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(For translation only)

Announcement no. DTGO-CG 002/2567  
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-CG 005/2565 on whistleblowing and 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 FAMZ means any person who enters into an employment agreement with DTGO, whether as a permanent employee, fixed-term employee, or consultant.

**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**

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

**2.3 Roles and duties of FAMZ**

- 1) Any FAMZ 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 FAMZ 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 of DTGO Corporation Limited
2. Corporate Stability Myza - Corporate Stability Office

#### 2.5 Channels for whistleblowing and complaints

1. Directly notify a whistleblowing and complaints authority
2. At DTGO's external website <https://whistleblowing.dtgo.com/>
3. At DTGO intranet <https://intranet.dtgsiam.com/Resources/Application-Tools>
4. By email
  - 1) Taproot Captain - Chairman of the Board of Directors of DTGO Corporation Limited  
[whistleblower\\_bod@dtgo.com](mailto:whistleblower_bod@dtgo.com)
  - 2) Corporate Stability Myza -Corporate Stability Office  
[whistleblower\\_cso@dtgo.com](mailto:whistleblower_cso@dtgo.com)
5. By post  
Mail the whistleblowing and complaints authority directly at DTGO's current address.
6. Plus Chat: Apps menu, then click on Whistleblowing system.

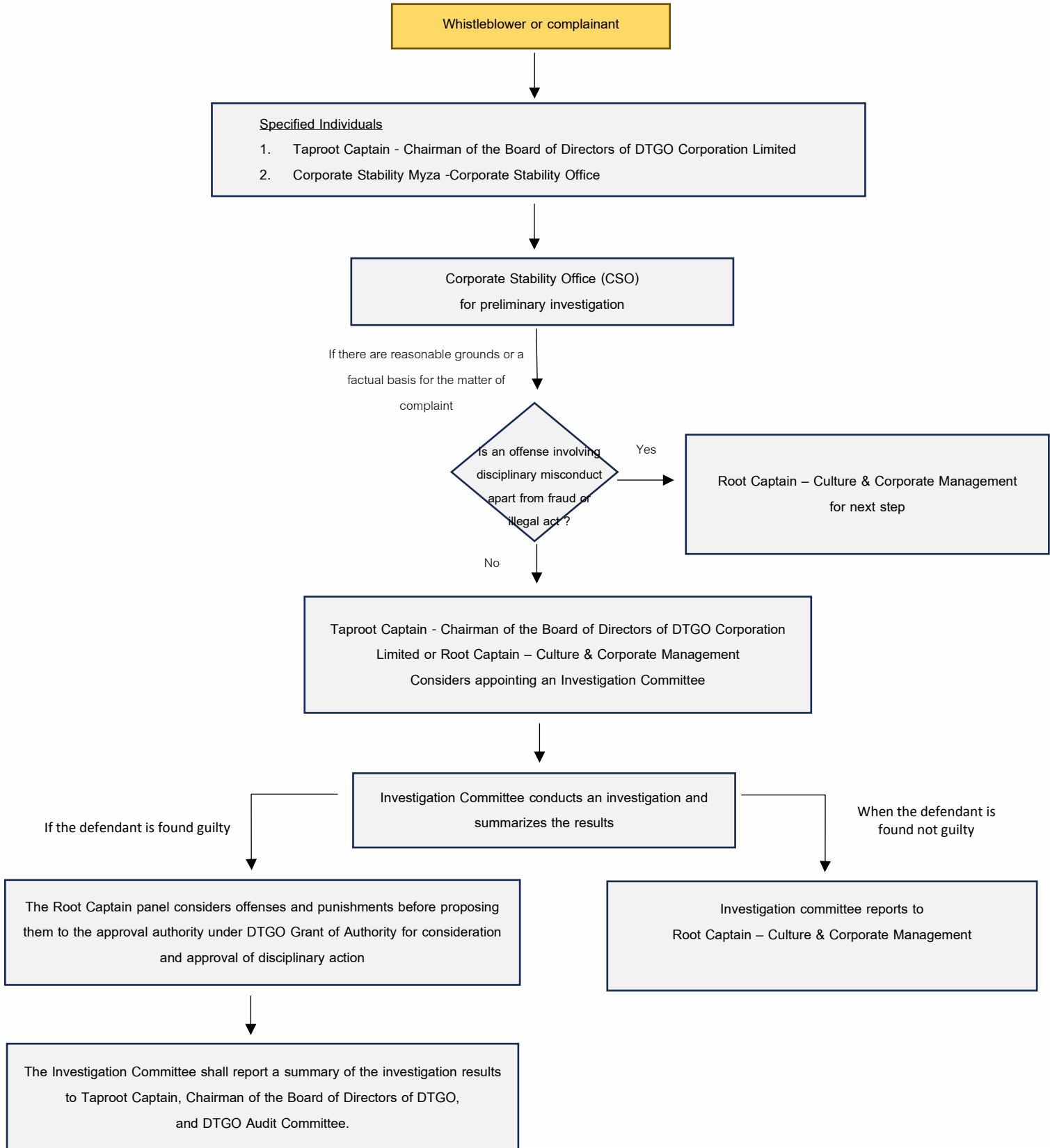
#### Note:

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



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





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3.1 When complaints are reported through the channels specified by the organization, the recipients shall submit the complaints to the Corporate Stability Office for preliminary investigation.

3.2 Corporate Stability Office considers and investigates the complaints and, if there are reasonable grounds or a factual basis for the matter of complaint, acts as follows:

**1) An offense involving fraud or illegal act**

1.1 Propose the matter to Taproot Captain, Chairman of the Board of Directors of DTGO, or Root Captain – Culture & Corporate Management to consider appointing an Investigation Committee.

1.2 Investigation Committee conducts an investigation and summarizes the results.

**If the defendant is found guilty**, the investigation committee shall submit its findings to the Root Captain panel. The panel considers offenses and punishments before proposing them to the approval authority under DTGO Grant of Authority (GOA) for consideration and approval of disciplinary action. The Investigation Committee shall report a summary of the investigation results to Taproot Captain, Chairman of the Board of Directors of DTGO, and DTGO Audit Committee.

Investigation Committee summarizes its disciplinary decision for the head of Corporate Culture Development Department, who is responsible for providing summary report of the investigation to whistleblower and the recipient as necessary and appropriate.

With any issue regarding unethical business practice, fraud, or corruption, the Corporate Governance Department is also notified for acknowledgment.

**When the defendant is found not guilty:** The Investigation Committee will report a summary of its investigation to Root Captain - Culture & Corporate Management.

**2) An offense involving disciplinary misconduct apart from fraud or illegal act:** Propose the matter to Root Captain - Culture & Corporate Management to proceed with the disciplinary procedures of the Corporate Culture Development Department.



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**Note:**

- 1) The summary report of the investigation to whistleblower and the recipient covers only its progress of actions taken in accordance with DTGO regulations and must be in accordance with the Personal Data Protection Act.
- 2) The appointment of the Investigation Committee and its authorities, sentencing, and litigation powers shall adhere to DTGO's regulations and guidelines for disciplinary offenses, ethics, fraud, or illegal acts.

Committees investigating potential fraud or illegal activity must have a representative from the Corporate Stability Office.

**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 FAMZ 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.

**5. Penalties**

- 5.1 Any FAMZ who ignores or fails to comply with these regulations shall be deemed to have committed a breach of discipline.
- 5.2 Any FAMZ who harasses, 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.



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5.4 Any FAMZ 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.

In effect from 17 July 2024.

Announced on 17 July 2024.