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# Dohome

## Business Ethics and Code of Conduct

Dohome Public Company Limited



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# Preface

Dohome Public Company Limited ("the Company") recognizes the importance and necessity of governing principle in business operation to eliminate any potential violation of lawful rights. Such principle is business ethics, not only the business itself but including managing all elements in the business ethics by adhering to morality that comprises virtues i.e. consciousness, responsibility, honest, patience and sacrifice. These are key factors to peaceful society free of taking advantages that can sustainably contribute to organizational values.

# Message from Chairman of Executive Committee

Since the begin of business in 1983 until present, the Company has constantly faced changes in business operation. However, one thing that the Company always adheres to is operating business with honesty, virtue, business ethics and social responsibility. These are key fundamentals in practices of the board of directors, management, employees, customers, business partners, and all stakeholders. The business should not only be steadfast but also play an important role in a society. As a distributor of products and services, it is our responsibility to greatly care for the society and closeness to consumers.

To build up Dohome's reputation for having proper and excellent business operation, conducting right things with intelligence, discretion, rationality and propriety in order to increase business values and fulfil social expectations, this "Business Ethics and Code of Conduct" is a guideline for developing a social responsibility among every personnel of the Company so that they can treat all stakeholders in a right and fair manner. Adhering to business ethics will lead to a success in business operation in which the business will be acknowledged, respectable and steadily flourish in a long run. This is a true merit of ethics.

I wish that all employees would delve into this Business Ethics and Code of Conduct and implement it in their works so that everyone in this organization can carry on and adhere to what the board of director and management have always emphasized on. And I would like to take this opportunity to thank all employees for being a crucial part in sustaining a good reputation of Dohome



**Adisak Tangmitrphracha**  
Chairman of Executive Committee





## Vision

Dohome Public Company Limited ("the Company" or "DOHOME") has a business vision of being a complete, cheap and best center of products and services relating to construction materials and home decoration for all groups of customers.

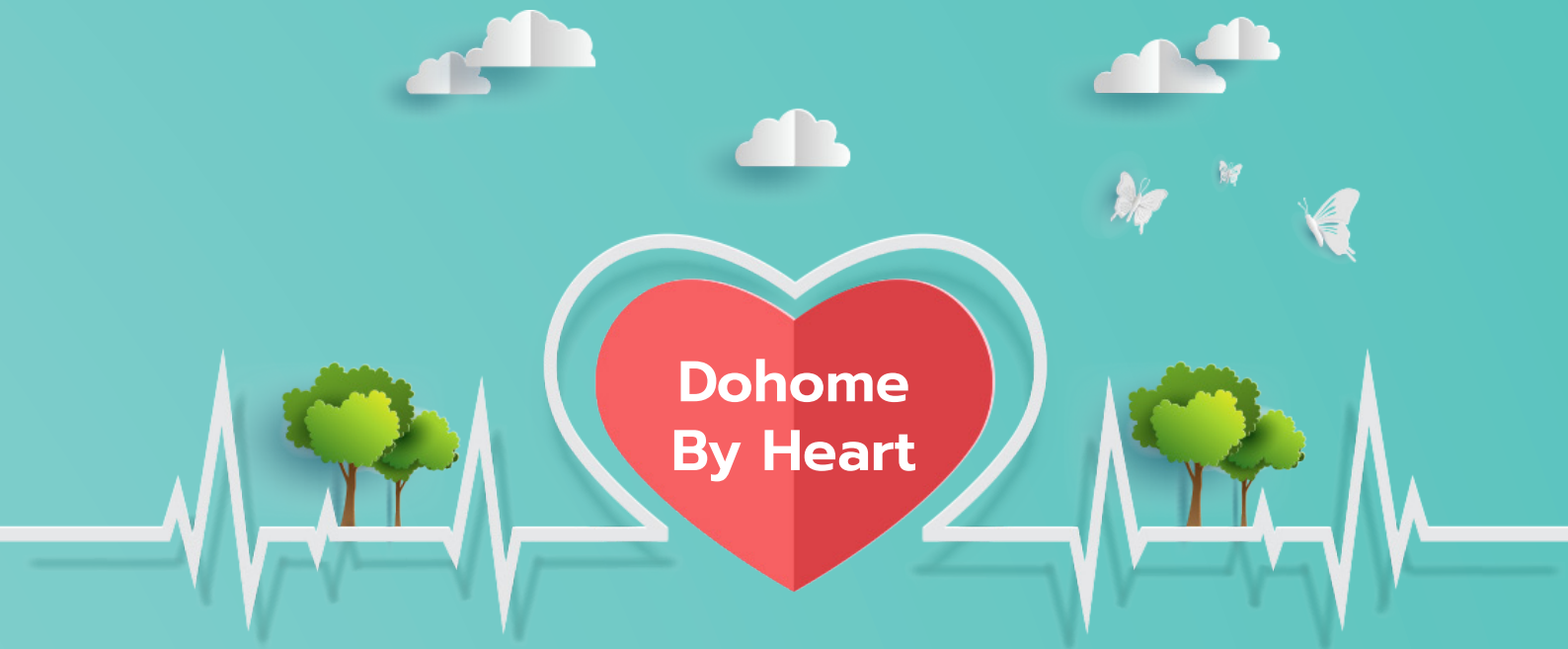
## Missions

- The Company will develop Dohome to be customers' first choice in terms of product, price and sincere service with a desire to create satisfying shopping experience for customers.
- The Company commits to promote employees' capabilities and introduce new innovations to the organization so that employees can efficiently and professionally work with contentment.
- The Company will maintain good relationships with current business alliances, as well as looking for new business alliances for mutual success.
- The Company will repay the society and express its social responsibility by participating in activities that contribute to the society and environment.

## Business Objectives

The Company commits to be a leader in retail, wholesale and service business of comprehensive construction materials and home decoration products under the concept of "Complete, Cheap, Good...at Dohome". Key business strategies are as follows:

- (1) Providing a variety of products to fulfil the need of all groups of customers by focusing on price leadership;
- (2) Providing comprehensive related services;
- (3) Increasing offline distribution channels by expanding its branches to all regions in Thailand; and
- (4) Developing an online distribution channel.



## Organizational Values and Culture

The Executive Committee along with the management and executives of each line of work have developed a strategy aiming at encouraging positive mindset and being served as a common goal for employees. It is appropriate, easy to remember, concise but comprehensive, and truly practical so that every personnel in the organization can adhere to as the Company's key working guideline. Such strategy is called **DOHOME DO BY HEART**





# Definition

## Company

Dohome Public Company Limited and its subsidiaries

## The Board of Directors

Directors of Dohome Public Company Limited

## Management or Executives

Personnel of Dohome Public Company Limited who are responsible for managing organizational work structure with an authority to make decision, determine policies, strategies, goals, or directions, supervise their subordinates and report their performance to the Board of Directors.





## Employees

All employees or workers of the organization, including employees under probationary periods with paid employment contracts.

## Stakeholders

Person or group of persons who are related to the Company's business, are affected by the Company's business operation or have any benefits from the Company's business operation; for instances, directors, employees or workers, shareholders, customers, partners, creditors, debtors, competitors, nearby communities, and those who have business relationships whether from government agencies, public enterprises or private entities.

## Transactions

Activities relating to juristic acts, agreements or any actions with other persons in terms of finance, business or assets such as providing services, trading, hiring, providing financial assistance, technical support or personnel, etc.



# 1 Guideline for stakeholder practices

- 1.1 Policy on shareholder practices
- 1.2 Policy on employee and worker practices
- 1.3 Policy on customer practices
- 1.4 Policy on business partner and creditor practices
- 1.5 Policy on competitor practices
- 1.6 Policy on social, community and environmental practices





## 1. Guideline for Stakeholder Practices

The Company recognizes the rights of all stakeholders and truly understands that changing social and environmental factors in business operation have made stakeholders become more complicated with higher expectation for fair treatment. The Company therefore pays attention to business operation based on a principle of morality, ethics and social responsibility. The Board of Directors, the management and employees of all levels shall also emphasize on this issue and act properly. As a result, the Company has formulated policies on stakeholder practices as a precise guideline for proper actions as follows:

### 1.1 Policy on shareholder practices

- All individual shareholders including institutional shareholders shall be equally and impartially supported and facilitated to have fundamental rights as both investors and owner of the Company.
- Duties must be performed with honesty and all shareholders shall be treated fairly for the highest benefit of overall shareholders.
- Investor relation entity or officers shall be assigned to communicate with shareholders to publicize the Company's financial data and general information in an accurate, transparent, proper, sufficient and timely manner.
- Business growth shall be encouraged in order to continually create generous return on investment for shareholders.
- Shareholders shall be encouraged to take part in important decision making such as elections of directors, appointments of auditor and audit fee, approval of important transactions that may affect the business, and any changes in the memorandum of association and the articles of association.
- Any acts that may cause a conflict of interests with the Company shall be refrained. And any unpublicized information of the Company shall not be used to gain benefit for oneself and others.



## 1.2 Policy on employee and worker practices

- All employees shall be treated equally and equitably, and shall receive appropriate remuneration according to their expertise, capability, responsibility and performance. Hiring, appointment, job rotation, rewarding and punishment shall be conducted with integrity, transparency and fairness. And human resources shall be utilized for the greatest benefit of the Company.
- Development of employees' skills, expertise and capacity shall be constantly emphasized. Training, workshop and seminar shall be encouraged and promoted equally among all employees.
- High-capacity employees shall be motivated to stay with the Company for further organizational development. Good working atmosphere should be promoted to increase employee loyalty.
- Good relationships within the organization shall be fostered by allowing employees to take part in activities, receive information and have a channel to express their views or complain. And such complaints must be justly handled.
- Working environment shall be regularly maintained and examined in order to ensure safety to employees' lives and properties.
- Actions should be taken against sexual harassment. And individualism shall be observed.
- Labor protection laws and regulations shall be strictly followed. Remuneration payment shall be made regularly and fairly. Labor disputes should be prevented.
- A good sense of social responsibility and anti-corruption shall be nourished, including obeying laws and company regulations such as prohibition against the use of inside information.
- Employee privacy shall be observed. No personal information shall be disclosed to a third party or unrelated person.



## 1.3 Policy on customer practices

- Quality product and excellent service shall be attained. Relevant standards shall be continuously improved in order to deliver standardized products with quality and safety to fulfil customer needs.
- Product information must be fully and properly communicated to customers without any exaggeration that may cause misunderstanding about quality, quantity or other conditions of products or services.
- Customer needs should be recognized to achieve customer satisfaction and ensure good services for customers. Good relationships with customers shall be maintained and customer needs shall be responded in a rapid and timely manner.
- Customer confidential information must be protected and not disclosed without customer consent, except information that must be disclosed to a relevant third party under a provision of law. However, such information shall not be used wrongly for oneself or other's benefit.
- Customer service shall be established as a channel for notifying problems or filing complaints about the quality of product and service. Customer satisfaction survey shall be carried out for further product and service improvement.
- Conditions or agreements made with customers must be fully followed. In case of any impracticable agreements, customers shall be notified in advance in order to mutually work out a solution and prevent any damages.



## 1.4 Policy on business partner and creditor practices

- Business with partners and creditors shall be based on integrity and honesty, not acting against the law which may harm the Company's reputation and recognizing equality and mutual benefits. Business partners are considered a key factor to jointly increase value for customers.
- The Company shall be responsible to business partners and has in place a procurement process, explicit arrangement and fair selection procedure under a duly authority. Any provision and agreements shall be fair for both parties. And business partners shall be encouraged to respect human rights and ensure fair treatment in workplace, social and environmental responsibility, and anti-corruption policy.
- Any agreements or conditions made with business partners and creditors must be fully observed, regarding whether use of proceeds and management, repayment, collateralization, maintain the quality of collateral, and any other matters agreed upon with creditors. In case of impracticability or default on payment, negotiation must be immediately arranged with partners or creditors in advance in order to jointly a solution and prevent any damages.
- Business partners and creditors shall be informed of accurate and complete financial information, financial plan and repayment plan, including a problem-solving plan or mechanism in case of financial difficulty or possibility of such difficulty.
- No corrupt benefit shall be accepted from or offered to business partners or creditors. If it is found that there is any corrupt offer of benefit, discussion with partners or creditor shall be arranged to rapidly and fairly solve the problem together.

## 1.5 Policy on competitor practices



- Trade competitors shall be treated according to universal principle. Free and fair trade competition shall be promoted under a law on good trade practices.
- Unlawful and unethical means shall not be used to obtain competitor information.
- Competitor's confidential information shall not be acquired by dishonest, improper or unlawful means.
- Tarnishing competitor's reputation with malicious accusations or groundless and unfair actions is prohibited.
- Unpublicized competitor confidentiality shall be protected





## 1.6 Policy on social, community and environmental practices

- The Company focuses on selling, selecting and promoting environmentally friendly products.
- Laws, regulations, provisions, obligations on environment shall be fully complied. Customers, partners and resellers shall be communicated to take part in environmental preservation and protection, and not to violate any laws or regulations relating to social and national security.
- Apart from financial performance, the business must be operated taking into account ethics, social and environmental impacts.
- Resources and energy shall be consumed efficiently and reused by proper means and waste minimization. Pollution treatment shall be fully implemented to keep environmental impact at a minimum in terms of water, air, hazardous waste, chemical, noise and other pollutions.
- Campaigns and publicity relating to environmental preservation and improvement shall be supported by cooperating with agencies or communities relating to environmental management, and giving assistance and conduct activities that are beneficial to society, community and environment while preserving local customs and traditions.
- Training on environment shall be organized for employees in order to cultivate environmental consciousness and pro-environmental behaviors which are the responsibility of all employees.
- Realizing its duties as a part of society to provide social assistance and support local activities in areas where its business is operated, the Company has a policy to promote nature and environmental conservation activities, and to select and promote environmentally friendly products.

**2** Policy on the safety of product and services

**3** Policy on occupational safety, health and environment

**4** Human rights policy



## 2. Policy of the Safety of Product and Services

The Company rigorously complies with laws, provisions and rules on consumer protection and focuses on the safety of products and services to ensure excellent quality and safety of such products and services according to industrial standards and relevant international standards before handing over to customers, starting from production, import, product and service information and warning, proper usage, product lifespan, and warranty. Products are examined closely under a quality control standard before delivering to customers. Also, the Company aims at customer satisfaction by providing imported products, non-house brand products, and house brand products to increase a product variety for customers to choose. Quality management and product safety systems are established specifically to suit the Company's context and support its strategies. All high-level executives and employees well recognize and put relating criteria into the Company's effective standard operation procedure.

## 3. Policy on Occupational Safety, Health and Environment

The Company commits and place importance on good occupational safety, health and environment by introducing the following standards.

- The Company focuses on good occupational safety and environment. It is a responsibility of employees at all levels to take actions for the safety of their own, the Company's and others' lives and properties.
- The Company encourages employees at all levels to have knowledge and consciousness in good occupational safety and health.
- The Company recognizes the importance of accident prevention measures in workplace for employees or other persons.
- The Company supports and promotes the improvement of workplace environment and work procedures to ensure safety and good health for all employees.
- Superiors are fully responsible for their subordinates' occupational safety, health and environment according to the specified regulation on occupational safety, health and environment. They have to determine and explain an accident prevention approach to employees to ensure correct implementation.
- The Company supports and promotes workplace safety activities in order to ensure that all parties can implement with the highest effectiveness.
- The Company monitors and evaluates the implementation of the policy on occupational safety, health and environment to ensure strict implementation and highest efficiency according to the regulation and standard on workplace safety.

## 4. Human Rights Policy

It is the Company's policy to advocate and protect the human rights by treating persons concerned – whether employees, community and nearby society – with respect in human dignity, equality and freedom; while not violating fundamental rights and discriminating based on race, nationality, religion, language, skin color, sex, age, education, physical condition or social status. The Company shall oversee its business not to involve with human rights violation such as child exploitation and sexual harassment.

Moreover, the Company also encourage employees to take care of each other, not to neglect or ignore any actions of human rights violation relating to the Company. They are required to report to their superiors or make whistleblowing. In order to enhance human rights protection, the Company also strengthen employees' knowledge about human rights and motivate them to follow the human rights and relevant universal principles to ensure that the entire business is totally free of human rights violation, including all stakeholders. Business partners and associates are encouraged not to involve with human rights violation.

# 5

## Policy on a conflict of interests

- 5.1 A conflict of interests
- 5.2 Accepting money or compensation
- 5.3 Operating business other than the Compan
- 5.4 Transactions with the Company
- 5.5 Related party transactions



## 5. Policy on a Conflict of Interests

The Company has formulated a policy on preventing a conflict of interests on a basis that all decision makings in business must be for the highest benefit of the Company and its shareholders. Any action that may cause a conflict of interests must be avoided; in other words, it is any action in which a person concerned or interested person will gain or lose benefit, whether directly or indirectly, from a transaction of the Company or its subsidiary. And such person is required to notify the Company of his/her relations or interest with the transaction, and shall not participate in the consideration and approval of such transaction.

An illustration from a top-down perspective showing three people working at a large, light blue circular table. The person on the left, wearing an orange shirt, is using a desktop computer. The person in the center, wearing a dark blue suit, is using a laptop. The person on the right, wearing a red shirt, is looking at a smartphone. The table is cluttered with various office supplies, including a coffee cup, a red folder, a calculator, a ruler, a pen holder, and several papers. The background is a solid orange color.

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### 5.1 A conflict of interests refers to

A conflict between personal interest and common interest in a circumstance or action in which the personal interest of director, executive, employee is great – so much so that it clouds their decision making or performance of duty, and affects the Company's benefit whether directly or indirectly.

## 5.2 Accepting money or compensation

Directors, executives and employees shall not request or accept money or other compensation privately, whether directly or indirectly, from customers, business partner or any persons as a result of working on behalf of the Company. And they shall not lend to, borrow or collect money from customers or business partners, except for a loan from a bank or financial institute as a general client of the bank or financial institute.

### 5.3 Operating business other than the Company

The Company's directors, executives and employees are prohibited from operating or having interest in any business of the same nature as and in competition with the Company, whether such interest is direct or indirect.

Any private business of directors, executives and employees shall not affect their performance of duty and working time of the Company.

## 5.4 Transactions with the Company

Interested directors, executives and employees are prohibited from approving any transactions on behalf of the Company. To prevent any conflict of interests, prior to doing any transactions persons who conduct such transaction on behalf of the Company shall examine whether such transactions are related to directors, executives and employees. In doing so, the criteria on connected transaction of the Securities and Exchange Commission of Thailand must be observed.

Interested directors, executives and employees shall disclose their interests before entering into a transaction.

### 5.5 Related party transaction

## 5.5 Related party transaction

Regarding related party transaction, connected transaction or transaction that may have a conflict of interests, the Company and its subsidiaries shall comply with a law on securities and exchange, including regulations, notifications, orders, or provisions of the Capital Market Supervisory Board and the Stock Exchange of Thailand. The Company and its subsidiaries shall also adequately follow the disclosure provisions according to the policy on good governance, the regulations of the Stock Exchange and other relating criteria.

The Audit Committee is assigned to consider and give opinions about a transaction based on integrity, reasonability and transparency, taking into account the Company's and stakeholders' benefits. However, the stakeholders cannot take part in the approval of such transaction.



# 6 Protection of corporate assets

- 6.1 Use of computer and information technology
- 6.2 Use and protection of intellectual property
- 6.3 Use of inside information and trading of Company's securities



## 6. Policy on IT Management and Protection of Corporate Asset

The Company has developed an efficient and secure information technology system as required by relevant laws on information technology in order to support its business expansion. This includes the development of information system, database, data processing, data display, and publicity which matches a digital technology and the business needs. Personnel are also equipped with knowledge, skill and expertise on the information technology system. Modern technology is introduced for more efficient works taking into consideration costs and business benefits; while managing the risk of network and IT security.

### 6.1 Use of computer and information technology

Computers, IT equipment and other communicating devices provided by the Company for work such as telephone, mobile phone are properties of the Company. All executives and employees shall use such computers, devices and internet for seeking information and knowledge for the benefit of work, and avoid any illegal or indecent websites. The Company's computers and IT shall be used for the highest benefit of the Company, not for personal benefit. All passwords and data in the Company's data system or information that belongs to the Company must not be disclosed to other persons, nor being altered, copied, deleted, or destroyed. Illegal software is prohibited, and it is not allowed to tune up computer hardware or install any devices other than standard devices installed by the Company. Corporate email shall not be used to send derogatory or inappropriate messages.

### 6.2 Use and protection of intellectual property

The Company commits to do business with integrity, fairness and ethics by respecting others' intellectual properties. Company personnel are required to comply with a law or regulation on intellectual property; while executives and employees are tasked to create patented or copyrighted works, and shall protect intellectual properties which are crucial to the Company's competitiveness such as patents, copyrights, trademarks, trade secrets. Those intellectual properties must be used responsibly with respect to the rights of intellectual property owners; for example, using only lawful copyrighted software, not installing unauthorized software on corporate computers, not doing infringement of software copyright. Moreover, access to all online social media shall be managed, including maintaining the security of messages, pictures, motion pictures, sound and other information published through social media.

### 6.3 Use of inside information and trading or Company's securities

The Company emphasizes on preventing the use of inside information and has introduced a policy prohibiting its directors, executives, employees and workers from disclosing information that may affects the price of the Company's securities or information that may impair or disadvantage the Company which is deemed confidential and crucial, including secret and/or unpublished inside information for their own or others' benefits, whether directly or indirectly, and with or without compensation. Also, trading the Company's securities using inside information is prohibited. In this regard, the Company has developed an approach to prevent the use of inside information as follows:

- (1) Educate directors and executives about their duty of reporting securities holding of themselves, their spouse or de facto partner and their minor children according to Section 59 and the penalty specified in Section 275 of the Securities and Exchange Act, B.E.2535 (1992) and its amendments.
- (2) Directors and executives, including their spouse or de facto partner and minor children, are required to prepare and disclose a report of their securities holding and the change in such holding to the SEC office according to Section 59 of the Securities and Exchange Act, B.E.2535 (1992).
- (3) Directors, executives, employees and workers of the Company and its subsidiaries, including persons presumed as knowing or possessing inside information under the Securities and Exchange Act, B.E.2535 (1992) which is material to the change of securities price, are required to refrain from trading the Company's securities during one month prior to the disclosure of financial statements or such inside information to the public and during 24 hours after such information is already disclosed. All persons relating to such information shall not disclose to others until the Stock Exchange is already informed of the information.

Any violation of the abovementioned regulation shall be deemed as disciplinary misconduct under the Company's work regulations and subject to punishment from a verbal warning, a written warning, probation, pay cut, suspension without pay to dismissal as the case may be based on the intention and the gravity of misconduct.

# 7 Anti-corruption policy

- 7.1 Corruption prevention
- 7.2 Offering and accepting gifts and entertainment
- 7.3 Corporate philanthropy and sponsorships
- 7.4 Participation in political activities
- 7.5 Offering facilitation payment, money, reward or other incentives
- 7.6 Whistleblowing and complaints
- 7.7 Providing protection and fairness to whistleblowers



## 7. Anti-Corruption Policy

The Company commits to do business with integrity and transparency, and recognizes that corruption is a dire threat to free and fair competition, causing damage to the society at large. To comply with a principle of good governance, the Board of Directors, the management and all employees, including persons considered as the Company's representatives, shall fully follow the anti-corruption policy; shall not involve with all forms of corruption, where directly or indirectly; and shall not take any actions that may damage the Company's reputation.



### 7.1 Corruption prevention

All directors, the management and employees shall strictly follow the Company's anti-corruption policy and shall not do any actions relating to corruption, whether for direct or indirect benefits of themselves, their friends, siblings, relatives and acquaintances; and shall not encourage corrupt actions whether by unlawfully offering or accepting money, assets or any other benefits in return of something to and from business partners, government officials, government agencies, political parties, or a third party with a purpose of making the receiving party exercise and/or omits their authority, duty or decision making inappropriately. Any violation of the Company's relating policy or regulations on anti-corruption is deemed as a serious issue and shall be subject to severe disciplinary action.

### 7.2 Offering and accepting gifts and entertainment

All directors, executives and employees shall not, directly or indirectly, request gifts or any other benefits and entertainment from customers, business partners or persons connecting to business. Giving or accepting gifts, gratuities and entertainment shall be conducted in a transparent and lawful manner and in accordance with normal business customs or practices at an appropriate value.

Before offering or accepting gifts and entertainment or accepting or being offered entertainment, directors, executives and employees shall follow the Company's regulations. In case of doubt, it is advised to consult a hierarchical superior prior to offering or accepting gifts or promising to accept or offer entertainment. The value of gift offered or accepted shall not exceed 5,000 baht; while entertainment must be approved in advance. In this connection, the following regulations shall be followed.

- (1) Executives and employees shall inform their hierarchical superiors before offering and accepting gifts and entertainment. It is their duty to report offering and accepting gifts and entertainment every single time.
- (2) Such offering and accepting must be on behalf of the Company, not personal, and must be done openly. Gifts must not be cash or its equivalent such as gift cards or vouchers, nor illegal gifts. And it should be done during festive seasons or special occasions according to customs.
- (3) Entertainment shall be reasonably in accordance with business etiquette and business customs, and must be related to the Company's business. The entertainment shall not be fancy or unreasonably lavish. A host of the entertainment must be present at the event. And the entertainment must not organized at indecent places or involved sex work.

Offering and accepting gifts and entertainment shall not cause a feeling of being obligated or induce oneself or the Company to make any actions in return, and shall not being interpreted as bribery.



### 7.3 Corporate philanthropy and sponsorships

The Company takes part in social assistance by making a donation or sponsorships in the name of the Company. This is a return to society without any business gains. In doing corporate philanthropy, the Company shall be prudent and ensure that giving or accepting a donation is transparent and lawful. It must be ensured that the giving or accepting such donation or sponsorship money or being a sponsor is not a cover-up of bribery; therefore, a donation should be made to agencies or organizations such as public charity organizations, foundations, schools, religious places or social enterprises which are reliable, verifiable and free of social critics.

## 7.4 Participation in political activities

- (1) It is the Company's policy to be politically neutral, not supporting or doing any actions in support of a particular political party. The Company has communicated to all directors, executives and employees that it will not participate or give assistance to any political activities, and expressing political opinions at work should be avoided as it may cause a dispute.
- (2) Directors, executives and employees have a right and freedom of participating in political activities under the Constitution, but shall be cautious of actions that may be perceived as a support to a particular political party by the Company; for example, they shall not present as the Company's employees, or use any assets, devices, equipment, clothes with a company logo or company uniform for the benefit of any political actions.

## 7.5 Offering facilitation payment, money, reward or other incentives

The Company has no policy to offer facilitation payment, both directly and indirectly, to government officials, including offering money, reward, gift, special benefit or other incentives to customers, business partners, third party agencies or any persons in order to get a business deal, excepting offering business entertainment, actions in line with business customs or trade discounts according to the Company's promotional policy.

## 7.6 Whistleblowing and complaints

The Company has a whistleblowing policy in which all executives and employees have a duty to keep an eye on any actions in breach or suspected of being in breach of laws, policies, regulations, the article of association, business ethics and code of conduct, or any actions falling within the scope of corruption which may cause a scandal, damage or tarnished reputation of the Company. Such actions shall be reported so that the Company will tackle the issue, prevent a risk of damage, and ensure transparency and fairness. Channels for whistleblowing, filing complaints and seeking an advice are established as follows:

- (1) **E-mail** whistleblower@dohome.co.th or internalaudit@dohome.co.th
- (2) **Telephone**  
Automated voice messaging at telephone number 02-023-8815
- (3) Message to the official Line account @dh.whistleblower (Scan QR Code)>



- (4) **Mail to :**  
Chairman of the Audit Committee  
Dohome Public Company Limited  
60 Vibhavadi Rangsit Road, Samsen Nai  
Sub-District, Phayathai District,  
Bangkok 10400
- (5) Whistleblowing or complaint boxes at specified locations
- (6) **Company's website**  
<https://www.dohome.co.th/> Investor Relations > Corporate Governance > Anti-Corruption > Whistleblowing Form

**If further advice or information is needed, kindly contact:**



### Department

Internal Audit Department  
Corporate Governance Department  
Human Resources Department  
Company Secretary  
Anti-Corruption Working Group

### Telephone Number

02-027-8787 Ext. 80164  
02-027-8787 Ext. 80260  
02-027-8787 Ext. 81501  
02-027-8787 Ext. 80262  
02-027-8787 Ext. 80267



## 7.7 Providing protection and fairness to whistleblowers

The Company emphasizes on implementing the corporate governance principle. Whistleblowing about corrupt acts or misconduct shall be handled fairly, equitably, discreetly while maintaining confidentiality to protect whistleblowers. As a result, the Company has developed a measure to ensure protection and fairness to whistleblowers and/or persons cooperating in fact finding procedures as follows:

### Persons entitled to complain

- (1) Employees who witness any actions in breach of laws, policies, regulations, the articles of association, business ethics and code of conduct or actions falling within the scope of corruption which may cause a scandal, damage or tarnished reputation of the Company
- (2) Employees who are victimized of, for examples, bullying, intimidation, unfair disciplinary punishment, pay cut, suspension, dismissal or rotation as a result of whistleblowing, cooperating in a fact-finding and legal proceedings, being a witness, giving a statement or cooperating with a court or government agencies.
- (3) Partners of contract, business partners or other persons performing duties in relation to the Company who reported a violation of the anti-corruption policy or witnessed any corrupt actions through the determined channels.

## Measures to Protect Whistleblowers

Whistleblowers and/or those who cooperate in a fact-finding investigation shall be protected under the following measures:

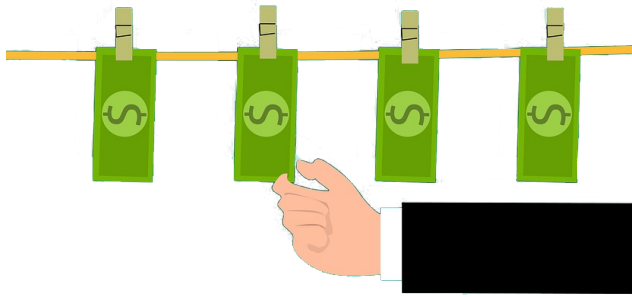
- (1) Whistleblowers and/or those who cooperate in the investigation can choose to remain anonymous if revealing their identity may cause unsafety or damage. However, if they can reveal themselves, the Company would be able to update and explain the facts after the investigation is completed or to mitigate damages in a more convenient and rapid way.
- (2) In case the whistleblowers reveal or identify themselves, the Company shall keep it as a top secret and proceed with caution taking into account the safety and damage of the whistleblowers. Sources of information, relating persons and all responsible persons shall be also kept as a top secret that must not be disclosed. Violation of this measure is deemed a disciplinary misconduct.
- (3) Persons who receive whistleblowing shall keep the information as a top secret and disclose only as necessary or relevant to the investigation.
- (4) In case that whistleblowers and/or those who cooperate in the investigation feel that they may be unsafe or in trouble, they can request the Company to take appropriate measure; or the Company may do so without any request if such trouble or unsafety can be foreseen. Those who already suffered from the trouble will be remedied through an appropriate and fair procedure.
- (5) The Company pays attention to whistleblowers and/or those who cooperate in the investigation. Regarding whistleblowing, complaints, concern reports or honest questioning, the Company will not perform any unfair actions against those persons such as job rotation, demotion, suspension, and benefit cuts. Retaliation against whistleblowers and cooperator is also strictly prohibited.

**8** Money laundering prevention

**9** Compliance to this Business Ethics and Code of Conduct

**10** Receiving complaints about corporate governance and business ethics





## 8. Money Laundering Prevention

The Company adheres to criteria and laws on anti-money laundering and support an effort to deter money laundering, terrorism and other financial crimes. In this regard, the Company will not receive or convert assets relating to crimes and will not allow any persons to exploit its business to divert or conceal illegal assets. Therefore, the Company has determined that basic information, such as corporate information, directors, mandatory power of directors, financial statement and so on, including credibility and relating documents, must be verified before entering into each transaction with a partner of contract. Also, the Company will not remit money to an unknown account or receive unusual money. Any unusual information or transaction must be reported to a superior immediately.

## 9. Compliance to This Business Ethics and Code of Conduct

It is the duty and responsibility of directors, the management and employees at all levels to fully acknowledge, understand and follow regulations, policies and rules determined by the Company. They cannot claim that they are unaware of regulations specified in this Business Ethic and Code of Conduct. And they shall not perform any actions of circumventing the business ethics and code of conduct. In case of violation or unethical action, the Company will impose a punishment on a case-by-case basis.

The Company has determined approaches to encourage the implementation of business ethics and code of conduct as follows:

- (1) The Company has prepared "the Business Ethics and Code of Conduct" as a manual to be disseminated throughout the organization so that directors, executives and all employees can study, sign for acknowledgment, adhere to, and rigorously apply to their work;
- (2) Directors, executives and superiors at all levels shall set a good example in respect of morality and ethics, including oversee their subordinates to fully comply with this Business Ethics and Code of Conduct;
- (3) The Company encourages communications of this matter among all employees and people concerned, as well as provides equitable advice and exemplary behavior, creates understanding, promotes good working environment, and provides knowledge through various forms of activity such as training on morality and ethics.
- (4) The Company has arranged an audit procedure, evaluation of internal control and monitoring of the implementation of this Business Ethics and Code of Conduct. Review shall be made at least once a year to ensure that the regulation is sufficient and suitable.

## 10. Receiving Complaints About Corporate Governance and Business Ethics

The Company has assigned the Company Secretary to receive complaints about corporate governance and business ethics. The Company's stakeholders can file such complaint directly to the following address:

**By mail:**

Corporate Governance Department  
Company Secretary  
**Dohome Public Company Limited**  
60 Viphavadi Rangsit Road,  
Samsen Nai Sub-district  
Phyathai District, Bangkok 10400

**By e-mail:**

Cg@dohome.co.th

# 11

## Recommendations

# 12

## Improvement of this Business Ethics and Code of Conduct





## 11. Recommendations

Since this “Business Ethics and Code of Conduct” cannot cover all practices for every circumstance and go into every detail, directors, the management and all employees are therefore requested to use their reasonable judgement to decide what should be done or omitted in each circumstance. After using such judgement, if there is still a doubt on what should be done the Company has basic recommendations that will help with your judgement. Kindly ask yourself the following questions:

- ✓ Is the action illegal ?
- ✓ Is the action against the Company’s regulation and policy ?
- ✓ Does the action negatively impact the Company ?
- ✓ Does the action harm your or the Company’s image ? And can you explain your action to other persons or supervisors to accept such action ?
- ✓ Can you clarify your action to the public if your action appears in a newspaper ?

If you are still not sure or cannot determine whether your decision is correct or not, kindly consult your superiors, executives or the Company’s directors.

## 12. Improvement of this Business Ethics and Code of Conduct

To comply with a principle of good corporate governance, the Company has arranged to periodically improve and monitor the Business Ethics and Code of Conduct according to an international standard so that it is always up-to-date and suitable for a current situation. In case of any material change in content, the Company will make an announcement so that all directors, the management and employees can sign for acknowledgment and implementation.



# Reference

1. Corporate Governance Code for Listed Companies 2012 : The Stock Exchange of Thailand
2. Corporate Governance Code for Listed Companies 2017 : Thai Institute of Directors Association
3. Policy Guideline and Practices on Whistleblowing: The Stock Exchange of Thailand
4. Criteria on Corporate Governance Evaluation: Thai Institute of Directors Association
5. Investment Guide, CG Corner "Value of Business Ethics"
6. Business Code of Conduct, Dohome Public Company Limited
7. Policy on Social Responsibility, Dohome Public Company Limited
8. Policy on Environmental Care, Dohome Public Company Limited
9. Policy on Occupational Safety, Health and Environment, Dohome Public Company Limited
10. Human Rights Policy, Dohome Public Company Limited
11. Policy on a Conflict of Interests, Dohome Public Company Limited
12. Policy on Inside Information, Dohome Public Company Limited
13. Anti-Corruption Policy, Dohome Public Company Limited
14. Whistleblowing Policy, Dohome Public Company Limited
15. Regulation on Offering Gifts and Entertainment, Dohome Public Company Limited
16. Regulation on Accepting Gifts and Entertainment, Dohome Public Company Limited
17. Regulation on Supporting Political Activities, Dohome Public Company Limited
18. Regulation on Corporate Philanthropy and Sponsorships, Corporate philanthropy and sponsorships

# Acknowledgement and Compliance Form For Directors, Executives and Employees of Dohome Public Company Limited

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Date.....

I, .....Employee ID No.....  
Position.....Branch.....  
Department/Division.....

I hereby confirm that I have read and understand the Business Ethics and Code of Conduct of Dohome Public Company Limited. I understand that it is my responsibility to fully comply with and implement this in work.

I am fully aware that if I do any action in violation of or fail to comply with this Business Ethics and Code of Conduct, whether directly or indirectly, I will be subject to a disciplinary action according the to Company's regulation or may be subject to penalty in case of violating the law.

Signature.....

(.....)

# Conflict of Interest Disclosure Form for Employees of Dohome Public Company Limited

Full name : ..... Employee ID No. : .....  
Branch..... Department/Division.....

To Board of Directors / Chairman / Superior

I have completely read and will fully comply with the Business Ethics and Code of Conduct. I am aware that any omission or violation may lead to a disciplinary action according to the Company's regulation. However, in working for the Company there may be a situation in which an employee's personal interest is in conflict with the Company's interest. And such conflict of interests can occur in many forms.

Therefore, I hereby report as follows:

(Please mark ✓ in ☐ and specify more details (if any) )

1. I am a partner of a company or juristic person doing a similar business to Dohome Public Company Limited

☐ No ☐ Yes (If "Yes" please specify)

Name of juristic person: ..... Nature of business: .....

2. I am a partner of a company or juristic person that is a business partner/contractor/hired person of Dohome Public Company Limited

☐ No ☐ Yes (If "Yes" please specify)

Name of juristic person: ..... Nature of business: .....

3. I am working for other company or juristic person/business in a similar nature of Dohome Public Company Limited

☐ No ☐ Yes (If "Yes" please specify)

Name of juristic person: ..... Nature of business: .....

Nature of work/Responsibility: .....

4. My parent/siblings/spouse/relatives/friends are a business partner/contractor/hired person of Dohome Public Company Limited

☐ No ☐ Yes (If "Yes" please specify)

Name of juristic person: ..... Nature of business: .....

Name of authorized person of the company or juristic person : .....

Relationship to you : .....

I hereby certify that the above statements are true and correct in all respects.

Name in regular handwriting (.....)

Date of Employment ...../...../.....

**Remarks :** Employees should give true statements and should report immediately upon acknowledgement or change for their own benefit regarding transparency. Such report shall be made to the Human Resources Department of Corporate Governance Department and their superior respective.

In case of doubt, kindly ask about a conflict of interests at Corporate Governance Department or telephone number 02-027-8787 3CX: 80260, 80267

**Live By Our**  
Business Ethics and  
**Code of  
Conduct**



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[www.dohome.co.th](http://www.dohome.co.th)



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Samsen Nai Sub-district,  
Phyathai District, Bangkok 10400  
Tel. 0-2027-8787