

Complaint policy and complainant protection

1. Objective

1.1 To proceed Thaifoods group public company Limited's complaint to have proper plan, effective, flexibility and standard

1.2 To make committee, officer and any persons who acts as the representative of company group to operate business properly, clearly, fair and can be monitored in accordance with law, good governance and business ethics including regulations

1.3 To keep everyone informed of the practices that are contrary or suspected violation of such matters and let company acknowledge honestly through notification channels that the company group provided by being protected including from persecution due to complaints properly and fairly

2. Definition

“Company”	means Thaifoods Public Company Limited
“Subsidiary company”	means company which company holds the stock directly and/ or indirectly more than 50 percent
“Company group”	means Thaifoods Public Company Limited and subsidiaries of company
“Officer”	means executive, officer, contract officer, consultant, joint worker and employee of company group
“Commander”	means management level officer or manager level officer
“Regulation”	means policy, regulation compliance, rule, requirement or rule that called other names and are applicable to the practice of company group
“Misconduct”	means any actions that violates or fails to comply with laws or regulations of company group including good governance and business ethics which consists of 2 main parts
“Complaint”	2.1 “Corruption” means any action to exploitation should be lawful for themselves or others including embezzlement, corruption, fraud or finishing the financial statement 2.2 Violative actions or non- compliance with laws or regulations of company group apart from misconduct pursuant to Clause 2.1 means complaint about misconduct as defined in this regulation

3. Terms of complaint

The company encourages complaints to reveal the identity and/ or provide sufficient evidence about misconduct pursuant to Clause 2.1 or 2.2. In case the complaint does not reveal the identity, after receiving complaints, the complaint coordinator shall consider the data of the complaints whether contains detail facts or sufficient evidence, the company shall not receive any complaint as follows;

3.1 Any case with unidentified witness, evidence or the outstanding corruption or misconduct for fact investigation.

3.2 Any case of Human resource department according to operation regulations and articles of company group, discipline, punishment, complaint of company or other departments of company group which has an authority to consider or fairly judge and no more evidence that is additional significance

4. Person who can complain

Any person who knows a complaint or doubts whether or not he/she is the one who gets damaged, which committee, officer or any person who is on behalf of the company group misbehave pursuant to Clause 2.1 or 2.2. He/she can deliver a complaint. The Company encourages a complainant to reveal and/or give the obvious evidence relating to misbehavior of suspect pursuant to Clause 2.1 or 2.2 including a contact detail should be given to company group for communication channels.

In case there is the obvious evidence showing that a complainant has complained or accused the suspect dishonestly. The company is required to protect a suspect's reputation as follows;

4.1 In case the complainant is an officer, performing to investigate for punishment consideration according to regulations and articles in work.

4.2 In case the complainant is an outsider and the company group gets damaged. Also, company may consider to take a legal action to a complainant

5. Related person and duty

5.1 The grievance man is a commander, complaint coordinator, the mentioned commander has a duty to deliver a complaint to the complaint coordinator for further action.

5.2 The complaint coordinator is the Human resource department and Corporate Governance department who have a duty to collect any evidence initially and deliver the considered complaint to the investigation committee including data storage, progress note and conclusion. Monitoring and changing a complaint status together with determining data access rights about complaints. Furthermore, the complaint coordinator is needed to manage a complaint to be completed in due time.

5.3 The suspect is a committee, officer or any person who is on behalf of company and be complained or accused by complainant that is misbehavior pursuant to Clause 2.1 or 2.2 In case the investigation committee find that other person is participant, supporter, employer or commander concerning the complaint, it shall be reckoned as complainant.

5.4 The cooperative person in the investigation is the Company's employees or the outsiders who are asked for cooperation by the complaint coordinator or compliant inspector in providing any concerned data that may relate to the complaint.

5.5 The compliant inspector appoints the investigation committee to investigate a complaint. So that the compliant inspector should not be a stakeholder about the complaint.

5.6 The investigation committee has the authority to judge a conclusion of complaint and punish the company group following regulations and articles of the company group in work and report to the administrative committee.

6. Complainant and related person protection

The complainant pursuant to Clause 4 and related person pursuant to Clause 5 shall be properly protected by company group such as no change of position, job description, workplace or suspension, threat, interfere with work, layoff or any action which demonstrates unfair conduct. Moreover, the complaint shall be kept as a secret and concealed from an unrelated person except when it is required to reveal according to law.

Any person who knows about the complaint or concerned data, he/she needs to conceal the complaint or concerned data as secret and conceal from other persons dwelling on safety and damage of the complainant, source of data or related person except when it is needed to operate according to this regulation and determined law. In the event of violation of data disclosure, the company group shall discipline and/or take legal action to the violator depending

on each case. The officer who reports a suspicious behavior and person who may be retorted by any officer must report to the commander or Human resource department or Corporate Governance department. The mentioned report shall be rapidly investigated and the secret of the reporter must be protected as much as possible together with accurate and fair investigation. The investigation committee shall inform an investigation outcome to the officer later. The company disagrees with retort to officer who has good intention to report the mentioned situation. The officer relating to retort shall receive the utmost punishment up to dismissal.

7.Complaint channels

The complainant can complain via channels as follows;

- 7.1 The Company's website at www.tfg.co.th
- 7.2 The internal website at https://application.tfg.co.th/CC/complaint_in.aspx
- 7.3 E-mail at cg@tfg.co.th
- 7.4 Registered post to the Corporate Governance Department Thaifoods Group Public Company Limited 1010 Shinawatra Tower 3, 12th Floor Vibhavadi rangsit Rd., Chatuchak, Chatuchak, Bangkok 10900

8.Sanction

Any person who acts with willfulness or negligence does not comply with this Policy, including having bullying and intimidating behavior, discipline, or discrimination with a wrong method caused by the complaint that the whistleblower or person related to such complaint in accordance with this Policy. In this regard, it shall be deemed that such person has committed the disciplinary offenses and shall be responsible for the damages that occurred to the company or other person affected by such action and civil and criminal liability or as stated by the laws.

Revision and improvement of policy

The Company requires this policy to be reviewed regularly, at least every year or when significant changes occur, to be consistent with the Company's operations.

Announcement on January 1st, 2026