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Whistleblowing or Complaints Policy

TPCS Public Company Limited

The Board of Directors is committed to conducting business with integrity, transparency, and accountability under the principles of good corporate governance. Therefore, the Company has established a Whistleblowing Policy to provide employees and all groups of stakeholders with channels to report concerns or complaints. The policy also defines procedures for handling such reports, as well as protection measures for whistleblowers or complainants, to ensure that the process is clear, transparent, and fair.

1. Scope for Whistleblowing or complaints

Whistleblower or complainant able to report clues or complaints on matters that have a negative impact on the company or not being treated fairly in the following matters;

- 1.1 Conduct that conflicts or is suspected of violating the law, rules, regulations, and regulations of the company or work regulations.
- 1.2 Conflicting practices or suspected non-compliance with good corporate governance policy, Business Ethics, Code of Ethics for Company Directors, Executives, and Employees.
- 1.3 Fraud, Irregularities in financial reports, Creating false financial documents.
- 1.4 Rights were violated or did not receive justice.
- 1.5 Actions to be a conflict of interest.
- 1.6 Matters that may be a problem and cause damage to the company or have an impact on the benefits, reputation, and image of the company

2. Channels for Whistleblowing or complaints.

Those who have seen or have evidence or have reason to believe in good faith that there are Directors of the company, Executive Committee, Executives, Employees do the acts according to item 1. (above) or participate directly or indirectly. You can report clues or complaints about such actions as follows.

- 2.1 Complaints can be made directly or verbally or make a letter to your direct supervisor. If not considered, report to a higher level supervisor or choose a recipient to report clues or complaints as follows; (Tel. 02-294-0071)

- Human Resources Manager
- Manager of the Internal Audit Office

- Company Secretary
- Sub-committee on Corporate Governance and Sustainability

2.2 Complaint via registered mail by specifying the recipient of clues or complaints according to Section 2.1

Address: TPCS PLC. 489 Rama 3 Road, Bang Khlo Subdistrict, Bang Kho Laem District, Bangkok. THAILAND. 10120

2.3 Complaint via E-mail Address: cg@tpcsplc.com

2.4 Box for receiving clues or complaints

- In the case where company directors or executive directors are involved in wrongdoing or are directly or indirectly involved. Submit a report to the Independent Directors for their acknowledgment.
- In the case where the whistleblower or complainant chooses to remain anonymous. Must specify detailed facts or the evidence is clear enough to show that there is reasonable cause to believe that a wrongdoing has occurred.

3. Investigation Process

The company will listen and process all complaints equally, transparent and fair. There are measures to protect whistleblowers or complainants that are systematic and fair. The complainant's information will be kept confidential by the company. The details are as follows:

- 3.1 The recipient of the clues or complaints will collect them. Check information and evidence. Including investigating the facts and summarizing the results or may be assigned to a person or an agency that is trusted to carry out the operation.
- 3.2 The recipient of clues or complaints or the assigned another person who investigates the facts. They have the power to invite relevant people to provide information or request documents and evidence from those involved and report the results of the investigation along with recommending punishments or ways to mitigate damage that are appropriate and fair to those affected and present to the Managing Director for consideration and approval.
- 3.3 In the case of the complainant is a Company Director or Executive Director. The recipients report clues or complaints or the assigned representative considers the details of the clues and complaints received whether there is enough information or not. Therefore, they were reported to the Independent Directors and the Board of Directors for appointment to a committee to investigate the facts and report the results of the investigation as well as

recommend appropriate and fair punishments or methods for mitigating damages to those affected and present them to the Board of Directors for consideration and approval.

- 3.4 If the whistleblower or complainant reveals his or her identity. The company will inform you of the results of the investigation.

In the case of whistleblowing or complaints about corruption (Corruption Whistleblowing Policy), follow the anti-corruption policy and the company's guideline manual on prevention and anti-corruption.

4. Measures to protect whistleblowers or complainants

- 4.1 Those who report clues or complainants or information providers. They can choose not to reveal themselves. If they feel that disclosure causes insecurity or damage.
- 4.2 The company will keep relevant information confidential. Taking into account the safety of those who report clues or Complainant or information provider. Except in cases where disclosure is required by law.
- 4.3 If the investigation does not find any wrongdoing as reported or complaints received, the company will not punish or use it as an excuse to take any action that is detrimental to the employment of the informer with honest intentions Including those who cooperate in the investigation. In addition, those affected will receive appropriate and fair relief.
- 4.4 if there is clear evidence and enough that reporting clues or complaints or the provision of such information was done with dishonest intentions. which results in the complainant or the company being damaged, the company will investigate and punish according to disciplinary measures and/or prosecute according to law.
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