

## **Policy No 8/2024**

### **Employee Complaints Policy**

The Company places precedence on the employees' quality of life and paying respect to each other, therefore, the Company determines the policy on grievance denoting the case that any employee suffers dissatisfaction from work such as work condition, employment condition, mastership, work order, work assignment, remuneration payment, or discovery of any behaviors which may lead to misconduct, unethical act, unlawful acts, or financially improper, or fraudulent behaviors, or other benefits between the Company or superiors against the employee or between employees, and the employee proposes such dissatisfaction or grievance to the Company or his/her superior to request them to solve or cease such event. In this regard, to enable a good relationship between the Company or superiors and employees and the work happiness of the employees, the following procedures are determined:

#### **Clause 1 Procedure to Cease Grievance**

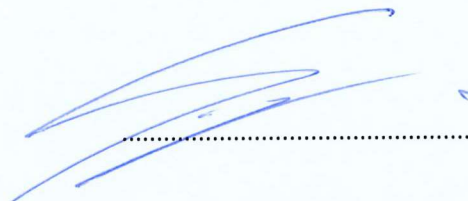
- 1.1 Upon the consideration of the superior in each level, the cause of grievance shall be solved or ceased and the result shall be notified to the relevant employee. If he/she satisfies the result, the superior will be promptly notified but in the case of the grieving employee's dissatisfaction, the written appeals must be submitted to the top superior within 7 days of the date of acknowledgment of such result from the lower superior.
- 1.2 The top superior shall consider the appeal and perform relevant action to solve or cease the grievance and notify the result to the relevant employee within 15 days.
- 1.3 If the grieving employee remains not satisfied with the result of the top superior's action, he/she shall be entitled to perform other lawful procedures.

#### **Clause 2 Protection for Grieving Employee and Associated Persons**

Since the grievance performed in good faith shall provide the Company and employees with benefits, therefore, the grieving employee, the employees who provide testimonies, information, facts, or evidence relevant to such grievance, and the employees who consider the grievance in good faith, even it cause any troubles to the

Company, they shall be guaranteed by the Company that they shall not suffer termination of employment, punishment, or any negative impact unless such grievance conflicts any laws and order or implies any dishonesty causing damage to the Company.

This Policy shall be effective from January 31<sup>th</sup>, 2024 onwards



(Ms.Saichol Puengyaem)

Director of the Company