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“For Translation Only”

Announcement no. DTGO-CG 005/2565  
DTGO Whistleblowing or Complaints Regulations

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To provide fair, transparent, and auditable complaints regulations, in accordance with its current organizational structure, DTGO deems it appropriate to cancel Announcement no. DTGO-EXCOM 001/2565 on whistleblowing or complaints regulations and to establish the following new guidelines:

**1. Definitions**

- 1.1 **DTGO** means DTGO Corporation Limited and its subsidiaries, as well as any juristic persons under the administration and control of the Board of Directors and/or the management of DTGO (hereinafter referred to as “the organization”).
- 1.2 **Member** means any person who enters into an employment agreement with DTGO, whether as a permanent employee, fixed-term employee, or consultant.
- 1.3 **Root Captain** means Root Captain - Property Business & Finance,  
Root Captain - Corporate Strategy & Innovative Business, and  
Root Captain - Culture & Corporate Management.

**2. Whistleblowing or complaints**

**2.1 Matters for receiving information and complaints**

The following actions or behaviors merit investigation:

- 1) Actions in conflict with the laws, policies, rules, regulations, or procedures of DTGO.
- 2) Actions that constitute fraud or corruption.
- 3) Applying or not exercising authority for personal benefit or to benefit family members or others.
- 4) Any actions that affect whistleblowers, or anyone providing information, cooperating in investigations, or refusing to engage in corrupt activities, such as bullying, demotion, punishment, or any action that damages them.

**2.2 Persons who can report information or make complaints**

DTGO Members or third parties who witness or become aware of actions or behaviors described in 2.1.

**2.3 Roles and duties of Members**

- 1) Any Member who witnesses or becomes aware of an incident in accordance with 2.1 shall not fail to notify or report such matters through the specified channels.
- 2) All Members must cooperate in investigating and fact-gathering regarding acts described in 2.1.



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**2.4 The following persons are qualified to receive whistleblowing reports or complaints:**

1. Taproot Captain - Chairman of the Board of Directors -DTGO Corporation Limited
2. Taproot Captain - Chairman of the Executive Committee -DTGO Corporation Limited
3. Chairman of the Audit Committee
4. Root Captain - Property Business & Finance
5. Root Captain - Corporate Strategy & Innovative Business
6. Root Captain - Culture & Corporate Management
7. Head of Internal Audit

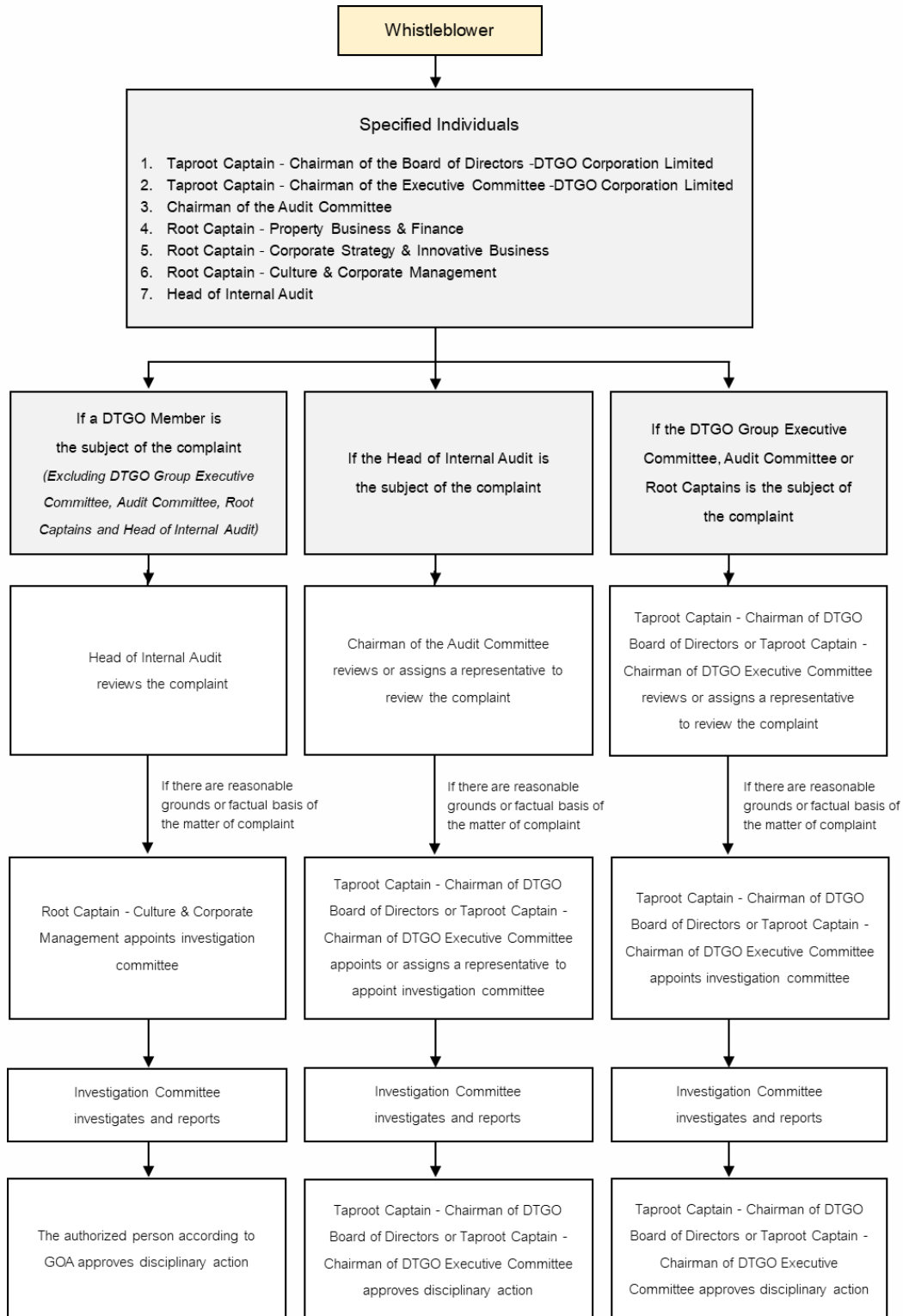
**2.5 7 channels for whistleblowing and complaints**

1. Directly notify a whistleblowing and complaints authority
2. Call 02-742-9141 ext. 5559 (Head of Internal Audit)
3. At DTGO's external website <https://whistleblowing.dtgo.com/>
4. At DTGO intranet <https://intranet.dtgsiam.com/Resources/Application-Tools>
5. By email
  - 1) Taproot Captain - Chairman of the Board of Directors -DTGO Corporation Limited  
whistleblower\_bod@dtgo.com
  - 2) Taproot Captain - Chairman of the Executive Committee -DTGO Corporation Limited  
whistleblower\_cm@dtgo.com
  - 3) Chairman of the Audit Committee whistleblower\_ac@dtgo.com
  - 4) Root Captain - Property Business & Finance whistleblower\_pb@dtgo.com
  - 5) Root Captain - Corporate Strategy & Innovative Business whistleblower\_si@dtgo.com
  - 6) Root Captain - Culture & Corporate Management whistleblower\_cc@dtgo.com
  - 7) Head of Internal Audit whistleblower\_ia@dtgo.com
6. By post  
Mail the whistleblowing and complaints authority directly at DTGO's current address.
7. Plus Chat: Apps menu, then click on Whistleblowing system.

**Note:**

- 1) An investigation based on a complaint will depend on reliable facts only.
- 2) Information or complaints provided in bad faith or anonymously may restrict the organization's ability to investigate.

### 3. Procedures on receiving information or a complaint





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3.1 Whistleblowers and complainants can use DTGO's specified channels. Recipients determine the subject of the report and proceed as follows:

- 1) **For Members except the DTGO Group Executive Committee, Audit Committee, Root Captains and Head of Internal Audit**, the recipient submits it to the Head of Internal Audit to review.
  - 1.1) If there are reasonable grounds or a factual basis for the matter of complaint, such complaint shall be proposed to Root Captain - Culture & Corporate Management for appointing an Investigation Committee.
  - 1.2) The Investigation Committee conducts an investigation and submits a summary of its findings to the approver under the DTGO Grant of Authority (GOA) to authorize disciplinary action.

**Note:** Root Captain - Culture & Corporate Management may discuss the issue in meetings of Root Captain or Human Resources Committee as required to consider penalties.
- 2) **If the Head of Internal Audit is the subject of the complaint**, the recipient submits it to the Chairman of the Audit Committee to consider, or assign a representative to consider, the initial investigation of the complaint.
  - 2.1) If there are reasonable grounds or a factual basis for the matter of complaint, such complaint shall be proposed to Taproot Captain - Chairman of the Board of Directors-DTGO Corporation Limited or Taproot Captain - Chairman of the Executive Committee -DTGO Corporation Limited to appoint, or assign representatives to appoint, the Investigation Committee.
  - 2.2) The Investigation Committee conducts an investigation and submits a summary of its findings to Taproot Captain - Chairman of the Board of Directors-DTGO Corporation Limited or Taproot Captain - Chairman of the Executive Committee -DTGO Corporation Limited to authorize disciplinary action.
- 3) **If the DTGO Group Executive Committee, Audit Committee or Root Captains is the subject of the complaint**, the recipient submits it to the Chairman of the DTGO Board of Directors or Chairman of the DTGO Group Executive Committee to consider, or assign a representative to consider, the initial investigation of the complaint.
  - 3.1) If there are reasonable grounds or a factual basis for the matter of complaint, such complaint shall be proposed to Taproot Captain - Chairman of the Board of Directors-DTGO Corporation Limited or Taproot Captain - Chairman of the Executive Committee -DTGO Corporation Limited to appoint an Investigation Committee.



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3.2) The Investigation Committee conducts an investigation and submits a summary of its findings to Taproot Captain - Chairman of the Board of Directors-DTGO Corporation Limited or Taproot Captain - Chairman of the Executive Committee -DTGO Corporation Limited to authorize disciplinary action.

3.2 The secretary of the Investigation Committee summarizes the disciplinary action for the head of Corporate Culture Development (CDO) to summarize the matter for the complainant and recipient as necessary and appropriate, including a summary of complaint and punishment orders to the DTGO Group Executive Committee and Audit Committee. If there is an issue of business ethics or corruption, the Corporate Governance Department shall also be notified.

**Notes:**

1) If the Head of Corporate Culture Development (CDO) is the subject of the complaint, the Secretary of the Investigation Committee summarizes results for the Head of Internal Audit to consider disciplinary action.

2) Information for the complainant and the subject of the complaint will summarize progress in accordance with DTGO regulations and the Personal Data Protection Act.

3.3 The Investigation Committee is appointed and given powers and duties in sentencing and litigation according to DTGO regulations on fraud, suspected fraud, and/or criminal.

#### 4. Protection of whistleblowers and complainants

4.1 DTGO protects whistleblowers and people who provide information to prevent fraud or corruption related to DTGO to ensure they don't suffer harm or injustice resulting from their cooperation.

4.2 DTGO keeps the whistleblower's or informant's information confidential, identifying them only if their information is ill-intentioned and against regulations or laws. Information is processed according to the DTGO privacy policy, under which the personal information of complainants and informants will be protected as described here: <https://www.dtgo.com/privacy>

4.3 DTGO will not demote, punish, or adversely affect Members who prevent corruption even if their actions result in lost business opportunities.

4.4 Whistleblowers, complainants, and informants who find that they may not be safe or risk damage to life or property can request appropriate protection from DTGO.



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## 5. Penalties

- 5.1 Any Member who ignores or fails to comply with these regulations shall be deemed to have committed a breach of discipline.
- 5.2 Any Member who harrasses, intimidates, conducts disciplinary action, or discriminates against whistleblowers, complainants, or informants involved in these regulations shall be deemed to have committed a breach of discipline.
- 5.3 DTGO reserves the right to take legal action against third parties who bully or intimidate whistleblowers, complainants, or persons involved in implementing these regulations.
- 5.4 Any Member who provides false or unfounded information to bully, intimidate, or intentionally cause others to suffer damage or disciplinary action shall be deemed to have committed a breach of discipline. DTGO reserves the right to take legal action as appropriate against third parties who do so.