



## Whistleblowing or Complaint Policy



## 1. Objectives

G-Able Public Company Limited ("the Company") adheres to business operations with honesty, transparency, morality and in accordance with good corporate governance principles and against corruption. The Company has established whistle blowing policy to support and serve as a working channel for the directors, executives, employees and stakeholders of the Company able to report clues and complaints with good faith. In case of being seen actions, suspicions of fraud, illegal acts, violation of rules, regulations, policies and business ethics, inequality, careless actions or lack of prudence. To improve or continue to be accurate, appropriate, transparent and fair. This information of the whistleblower and the reporting subject will be kept secret to protect the case rights violated

## 2. Scope of Clues or Complaints

The whistleblower can file a clues or complaint on important matter which may have significant negative effects to the Company as follows;

- 1) Illegal activities or non-compliance with the policy regarding to corporate governance, business ethics and anti-corruption policy;
- 2) Violations of the Company's rules and regulations;
- 3) Incorrect financial reports, defective internal control systems, and the preparation of false financial documents; and
- 4) Any actions that are having conflict of interests.

## 3. Whistleblowing and Complaint-filing

According to the corporate governance principle, the Company has provided reporting channel for clue notification or complaints, which shows that the stakeholders who are affected or are at risk to be affected, which would cause damage to the all stakeholders from the business operations of the Company, or from the directors' activities, executives or employees about illegal activities or the violation of ethics. Including behaviors that may indicate corruption, unfair practice, lack of care and prudence through the following channels;

The whistleblower are requested to clearly state their name, address, and contact phone number, including must clearly state the name, address, and contact phone number of the whistleblower or the complainant, including the name of the offender and in the event of an offense that is reliable information with witness evidence (if any) by means of the following notification channels:

### Channel 1

By Postal Mail:

To: Chairman of the Audit Committee

G-Able Public Company Limited

No. 127/30 Panjathani Tower, 25<sup>th</sup> Floor, Nonsi Road, Chong Nonsi, Yanawa, Bangkok 10120

Channel 2 By Email:  
To: Chairman of the Audit Committee  
Email: whistleblowing@g-able.com

Channel 3 The Company's website: [www.g-able.com](http://www.g-able.com)

In this regard, the whistleblowing channel is a secure channel where the whistleblower can confidently access the information or the clue without risk to the whistleblower later. The Company will conduct a procedural investigation and keep the investigative records in writing without disclosing the names of the whistleblowers, as well as keeping the complaints confidential in order to protect the potential impact on the whistleblowers.

#### **4. Procession when receiving a clue or complaints**

- 4.1 Upon receiving a whistleblowing or complaint, the Company will assign the Internal Audit Department or other appropriate department to collect relevant facts to consider and scrutinize the information received from the whistleblower or the complainant. In the event that it is found to be factual, the Internal Audit Department or other appropriate department will submit to the Audit Committee and the Board of Directors for consideration and determination of the guidelines for action. The Fact Investigation Committee will be appointed to investigate facts (if necessary) to proceed with the relevant considerations.
- 4.2 After the investigation team has examined the said facts, it will recommend the action guideline to the Audit Committee and the Board of Directors for consideration and determination of corrective action guidelines and to consider the penalties.

#### **5. Investigation and Penalties**

After investigating the information or evidence that is reasonable, if it is believed that the alleged accused has engaged in corruption, illegal acts, breaches rules and regulations or the Company's code of ethics, the Company will give the right to the accused to be informed of the allegations and prove themselves by seeking additional information or evidence to show that they are not involved in the alleged offense.

If the accused commits corruption, illegal acts, breaches rules and regulations, or the Company's code of ethics, whether they are directors, executives, staff or employees of the Company, they are deemed to commit an offence regarding to a violation of the anti-corruption policy, corporate governance policy, code of conduct and business ethics. They must be considered disciplinary action according to the Company's regulations and if the action is against the law offenders, they must be punished both legally and disciplinary penalties as regards with the Company's regulations.

#### **6. Whistleblower Protection Measures**

To protect the rights of the whistleblower or complainant and the person who provided the information in good faith. The Company will conceal the name, address of any information that can identify the informant. By

keeping the information of the complainant and the person who provided the information is confidential. Only those who are responsible for checking the complaint will be able to access information.

In the case of complaints regarding corruption of the directors or executives. The Audit Committee will protect the whistleblower, the complainant, witness and person who provided information in the investigation of the facts. Not to be affected by danger, unrighteousness caused by clues, complaints, witnesses or providing information.

The Company will not act unfairly to the whistleblower or the complainant, whether by changing the position, nature of work, workplace, suspension of work, threaten, interfere with the work, termination of employment or doing any other act that is unfair to the whistleblower or the complainant or the person who cooperates in the investigation of facts.

Those who are responsible for complaints must keep the information, complaints and documents of the complainant, including those who provide information confidential. Do not disclose information to other people who are not involved. Unless it is disclosed as required by law

#### **7. False Whistleblowing or Complaint**

In the event that the Company finds that the whistleblowing or complaint or any statement or information has evidence proving that it is an act with dishonest intent, falsehood and intention to cause damage. If an employee of the Company is an act, it will be disciplined according to the articles of association of the Company, but if it is a third party whose actions cause damage to the Company, the Company will consider legal action against that person.