis.

4.4 Regular assessments of deployed AI models for fairness/bias:

Promotion of Equal and Fair Employment: The AI system screens candidates based primarily on skills, experience, and role suitability, reducing bias stemming from factors unrelated to competency, in alignment with the Company's Diversity & Inclusion policy.

Human-in-the-Loop: AI is prohibited from making final recruitment decisions without human review. AI Candidate Scoring results serve solely as decision-support tools for HR, in accordance with Policy EA-AI-POL-2026-001 v1.2 Section 9.

DPIA (Data Protection Impact Assessment): Mandatory prior to go-live to assess Bias and Discrimination Risk within the screening process, via Form 7 Section D (EA-AI-FRM-2026-001-F07), in accordance with Policy EA-AI-POL-2026-001 v1.2 Section 5.4.



4.5 Distinct labeling of AI-generated content and outcomes of AI-driven decisions:

All outputs from AI Candidate Scoring, JD Matching Score, and Interview Analysis are clearly labeled as AI-Generated Assessments and do not constitute final HR decisions. All scored results must undergo review and approval by HR before being applied in the recruitment process (Human-in-the-Loop, in accordance with Policy EA-AI-POL-2026-001 v1.2 Section 9).

The AI Interview Assistant clearly identifies itself as an AI Bot and not a human interviewer, in accordance with Policy EA-AI-POL-2026-001 v1.2 Section 5.2 (Bot Disclosure). Job applicants are informed that the screening process incorporates AI-assisted processing, and all outputs are clearly labeled as "AI-Assisted".

5. Key System Features

Feature Group	Details
Resume Intelligence	Unified Resume Pool, Resume Parsing & Extraction, Resume Standardization, Candidate Profile Generation
AI Candidate Evaluation	AI Candidate Scoring, JD Matching Score, Skill Gap Analysis, Candidate Ranking
Interview Intelligence	AI Interview Question Generation, Interview Assistant, Transcript Analysis, Interview Summary Generation
Recruitment Workflow	Teams Interview Scheduling, Calendar Integration, Automated Notifications, Candidate Tracking
Talent Management	Enterprise Talent Pool, Cross-BU Candidate Sharing, Candidate Search Engine, Historical Candidate Database

6. Development Phases

Version	Date	Details
Version 1.0	Jan 2026	Resume polling from JobDB/Jobthai/HR Email, N8N Workflow, AI Resume Extraction, AI Scoring, Dashboard v1
Version 2.0	Apr 2026	Resume polling from Jobtopgun/Company Website, N8N Workflow Update, AI Interview Assistant, Dashboard v2



7. Project Outcomes & Success Metrics

KPI	Result / Target
Time-to-Hire Reduction	40–60%
Resume Screening Reduction	> 70%
Resume Collection Automation	> 90%
Candidate Matching Accuracy	> 85%
Interview Preparation Time Reduction	> 50%
Recruitment Process Automation	> 60%
HR Productivity Improvement	> 50%

8. ESG Contribution

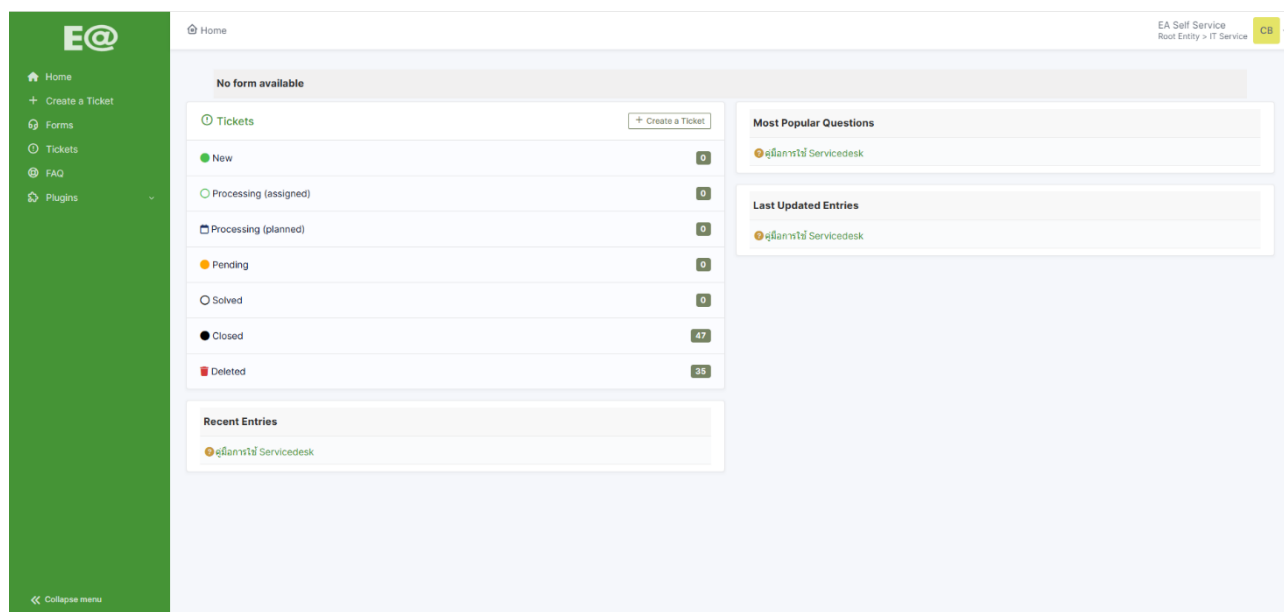
Environmental (E)	Social (S)	Governance (G)
Qualitative Indicators • Reduce paper usage for resumes and job application documents, supporting Digital Recruitment • Reduce the carbon footprint from interview travel — AI pre-screening reduces the number of unnecessary interview appointments	Qualitative Indicators • Promote fair and equitable hiring — reduce screening bias, select based on skills and experience, and support Diversity and Inclusion • Promote the well-being of the HR team by reducing repetitive manual workloads involved in reading and sorting large volumes of resumes • Promote the development of human resource capabilities through reallocation of time to higher-value HR activities	Qualitative Indicators • Promote personal data protection (PDPA Compliance) by centralizing candidate data in a single location with clearly defined, legally compliant data retention periods • Improve talent acquisition risk management by reducing the likelihood of overlooking high-potential candidates through systematic AI-assisted ranking • Support Data Governance through structured candidate data management and defined access controls
Quantitative Indicators • CO₂ avoided from interview travel: approximately 840–1,260 kg CO₂eq/year – Basis: 50 positions/year × reduction from ~8 to 3–5 on-site	Quantitative Indicators • Time-to-Hire: 40–60% reduction (from approximately 45 days to 18–27 days) • Resume screening time: >70% reduction (from approximately 1,667 hours/year to <500)	Quantitative Indicators • Scoring transparency: 100% of candidate shortlists documented with full evaluation criteria breakdown • PDPA compliance: 100% of candidate

candidates = 200–300 fewer trips × avg. 20 km × 0.21 kg CO₂/km Paper reduction from resume printing: approximately 1,000 sheets/year eliminated ≈ 6 kg CO₂eq avoided	hours/year) - Basis: 50 positions × 100 applicants/position - HR staff-hours saved: approximately 500–1,000 hours/year - Diversity and Inclusion ratio: Year 1 baseline to be established; actual measurement data required	personal data processed under DPIA-documented framework (Form F07) Data retention violations: 0 (Target) — automated deletion schedule enforced per retention policy
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Process for users/affected third parties to contest an AI decision or outcome

The Company has established formal channels for users and affected third parties to contest, provide feedback on, or request a review of AI-generated decisions or outcomes, as follows:

1. IT Help Desk Ticket System (Primary Channel): Submit a request via the Service Desk portal at <https://servicedesk.energyabsolute.co.th>, specifying the relevant AI project, the outcome being contested, and supporting information. The IT team will respond within 5 business days.





2. Microsoft Teams (Fast-Track Channel): Contact the IT Lead responsible for the relevant project directly via Microsoft Teams. The Company will communicate the name of the IT Lead for each project to users during Training sessions and in the Project User Guide.

3. Form 10 AI Incident Report (Serious Incidents): For cases in which AI outputs cause harm to individuals or the organization, incidents must be reported AI Policy form, which will be escalated to the AI Governance Committee (AIGC) in accordance with AI Policy Section 12 within 24 business hours.

4. PDPA Rights: Individuals affected by the processing of personal data by AI systems have the right to access, rectify, or request erasure of their data through the Data Protection Officer (DPO). The Company is obligated to respond to such requests within 30 days, pursuant to the Personal Data Protection Act B.E. 2562 (PDPA).

Training of employees on the ethical use and/or security of AI

Training is structured into two main components, as follows:

1. AI Training Curriculum under AI Policy Section 12 (Mandatory for all employees):

- AI Literacy 101 — 2 hrs./year — Mandatory for all — Content: Fundamentals of Generative AI, risks of Hallucination, Bias, and Data Leakage, and ethical principles governing AI use.
- Stakeholder Data Protection — 1 hr./year — Mandatory for all — Content: PDPA overview, data classification levels P1–P4, and the prohibition on inputting employee or customer data into public AI tools.
- EA AI Champions: Each department designates 2–3 AI Champions responsible for promoting and driving effective and secure AI use within their respective units. They serve as the primary channel for collecting user feedback and escalating issues to the IT Team prior to formal escalation.
- KPI tracked via Quarterly KPI Report: "Percentage of employees who have completed mandatory AI training", reported quarterly to the AI Governance Committee.

2. System Usage Training Following Project Completion:

Upon the completion of each AI project, the AI Team conducts comprehensive system usage training for all end users, covering correct operating procedures, system limitations and cautions, AI-generated outputs requiring mandatory Human Review, and the process for reporting anomalies and escalating Incidents.



External Verification of AI Management System

The Company has designed AI Policy in alignment with ISO/IEC 42001:2023 (Artificial Intelligence — Management System) and the NIST AI Risk Management Framework 1.0, which serve as the primary reference frameworks for the Company's internal AI governance system. The Company currently operates at a Self-Assessment level, guided by these international standards. Internal Audit conducts an annual AI Compliance review and reports directly to the Audit Committee, in accordance with AI Policy.

The AI Models and services utilized by the Company across its projects are sourced from providers that have received internationally recognized certifications from independent audit bodies, as follows:

1. OpenAI (ChatGPT Enterprise) — Deployed in Projects 02, 03, 04

OpenAI has received international certifications from independent audit bodies, including ISO/IEC 42001:2023 (AI Management System), ISO/IEC 27001:2022 (Information Security Management), ISO/IEC 27017:2015 (Cloud Security Controls), ISO/IEC 27018:2019 (Protection of Personally Identifiable Information in Cloud), ISO/IEC 27701:2019 (Privacy Information Management System), SOC 2 Type II, and CSA STAR Level 2.

Reference: OpenAI Trust Portal — <https://trust.openai.com> (accessed 7 July 2026)

2. Google (Gemini / Google Workspace AI) — Deployed in Project 01

Google Cloud and Google Workspace have received certification under ISO/IEC 27001:2022, covering all Google Cloud Services and Google Workspace offerings, including Gemini in Workspace and Generative AI on Vertex AI, as well as ISO/IEC 27017:2015 (Cloud Security Controls), ISO/IEC 27018:2019 (Protection of PII in Cloud), SOC 2 Type II, and CSA STAR, verified through the Google Cloud Compliance Reports Manager.

Reference: Google Cloud Compliance — <https://cloud.google.com/security/compliance/iso-27001> (accessed 7 July 2026)

3. Anthropic

Anthropic has received certification under ISO/IEC 27001 (Information Security Management) and SOC 2 Type II from independent audit bodies. Anthropic is utilized as a development support tool by the AI Team across all projects to assist with system design and development.

Reference: Anthropic Trust Center — <https://trust.anthropic.com> (accessed 7 July 2026)

All primary AI service providers utilized by the Company have received certification under ISO/IEC 27001 and SOC 2 Type II as a minimum standard. Notably, OpenAI — the primary provider for the EASY, HR Recruitment, and AAB projects — holds ISO/IEC



42001:2023 certification, the dedicated international standard for AI management systems. This constitutes substantive evidence that the Company's AI services are delivered by providers whose AI governance practices meet internationally recognized standards.

Initiatives to Lower the Ecological Footprint of AI Operations

The Company recognizes that AI operations may contribute to environmental impacts through the energy consumption of underlying cloud infrastructure and data centers. As the Company primarily utilizes third-party AI platforms and does not operate its own AI data centers, the company supports the reduction of AI-related ecological impacts through the selection of AI service providers and cloud infrastructure partners with established sustainability commitments. This may include the procurement of renewable and carbon-free energy, support for firm low-carbon energy sources such as geothermal and advanced nuclear technologies, improvements in data center energy efficiency, climate-conscious cooling and water stewardship practices, and initiatives that promote responsible energy management and grid stability.