

Whistleblowing Policy

Siam Global House Public Co., Ltd. (the company) operates according to principles of good corporate governance and business ethics, so it deems it necessary to have a policy for reporting misconduct and complaints. This serves as a channel for reporting and complaints for employees and stakeholders alike. Any actions found to violate laws, regulations, code of conduct, and business ethics, or behaviors that may imply corporate misconduct, fraud, corruption, or personal misconduct within the company, as well as providing protection and fairness to whistleblowers, information providers, and relevant individuals, shall be addressed with appropriate measures.

1. Objective

- 1.1 In order to ensure that the handling of reports of misconduct and complaints is efficient, compliant with international standards, and adheres to principles of good corporate governance.
- 1.2 To encourage directors, executives, and employees at all levels to participate in reporting with integrity when they witness any actions that contravene laws, regulations, codes, and business ethics, as well as acts related to giving or receiving bribes and corporate corruption, through the channels designated by the company.
- 1.3 To encourage business partners, business representatives, and other stakeholders to report violations of the anti-corruption policy or any unethical behavior transparently through the channels specified by the company.
- 1.4 To provide protection to whistleblowers, information providers, complainants, and individuals cooperating with the company with integrity, including safeguarding them from retaliation arising from appropriate and fair reporting of whistleblowing and complaints.

2. Definition

Company	means	Siam Global House Public Co., Ltd. Subsidiaries, joint ventures, other companies that the company has controlling power over, and business representative.
Personnel	means	Director, executives, employees of the company
Whistleblower	means	An employee, a business partner, a business ally, a third party who reports clues to the Company's specified channels.
The accused	means	Individuals who are identified as being involved in actions that contravene or are suspected to contravene laws, policies, regulations, business ethics, and codes of conduct.
Misconduct	means	An act that is intentionally dishonest or violating, not complying with the laws, regulations of the Company, business ethics and code of conducts.
Fraud	means	A deliberate act for seeking undue benefits for oneself or others. Corruption can be divided into 3 categories: corruption, misappropriation, and fraudulent reporting.

Corruption	means	the use of wrongful authority to act in any way in order to obtain unqualified benefits for both the organization, oneself, and / or others comprehensively with giving and/or accepting bribes, claims or intimidation to take advantage, giving benefits, and conflicts of interest, except in the case of laws, rules, notifications, regulations, local customs, or trade practices.
Misappropriation	means	An action leading to the possession of another person's assets or more persons to whom the assets were entrusted, either to be held or to be used for wrongful abstraction.
Fraudulent reporting	means	Improvement of various reports, whether financial, such as financial statements, financial records, or nonfinancial reports to conceal misappropriation of property or improper actions or for the benefit of oneself and/or others and result in incorrect reports of the Company.

3. Scope of Whistleblowing

Misconduct behaviors may be complained in accordance with this policy.

3.1 Behaviors related to intentional acts to seek unlawful benefits for oneself or others in addition, fraud can be divided into 3 categories: Corruption Misappropriation Fraudulent Reporting.

3.2 Behaviors related to transaction process that violate laws, rules, regulations, company regulations, business ethics, and working practices.

3.3 Behaviors related to human rights violations such as discrimination or harassment, etc.

4. Roles and Responsibilities

4.1 Board of Directors

- Determine the policy for whistleblowing and / or other related policies.
- Consent and approve operating procedures and channels for whistleblowing, including protection measures for whistleblowers and informants.

4.2 Executives

- Providing operational procedures and channels for whistleblowing, including protection measures for whistleblowers and informants of information appropriately and presented to the Board for approval.
- Arranging to have a structure responsible for whistleblowing and investigating.
- Arranging the communication with understanding for employees, business partners, business allies, and outsiders to acknowledge about policies, procedures, and whistleblowing channels.

4.3 Investigators

- Responsible for conducting fact-finding, processing, and filtering received information to assess impacts, as well as determining appropriate steps and methods for handling each case. They must report the findings of complaint investigations or reports of wrongdoing to the audit committee and/or management committee to provide opinions.
- Prepare a summary report of the investigation results regarding reported misconduct for whistleblowers and relevant parties to be informed as necessary and appropriate.

4.4 Recipients

- Collecting facts, verifying information and evidences of whistleblowing
- Submitting whistleblowing that has been approved to the investigator.
- Recording progress and collecting data.

5. Whistleblowing and complaints Channels

Channels	Details	Recipients
E-mail	secretary@globalhouse.co.th	Company Secretary
The Company website	https://globalhousenews.com/whistleblower-with-complaints/	Company Secretary
Complaint submission box	Complaint, suggestions submission box in store	Human Resource Department
Post Mail	Audit Office Siam Global House Public Company Limited 232 Moo 19, Rob Muang, Muang, Roi Et, Thailand 45000	Audit Office

6. Procedures for handling when receiving whistleblowing reports.

6.1 Receiving and Collecting Facts

Upon receiving a report of misconduct or complaint, the designated recipient shall notify the whistleblower through various channels (In case the whistleblower reveals their identity) and collect relevant facts, sending the matter to the investigation committee for further inquiry. The investigation process shall be completed within 4 5 days from the date of receiving the whistleblowing report or complaint.

6.2 Verification of facts and actions taken against the accused.

The investigation committee is responsible for conducting fact-finding, processing, and filtering received information to assess impacts, as well as determining appropriate steps and methods for handling each case. They must report the findings of the investigation of reported misconduct or complaints to the audit committee and/or management committee to provide insights. The investigation and conclusion of facts must be completed within 45 days from the date of receiving the complaint or report of wrongdoing.

The audit committee reviews and summarizes the results of actions taken regarding complaints or reports of wrongdoing against the company's committee to consider penalties.

In this regard, actions following various fact-finding processes have been established to suspend violations or non-compliance with business ethics and mitigate damage to affected parties, taking into account the overall severity of the harm. This includes establishing necessary measures to protect complainants or whistleblowers and those who assist in fact-finding, who may face repercussions.

6.3 Summary and Reporting

The investigation committee reports the results of the consideration to the complainant or whistleblower (in cases where they reveal their identity) within 7 working days from the date of summarizing the results.

7. Measures to protect whistleblowers

- 7.1 Whistleblowers or complainants have the option not to disclose their identity if they believe it may affect their job duties or if they deem disclosure unsafe. In cases where the identity is disclosed to the company, the company will provide progress updates and disclose factual findings to the whistleblower.
- 7.2 The company will keep related information confidential, considering the safety and potential harm to whistleblowers. Protective measures have been established to safeguard whistleblowers or complainants and/or information providers and/or those who assist in fact-finding, ensuring protection from unfair practices such as job position changes, job nature alterations, workplace relocation, suspension, intimidation, work disruption, termination, resulting from the act of whistleblowing.

8. Disciplinary Action

- 8.1 If the accused is found to do misconduct, they shall be subject to disciplinary action in accordance with the company's regulations. Additionally, if the misconduct constitutes a violation of the law, the accused may face legal punishment. Disciplinary action shall be in accordance with the company's regulations and/or decisions made by the company's committee, shall be considered final.
- 8.2 Personnel of the company who treat others unfairly, choose inappropriate practices, or cause harm to others as motivated by complaints, reports, or grievances are considered disciplinary offenses and may be subject to legal penalties for violating the law.

9. Communication

- 9.1 The company will arrange for communication and dissemination of policies regarding reporting misconduct and complaints, including channels for reporting to company personnel through internal communication channels (Share Point) and the company's website www.globalhouse.co.th
- 9.2 The company will communicate and disseminate its policies on receiving complaints and reporting misconduct to stakeholders through various channels such as the company's website and annual reports (56-1 One Report).

10. Reviewing

The Company will consider and review this whistleblowing policy as appropriate or at least every 2 years.

Announced on February 9th, 2024.

(Mr. Witoon Suriyawanakul)
Chief Executive Officer