

## **Whistleblowing and Complaint Policy, along with Protection and Fair Treatment of Those Reporting Information Related to Corruption, Non-compliance with Laws, Regulations, Company Rules, and Business Ethics of the Company and Its Subsidiaries (“Whistleblower Policy”)**

Absolute Clean Energy Public Company Limited (the "Company") and its subsidiaries (collectively referred to as the "Group") place great importance on conducting business with caution, adhering to the principles of good corporate governance to ensure transparency, accountability, and fairness to all stakeholders. The Group also strives to continuously improve its processes to align with its objectives. Therefore, the Group has established a Whistleblowing and Complaint Policy, along with Protection and Fair Treatment for Those Reporting Information Related to Corruption, Non-compliance with Laws, Regulations, Company Rules, and Business Ethics of the Company and Its Subsidiaries (the “Whistleblower Policy”). This policy provides an opportunity for stakeholders, both internal and external to the Group, to report concerns, complaints, or suggestions related to legal violations, unethical conduct, corruption, or deficiencies in the Group's internal control systems. The Group will investigate the information received to verify the facts and determine the appropriate control measures and remedial actions.

### **1. Scope of the Policy**

This policy applies to all directors, executives, and employees of the group of companies and covers the following actions:

- Violations of laws, policies, rules, regulations, or guidelines of the group of companies, as well as actions that contradict corporate governance principles, business ethics, and the group's code of conduct.
- Actions that negatively affect the interests or reputation of the group of companies.
- Actions that create or increase risks to the internal control system.
- Actions involving human rights violations, such as harassment, threats, abuse, job displacement, or any unfair treatment, or tasks assigned that may result in unsafe conditions.
- Intentional behaviors aimed at unlawfully obtaining benefits for oneself or others (whether already occurred or suspected), including theft, accounting manipulation, and corruption involving all stakeholders with business relationships with the group of companies.

### **2. Persons who Can Report Whistleblowing or Complaints**

- 1) Personnel at all levels of the group of companies, including external individuals who witness actions involving corruption or violations of laws, regulations, company rules, or the business code of conduct of the company and its subsidiaries.
- 2) Employees who are harassed, threatened, disciplined (e.g., salary deductions, suspension, dismissal, or unfair treatment related to employment conditions) due to their reporting, providing information, or

assisting in investigations or fact-finding for the whistleblower recipient, including lawsuits, being a witness, giving testimony, or cooperating with courts or government agencies.

### **3. Channels or Recipients for Whistleblowing and Complaints**

If there are any doubts or evidence that any director, executive, employee, or representative acting on behalf of the group of companies is involved in corruption or violations of laws, policies, rules, regulations, or guidelines set by the group of companies, or acts against corporate governance principles, ethics, and business conduct of the group, reports or whistleblowing can be made to the group of companies. The reporter can choose to disclose their identity or remain anonymous and must provide sufficient details, facts, and evidence that demonstrate there is a reasonable belief that the alleged act has occurred. Reports can be made through any of the following channels:

1) Reporting by email or directly to:

- The Audit Committee
- The Corporate Governance Committee
- The immediate superior or trusted supervisor (from the manager level and above)
- The head of the company's human resources department
- The head of the company's internal audit department
- The company secretary

2) Reporting by email or directly to:

Send a sealed letter addressed to the "Whistleblowing Recipient" Compliance Unit:  
Absolute Clean Energy Public Company Limited  
ITF Tower, 140/6, 7th Floor, Silom Road, Suriyawong, Bang Rak, Bangkok 10500

3) Whistleblowing through the website: <https://www.ace-energy.co.th/>

### **4. Procedure for Whistleblowing or Filing a Complaint**

- 1) Complaints can be made directly in writing. The complainant should submit the complaint or whistleblowing regarding misconduct or corruption through their direct supervisor (from the manager level and above) within the company they belong to. However, if the situation is inappropriate or inconvenient, the complainant can report via email or send a letter to the head of the company's human resources department or the head of the internal audit department (depending on the appropriateness).
- 2) The supervisor who receives the complaint or whistleblowing regarding misconduct or corruption must inform the head of the company's human resources department or the head of the internal audit department (depending on the appropriateness) within 7 days for further investigation.
- 3) In the case where the complainant chooses not to disclose their identity, they must provide sufficient details or evidence to demonstrate that there is a reasonable belief that corruption or violation of laws, company regulations, or the company's business code of conduct has occurred.

All complaints will be kept strictly confidential, and those involved in receiving the complaint or whistleblowing and the complainant are not required to reveal the complainant's identity, unless disclosing their identity allows the company to report back with the results or additional details regarding the complaint. The

group of companies will aim to resolve the complaint within 30 days from the date all necessary evidence has been received. However, if it takes longer than 30 days, the whistleblower or complainant will be notified, and progress will be reported periodically.

## 5. Fact-Finding Procedure

- 1) In carrying out the investigation and gathering of facts, the recipient of the complaint should assign the following individuals to act as the investigators and gather the facts ("Investigators") as per the received complaint:
  - In the case where the accused is an employee below the executive level:  
The Chief Executive Officer (CEO) and/or individuals or departments assigned by the CEO will act as the investigators.
  - In the case where the accused is an employee at the executive level or higher:  
The Audit Committee and/or individuals or departments assigned by the Audit Committee will act as the investigators.  
  
If there are any questions or doubts, the investigators may invite an employee or the direct supervisor of the complainant to provide information or request relevant documents to assist with the fact-finding investigation.
- 2) If the investigation confirms that the complaint is true, the company and its subsidiaries will proceed as follows:
  - (1) In cases involving corruption, illegal activities, violations of regulations, or breaches of the company's business code of conduct, the investigators should submit the complaint along with their opinion to the Audit Committee for further consideration.
  - (2) The investigators must inform the complainant who has disclosed their name, address, telephone number, email, or other contact details of the progress and outcome of the investigation within 7 working days from the date the investigation results are finalized. However, in some cases, due to personal data protection and confidentiality requirements, the company may not be able to provide detailed information about the investigation or disciplinary actions.
  - (3) In cases where the complaint is significant, such as those affecting the company's reputation, financial status, or policies, or involving senior executives, the investigators should present the matter, along with their opinion, to the board of directors for further consideration.
  - (4) If the complaint results in harm to an individual, the investigators will propose appropriate and fair measures to mitigate the damage to the affected party as deemed necessary.
  - (5) After the final investigation results, the investigators will report to the Corporate Governance Committee. If the investigators find that the matter constitutes a serious breach of corporate governance that could harm the company's reputation, they will inform the Corporate Governance Committee as the investigation progresses, without waiting for the investigation and decision-making process to be completed.

## 6. Protection of Whistleblowers

- 1) The complainant may choose to remain anonymous if revealing their identity may result in harm to them, but they must provide sufficient details or evidence to demonstrate reasonable grounds to believe that an act of corruption or a violation of laws, regulations, company policies, or business ethics has occurred. However, if the complainant chooses to disclose their identity, it will allow the recipient of the complaint to act more swiftly.
- 2) Information related to the complaint will be kept confidential by the company and its subsidiaries and will only be disclosed as necessary, considering the safety and potential harm to the source of the information or the individuals involved. The person responsible at each stage must maintain the highest level of confidentiality and not disclose information to others. Violations will be considered a disciplinary offense.
- 3) If the complainant feels unsafe or at risk of harm, they may request that the company or its subsidiaries provide appropriate protective measures, or the company may implement protective measures on its own initiative if it deems the situation likely to cause harm or safety risks.
- 4) Employees who treat others unfairly, engage in inappropriate discrimination, or cause harm to others due to their involvement in whistleblowing, providing information, or assisting with investigations into corruption or violations of laws, regulations, company policies, or business ethics, including actions such as filing lawsuits, testifying, or cooperating with courts or government agencies, will be considered guilty of a disciplinary offense. Legal penalties may also apply if the actions violate the law.
- 5) Those who suffer harm will receive appropriate and fair compensation for their damage through suitable methods or procedures.
- 6) The company will not demote, punish, or take any negative action against directors, executives, or employees who reject corruption or fraud, even if their actions lead to the company losing business opportunities.

## 7. Remedial Measures

The group company has established remedial measures to ensure that stakeholders, including employees, communities, or surrounding societies, who suffer from violations of laws, regulations, company policies, ethical principles, or human rights violations as defined by the company, are effectively compensated and can restore the damage caused to an appropriate or improved condition. The remediation can be carried out as follows:

- 1) **Monetary compensation**, such as paying compensation for the damage to the affected party. The amount to be paid or the circumstances under which payment will be made depend on negotiations between both parties and according to the company's regulations, ensuring transparency in the process.
- 2) **Non-monetary compensation**, such as issuing an apology, providing assistance after a critical event (for example, in cases of sexual harassment or accidents within the workplace), to help restore the mental well-being of the affected person, as well as rehabilitation and other supportive measures.

In any case, the remedial actions must go through a consultation process for mediation and mutual agreement by both parties.

**8. Penalties**

- 1) The group company establishes penalties for directors, executives, and employees who fail to comply with anti-corruption measures, as well as violations of laws, regulations, company policies, or the ethical principles in the company's business operations. They will be investigated and subjected to disciplinary actions according to the company's established rules, which may include termination or removal from position. Legal actions will also be taken if the conduct violates applicable laws, regulations, or relevant requirements.
- 2) In cases where the whistleblowing or complaint is made dishonestly or is found to be malicious, intended to harm, or aimed at personal gain, the group company may consider taking action against the false complainant according to the company's procedures or applicable laws, as appropriate, depending on the case.

**9. Record Keeping and Reporting**

The internal audit department is responsible for maintaining a register of complaints and tips related to misconduct and corruption and for preparing a summary report of all reports on misconduct and corruption, whether they have been reviewed or are still under investigation, for the Board of Audit and the Corporate Governance Committee to be informed regularly, at least once every quarter.

**This policy shall be effective from July 19, 2018 onwards**

**Committees**

**Absolute Clean Energy Public Company Limited**