



**Guidelines for Stakeholders' Participation**  
**CH. Karnchang Public Company Limited**  
**and its Affiliated Companies**



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## Objectives

CH. Karnchang Public Company Limited realizes the significance of all stakeholders' participation that it is important to the Company's operations to achieve the Company's steady growth along with sustainable development and for the best benefit of all stakeholders, the Company has therefore established a policy on stakeholders' participation to serve as guidelines of the Company and its Affiliated Companies in setting out strategies and carrying out the business operations to ensure transparency within the organization, as follows:

## Scopes

The policy on stakeholders' participation shall apply to the business operations of the Company, its Affiliated Companies and all stakeholders which are affected by the business operations of the Company and/or its Affiliated Companies, including those who may have interests in the operations of the Affiliated Companies, etc.

### 1. Objectives of Stakeholders' Participation

- To assess the importance of the Company's stakeholders.
- To gain the trust and maintain the confidence from stakeholders in the business operations with transparency and in accordance with the good corporate governance of the Company.
- To create the understanding and expectations of stakeholders, together with stakeholders' participation in management to help drive the organization.
- To build the confidence in joint investment and development of innovations to enhance the efficiency in the Company's operations.

### 2. Guidelines for Stakeholders' Participation (CK)

2.1 Whistleblower Channels: The Company has provided for three whistleblower channels for filing any reports on misconduct with the management as follows:

1. Letter to the Executive Vice President, Human Resource and General Administration  
CH. Karnchang Public Company Limited No. 587, Sutthisarnvinitchai Road,  
Ratchadaphisek Subdistrict, Dindaeng District, Bangkok 10400.
2. Email to the Executive Vice President: Human Resource and General Administration  
at [ck.whistleblowing@gmail.com](mailto:ck.whistleblowing@gmail.com).
3. Via complaint box within the Company.



### **Procedures for Consideration under the Policy on Whistleblowing/Complaints**

When a whistleblowing/complaint on suspicious dishonest performance of duty from any directors, executives, staff or stakeholders of all groups, is received, it shall be referred to the following procedures for consideration:

1. The person who receives the whistleblowing/complaint shall collect facts relating to corruption, violation, or non-compliance with the ethics;
2. The person who receives the whistleblowing/complaint shall report on facts to the independent directors to perform duty in investigation of facts for consideration of the whistleblowing/complaint until completion within 30 days, by dividing relevant matters into issues in terms of management, development of knowledge, inspection of facts, etc.
3. As for implementing measures, the person who receives the whistleblowing/complaint shall propose the independent directors to conduct investigation of facts and formulate the implementing measures to tackle such violation of or non-compliance with law.
4. Disciplinary punishment shall be imposed against any persons who violate or fail to comply with the policy on anti-corruption and the work rules and regulations as the Company deems appropriate, and damage sustained by the affected person shall be also mitigated.
5. As for reporting on result, the person who receives the whistleblowing/complaint shall have duty to notify the whistleblower/complainant of the result if the whistleblower/complainant has disclosed his/her identity. In the case of significant matter, report on result shall be made to the Chairman of the Board of Directors and/or the Board of Directors for acknowledgement.

### **Whistleblower/Complainant Protection Measures**

1. Whistleblowers/complainants or persons who provide cooperation in inspection of facts may alternatively not disclose his/her identity if he/she deems that the identity disclosure will make him/her unsafe or sustain damage. On the other hand, in the event that he/she discloses his/her identity, the organization will be then able to make progress report and make clarification on facts to him/her or mitigate damage more conveniently and rapidly.



2. The Company shall not disclose name-surname, address, photo of the whistleblowers/complainants or persons who provide cooperation in inspection of facts, or any other information which can identify them, except as required by law.
3. The person who receives the whistleblowing/complaint shall keep all related information confidential/have regard to security. The measures to protect staff who makes whistleblowing/complaints and/or persons who provide information and/or provide cooperation in inspection of facts have been formulated. In this case, such staff shall be protected from unfair treatment, for instance, demotion, change of job descriptions, change of workplace, work suspension, threat, work interference, employment termination, resulting from such whistleblowing/complaint.
4. In the event that whistleblowers/complainants and persons providing cooperation in inspection of facts consider that they may be unsafe or may be in trouble or sustain damage, they may request the Company to formulate appropriate measures to protect them or the Company may formulate such protective measures without their request to do so if the Company deems that such matter has a tendency to cause trouble, damage or harm.
5. Proper and fair process shall be taken to mitigate damage for the persons who become in trouble or sustain damage.

#### **Punitive Measures**

Any persons who commit violation or misconduct of the guidelines under the Code of Business Ethics shall be subject to disciplinary action in accordance with the work rules and regulations specified by the Company and also shall be liable for compensation for damage to the Company or persons who have been affected by such act. In addition, legal punishment may be imposed if such act is illegal.

It is hereby announced for general acknowledgment and action.

-Signature-

(Mr. Nattavut Trivisvavet)

President