



**Guidelines for Complaint & Whistleblowing Management
and Human Rights Remedies
CH. Karnchang Public Company Limited
and its Affiliated Companies**



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Objectives

CH. Karnchang Public Company Limited and its affiliated companies (the “Company”) has already formulated and promulgated the human rights policy, and to set clear practical guidelines for complaint & whistleblowing management in terms of human rights; as a result, the Company has established appropriate mechanisms and procedures for handling after receipt of human rights complaints & whistleblowing, including remedy procedures.

Scope

To ensure the Company’s proper and efficient complaint & whistleblowing management and remedies, as well as to prevent problems that may arise from a violation of human rights, the organization thus deems appropriate to establish clear standards and guidelines for complaint & whistleblowing management and remedies.



Guidelines for Complaint & Whistleblowing Management and Human Rights Remedies

1. Whistleblower Channel

Stakeholders can inquire or make any complaints or whistleblowing concerning incidents that may be considered a violation of human rights via at

<https://www.ch-karnchang.co.th/#/mission/contact-and-complain2>.

Handling Procedures after Receipt of Complaints & Whistleblowing

- (2.1) The Human Resource Management shall gather details of complaints & whistleblowing and propose them to the Executive Vice President : Human Resource and General Administration to consider appointing an investigation committee, which consists of experts with appropriateness and impartiality, to conduct an investigation on such complaints & whistleblowing within 7 days from the date of receipt of the complaints & whistleblowing.
- (2.2) The appointed investigation committee shall then gather information, evidence, and investigate or interview those involved in the complaints & whistleblowing, as well as considering solutions to prevent potential risks of human rights violations or mitigate damage suffered by the affected persons, by taking into account the entire damage and considering disciplinary guidelines or measures or legal proceedings against the wrongdoers through preparation of a report to the Executive Vice President : Human Resource and General Administration or the Board of Directors for consideration within 15 days from the appointment date.
- (2.3) Relevant work units shall comply with the Executive Vice President : Human Resource and General Administration's consideration and report on their performance to the Executive Vice President : Human Resource and General Administration.



(2.4) The Human Resource Department shall be responsible for collecting and preparing a memorandum of complaints & whistleblowing for making the annual report.

3. Measures for Protection of Whistleblowers

The Company has established the whistleblower protection measures to keep whistleblowing information confidential and restrict a group of persons' access to the information and disclose the same only to concerned persons in order to build confidence and a sense of security for the whistleblowers. To that end, whistleblowers can opt to remain identified or anonymous, and the Company, when it deems appropriate, may impose special protection measures if such disclosure is likely and can be expected to cause any damage or insecurity.

4. Human Rights Remedies

An affected person shall be provided with appropriate and fair remedies or compensation by the Company under the management mechanism and the rules of law, including the formulation of preventive measures or policies to prevent similar impacts in the future.

It is hereby announced for general acknowledgment and action.

-Signature-

(Mr. Nattavut Trivisvavet)

President