

Whistle Blowing Policy

Pro Inside Public Company Limited

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This whistleblowing policy aims to support and encourage employees, shareholders, customers, business partners or other persons doing business with the Company to be able to report to the Company any actions related to illegal actions, government regulations, unethical actions, misconduct, embezzlement, corruption by employees or other persons, both actual actions and suspicious events that result in damages to the Company, both monetary and non-monetary.

1. The reporter should report any suspicious or clues to the company promptly.
2. The reporter should provide clear information, name of the reporter, address, telephone number, date and time, location of the incident, details of the incident, telephone number or email that can be contacted so that the operator can report the progress or ask for more information for the benefit of the fact-finding investigation. The company will keep the name, address or any information that can identify the reporter or the information provider confidential. Only those responsible for investigating the complaint can access such information as long as the law allows it to do so in order to protect the rights of the reporter. However, the reporter can choose to disclose or not disclose the name, but the reporter may not be informed of the progress of the fact-finding investigation and the company's actions if they cannot be contacted.
3. Scope of whistleblowing
 - 3.1 Illegal acts or non-compliance with policies on good corporate governance, business ethics, and anti-corruption
 - 3.2 Violation of the Company's rules and Articles of Association
 - 3.3 Incorrect financial reports, defective internal control systems, and false financial documentation
 - 3.4 Acts that constitute a conflict of interest
4. The person who have the right to report clues
 - 4.1 Employees who witness wrongdoings against the law, regulations, rules, practices, or the company's business ethics
 - 4.2 Employees who are bullied, threatened, subject to disciplinary punishment, such as a salary reduction, suspension, dismissal, or unlawful discrimination due to their reporting, providing information, or assisting in the investigation, inquiry, or fact-collection process for the recipient of the complaint, including filing a lawsuit, taking legal action, being a witness, giving testimony, or providing any cooperation to the court or government agency
 - 4.3 Stakeholders who witness wrongdoings or find clues of wrongdoing or corruption occurring in the company

5. Operation Process

5.1 Receiving the report

When receiving a report of corruption, the Audit Committee shall send a letter of notification to the reporter (in the case that the reporter discloses himself) within 3 business days from the date of acknowledgement. The Audit Committee may assign an investigation committee, a person or a trusted agency to investigate the facts.

5.2 Collection and verification of facts

The person assigned by the Audit Committee will be responsible for collecting facts and conducting fact-finding investigations.

- In cases involving violations of the law, regulations, rules, or the Company's ethics, the matter will be submitted along with opinions and guidelines for proper conduct to the authorized persons of the Company for consideration and action. In cases of important matters, such as matters affecting the Company's reputation, image, or financial status, conflicting with the Company's business policies, or involving senior executives, etc., the matter will be submitted to the Audit Committee or the Board of Directors for consideration.
- In cases where the complaint causes damage to any person, appropriate and fair methods of mitigating the damage will be proposed to the injured party.

In implementing these processes, the Company has established necessary measures to protect whistleblowers and those who cooperate in the investigation of information, who may also be affected.

5.3 Summary and Reporting

The person assigned by the Audit Committee shall summarize the facts, the results of the operation, and the opinions to the Audit Committee. The Audit Committee shall also report the results of the consideration to the whistleblower (in the case that the whistleblower reveals himself).

6. The reporter will receive a response regarding investigation, action or resolution from the company within 5 business days after the first report.
7. The company will consider the punishment according to the company's work regulations and the compensation to be paid to the company or those affected by such action. If the action is illegal, the company will consider taking legal action accordingly.
8. The Company has provided 3 channels for reporting information as follows:
 - 8.1 By Email: whistle-blower@proinside.co.th
 - 8.2 By Postal mail: To the Audit Committee of Pro Inside Public Company Limited
55, A.A. Capital Ratchada Building, 5th Floor, Ratchadapisek Road, Dindaeng, Dindaeng Bangkok 10400
 - 8.3 Online channel: <http://www.proinside.co.th/contact/whistleblowing>

9. Whistleblower Protection

- 9.1 A whistleblower or a person who cooperates in the investigation of information is not required to reveal themselves if they believe that revealing themselves may cause safety or impact on themselves or their close friends.
- 9.2 Any information that can identify a whistleblower or a person who cooperates in the investigation of information will be kept confidential. The Company will proceed with necessary care for the benefit of the fact-finding process, taking into account the safety and impact on the whistleblower, the person who cooperates in the investigation of information, and related persons as important considerations.
- 9.3 A whistleblower and a person who cooperates in the investigation of information or provides information honestly will not be subject to disciplinary action, punishment, salary reduction, demotion, or demotion of any employee in the event that the employee has honestly provided information to the Company based on the truth, without slandering others, and will be protected from actions that cause impact or unsafety, such as intimidation, threats, detention, work disruption, or actions that are harassment or unfair treatment.
- 9.4 The Company will not demote, punish, or give negative consequences to employees who deny corruption, even if such actions cause the Company to lose business opportunities.
- 9.5 If a whistleblower or a person who cooperates in the investigation of information If you believe that you have been threatened, intimidated, held back, interfered with work, or subjected to harassment or unfair treatment, please report it through the above reporting channels. In addition, the reporter or those who cooperate in the investigation of the information may request that the Company establish any additional appropriate protection measures.

10. False Reporting

If the Company finds that the reporting of a tip or complaint or the provision of any statement or information with evidence that can be proven to be an act of dishonesty, falseness, and intention to cause damage, in the case of being an employee of the Company, disciplinary action will be taken in accordance with the Company's regulations. However, if it is an external person whose action has caused damage to the Company, the Company will consider taking legal action against that person.

Reporting of clues or complaints should use polite words, clearly stating the facts or circumstances which can be verified. Consideration of reporting of clues or complaints will be transparent and fair. Every step will be under the supervision of the Audit Committee. Any information received by the Audit Committee will be kept confidential.

Approved by the Board of Directors Meeting No. 3/2024

On February 27, 2024