

Policy on whistleblowing or complaint

Effective on February 2020.

This policy was approved by the Board of Director No. 1/2020 date February 24, 2020

Policy on whistleblowing or complaint

1. Purpose

CPL Group Public Company Limited “Company” conducts business with honesty, transparency, morality and in accordance with good corporate governance principles. Including anti-corruption in in any form the company has set a policy to report clues or complaints to prevent the risk and damage that may occur to the interested parties from wrongdoing or business ethics by supporting working channels for the directors, executives, employees, and all groups of stakeholders of the company to be able to report the clues in good faith. In the event that action is observed or suspected fraudulent acts fraudulent or illegal violation of the rules, regulations, policies and business ethics of the company. Inequality or careless actions or lack of prudence to help improve or proceed to ensure accuracy, suitability, transparency and fair and fair the information of the whistleblower and the subject of the report will be kept confidential to prevent cases rights violated.

2. Scope of notification for clues or complaints

Whistleblower or complainant can report clues or complaints about important matters may have the following significant negative effects on the company.

- 1) Illegal activities or failure to comply with good corporate governance policies and Business ethics Anti-corruption
- 2) Violations of regulations and company regulations
- 3) Incorrect financial reports Defective internal control system and documentation false financial
- 4) Acts which are conflicts of interest
- 5) How to report clues or complaints

In order to treat all stakeholders equally and fairness according to the principles of corporate governance. The company provides channels for receiving clues or complaints which shows that stakeholders have been affected or at risk of being affected and causing damage to all interested parties.

From the business operations of the company or from the practice of the directors, executive, staff or employees of the company about the offense or ethics Including behavior that may indicate corruption Inequality or actions that lack care and lack of discretion can report clues or complaints about wrongdoing according to the method as follows.

Clearly state the name, address, and contact telephone number of the whistleblower or complainant Including the name of the offender and the crime committed that is reliable information and evidence (if any) by means of notification as follows.

1. By mail

Chairman of the Board of Directors or Chairman of the Audit Committee

CPL Group Public Company Limited

No. 700, Village No. 6, Sukhumvit Road, Bang Pu Mai Subdistrict

Mueang District, Samut Prakan Province 10280

2. Email to the company secretary secretary@cpl.co.th

3. Company website www.cpl.co.th

4. Suggestion box / comment / complaint within the company

The channel is a safe channel and can give the whistleblower confidently access when reporting information or clues without risk to the informant later or recommendations regarding the implementation of anti-corruption measures.

In this regard, the company will investigate and record the investigation in writing. Without revealing the name of the clue person Including the collection of confidential information in order to protect the effects that may occur to those reporting clues.

4. Process to proceed when receiving a clue or complaints

4.1 When receiving a clue or complaints, The company will assign the internal audit department or other appropriate departments to collect relevant facts. To consider and filter information received from the whistleblower or complaints in the event that the investigation has found the truth the internal audit department or other assigned departments will present to the audit committee. And the board of directors to consider, acknowledge, and order or set guidelines for the operation, including setting up a committee to investigate the facts In order to proceed with the consideration in the relevant section.

4.2 After the commission has investigated has verified the above facts will provide operational guidance to the audit committee and the board of directors in order to consider the order and specify the corrective action and consider further penalties.

5. Investigation and penalties

After checking and found that Information or evidence that provides reasonable grounds to believe that the alleged culprit has committed corruption, illegal acts, rules, or the company's code of ethics will give the right to the accused to be informed of the allegation and prove themselves by seeking additional information or evidence to show that they are not involved in the alleged offense.

If the accused Committing Corruption Actually, the offenders, whether they are directors, executives, officers or employees of the company, regarded as a violation of the anti-corruption policy on corporate governance company Code of Ethics must be considered disciplinary action according to the regulations set by the company and if the action is against the law Offenders must be punished both legally. And disciplinary actions per company regulations.

6. Measures to protect the whistle blower or the complainant

To protect the rights of the complainant and informants acting in good faith the company will conceal names, addresses, or any information that can identify the complainant or data provider And maintain the information of the complainant and the giver of information is confidential. This is limited to those responsible for investigating complaints. That will be able to access the information in the event that there is a complaint about the corruption of the directors or executive, the Audit Committee will protect the whistleblower. The complainant, the witness, and the person who provided the information in the investigation of the facts to prevent suffering, dangers and unfairness arising from whistleblowing, complaint, witness or information provision.

The company will not do any unfair action to the whistleblower complainant whether by changing positions, job characteristics, workplaces, suspensions, intimidation, disruption of work, termination of employment, or any other acts of unfair nature to the whistleblower complainant those who cooperate in the investigation of facts.

Those responsible for complaints must keep the complaint information and evidence documents of the complainant including providing confidential information do not disclose information to unrelated parties except as disclosed by the law.

7. Report clues or false complaints

If the company finds that whistleblowing or complaints or to give statements or information which has evidence to prove that the act was intentionally dishonest, false and intended to cause damage in the event of being an employee of the company will be disciplined according to the company's regulations but if it is an outsider who does that causing the company to be damaged The company will consider legal proceedings against that person as well.