

## **Complaint and Whistleblowing Policy**



**THAI AUTO TOOLS AND DIE PUBLIC COMPANY LIMITED**  
**(“The Company”) and Subsidiaries (“Group”)**

## Complaint and Whistleblowing Policy

Thai Auto Tools and Die Public Company Limited (“**the Company**”) provides channels for receiving opinions or suggestions, or reporting information about fraud or corruption or non-compliance with the relevant rules and regulations of the Company and its subsidiaries (collectively referred to as the “**Group**”), from stakeholders and has measures in place to protect and provide fairness to whistleblowers, whereby all related information will be kept confidential, with consideration to the safety of whistleblowers and/or people who cooperate in fact-finding.

### Purpose

The company encourages its directors, executives, employees, and staff to perform their duties in a proper, transparent, and auditable manner. It also provides secure channels for internal and external stakeholders to report, complain, or provide information to the company regarding suspected irregularities in corporate governance principles, business ethics, or relevant laws, in order to improve, correct, or ensure appropriate action. Furthermore, the company provides protection against harassment, intimidation, or any other unfair treatment of any party.

### Definitions

Whistleblowing	means	providing information, complaints or inquiries that can be used to prosecute cases in the event of illegal acts.
Complaint	means	a matter of complaint/suggestion, comment, praise/inquiry or request for Information.
Whistleblower or complainant	means	a/an director, executive, employee or worker of the Company, including any stakeholder, who has filed a complaint or provided information about any wrongdoing or corruption occurring in the Company with honest intentions.

### 1. Methods and Channels for Reporting Complaints and Whistleblowing

Complainants can file a complaint in writing to any complaint recipient, which includes the Audit Committee, Risk Management Committee, and the Board of Directors, as well as work supervisors and the Company Secretary, through the following channels:

- 2.2.1 Telephone : 02-25983876-9
- 2.2.2 Email : [tatg\\_cac@thaiautotoools.co.th](mailto:tatg_cac@thaiautotools.co.th)
- 2.2.3 Postal Service : Chairman of the Audit Committee or Managing Director or Human Resources and Administration Manager  
Thai Auto Tools and Die Public Company Limited (TAT)  
45/6, 45/9 Village No. 11, Khu Bang Luang Sub-district,  
Lat Lum Kaeo District, Pathum Thani Province 12140.
- 2.2.4 Company Website : [www.thaiautotools.co.th](http://www.thaiautotools.co.th), Subject: “Contact Us”

In the event that a complainant or whistleblower chooses to remain anonymous, they must provide sufficient facts or evidence demonstrating reasonable grounds to believe that an action has violated the law, regulations, rules, or Code of Conduct of the Group. Complaint and whistleblowing information will be treated with the strictest level of confidentiality, and complainants and whistleblowers may file complaints or report information through more than one channel and are not required to reveal their identity. However, revealing their identity will allow the Group to inform them of the outcome of the investigation or additional details regarding the their complaints or reports.

### 3. Actions after Whistleblowing or Complaint

3.1 Registration and submission of information to the whistleblower or complaint recipient as per item (2) by sending information to the Human Resources and Administration Department for registration, compilation of complaint statistics and expedited action as follows:

- 3.1.1 In cases where there is a serious impact on the Company's reputation, action must be taken urgently, or within one day from the moment a complaint or tip-off is received.
- 3.1.2 In other cases, actions must be taken within seven working days from the date of receiving the complaint or tip-off.

Accordingly, information from the complainant must be recorded as follows:

- The name of the complainant, categorized as either an external or internal individual, except in anonymous cases.
- Date of complaint.
- Name of the person or event being complained about.
- Name of the person responsible for inspection.
- Other related information.

3.2 After registering a complaint, a confidentiality level will be assigned based on the content of the matter, and the necessary actions will be taken. The process usually takes 3-5 business days, but the timeframe may vary depending on the nature of the complaint, as detailed below:

- 3.2.1 In the event of a complaint against an employee of the Company, the matter should be forwarded to the Chief Executive Officer for consideration and action. This may include assigning the matter to the Internal Audit Office or establishing a fact-finding committee.
- 3.2.2 In cases of complaints against directors or senior executives, including the Chief Executive Officer, Assistant Chief Executive Officer, or Senior Department Managers, the matter should be forwarded to the Audit Committee for investigation and verification of the facts as reported. A report will then be submitted to the Board of Directors for joint consideration and determination of appropriate penalties.
- 3.2.3 In the event that an issue requiring urgent reporting is discovered, the Chief Executive Officer will investigate the facts and report to the Board of Directors immediately.

3.3 The process for collecting facts will take 15-30 business days. The timeframe may vary depending on the issues encountered, in order to ensure that considerations and the investigation of complaints occur according to the proper process as follows:

- 3.3.1 Those assigned to investigate complaints have the authority to ascertain the facts and provide guidance to those involved on appropriate conduct or work practices. If disciplinary action is necessary, consultation should be held with the Human Resources Department to ensure that penalties adhere to Company regulations.
- 3.3.2 If the person assigned to investigate the complaint does not have the authority to summon the employee for questioning or to impose disciplinary action, the matter should be forwarded to the Chief Executive Officer, by submitting the facts for consideration, administering of penalties, or modifications to procedures, as appropriate.
- 3.3.3 In cases of complaints from anonymous complainants where insufficient additional information can be obtained, the assigned person investigating the complaint will submit a report of the investigation results and their opinion on the complaint to the Chief Executive Officer for guidance on appropriate action. If the Chief Executive Officer determines that the complaint cannot be resolved, the case will be closed, and a copy will be sent to the Internal Audit Office for closure in the register, and a report will be submitted to the Audit Committee.
- 3.3.4 If, after investigation, it is found that the accused is innocent, or the matter arose from a misunderstanding, or if advice has been given to the accused or related parties on appropriate conduct, and it is deemed appropriate to close the case without any disciplinary action, the matter will be submitted to the Chief Executive Officer for approval to close the case, and a copy of the matter will be sent to the Internal Audit Office for reporting to the Audit Committee.

#### 3.4 Fact-finding Investigation

If the auditor, the working group, and the Human Resources Department believe that disciplinary action is necessary, the Human Resources department will submit the matter to the Managing Director for consideration, and then to the Chief Executive Officer to review the facts and seek approval for disciplinary action and to improve the clarity of the identified work procedures. All disciplinary action will occur in accordance with the Company's work regulations.

#### 4. Complainant and Whistleblower Protection Measures

- 4.1 Complainants, whistleblowers, or those cooperating in fact-finding investigations may choose not to reveal their identities if they believe disclosure would pose a safety risk or cause any damage. However, revealing their identities will allow the Group to more easily and quickly report progress, clarify facts, or mitigate damage.
- 4.2 The Company will provide protection against demotions, disciplinary actions, or negative consequences to employees who refuse to engage in corruption, as well as those who cooperate in reporting corruption, providing facts, and submitting information about corruption, even if such actions result in lost business opportunities for the Company. Supervisors at all levels are required to communicate this understanding to employees to ensure effective implementation of these principles in business activities under their responsibility and supervision.
- 4.3 The recipient of the complaint and those involved in the fact-finding process must keep all related information confidential. Disclosure will only be limited to what is necessary, taking into account the safety and potential harm to the complainant, those cooperating in the fact-finding process, sources of information, or related individuals, regardless of whether they are employees or external parties.
- 4.4 In the event that the complainant, the whistleblower, or another person who cooperates in a fact-finding investigation believes that he or she may not be safe or may suffer distress or damage, the complainant, whistleblower or the person who cooperates in the fact-finding investigation may request the Company to establish appropriate protection measures, or the Company may establish protection measures for the complainant, whistleblower or person cooperating in the fact-finding investigation without requiring request if it is viewed that it is a matter that is likely to cause distress, damage or danger.
- 4.5 If any tip-off, complaint, statement, or information is proven to have been done with malicious intent, the Company employee will face disciplinary action. If the action is committed by an outsider and causes damage to the Company, the Company will consider taking legal action against that individual.

## 5. Measures for Redress and Compensation.

In the event that an employee or stakeholder suffers damage as a result of any violation of legal rights, the Company will welcome feedback or complaints and will immediately rectify any faults or impacts that occurred. This includes implementing measures to prevent such incidents from happening again and consideration of the appropriate compensation for the victims on a case-by-case basis, taking into account the circumstances of each case.

This policy was approved by the Board of Directors Meeting No. 4/2025 on 14 November 2025, effective from 14 November 2025 onwards.

- *Dr. Damri Sukhotanang* -

Dr. Damri Sukhotanang  
Chairman of the Board of Directors