

Whistleblowing Policy, Management Guidelines and Measures to Protect Whistleblowers

The R&B Food Supply Public Company Limited

The Board of Directors places importance on the principles of good corporate governance by conducting business in a proper, transparent and auditable manner in order for operations to be in line with these principles, the Company deems it appropriate to provide Personnel and Stakeholders with a channel to file complaints, express opinions and report clues about illegal activities or rights violations including behaviors that may constitute a violation of the company's laws and regulations including business ethics. The Company has established a policy for whistleblowing, management guidelines and measures to protect whistleblowers as well as having established a unit with clear responsibility for preventing corruption.

Scope

This Whistleblowing Policy, Management Guidelines and Measures to Protect Whistleblowers (Whistleblowing Policy) is part of the Anti-Depravity and Corruption Policy, which has been approved by the Board of Directors. It has established preventive measures that can be used in conjunction with the Corporate Governance and Ethics Policy.

This Whistleblowing Policy covers the operations of Personnel, Stakeholders, Agents, Intermediaries, Independent Contractors and Consultants, acting on behalf of the Company to create transparency and effectively prevent depravity. The Company is committed to supporting the whistleblowing and providing protection to whistleblowers to promote a responsible and transparent corporate culture.

Definition

Company means the R&B Food Supply Public Company Limited and its subsidiaries in Thailand.

Personnel means Directors, Management and Employees of the R&B Food Supply Public Company Limited and/or its subsidiaries.

Stakeholders mean Shareholders, Customers, Business Partners, Creditors, Employees, Business Competitors, the Government Sector as well as other organizations and related persons in society.

Depravity means intentional actions to seek undue benefits for oneself or others including embezzlement, accounting manipulation and corruption.

Embezzlement means taking money and items assigned to be used in work or using the company's working time for personal benefits, others or for other unrelated activities.

Corruption means the abuse of power and duty to obtain undue benefits, giving or receiving bribes in any form by offering, promising, promising, demanding, giving or receiving money, property or other benefits that are not appropriate to government officials, government agencies, private agencies or persons in charge whether directly or indirectly in order for such persons to perform or refrain from performing their duties or to obtain or maintain undue business benefits.

Whistleblowing and Complaints

The Company has specified channels for the company's personnel and Stakeholders who wish to provide whistleblowing, complaints and receive advice with details as follows:

1. Scope of whistleblowing, complaints

Actions that violate or do not comply with the company's policies, regulations and related laws as well as being treated unfairly in the performance of duties or the behavior of the company's personnel or being involved in accepting/giving bribes, depravity and corruption that cause damage to the Company, with the following consideration reserved:

1.1 Job applications

1.2 Surveys or requests for information about the Company

1.3 Requesting donations

1.4 Matters beyond the company's authority to act

1.5 Matters that are not beneficial to the company's overall operations

2. Personnel and Stakeholders that can report complaints and clues by specifying details of the complaint, along with your name, address and contact phone number (All information will be kept confidential and will not affect the complainant in any way) and send it to one of the following channels:

Complaint box at various points in the company

Postal mail to the "Chairman of the Audit Committee"

The R&B Food Supply Public Company Limited

No. 9, Pho Kaew 3 Alley, 17 Sub-alley, Khlong Chan Sub-district, Bang Kapi District,
Bangkok Metropolis 10240

E-mail Audit Committee E-mail: ac@rbsupply.co.th

Company Secretariat E-mail: comsec@rbsupply.co.th

Company website <https://investor.rbfoodsupply.co.th/th/corporate-governance/whistleblowing-channel>

Line OA



3. In the event that the complainant chooses not to disclose his/her name, he/she must provide sufficient details of the facts or evidence to demonstrate that there are reasonable grounds to believe that there have been an act that violates the law, regulations, rules or the company's business ethics and depravity & corruption.
4. Complaints or whistleblowers are strictly confidential and the complainant or whistleblower can file a complaint through more than one channel and is not required to disclose his/her identity. However, if he/she discloses his/her identity, the Company will be able to inform him/her of the results of the action or additional details regarding the matter being complained about.
5. In the event that the report is proven to be false due to intentional distortion of facts or defamation of others, the person who reported the information shall be deemed to have committed an ethical violation of the company's business as penalties shall be in accordance with the company's regulations or relevant laws.

Fact-finding Procedures

1. The Anti-Depravity and Corruption Working Group (AWG) shall conduct, inspect and collect facts of corruption and fraud clues, acting independently and fairly.
2. In the event that the supervisor or whistleblower is aware of clues of wrongdoing and finds that such wrongdoing or corruption has actually occurred where the working group must be notified within 7 days to proceed according to the specified investigation procedures.
3. The working group must register complaints and clues of wrongdoing, depravity and corruption.
4. The working group secretary must report the summary of the investigation results on clues, wrongdoing / depravity and penalties, preventive/corrective measures to the working group chairman, who must report to the Audit Committee.
5. If the investigation finds that it is true, the Company has the following measures:
 - In the case of a complaint regarding the Company violating the law, regulations, rules or code of conduct that affects the company's reputation, image or financial status, conflicts with the company's business policies or Concerns Directors and Senior Management, the working group chairman must report the matter, present facts and guidelines for action to

- the Audit Committee's Secretary for initial consideration by the Audit Committee before presenting it to the Board of Directors for appropriate action.
- In the case of a complaint regarding corruption or unfair treatment in the performance of duties or the behavior of the company's personnel, the working group's chairman and the human resources manager must collect information, present facts and guidelines for action to the Audit Committee's Secretary for initial consideration by the Audit Committee before presenting it to the Board of Directors for appropriate action.
6. The Secretary of the working group shall prepare a summary report of the results of the complaints to the Nomination, Remuneration Corporate Governance Committee through the Secretary of the Nomination, Remuneration Corporate Governance Committee and the Audit Committee through the Secretary of the Audit Committee at least once a year.

Measures to protect the complainants

In order to protect the rights of the complainants and whistleblowers who act with honest intentions, the Company has established measures to protect the complainants, based on the following criteria:

1. The complainant may choose not to reveal himself/herself if he/she believes that revealing himself/herself would be unsafe. but in the event that he/she reveals himself/herself, the organization will be able to report the progress and clarify the facts.
2. The recipient of the complaint shall keep the related information confidential, taking into account safety. The Company has established measures to protect its Employees who file complaints and/or those who provide information and/or cooperate in the investigation of the information, who will be protected from unfair treatment such as changing job positions, job descriptions, workplaces, suspending work, threatening, interfering with work or dismissal due to the cause of the complaint.
3. In the event that the complainant or those who cooperate in the investigation of the facts believe that he/she may be unsafe or may suffer damage such person may file a request with the Audit Committee to determine appropriate protection measures
4. Those who have suffered damage will receive relief through appropriate and fair processes

This policy has been reviewed and approved by the Board of Directors' Meeting No. 4/2567 on 14 November 2024. It will be effective from 15 November 2024 onwards.