

Limiting Access to Sensitive AI Capabilities

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
☑ WHA prohibits employees from accessing, deploying, configuring, or using AI systems with sensitive capabilities, such as facial recognition, biometric identification, or surveillance technology. ☑ Use of such capabilities is permitted only with special approval from the organization, and must fully comply with applicable legal, privacy, cybersecurity, and AI governance requirements.	☑ WHA's registered AI systems are an AI-powered drone inspection platform and an AI chatbot assistant — neither involves facial recognition, biometric identification, or surveillance capabilities. ☑ No exception approval records exist, since no sensitive-capability AI systems are currently in use.

Distinct Labeling of AI-Generated Content

WHA GROUP GOVERNANCE MECHANISM

- ☑ WHA requires employees to verify the accuracy of information before using it, and to always cite the source of information rather than using AI output immediately without verification.
- ☑ For AI systems at risk of generating inaccurate content (e.g., content-generation and Q&A systems), WHA requires retrieval of answers from a verified knowledge base with source citation (RAG), regular random quality checks of answers, a visible notice that content is AI-generated together with an accuracy disclaimer, and continuous updates to the knowledge base.

IMPLEMENTATION

- ☑ YODA, WHA's AI chatbot, retrieves answers from a verified internal knowledge base with built-in source references.
- ☑ There is a sentence "Powered by AI" on the content page to notify distinct labeling of AI-generated content.



Mechanisms to Detect and Correct Drift or Degradation

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
☒ WHA defines two main types of AI model performance degradation risk: Data Drift, where input data changes compared to the data used to develop the system, and Concept Drift, where policies or regulations change such that a previously correct answer becomes incorrect. ☒ WHA requires AI system operating status to be assessed under 4 levels (Pass / Watch / Fail / No Data), with a clear escalation process triggered immediately when results do not meet the criteria.	☒ WHA's 2 AI systems (YODA and the AI Drone Inspection platform) are checked quarterly for data drift and concept drift, with all checks passing within normal thresholds throughout 2025, and monitoring logs actively maintained.

Regular Assessments of Deployed AI Models

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
☒ WHA requires employees to review AI-generated content before using or publishing it externally, in order to reduce or avoid unfair bias and discrimination. ☒ The organization identifies bias and discrimination as one of the key risk categories to be considered throughout the AI system life cycle, alongside risks such as misinformation, data leakage, and intellectual property infringement.	☒ Bias and fairness risks for WHA's AI systems are logged and scored in a formal risk register, with testing conducted using a negative-questions method to examine response bias, most recently reviewed in 2025.

Initiatives to Lower the Ecological Footprint

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
- WHA requires AI models and data centers that support high compute-intensity AI systems — whether owned by the organization or provided by third-party service providers — to implement verifiable measures to reduce their environmental impact. - These measures cover measuring and reducing energy consumption and carbon emissions, applying techniques to optimize system performance, using energy-efficient infrastructure, and promoting the use of renewable energy in operations related to AI systems.	WHA lowers the ecological footprint of its AI systems by selecting cloud hosting providers with strong sustainability performance, including Amazon Web Services (AWS) and Microsoft Azure. As part of its provider evaluation process, WHA considers factors such as energy-efficient data center operations, renewable energy utilization, and carbon management practices. AWS and Microsoft Azure publicly disclose their progress toward renewable energy commitments and provide tools that enable customers to monitor and manage cloud-related greenhouse gas emissions. By leveraging these platforms and their sustainability capabilities, WHA seeks to minimize the environmental impact associated with the development and operation of AI systems.

Appeals Process for Users / Affected Third Parties

WHA GROUP GOVERNANCE MECHANISM

- ☑ WHA provides a channel for users and affected parties to request human review of an AI system's output, or to appeal and contest decisions that have a significant impact, through the organization's formally established complaint channel.
- ☑ Available channels include an internal channel (Whistle Blowing) and external channels (email: aigovernance@wha-group.com and the official WHA website), in accordance with the AI Management System's communication plan.

IMPLEMENTATION

- ☑ Affected users can already submit an appeal through the official WHA Group website contact form at <https://www.wha-group.com/en/contact-us>. There are 0 appeals cases in 2025.

CONTACT US

HOME | CONTACT US

Contact Form

☐ Land for Sale
 ☐ Digital Platform

☐ Ready Built Factory for Rent
 ☐ Utilities and Power

☐ Logistics Parks and Warehouse for Rent
 ☐ WHA Office Solutions

☐ Privileged of Foreign Investors
 ☒ AI Feedback

☐ Built-to-Suit Factory and Warehouse

Other (Please indicate)

Name - Surname*

Email*

Position

Company / Organization

Address

Quantification of the Impact of AI Initiatives

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
☒ WHA requires the operational process to assess the societal and economic impacts of its AI systems — including effects on employment and productivity.	☒ WHA’s 2 AI systems — YODA and the AI Drone Inspection platform — have delivered an approximate 90% improvement in productivity

Training of Employees

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
☒ WHA requires that employees, workers, and personnel at all levels of the organization receive training on the correct use of AI technology, covering appropriate practices, ethical use, security, risks, and technology limitations, at least once a year.	☒ WHA has built AI governance on 2 parallel tracks covering 797 employees across Thailand and Vietnam: (1) mandatory AI Governance and Risk Management Training tied directly to the ERM framework — 100% of executives and 80% of employees — and (2) Responsible AI, extending this into practical skill-building that engaged 715 employees.

External Verification of the AI Management System

WHA GROUP GOVERNANCE MECHANISM	IMPLEMENTATION
☒ WHA has developed its AI management standard as an operational framework aligned with the organization's strategy and international standards, in particular ISO/IEC 42001. ☒ 2 additional international standards are referenced in developing the standard: ISO/IEC 22989:2022 (AI terminology and conceptual framework) and ISO/IEC 25024:2015 (data quality measurement).	☒ WHA's AI standards reference ISO/IEC 42001 and related international standards, the company will obtain the external certification confirming compliance in Nov-2026.