



Dohome Public Company Limited

Orrattanachai Building, No.60 Vibhavadi Rangsit Road,
Samsennoi Sub-district, Phayathai District, Bangkok Metropolis, 10400
Tel. 0-2027-8787

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- *English Translate* -

Whistleblowing Policy

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Whistleblowing Policy

1. Introduction

Dohome Public Company Limited ("the Company") places importance on conducting business based on the principles of good corporate governance, which must be carried out correctly, ethically, and transparently, to support and give importance to stakeholders. Therefore, channels for reporting tips or complaints related to corruption or misconduct have been established. The Company recognizes the process of providing fairness and justice to prevent any harm to individuals who report information or provide tips. This is to ensure that the process of fact-finding and investigation regarding corruption or non-compliance with laws, policies, regulations, company rules, code of business conduct, business ethics, and work practices is carried out correctly, transparently, and fairly. However, the Company has also established measures to protect whistleblowers under this Whistleblowing Policy.

2. Objectives

- 2.1 The Company encourages executives and employees at all levels to conduct business and perform their duties correctly, transparently, and verifiably. The Company sincerely hopes that any actions found or suspected to violate laws, policies, regulations, company rules, the code of business conduct, business ethics, or work practices will be reported in good faith, allowing corrective actions to be taken and potential risks of damage to be prevented
- 2.2 The Company encourages executives and employees to monitor and report any actions related to bribery and corruption through the channels designated by the Company.
- 2.3 The Company encourages contractors, partners, or other individuals who have duties related to the Company to report violations of the anti-corruption policy or any actions that are not honest and transparent through the channels designated by the Company.
- 2.4 The Company provides protection to whistleblowers, including individuals who cooperate in reporting and investigating corruption, in accordance with the measures for protecting whistleblowers who report information or provide tips as specified.



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3. Scope

- 3.1 This policy applies to the Executive Committee, executives, and employees of the Company at all levels of the organization (including temporary employees, contract employees, and probationary employees), as well as individuals who may be considered representatives of the Company, authorized to act on behalf of the Company, or other business intermediaries related to the Company.
- 3.2 This policy covers both the Company and its subsidiary, including any individuals or legal entities associated with the Company.

4. Definitions

- 4.1 Company refers to Dohome Public Company Limited ("the Company") and its subsidiary.
- 4.2 Subsidiary refers to a subsidiary according to the company's financial statements, a limited company, or a public limited company that the company has control over. This control may be in the same manner as the company or through legal ownership/beneficial ownership, directly or indirectly, of not less than 50% of the registered and paid-up shares in that company or legal entity.
- 4.3 **Whistleblower** refers to Any person who reports or provides information about any act that violates or is suspected of violating laws, policies, regulations, company rules, code of business conduct, business ethics, and work practices. The whistleblower will be protected for such actions.
- 4.4 **Anti-Corruption Working Group** refers to Individuals appointed by the Board of Directors to perform duties in support of anti-corruption efforts, including monitoring, reviewing, and improving the implementation of anti-corruption practices, as well as planning any other framework of operations assigned by the Board of Directors, both individually and collectively, and/or delegating authority to any person to act as determined by the Company, with the approval of the Board of Directors.



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- 4.5 **Fact-Finding Committee** refers to The Audit Committee, the Executive Committee, or company personnel who are the highest-ranking supervisors in a department or division, or who are assigned to investigate facts, conduct inquiries, and investigate disciplinary offenses, misconduct, and corruption under the Company's fact-finding procedures.
- 4.6 **Protection Measures** refer to Any reporting or notification made in good faith with good intentions. The Company will not disclose the identity of the whistleblower and will not take any unfair or punitive actions, including unfair changes in job position, job description, or transfer, or suspension, intimidation, threats, or termination of the whistleblower.
- 4.7 **Accused** refers to A person who is identified as being involved in an act that violates or is suspected of violating laws, policies, regulations, company rules, code of business conduct, business ethics, and work practices.

5. Channels for Reporting Tips or Complaints

All executives and employees have a duty to monitor and observe. If any action is found or suspected to be in violation of laws, policies, regulations, company rules, code of business conduct, business ethics, and work practices, or if there is any act of corruption that may cause suspicion or potential damage and impact the company's reputation, it should be reported to the company. This is to allow for corrective actions, prevent potential risks of damage, and ensure transparency and fairness. The company has established channels for reporting tips and complaints, including contact information for consultation and advice, as follows:

- EMAIL : whistleblower@dohome.co.th
- Telephone : Automatic message deposit system Tel. 0 2023 8815
- Send a message to the official LINE account.



- By regular mail, send to:

Chairman of the Audit Committee

Dohome Public Company Limited

60 Vibhavadi Rangsit Road, Samsen Nai Sub-district,

Phyathai District, Bangkok 10400



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- Whistleblowing or complaint boxes at specified locations
- Company's Website

<https://www.dohome.co.th/> Investor Relation > Corporate Governance > Anti-Corruption > Whistleblowing Form

In case of any doubts, you can seek advice or request additional information from the following departments:

Department	Telephone Number
Internal Audit Department	02-027-8787 ext. 80164
Corporate Governance Department	02-027-8787 ext. 80262
Human Resources Department	02-027-8787 ext. 81501
Company Secretary	02-027-8787 ext. 80260
Anti-Corruption Working Group	02-027-8787 ext. 80267

6. Conditions and Considerations for Tips or Complaints

- 6.1 The consideration and screening of tips or complaints must be based on clear, factual details, with sufficient information to facilitate further investigation.

The duration of the fact-finding investigation process depends on the complexity of the details of the tip and the individuals or departments involved, as well as the adequacy of the information, documents, or evidence received from the whistleblower and the search for additional evidence.

- 6.2 After screening the tip and conducting a preliminary investigation:

In cases where no wrongdoing is found or it is a misunderstanding,

the person in charge, as designated by the company, shall provide appropriate advice and guidance. There will be no disciplinary action. The matter shall be closed and reported to the Anti-Corruption Working Group.

In cases where there is evidence or proof that the accused has committed wrongdoing,



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the Anti-Corruption Working Group and/or the person in charge, as designated or authorized by the company, shall appoint a Fact-Finding Committee to report to the Executive Committee, the Audit Committee, and the Board of Directors, respectively.

7. Procedure

7.1 Receiving tips or complaints

The designated recipient of tips or complaints, assigned by the Company to manage various channels, shall screen the matters upon receiving them and notify the Anti-Corruption Working Group for further consideration of appropriate actions.

7.2 Gathering information and verifying facts

For general notifications without details, where the information provided is insufficient, both in terms of the complaint and the informant's details, the Anti-Corruption Working Group shall proceed to contact and inquire for additional information or details from the informant. If additional information is received and is sufficient for investigation and inquiry, the appointment of a Fact-Finding Committee shall be considered immediately.

In cases where the report provides clear details, the Anti-Corruption Working Group shall promptly appoint a Fact-Finding Committee, consisting of representatives from the Internal Audit Department, Loss Prevention Department, Human Resources Department, Legal Department, and/or relevant departments of the company.

In urgent cases where the estimated damage value is high, or there is a loss of business opportunity, or matters related to the company's reputation and image, the Anti-Corruption Working Group shall take action as quickly as possible by presenting such matters to the Chairman of the Executive Committee to appoint an additional Executive Committee level Fact-Finding Committee.

In cases where the subject of the complaint is a company director or executive, the recipient of the complaint shall report the matter to the Chairman of the Board or the Chairman of the



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Audit Committee for the appointment of a fact-finding committee. This committee shall report the results of its investigation directly to the Chairman of the Board or the Chairman of the Audit Committee.

The fact-finding committee shall not be involved in the matter being complained about and must complete its investigation within 45 days from the date the whistleblowing is reported. If necessary, and if the investigation cannot be completed within the specified time, the committee shall report to the Chairman of the Executive Committee to request an extension, not exceeding 30 days.

- 7.3 The fact-finding committee shall report the outcome of the investigation to the Anti-Corruption Working Group who will report to the Chairman of the Executive Committee.

If the whistleblowing is true, the fact-finding committee, in discussion with the Anti-Corruption Working Group, shall suggest an appropriate and fair punishment or mitigation for affected persons.

- 7.4 The fact-finding committee shall not be involved in the matter being investigated and must complete its investigation within 45 days from the date whistleblowing is reported. If necessary, and if the investigation cannot be completed within the specified time, the committee shall report to the Chairman of the Executive Committee to request an extension, not exceeding 30 days

8. Measures to protect whistleblowers

Persons giving tip-offs or complaints and/or persons cooperating in the fact-finding investigation will be protected under the following measures

- 8.1 Whistleblowers or complainers and/or persons cooperating in the fact-finding investigation can choose to remain anonymous if see that exposing oneself may cause unsafety or any damages. However, if choosing to expose oneself, the Company will inform progress and facts after the investigation is completed, and damage relief can be carried out more easily and rapidly.



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- 8.2 If whistleblowers or complainants disclose their identity, the Company will treat it as confidential and proceed with caution, considering the safety and protection of the whistleblowers. The identities of sources concerned individuals, and responsible persons at each step will also be kept confidential and not disclosed. Violating this measure is considered a disciplinary offense.
- 8.3 Persons receiving tip-offs or complaints must keep the information as top secret which will be revealed only as necessary or in relation to the fact-finding investigation.
- 8.4 If whistleblowers or complainants or persons cooperating in the fact-finding investigation view that they may not be safe or may suffer damages, they can request the Company to set up proper preventive measures; or the Company may do so without any request if seeing that damage or unsafety tends to occur. Persons suffering from damage will be relieved with an appropriate and fair process.
- 8.5 The Company is committed to protecting whistleblowers, complainants, and individuals cooperating in investigations. For whistleblowing, complaints, or honest concerns, the Company will not take any unjust actions that harm their employment, including job transfer, demotion, suspension, or reductions in welfare. Retaliation against whistleblowers, complainants, or individuals cooperating in the investigation is strictly prohibited

9. Reporting Tips or Complaints in Bad Faith or Through Wrong Channels

In cases where tips, complaints, or reports are proven to be made in bad faith or with the intent to harass, the Company will take appropriate action. If the individual is an employee, they will face disciplinary measures. If the individual is an external party and their actions cause damage to the Company, legal action may be considered

10. Review of this Whistleblowing Policy

The Board of Directors will arrange for a review of this Whistleblowing Policy at least once a year to examine and consider its suitability, including making improvements to ensure the system and procedures are effective and in line with the company's business operations.



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This Whistleblowing Policy is effective as of February 17, 2022.

This Whistleblowing Policy has been reviewed and considered by the Audit Committee Meeting No. 3/2024 on August 6, 2024, and approved by the Board of Directors Meeting No. 3/2024 on August 6, 2024.

-Mr. Chatrchai Tuongratanaphan-

(Mr.Chatrchai Tuongratanaphan)
Chairman of the Board of Directors
Dohome Public Company Limited