

### **Complaint Handling Process, whistle blowing (Whistle Blowing Policy)**

1. Good control business principle for registered company shall prescribed committees control in order to business has the process for complaint handling and operate if has whistle blowing as follows:

1. The committees should control to machinery and process (record follow improve and report) complaint of interested person and control to provide the convenient way for complaint handling more than 1 way as well as provide the way for complaint handling through website or annual report.
2. The committees should control to provide clear policy and way for whistle blowing, should provide the way for complaint handling through website of business or independent directors / inspector directors of business that were assigned and provide inspection process, operation and report to committees.
3. The committees should control to provide appropriate protection measure to the whistle-blower with honest intention.
1. To preserve standard comply with good control business principle constantly equal other leading companies, then prescribed complaint Handling Process, whistle blowing (Whistle Blowing Policy) as follows:

#### **Complaint Handling matter.**

The operation of directors, permanent, subcontracts, the employee through party, agent, representative of BBGI PLC and subordinator as following matter.

- Breach or does not legalize and does not abide by government rules or policy to control the business, business ethics, policy or rules of company or subsidiary.
- The performance that show corruption, refer to the performance to find the benefit unlawfully for self or other such as misappropriation, corruption, fraud, etc.

#### **Handling way**

1. The post to internal inspection institute of BBGI PLC., 2098 M Tower Building, 5th Floor, Sukhumvit Road, Phra Khanong Tai, Phra Khanong, Bangkok 10260.
2. Email : [IA@bbgigroup.com](mailto:IA@bbgigroup.com)
3. Website : [www.bbgigroup.com](http://www.bbgigroup.com) > การกำกับดูแล > ช่องทางการร้องเรียน
4. Telephone : 0-2335-8673

## **Operation steps**

1. Register to handling, internal inspection institute is a complaint receiver\* and consider to prescribe the type to provide chief executive officer and Managing Director.
2. Inspection and collection, chief executive officer and president are speculator or assign chief or leader of institute that was complained to inspect the right and information as well as facts.
3. Enquiry, chief executive officer and president consider enquiry way as well as necessity of committee of enquiry assignment to enquire conform to company's rules.
4. Notification of result to whistle-blower. When the enquiry process is completely, shall send provide the result of enquiry and to the person who was complained to the chief of internal inspection institute to inform the result to whistle-blower and save all related files as secret.
5. Reporting to committees, internal inspection institute shall present result of whistle blowing or complaint and inform inspector director.

### **\*Remarks**

- In case that the person who was complained is the chief of internal inspection institute, the inspector directors shall assigning inspector director to operate according to article 1 – 5 and report result to directors
- - In case that the person who was complained is director or subordinate director or executive director directors shall assigning inspector director to operate according to article 1 – 5 and report result to directors

## **Operation principle**

The operation of all steps shall operate secretively, shall know in the group of assigned and related people only and shall disclose the names of whistle-blower or complainer in all cases. Whereas shall hold to operate strictly.

### **Whistle-blower protection machinery.**

- Provide data base to save the secret of whistle-blower information and prescribe penalty to the staff responsible of the information as above if the information was disclosed.
- Enter into data base as above shall operate by the executive in deputy managing director up.
- Deem as chief or leader of institute that was complained duty to order properly, protect whistle-blower, witness or the person who give the information in enquiry to does not meet danger or unjust from complaint, to be witness or give the information.

### **The interest shall be receive from whistle blowing or complaint.**

The performance that is unethical, illegal, abnormality of statement, internal control system that is defective as well as the matter that affect to interest, reputation of company or subsidiary, shall cause of damage to financial that may increase in the future.

In order that, the officer of company or subsidiary interested person that shall make the company or subsidiary has good image and reliability to become the company that has sustainable development.