

Corporate Governance

The Company recognizes the significance of good management complete with transparency and permitted verification to create credibility and trust from all related parties. The Company has adopted good Corporate Governance (CG) 2006 set by The Stock Exchange of Thailand as a template so as to create effective management systems and enhance competitiveness which will lead to sustainable growth. Moreover, the Board also believes that adhering to business ethics and good CG practices will create long-term value and has aimed to manage the Company in compliance with good CG practices, comprising of 5 principles. In 2019, the Company has complied with the following CG practices.

The Rights of Shareholders

The Company realizes the importance of Shareholders' basic rights and does not violate or deprive the rights of Shareholders. This includes encouraging Shareholders to exercise their rights. They are entitled to purchase, sell, and transfer securities they hold, receive dividend and Company information, attend Shareholders' meetings, express their views, and decide on matters of significant impacts such as dividend payment, appointment or withdrawal of committee, audit appointment, approval of important transactions and the Company's direction, and memorandum and Company's regulations correction.

Aside from basic rights stated above, the Company also promotes and accommodates the exercise of Shareholders' rights as follows:

1. The Company must schedule an annual general meeting of Shareholders within four months of the annual closing date of its accounting books. The notice of the annual general meeting of Shareholders should include the place, date, time, and agenda details with accompanying documents. Each agenda should be stated clearly whether it is for Shareholders' acknowledgment and a vote required or just acknowledgement; the Board of Directors' opinion should also be included as well. The invitation should be mailed to Shareholders' and registrar 7 days before the meeting date and should be announced through newspaper for 3 consecutive days. Moreover, each agenda should be accompanied with the Board's opinion and posted on the Company's website to allow Shareholders enough time to prepare themselves for the meeting.
2. The Company encourages the Board of Directors, Executives and other related parties, including Auditors to attend Shareholders' Meetings.
3. In case Shareholders cannot attend the meeting themselves, they can appoint proxies and proxy forms with complete instruction enclosed with the invitation.
4. Before the meeting date, Shareholders can post their opinions, recommendations and inquiries.
5. The meeting gives Shareholders' equal right to express opinions, give recommendations or ask questions freely before voting. The Board is present in the meeting to answer all questions clearly and precisely. At every meeting, the minutes with all questions and comments must be completely and accurately recorded so that Shareholders can have as reference and examine.
6. In a meeting for committee election, Shareholders can vote for each committee each time and they will vote for qualified people to safeguard their benefits; this encourages variety as well as truly ensures the committee to be Shareholders' representatives.
7. After the meeting, the Company will prepare the minutes completely and accurately so that Shareholders can examine. The minutes will also be posted on the Company's website.

The Equitable Treatment of Shareholders

The Company treats all Shareholders equally despite different shareholding proportions and positions. Also, it is encouraged that Shareholders propose additional meeting agenda items and nominating qualified Directors in advance before the annual general meeting of Shareholders so that the Committee has an opportunity to review and prepare the agendas for the meeting.

The Shareholders with a combined holding of at least 50,000 shares held uninterrupted for at least one year and must hold shares at the proposing date could propose agenda items and/or nominate directors before the annual general meeting from November 1 to December 31 of the previous year. Normally, the Company holds the annual general meeting of Shareholders in April. However, the Company has rights to disclaim agenda items and/or the nomination of directors if Shareholders do not conform to criteria; the Company will announce on SET's website and post such criteria on its website.

In case of proposing agenda items, Shareholders must declare objectives and detailed information of the proposal, including other useful information for consideration. As for the nomination of directors, detailed information on the candidate, other useful information and the candidate's consent should be included. The Company follows the Public Limited Companies Act, Securities and Exchange Act, regulations of The Securities and Exchange Commission, The Stock Exchange of Thailand and SKY ICT in regards to eligibility of candidates.

An Independent Director will consider additional meeting agenda items and nomination of Directors and inform the Board of Directors for approval. The unanimous decision of the Board of Directors is final.

The Company treats all Shareholders equally at each annual general meeting. Before the meeting, the Chairman of the meeting will elaborate on the voting and vote counting for individual agenda items as well as give the floor to all attendees to give comments or recommendations and ask questions, giving adequate time for debate. The Chairman will ensure that the meeting proceeds according to the order of the agenda. The Company will not violate any rights given to Shareholders such as suddenly giving out additional information to Shareholders. This is to ensure that Shareholders have an opportunity to study the information before making a decision. Additionally, the Company will not add any item or make any changes regarding significant matters without notifying Shareholders in advance. Finally, the Company will not limit Shareholders' right on grounds of tardiness.

The Company has also established guidelines for managing conflicts of interest clearly and evidently, especially on matters of business transactions between the Company and stakeholders or related parties. If such an incident occurs, the stakeholders must report said conflict to the Company immediately and not attend or vote on those matters. The Board of Directors or Executive Directors is not permitted to be involved in such a decision-making process. At the voting of the Board's Meeting, Directors with any conflict of interest in such matters will not be granted a voting right.

The Company has set strict written guidelines for addressing the use of internal information of related parties in order to prevent abusive self-dealing, so as to establish fairness to all stakeholders. In case of staff or directors exposing or using information for personal or related parties' benefits, this will be considered as a wrong-doing and is subject to punishment such as a verbal or written warning, probation, or employment termination. The decision will be made on a case by case basis. In case of Directors or Executives selling, buying or transferring Company's securities ownership, they must report the changes in SKY ICT securities and derivatives held by themselves, their spouses, or minor children to The Securities and Exchange Commission who will

announce to the public within 3 days from the transaction date as required by Section 59 of the Securities and Exchange Act B.E.2535.

The Role of Stakeholders

The Company accounts for all stakeholders' rights and interests whether internal stakeholders such as Company Directors and employees or external such as creditors and customers, as the Company recognizes that being supportive of recommendations from each group of stakeholders is beneficial to the operation and development of the Company. Therefore, the Company will conform to laws and related regulations to ensure that all stakeholders' rights are well taken care of. Moreover, the operation of the Company is considerate of all stakeholders' rights as the Company follows these guidelines:

Shareholders: : The Company aims to create sustainable growth to generate optimal returns to Shareholders. The Company will also respect Shareholders' rights of information and will share accurate information used for the Company's evaluation, financial highlights and position. The Company has set guidelines for correct financial recording which comply with accounting standards and related law as well as passing the investigation of Internal Audits, Audit Directors and Independent Auditors.

Executives : The Company recognizes its Executives as having a crucial role in managing and ensuring that the Company's operation is following target plans set by the Board of Directors. Therefore, the Company offers suitable and fair salary as a reward and motivation for their determination and effort made in managing the Company to achieve its business goals.

Employees: : The Company realizes that its employees are one of the core resources in developing and growing the Company, so it will ensure that working environments are safe for its employees, and that of their personal assets as well as company-owned assets. The Company will also comply with the law and other related regulations which includes the appointment and transfer, reward and punishment given to employees which the Company will respond to equally, honestly and fairly. Moreover, the Company will promote knowledge development and capability-building thoroughly and frequently as well as reward its employees fairly.

Customers: : The Company aims to ensure customers' satisfaction and confidence. It also determines to take good care of customers and be responsible. Customers must receive good quality products and services at a reasonable price. The Company will strictly follow the conditions and agreements made to customers, maintaining good and sustainable relationships with customers. This includes not exposing customers' information for the benefits of the Company and related parties.

Business Partners : The Company recognizes the significance of business partners in supporting and driving the Company's smooth operation. The Company aims to develop and maintain good and sustainable relationships with its business partners. The Company does not allow its Board and employees to receive personal benefits from its business partners.

Moreover, the Company determines to supply good quality products and services complying with ethics under the following practices:

- Conducting fair competition for bidders and fair selection

- Having evaluation and selection criteria of business partners in place
- Creating fair and globally accepted contracts
- Having management and follow-up systems in place in order to ensure that conditions are being followed.

Competitors : The Company will engage with its business competitors adhering to business fairness under the law and will not resort to seek competitors' confidential information dishonestly and improperly. The Company will not verbally abuse its competitors without fact.

Creditors : The Company will stay true to promises made and adhere to conditions stated in agreements. It will also strictly comply with duties to both business and financial creditors and will not use dishonest methods to conceal information or facts which will damage the creditors. The Company will treat creditors fairly and will make payment on time, as well as maintain its collaterals by informing creditors beforehand if conditions mentioned in agreements could not be met and together with creditors the Company will resolve such problems.

Government : The Company perceives the importance of transparency and considers honesty in making business transactions with officers or government departments in order to prevent unsuitable acts or conflicts with good governance.

Society
Community and
Environment : The Company places importance on society, community and environment and will adhere to the law and other related environmental regulations currently enforced. The Company will raise the environmental awareness of its employees, exchange knowledge and experience with external parties as well as other parties in pursuit of a sustainable environment. The Company will also run its operation to suit the environment and respect tradition as well as the culture of each local community. Moreover, the Company supports activities held in local communities in which the Company is in operation. There are Corporate Social Responsibility projects which the Company has created such as the Computers and Devices Donation Project which was started by the Company together with its customer to help schools in the countryside around the country which were in need of computers to search for knowledge and broaden children's minds. The project will be run on an ongoing basis. Moreover, the Company organized the Mangrove Reforestation project at Bang Khun Sai Mangrove Resource Development Station Number 6, Phetchaburi to preserve and restore the fertile ecology of the mangrove forest since a lot was damaged. The Company plans to continue to hold Corporate Social Responsibility events.

Disclosure and Transparency

The Board of Directors values the complete and precise disclosure of information which has an impact on investors' and stakeholders' decisions. This includes disclosing financial and general information in accordance with the guidelines of the Securities and Exchange

Commission and the Stock Exchange of Thailand as well as other information which can impact the Company's stock quotation. The information was announced publicly through the Stock Exchange of Thailand channels and the Company's website. The Annual Registration Statements (Form 56-1) and the Annual Report have been made.

As for the Company's financial disclosure, the Board is responsible for the financial statements of the Company and its subsidiaries, and financial information appeared on the annual report. Such financial statements are prepared in accordance with the Thai Financial Reporting Standards which reveal adequate financial information in the financial statement. Auditor committees will check the quality of financial statement and internal controls, including the adequate disclosure of important information in the notes to financial statements and will report to the Board of Directors.

Regarding investor relations, the Company has not set any department in charge of investor relations but has appointed the Chief Executive Officer and Corporate Secretary to be in contact with institutional investors and Shareholders, including analysts and related government sector.

Internal Information Control

The Company is aware of the possibility of disclosure of the Company's essential internal information which has not yet been revealed to the public in pursuit of personal benefits. Therefore, to protect benefits of Shareholders and retail investors, and to promote transparency in the use of internal information, the Company has set guidelines for the Board, Executives and employees to comply with as follows:

1. The Board of director, Executives and employees of the Company must keep the Company's confidential and/or internal information. They must not disclose the information or seek personal benefits or bring benefits to others by using the information either directly and indirectly. They must not sell, buy, or transfer the Company's securities or make any juristic act by using confidential or internal information which might damage the Company directly or indirectly.
2. The Board of Directors, Executives and employees of the Company who receive internal information must not use the said information before disclosing to the public and must not sell, buy, or transfer the Company's securities during the months ahead of the public dissemination of the quarterly and annual statements and at least 3 days after the public dissemination of said financial statement.

Moreover, the Board of Directors, Executives and employees have signed to acknowledge their responsibility in reporting the shares of SKY ICT securities and derivatives held by themselves, their spouses, and minor children, including changes, to The Securities and Exchange Commission as required by Section 59 and to notify The Securities and Exchange Commission No. SJ12/2009 about the disclosure of shareholdings of the Board of Directors, Executives and Auditors, including the punishment cited in section 275 of the Securities and Exchange Act B.E.2535.

In addition, the above rules apply to spouses and minor children of the Board of Directors, Executives and employees. If anyone violates such rules, disciplinary action and/or legal punishment will be executed on a case by case basis.

Responsibilities of the Board of Directors

1. Board of Directors' structure

Qualifications of the Board of Directors

The Board of Directors is comprised of knowledgeable, well-versed, experienced people with a variety of professional backgrounds. The directors settle policies, business plans and guide the overall outlook of the Company. They also play an important role in enforcing good corporate principles and ensure that the Company performs as planned, including that the operation complies with the laws, regulations, and Shareholders' approval. The Board assures that the Company runs its business honestly, ethically, and morally while acting in the best interest of Shareholders.

Counterbalancing of the Non-Executive Board Members

There are 8 Board members, comprising of 3 Independent and Audit Directors, 2 Executive Directors, 3 Non-executive Directors. Independent Directors, accounting for one-third of the Board of Directors, ensure Board representation meets good corporate governance standards as set by The Securities and Exchange Commission and allows the counterbalance of power in operation.

In addition, the Board has appointed an Audit Committee to assist in overseeing the Company's operation. There is a clear segregation of roles and duties amongst the Board of Directors. The Audit Committee is independent, and responsible for a set of duties. They report matters to the Board of Directors for consideration and acknowledgement within the Board's scope of duties and responsibilities.

Independence of the Board of Directors

The Board of Directors is independent of executive management. The Company has also separated a position of a chairman of the Board of Directors from the Chief Executive Director, so that one person may not adopt both roles simultaneously, and furthermore, that the Chairman has no relationship with Chief Executive Director. There is a clear segregation of roles and duties between the Chairman and the chief executive director. The Chief Executive Director or the acting Chief Executive Director cannot authorize business transactions in which he or related parties might have a conflict of interest with the Company or its subsidiaries, except the authorization of the records in compliance with the Company's policy and the Board of Directors' approval. Such authorization must be presented to the Board of Directors and/or at the annual general meeting of Shareholders for consideration and approval as required by SET, The Securities and Exchange Commission, or other related law.

At the general meeting, one third of the Board shall resign from their position. In case the number cannot be divided into three equal parts, the number closest to one-third shall resign in the first year. In the second year after the Company's registration, the Directors will resign by drawing lots. After that, the Directors who hold the longest terms shall resign and the resigned Committee at each meeting may be selected for a position again.

However, the Board of director appointed a Corporate Secretary whose duties and responsibilities are in accordance with the Securities and Exchange Act.

2. Board of Directors' Roles, Duties and Responsibilities

The Board of Directors considers and approves matters of significance related to the Company's operation such as vision, mission strategy, risks, business plan, and budget. They also govern the management to operate effectively and efficiently as determined by the policy.

Corporate Governance Policy

The Company has issued its rules on good corporate governance at the Board of Directors' meeting on December 2010 which approved the said rules and the Board will revise the policy regularly. The policy was communicated to everyone in the Company so that there is a mutual

understanding of good corporate governance policy. The Company also promotes compliance with the set policy.

The revision of visions, missions, strategies

The Company revises its vision, mission and strategies annually. On 29 October 2019, the Company conducted a training session on the SKY Strategic & Business Plan for year 2020 for Executives and employees in a managerial level. This was a part of revision of vision, missions, and strategies of the Company and each department.

Business Ethics

The Company has written policy and a code of conduct in place so that related parties can comply. It is determined to conduct business with transparency, and ethics. This includes being responsible for stakeholders, society, and environment. These reflect values and practices the employees should display. These include work honesty and being considerate of society, law, and morals, Shareholders' responsibilities, relationships with partners and business competitors, fellow employees and the environment. The Company announced and gave notice to its employees, who signed in acknowledgement of their strict compliance with the policy.

Business Ethics

1. The Company will operate honestly, including recording accurate accounting transactions, meeting budget requirements and evaluating projects fairly.
2. The Company will ensure that its employees in all levels comply with its policies, accounting standards, and other internal controls.
3. The Company will operate its business with a consideration of duties and responsibilities to the country, religion and monarchy, including its law and morals.
4. The Company will ensure that its operation is honest and fair to all Shareholders for the optimal benefit of its Shareholders.
5. The Company will enable continued growth to generate optimal profit for Shareholders.
6. The Company will respect Shareholders' rights in obtaining necessary information to evaluate the Company and will disclose accurate information related to performance, including reporting the Company's financial statement to Shareholders regularly in compliance with international standards, widely accepted by domestic and international financial markets.
7. The Company will record accounting transactions precisely, and completely as well as comply with accounting standards and related law. The Company's Internal Audit, Audit Committee and Independent Audit review and check all account transactions.
8. The Company will not pursue personal benefits by using information ahead of public dissemination.
9. The Company will not pursue any activities that will cause a conflict of interest.

Conflict of Interest

The Board of Directors has set guidelines regarding conflicts of interest where the either Board, Executives, employees or related parties pursue personal profit which is in conflict with the Company's interests, whereby above listed parties or individuals should avoid any acts which will result in creating a conflict of interest. Related parties to any transactions must inform the Company of their relationship and connection to such transactions and must not be involved in consideration and approval of said transactions.

The Audit Committee will address the Board of Directors regarding connected transactions and transactions in conflict of interest which have been reviewed carefully. The Company also strictly complies with The Stock Exchange of Thailand in term of prices and conditions. Such transactions have to be conducted on an arm's length basis. The Audit Committee will submit the report as required by The Stock Exchange of Thailand and will disclose the information in the financial statement, annual report and the annual registration statements (Form 56-1).

The Company requests that the Board of Directors report the holding of SKY ICT securities and derivatives held by themselves, their spouses, and minor children to The Securities and Exchange Commission within 30 days from the appointment date. Changes in holdings must be reported to the Company and submitted in report to The Securities and Exchange Commission within 3 days from the transaction date as required by Section 59 of the Securities and Exchange Act B.E.2535. Furthermore, the Board of Directors, Executives or departments who receive internal information must not disclose such information to external parties or non-related person. it is, furthermore, not permitted to make any transactions related to selling or buying the Company's share in the month leading up to the public dissemination of the statements or within 3 days after the disclosure of such information. This is to prevent information disclosure in pursuit of personal benefits.

Internal Control System

The Board of Directors places great emphasis on effective internal controls, both at the executive and operational level. Internal control systems are an important mechanism in building confidence with management, help to reduce business risks and allow the Company's operations to be carried out efficiently. A good internal control system manages resources effectively, prevents corruption, aids in the credibility of financial statements, reinforcing the law and related regulations. It also states a clear segregation in terms of duties, operators, controller and evaluation to achieve counterbalance and proper investigation in pursuit of the Shareholders' best interests.

Moreover, the Company hired JP Tip Audit Company Limited as internal control Auditors who investigate and evaluate the Company's internal control system to ensure that the Company possesses an adequate and proper internal control system. In order to enable the Auditors' freedom to investigate and exercise their power, the Auditors report directly to audit committee. However, the Company follows up regularly and has an internal control system satisfaction evaluation at least once a year to ensure that the system implemented works effectively.

Report of the Board of Directors

The Board of Directors is responsible for the Company's financial statement and assigns the audit committee to examine the financial report, as well as prepare the financial report with good and accurate quality in compliance with widely accepted accounting standards. Essential information of the Company is disclosed transparently and adequately by having a meeting between the finance department and/or Auditors and by presenting financial reports to the Board of Directors quarterly. The Board of Directors is in charge of the Company's financial statements and other financial information (Report of the Board of Directors' responsibilities for financial statements) which appear on the annual report. The financial statement is prepared according to accounting standards, certified and examined by Pitisevi & Company, which is the Company's Auditors. The Board of Directors is also responsible for the disclosure of crucial information both financially and non-financially, which shall be prepared honestly and completely.

3. The Board of Directors' Meeting

The Company has a policy which requests the meeting of the Board of Directors 3 times a month and might request additional meetings, as deemed necessary, by setting clear meeting agenda in advance. The Board holds a regular meeting to follow up on the Company's performance. The schedule of Board meetings is set a year in advance and will be made available to the directors in the Board of Directors' meeting every December; the chairman or an appointed person will send notice of additional meetings to the Board at least 7 days before said meeting. For urgent cases, other means may be used to notify the Board of a meeting, which can be set sooner in order to preserve the rights or benefits of the Company. The Corporate Secretary was appointed to take the minutes of each meeting and submit the minutes to the Board of Directors as well as save the previous minutes verified by the Board so that they are ready for the Board's and other related parties' examination.

The Chairman of the Board of Directors sets the agenda and considers matters to be included in the meeting of the Board of Directors. Each Director can propose matters to be included in the meeting. The Chairman who acts as the Chairman of the meeting gives the floor to Directors to express their opinion freely and in some agendas, there may be Chief Executive Directors present in the meeting to give insights as related parties; they will be made aware of the policy directly in advance so that they can comply effectively.

The Directors have rights to examine supplementary documents for the meeting and other essential documents. If Independent Directors or Audit Directors have questions, other Directors and Executives must answer as quickly and thoroughly as possible.

In the case of the Board being in disagreement with the resolutions, the Board can request the Corporate Secretary to record the objections in the minutes of meeting or file an objection to the Chairman.

At each meeting of the Board of Directors, the Corporate Secretary attends, records the minutes of meeting and submits to the chairman to sign in acknowledgement and certify the correctness. In the next meeting, attendees are requested to sign and certify the correctness. The corporate secretary also files and keeps any related documents in the meeting so that it is convenient to search and reference. In general, all members of the Board of Directors attend the meeting, excepting other commitments prior notified. Moreover, the Committee has set a policy not to allow Non-executive Directors to have a meeting amongst themselves.

4. Remuneration

The Company has policy to pay the Directors and Executives suitably and persuasively. However, the Company's performance and business/industrial compatibility are also taken into consideration, including each Director and Executive's duties and responsibilities. The Directors' remuneration is given in a form of meeting allowance and gratuity and the Executives' remuneration is dispensed as salary, bonus, and other compensation.

Board of Directors' Remuneration

At the annual general meeting of Shareholders in 2018 on April 27, 2018, the Shareholders approved the directors' remuneration (including independent directors and audit directors). The remuneration policy is detailed in section 2 no 8.7 Board of Directors' Remuneration.

High Level Executives' compensation, given in accordance with duties and responsibilities, complies with the policy set by the Board of Directors to generate optimal benefit

for the Company. The rate is competitive with other companies within the same industry so as to keep qualified Directors with the Company. The compensation is comprised of salary, bonus and long-term incentives in accordance with the Company's and each director's performance. However, the directors with increased assignments and duties will receive compensation suitable to such duties and responsibilities added to their role.

5. Development of Executives and Corporate Secretary

The Board puts an emphasis on the regular development of directors, Executives and the Corporate Secretary. New Directors must undergo at least 1 training relevant to their profile with IOD, especially the Directors Accreditation Program (DAP) which most of the Directors have undergone. The Company supports and encourages directors, Executives and the Corporate Secretary to attend all relevant seminars organized by SET or The Securities and Exchange Commission, and other institutions to constantly acquire knowledge relevant to their position.

Furthermore, the Board of Directors also encourages and accommodates the organization of training sessions for directors whose roles are related to the Company's management such as Directors, Audit Directors and the Corporate Secretary. This is to continuously improve the operation and in the case of changes in directors or new directors, the Corporate Secretary will prepare documents and information useful for the roles of the new Directors, including arranging the introduction to the nature of the business and practices of the Company to the new Directors.

Evaluation of the Board of Directors

Each member of the Board of Directors must assess their performance both collectively and individually to be used as reference in the revision of the Board's performance whether or not they comply with the approved good corporate governance and/or good practices so that the improvement of the Board's performance is set in accordance with determined policy and to revise issues as well as obstacles occurred in the past year.

The Corporate Secretary will distribute both the individual self-assessment of the Board of Directors and overall assessment at the end of the year. Once completed, these should be returned to the Corporate Secretary to collect the results regarding each member, summarize and analyze the performances of the Board of Directors during the year. Later, the Corporate Secretary will submit the results to the Board of Directors for consideration in order to achieve the aforementioned objectives. The performance assessment of the Directors is classified in 2 manners as follow:

1. **The assessment of performance on a collective basis.** The areas to be assessed are:

- Structure and qualifications of the Board of Directors
- Roles, duties and responsibilities of the Board
- Meetings
- Performances of the duties of directors
- Relationship with management
- Self-development of Directors and development of Executives

2. **The assessment of performance on an individual basis.** The areas to be assessed are:

- Readiness
- Determination of strategies and business plan

- Risk management and internal control
- Supervision to prevent conflicts of interest
- Monitoring of financial and operational reports
- Board meetings
- Others

The overall evaluation, with total scores of 100%, can be classified into 5 levels:

- More than 90% = Excellent
- More than 80% = Very Good
- More than 70% = Good
- More than 60% = Fair
- Below 60% = Need Improvement

Evaluation of the Performance of the Chief Executive Officer

The Board of Directors is responsible for setting an annual and a long-term performance target of the chief executive officer which includes annually comparing the current performance with the target. The evaluation will be used to consider the chief executive officer's remuneration.

The evaluation of the Chief Executive Officer consists of the following categories:

Category 1 Project Planning Progress

Category 2 Performance Assessment

- Leadership
- Strategic Planning
- Strategic Implementation
- Financial Planning and Methods
- Relationship with the Board of Directors
- Relationship with external parties
- Management and relationship with employees
- Succession
- Knowledge of Products and Services
- Personality

Category 3 Development of the Chief Executive Officer