



ICHITAN

Announcement No. 009/2025

Whistleblowing Policy

Approved by the Board of Directors' Meeting no. 1/2025

Dated on February 24, 2025 and to be effective from February 25, 2025 onwards

Ichitan Group Public Company Limited

Whistleblowing Policy

1. Objective

Ichitan Group Public Company Limited (the "Company") encourages its executives, employees and staff to conduct business in a lawful, transparent, fair and auditable manner, consistent with the Company's principles of good corporate governance and business ethics. The Company presumes all employees and third parties to report in good faith any conduct that contravenes or is suspected to contravene these principles, allowing the Company to take corrective or preventive measures to ensure propriety, transparency and fairness. Furthermore, in accordance with Securities and Stock exchange laws, whistleblowers acting in good faith are granted protection by regulatory authorities, a principle the Company also deems appropriate to adopt

The Company has established a whistleblowing policy, along with measures to protect whistleblowers and complainants. This policy ensures that supervisors and human resources personnel fulfill their duties to oversee, guide and monitor the conduct and behavior of employees or staff members to ensure compliance with regulations. Whistleblowers who act in good faith will be protected under this policy

2. Scope of whistleblowing or complaints

If there is suspicion of violations or non-compliance with laws, regulations, business good governance, business ethics, policies, practice, rules of the Company, employees or staff should first consult their supervisors. If uncomfortable or unsure, they may report directly through the following:

- 1) For issues involving other departments or higher supervisors, contact the CG Report, company secretary, internal audit department or audit committee.
- 2) For issues involving the CEO, report directly to the audit committee.

3. Protection of the Whistleblower and Complainants

Employees or staff who file complaints, provide whistleblowing reports, give statements or share any information within the scope outlined in no. 2, in good faith and without intent to defame or cause harm to others or the Company, will be appropriately protected by the Company. Such protection includes ensuring that they are not subjected to changes in job position, job responsibilities, workplace location, suspension, threats, harassment, dismissal or any other form of unfair treatment. If it becomes necessary to change or revoke such protections before the policy's resolution is reached, prior approval must be obtained from the audit committee. Complainants or those cooperating in investigations may choose to remain anonymous if they believe revealing their identity could compromise with their safety. However, disclosing their identity allows the Company to provide updates, clarify facts or mitigate damages more efficiently and effectively.

- 1) Complainant/ person to cooperate in the investigation can choose to reveal himself if the disclosure is considered unsafe. If there is a self-disclosure, it will make the company Able to report progress and clarify facts to know, or alleviate the damage more conveniently and quickly.
- 2) Complaint recipient/ delegate; all relevant information will be kept confidential, with regard to security. By establishing measures to protect employees who make complaints and/or those who provide information and / or cooperation in verifying information. They will be protected from unfair treatment.
- 3) Complaint recipients/ designated persons will keep relevant information confidential/ safety by setting up protection measures for employees who complain and/or those who provide information and/or cooperate in data investigation. Complaint recipients would get protection from unfair treatment.
- 4) Those who have suffered damage will receive relief from damages through appropriate and fair procedures.

4. Reporting Channels

4.1 Human Resource Department

Telephone 02-0231111 ext. 381

E-mail hrd@ichitangroup.com

Address Human Resource, Ichitan Group Public Company Limited

No. 8, T-One Building, 42-44 Fl., Soi Sukhumvit 40, Phrakhanong, Klongtoey, Bangkok 10110

4.2 The Company secretary, Office of President;

Telephone 02-0231111 ext. 121

E-mail sec@ichitangroup.com

Address Office of President, Ichitan Group Public Company Limited

No. 8, T-One Building, 42-44 Fl., Soi Sukhumvit 40, Phrakhanong, Klongtoey, Bangkok 10110

4.3 Internal Audit Department

Telephone 02-0231111 ext. 251

E-mail internalaudit@ichitangroup.com

Address 3)Internal Audit Department, Ichitan Group Public Company Limited

No. 8, T-One Building, 42-44 Fl., Soi Sukhumvit 40, Phrakhanong, Klongtoey, Bangkok 10110

4.4 The Audit Committee

E-mail The Audit Committee; auditcommittee@ichitangroup.com

Secretary to the Audit Committee; internalaudit@ichitangroup.com

(Proposed to the Audit Committee for consideration and reporting to the Board of Directors further)

Address The Audit Committee, Ichitan Group Public Company Limited

No. 8, T-One Building, 42-44 Fl., Soi Sukhumvit 40, Phrakhanong, Klongtoey, Bangkok 10110

5. Related Persons

A group of persons involved in the process of receiving a whistleblower or complaint "Complaints" including:

- 1) Caller or Claimer: The informer by telephone, fax, E-mail or letter from both inside and outside the Company.
- 2) Case Coordinator: The person who handles the complaint. And collect preliminary data and keep the results of operations such as CG Report, the Company Secretary Office Internal Audit Office.
- 3) Case Owner: The direct supervisor of the person being complained or supervisors above the agency being complained and in the event that the handler of such complaint has not been in work for a long time. The supervisor above the supervisor of the complaint shall be in charge of the complaint within the meaning of this clause instead.
- 4) Human Resources, HR: Human Resources Management Department.
- 5) Chief Executive Officer, CEO: The highest supervisor of the Company
- 6) The Audit Committee
- 7) The Board of Directors

6. Procedure for protecting person whistleblowers or complainants

6.1 Registration and further submissions

6.1.1 Complaint coordinator registers for complaints, provide reporting date of the progress to the complainant as follows;

- If the reputation impact of the company, action must be taken as soon as possible
- In other cases, proceed as soon as possible
- In case of general inquiries such as questions about share prices dividend payment there will be no registration to receive. But will send the matter to the agency responsible for that matter directly in response to the inquirer.

6.1.2 The complaint coordinator records information from the complainant as follows;

- Complainant's name, unless the name is not specified
- Date of complaint
- Name of person or incident complaining
- Other relevant information

6.1.3 After registering, define the secret class according to the subject matter, unless it is general inquiries) and proceed as follows;

- Send it to the case owner to investigate the facts, and directing follow to the exist authority
- Send a copy to the Human Resources Department for basic information. To prepare, to advise on disciplinary action or otherwise

- Send a copy to the Chief Executive Officer for acknowledgment as well
- If the complaint related to the CEO or President, please notify the matter to the Audit Committee.

6.2 Fact verifying and directing

- 6.2.1 The case owner conducts the fact finding and give advice to those involved in the appropriate conduct, or practice in the future. If disciplinary action is required order punishment in consultation with the Human Resources Management Department. To make the punishment meet the penalty standard as well and if the case owner has no authority to directing the punishment, then proposed by hierarchy, as the case may be and send the results of the fact finding, proceedings and the punishment order, as the case may be, to Chief Executive Officer through the supervisors according to the hierarchy to know or consider ordering as well.
- 6.2.2 In the case of a complaint from an anonymous person and insufficient information can be obtained, the case owner shall submit the report on the investigation results and comments on the complaint to the Chief Executive Officer through the supervisor, in order to ask for the appropriate course of action. If the Chief Executive Officer deems that the complaint cannot be handled, the complaint will be closed, the case owner shall send a copy to the case coordinator for acknowledgement, then proposed the report to the Audit Committee.
- 6.2.3 If the complainant has examined the facts and found that the complainant is not guilty, or it is a misunderstanding, or has given advice to the complainant or related parties to conduct or act appropriately, The case owner submits the matter to the supervisor one level above for approval to close the matter, also send copy of the matter to the case coordinator and notify the Complainant and report to the Chief Executive Officer, and the Audit Committee.
- 6.2.4 In the case of a complaint related to the Chief Executive Officer, the matter must be examined by the Audit Committee and referred to the Board of Directors for consideration and order.

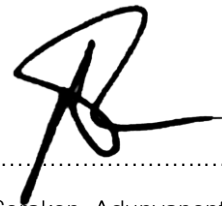
6.3 Informing the conclusion to the complainant and improvements

- 6.3.1 The case owner will proceed under the command of the Chief Executive Officer or the Board of Directors (as the case may be). Also provide an appropriate recommendation on actions, then notify the results to case coordinator for.
- 6.3.2 The case coordinator informs the Complainant of the outcome of the complaint and records the outcome of the complaint, which is presented to the Audit Committee on a quarterly basis.
- 6.3.3 The case coordinator will follow up the improvement (if any) and report to the Chief Executive Officer, and the Audit Committee.

- 6.4 Complaints in bad faith or in the wrong channel: If it is proved that the act was done in bad faith, or in the wrong channel, if it is an employee or officer of the Company, that person will receive disciplinary action according to the standard of punishment. But if it is an outsider and the company has been damaged, the company will consider prosecuting that person as well.
- 6.5 Responsibilities of the Complaint Coordinator, Complaint Handler, and Supervisor: In the event that the Complaint Coordinator or Complaint Handler, ignores, or fails to comply with this policy. The Complaint Coordinator or Complaint Administrator will also be subject to disciplinary action.

This announcement is made for general acknowledgment.

Announced on February 25, 2025



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(Mr. Sorakon Adunyanont)

Chairman of the Board of Directors