

Grievance Mechanism and Complaints Management Procedures

Entitled Complainant : Employees, stakeholders and person who witnessed the commission of offence

Scope of Complaints / Whistle Blowing

1. Violation of compliance and guidelines for corporate governance
2. Violation of the company's rules, regulations, and policies
3. Unfair treatment in workplace and operation
4. Corruption act

Complaints / Whistle Blowing Channels

1. **Post :** To LH Complaints and Whistle Blowing Function
Land & Houses Public Company Limited
No.1 Q.House Lumpini Building 37-38th Fl.,
South Sathon Road, Thung Mahamek, Sathon, Bangkok 10120
2. **E-mail :** whistleblower@lh.co.th
3. **Website :** www.lh.co.th

Complaints Channels and Fact Investigative Function

LH Complaints and Whistle Blowing Function : Appointed from the Audit Committee, comprise of personnel from 3 department, Human Resources Vice President, Legal Vice President and Internal Audit Vice President, to screen the complaints and coordinate with related function.

Fact Investigative Function : Managing Director or Audit Committee is the person to appoint the fact investigative function for collecting the evidence, summoning relevant person to give testimony, investigating, summarizing the findings as well as providing a proposal to prevent a recurring incident and sentencing or managing guidelines for offender. For a guideline in appointing fact investigative function, should comprise of at least 3 personnel or upon discretion of an authorized person, as follow:

1. Personal from function of accused person who is at least 1 level higher than the accused person.
2. Human Resources Vice President or appointed representative from Human Resources Department.
3. Legal Vice President or appointed representative from Legal Department.
4. Internal Audit Vice President or appointed representative from Internal Audit Department.

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