



# Complaint Consideration Policy



## **Complaint Consideration Policy**

DCON Products Public Company Limited is determined to listen to comments, recommendations, questions or complaints relating to business supervision or work performance supervision from stakeholders in all sectors, whether from personnel within the organization or outsiders.

The Company wishes to covenant that it shall consider all comments, recommendations, questions or complaints transparently, honestly, fairly and equitably, and shall also keep confidential, safeguard and implement measures to protect honest complainants, witnesses concerned with the complaints, both during and after investigations on the complaints.

### 1. Objectives

1.1 To ensure more efficient operation of the Company's business consistent with the good corporate governance and efficient work performance supervision.

1.2 To emphasize on listening to complaints from personnel within the organization or outsiders, which is deemed an instrument of the Company in monitoring, pursuing or auditing the operation of the business of DCON Products Public Company Limited.

1.3 To prevent risks and increase the efficiency of precaution mechanism which shall lead to prevention of damage which may occur to stakeholders and enhancement of the Company's business operation proficiency.

### 2. Definitions

"Company" means DCON Products Public Company Limited.

"Subsidiaries" means:

- (a) A company whose voting stock is more than fifty per cent held by the issuer.
- (b) A company whose voting stock is more than fifty per cent held by a company under (a).
- (c) A company whose stock is held in tiers, starting from a company under (b), and the shareholding of the company in each tier is more than fifty per cent of the total number of voting stock of that company.
- (d) A company whose voting stock is more than fifty per cent is held, directly or indirectly, by the issuer or the companies under (a), (b) or (c), in aggregate.

- (e) A company whose control power in determining financial policy and business operation is owned by the issuer or the companies under (a), (b), (c) or (d) to benefit from activities of that company.

Shareholding of the issuer or the companies under (a), (b), (c) or (d) shall include shares held by parties concerned.

“DCON Products Public Company Limited” means the DCON Products Public Company Limited.

“Board of Directors” means the Board of Directors of DCON Products Public Company Limited.

“Executives” means the executives of DCON Products Public Company Limited.

“Personnel” means personnel of DCON Products Public Company Limited.

“Complainant” means a person or persons affected by operation of DCON Products Public Company Limited, including a person or persons who detect any improper conduct which is contradictory to business ethics, good corporate governance policy or policy on work performance supervision to ensure compliance with laws, rules and regulations of DCON Products Public Company Limited.

### 3. Scope of complaints

A complainant who detects, faces or has evidences and information relating to any director, executive, personnel or attorney of DCON Products Public Company Limited in connection with improper conduct which is contradictory to business ethics, good corporate governance policy or policy on work performance supervision to ensure compliance with laws, rules and regulations.

Upon receipt of a complaint, the Company shall forward it through a channel or agency considered appropriate by the Company, and shall notify the complainant thereof.

However, the Company shall not accept for consideration any complaint which falls under the following cases.

- A matter finally resolved by the Board of Directors or the Chief Executive Officer.
- A matter pending in court or finally adjudged or ordered by court.
- A matter finally resolved by the Audit Committee.
- An anonymous letter or a complaint or accusation without the real name and address of the complainant or the accuser.

#### 4. Complaints

A complaint shall be made in writing with the following details.

- (1) Name and surname, home or office address, telephone number and E-mail address of the complainant;
- (2) Name and surname and address (if any) of the respondent;
- (3) Date of the complaint;
- (4) Date and venue where the complainant detected the conduct or the incident;
- (5) Facts and action of the respondent considered by the complainant as being under the scope of complaints;
- (6) Supporting documentary evidences (if any);
- (7) Or use the complaint form downloaded from the Company's website and fill out the form in full details;
- (8) Submit or pursue the complaint as follows:
  - (8.1) Submit via the system (Whistleblower) provided in the Company's Internet; or
  - (8.2) Submit via E-Mail: <http://www.dconproduct.com>; or
  - (8.3) Send via mail to:

The Secretary of the Company  
Company Organization Supervision and Secretary Agency  
DCON Products Public Company Limited  
No. 3300/57, Elephant Building, Tower B, 8<sup>th</sup> Floor, Phaholyotin Road, Chompol, Chatuchak, Bangkok 10900; or
  - (8.4) Send via other channel (if any) provided by the Company.

When there is any reasonable suspicion, the Company may consider taking action as deemed appropriate in compliance with relevant rules, regulations or criteria, subject to the principles/concealment and security measures and/or no-retort or complainant protection prescribed in this Policy, or as the Company deems appropriate.

#### 5. Concealment of names or personal information

The Company shall require information of the complainant or parties concerned to be protected by keeping the name or the personal information confidential as per the Company's requirements governing secret classification and security relating to documents.

In principles, when the complainant has given information on the complaint completely at all steps, the complainant shall receive registration number and code number for use in identification and communicating with the Company. Said registration number and code number shall be used in place of name or personal information of the complainant in the investigation steps up to finality of the process, which is a concealment and security measure. However, such principles are subject to change as the Company deems appropriate.

#### 6. No-retort/complainant protection

The Company has a policy to encourage complaints made in good faith, which shall be fairly treated.

#### 7. Response to complainants

The Company shall consider responding to complainants via the given channels in the following cases:

- Response on complaint acknowledgement or registration;
- Response to request additional details and information;
- Response to report on complaint consideration progress;
- Response to notify on the complaint consideration results;
- Response in other cases as deemed appropriate.

#### 8. False complaints

Complainants are well aware and comprehensive that complaints shall be made in good faith without intention to persecute the organization or any person, or with dishonest, unfair intention. If any complainant made a false, untrue complaint or with an intention to persecute the organization or any person, the Company shall take steps of the Company or relevant laws against the complaint as appropriate to the case.

Announced on 20 March 2017

(Mr. Wittawat Pornkul)  
Managing Director