



SUTHA

Golden Lime Public Company Limited

Whistle-blowing Policy

To supervise a mechanism for receiving complaints and taking action in the below topics through the complaint channel on the website where people find suspicions or offensive can notify the company through the channels provided

▪ **Whistle-blowing or Complaint-making matters**

- Found fraud and/or concerns within the Company
- Meet operations / activities that are not transparent to Shareholders
- Personal data privacy
- Code of conduct
- Human Right
- Discrimination
- Sexual harassment
- Non – sexual harassment
- money laundering
- violations to the laws
- misconduct of employees
- Detecting anomalies in financial statements, insufficient internal control system, various potential risks
- Reputational damage and loss of credibility
- financial damage and damages to infrastructure and assets
- Others

Any of the complaints mentioned above done by personnel can be reported by employees and stakeholders including inaccurate financial reports, flaws of internal control in order to involve personnel as well as stakeholders in monitoring efficiently.

▪ **Filing a complaint**

Filing a complaint should back up with as much provable fact or information as to be considered as complete complaint filing for further investigation process taken by the Company. The complete and acceptable complaint shall be composed of;

Basic facts mean facts of the situation that may, in fact, be extremely important in getting complaint correctly investigated and resolved. Basic facts should be as accurate as possible in order to establish complaint credibility so basic facts should include:

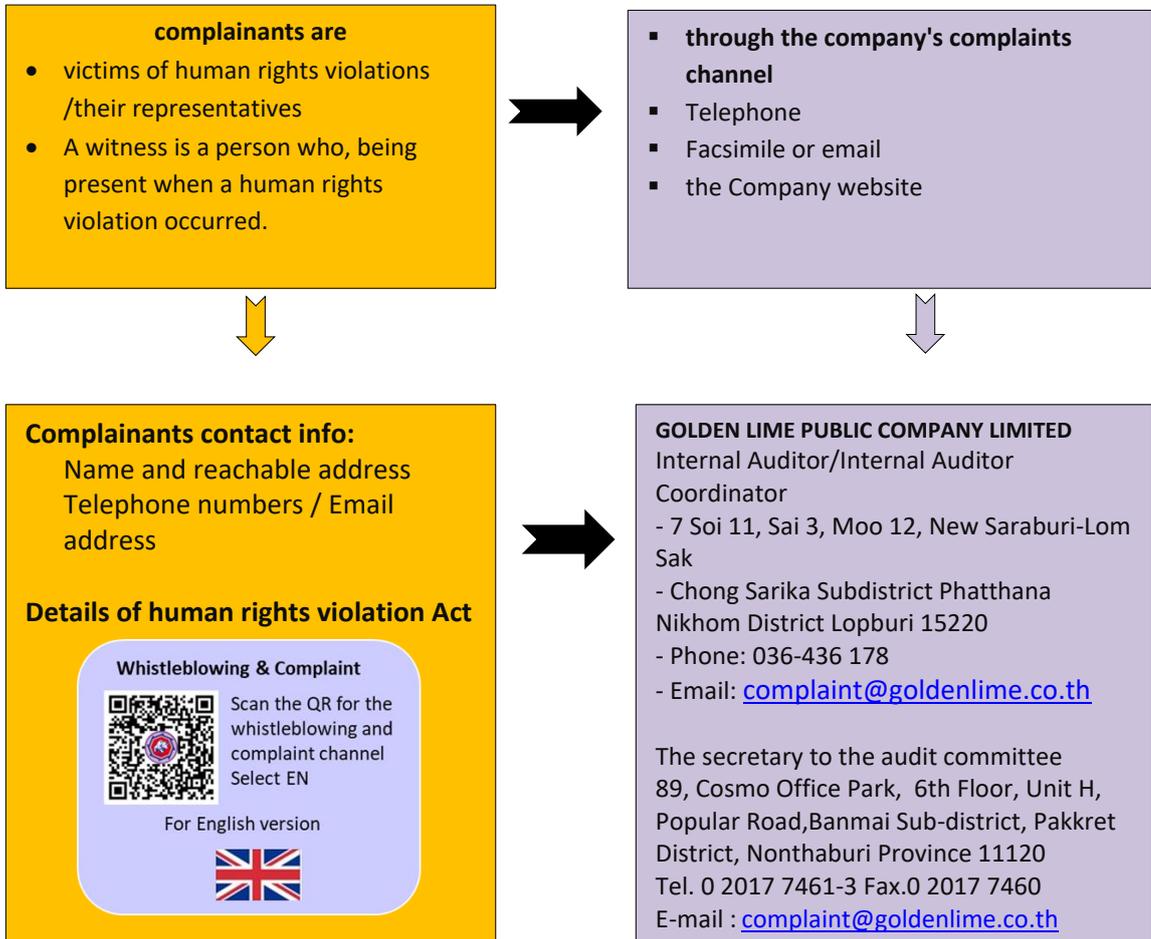
- Time and date
- Place
- The individual(s) or group(s) involved which may comprise not only those who are responsible for actions, policies of the Company, etc., but also subcontractors or operators involved in the complaint, potential witnesses, and others who may be needed to supply testimony or information.
- Relevant addresses, phone numbers, e-mail addresses, websites, etc.
- The number of incidents, and/or the duration of the problem, if it's ongoing.

Besides, during investigation process, in case a complaint lacks essential information, the Company will seek and request for any of the following forms of additional details.

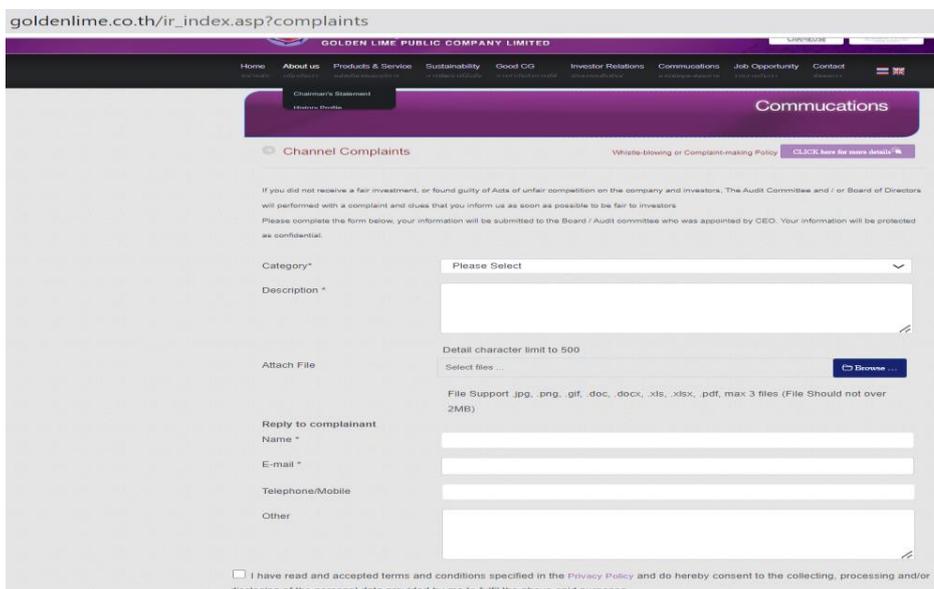
- Photographs
- Testimony of whistleblowers or other eyewitnesses
- Testimony of people affected by the subject of the complaint
- Legally obtained memos, letters, e-mails, or other documents confirming the substance and details of complaint
- Logs, or audio- or video records of conversations

- The testimony of experts - psychologists, environmental scientists, economists, public officials, etc.

Others channel by SUTHA



- **The website of the Company**



goldenlime.co.th/ir_index.asp?complaints

GOLDEN LIME PUBLIC COMPANY LIMITED

Home About Us Products & Service Sustainability Good CG Investor Relations Communications Job Opportunity Contact

Channel Complaints

Whistle-blowing or Complaint-making Policy [CLICK here for more details](#)

If you did not receive a fair investment, or found guilty of Acts of unfair competition on the company and investors, The Audit Committee and / or Board of Directors will performed with a complaint and stues that you inform us as soon as possible to be fair to investors
Please complete the form below, your information will be submitted to the Board / Audit committee who was appointed by CEO. Your information will be protected as confidential.

Category *

Description *

Attach File

File Support .jpg, .png, .gif, .doc, .docx, .xls, .xlsx, .pdf, max 3 files (File Should not over 2MB)

Reply to complainant
Name *
E-mail *
Telephone/Mobile
Other

I have read and accepted terms and conditions specified in the Privacy Policy and do hereby consent to the collecting, processing and/or disclosing of the personal data provided by me to fulfil the above-said purposes.

Process for complaints handling	Responsible persons
<p>receive and register complaint</p>	<p>relevant sector or secretary to the relevant sector/committee</p>
<p>acknowledgment and review</p>	<p>head of department related to the impact</p>
<p>investigate (Proceed with fair investigation process)</p>	<p>Managing Director to assign responsible persons and those responsible for relevant matters to conduct a fair investigation</p>
<p>report and response</p>	<p>The assigned coordinator is to respond and contact with a said victim or his representative.</p>
<p>corrective action</p>	<p>The responsible unit taking corrective action in accordance with the measures already discussed with all stakeholders to reduce the impact or compensate as a remedy to those affected or victim.</p>
<p>appeal – reconcile/ compensation process</p>	<p>The responsible unit is to report to all parties involved after completion of corrective action to close a complaint.</p>
<p>Follow-up and closing a complaint</p>	

▪ **Responsibility and follow-ups**

- Board of Directors is responsible for formulating a policy and supervising anti-corruption process to ensure that the management recognizes and places importance on corporate governance in order to ensure transparency for shareholders and co-investors as well as relevant stakeholders.
- The Board of Directors, executives and personnel including all stakeholders are required to comply with anti-corruption policies, and put these policies into practice.
- The Board of Directors has authorized the Managing Director to set up sub-committees. At present, the Managing Director has established sub-committees including a Safety and Health management committee, the sustainability development committee, the environment management committee, the energy preservation management committee, Quality management committee, and Management Committee and working groups to manage various projects by assigning duties to help each other consider various aspects of work to ensure that operations and practices are in line with the good corporate governance policy.

- The Audit Committee consists of independent directors who are responsible for reviewing internal control system and giving their opinion about internal control system, as well as ensuring that the Company complies with related laws.
- The Audit Committee is in charge of assigning an internal auditor to review the internal control system. If the internal auditor is an external agent, the Audit Committee shall appoint a person who can coordinate with the internal auditor or assign the Committee's secretary to act as the coordinator.
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- The Internal Audit Coordinator shall be responsible for receiving any complaints or any claims and coordinate with the internal auditor to review and report to the supervisor or Manager or Audit committee about complains.
- Receipt of Complaints and Whistleblower
 - Independent website provider receives complaints through the complaints channel on the website by forwarding to complaint@goldenlime.co.th
 - Supervisor / Supervisor in each department that employees trust
 - Company Secretary or Secretary to the Audit Committee
 - Coordinator with internal auditors or financial control manager
 - Human Resources Department
 - Public relations officer

The follow-up process starts with receiving issues from the responsible unit to notify the chief or supervisors. Then in case the issue is considered a high-risk or high-severity issue, it must be reported in order from the department level, to the Managing Director to the meeting of the executive committee or any relevant committees depending on the impact and severity of the issue. If the issue is considered high or very high risk causing a big impact on outsiders, its impact and damage should be brought into the mitigation plan for implementing correction, mitigation, and remedies, compensation to provide relief to those affected or to have corrective action to get back to normal state or the risk level is reduced to an acceptable level. In the case of a complaint related to fraud or violating the code of conduct, there will be a process to investigate and verify the issue, If true, an employee shall be subject to penalties and reported. If the Company can contact those who address a complaint, the Company should report the complaint treatment status within 30 days. If the complaint closure requires longer days than previously identified, the Company shall report continuously until its closure.

▪ **Protective Measures for Whistleblowers and Investigative Participants.**

To provide appropriate protection measures for whistleblowers, the following guidelines have been established.

- 1) The complainant can choose to remain anonymous for safety reasons. On the contrary, the Company can report progress and clarify the facts.
- 2) A Complaint Recipient shall
 - Set up a database for the confidential information of whistle-blowers and establish punitive measures against the officers in charge of keeping such a database if the confidential information is leaked.
 - This database must be made accessible to executives at the level of senior executive management only.
 - The Committee is determined to provide protection for the administrators or employees who report corruption or who adhere to anti-fraud and anti-corruption policy, which may otherwise result in the loss of business opportunity. It also seeks prevention for the employees from any penalty or position downgrade as a result of strictly adhering to the guidelines.

- It falls under the authority of the superiors or supervisors of all those accused to give proper directives to protect whistle-blowers, witnesses, and those who provide evidence to the investigation to keep them out of danger, difficulties, or unfairness due to their making complaints, serving as witnesses, or giving information.

- **Questions or Recommendations**

Any question or recommendation on corporate governance and anti-corruption policies should be addressed to the Secretary to the Audit Committee and Secretary to the Board of Directors, Telephone Number 0 2 017 7461-3 or Email: glmis@goldenlime.co.th

- **Punitive Measures**

- 1) Those found guilty of serious misconduct will be dismissed from the Company and face legal punishment if they are found to be guilty of legal misconduct. Those found guilty of minor offences will face score reduction or a suspension from duties without any wages. They will also face a score reduction for job evaluation as well as the restriction from promotion and the restructure of income rate.
- 2) The superiors are to reprimand those found in violation of the Company's ethics including by score reduction for job evaluation, restriction from promotion or the restructure of income rate.
- 3) Those found in violation of the Company's regulation will receive a written reprimand from the Human Resources Department including score reduction for job evaluation, restriction from promotion or the restructure of income rate.
- 4) In case the offenders are the high-ranking administrators or on a Company committee, findings of the investigation must be forwarded to the Board of Directors in order to determine the penalty. The penalty will be based on legal considerations and good corporate governance.