

ZEN Corporation Group Public Company Limited and its subsidiaries.

(Translation)

Whistleblower Policy

Persons with the right to complain

1. Persons who see or know about referee Executives and employees and company employees ZEN Corporation Group Co., Ltd. (Public) (“company”) and subsidiaries in acts of corruption or obstruction of interests. Offenses that violate the law. Human Rights Violations Non-compliant practices Rules and Regulations of the Company and subsidiaries or the Company's Code of Conduct. and subsidiaries
2. Persons who do not receive fairness Human rights violations. Being bullied Intimidation or discrimination by illegal means.

Complaint recipient

1. Director of Internal Audit (email: internalaudit@Zengroup.co.th)
2. Company Secretary (email: corporatesecretary@Zengroup.co.th)
3. Audit and Governance Committee (email: auditcom@Zengroup.co.th)

How to make a complaint

The person who has the right to make a complaint may lodge a complaint with one of the complaint recipients.
By the following methods:

1. Complaints via E-mail Address of the complainant.
2. The complaint is a letter or letter to the recipient of the complaint.
3. In the event that the complainant chooses not to disclose his or her name. The complainant must provide sufficient details of facts or evidence to show that there are reasonable grounds to believe that fraudulent or biased acts have been committed. Or is Acts that violate laws, rules, and regulations of the Company. and subsidiaries or violate the Company's code of conduct. and subsidiaries.

Complaints are considered to be of the utmost confidentiality, and complainants can make complaints through more than one channel and do not need to reveal the identity of the complainant. However, if the complainant discloses himself/herself, the Company will be able to notify the Company of the results of the action or additional details of the complaint.

Fact-Finding Procedure

1. The recipient of the complaint submits the complaint to the Fact Finding Committee. This includes the Human Resources Manager, Internal Audit Manager and Legal Manager.
2. The Fact Finding Committee will conduct an investigation and collect the facts or may assign an appropriate person or agency to investigate the facts.
3. The Fact-Finding Committee or its designee may invite any officer or employee to provide information or request the delivery of any relevant documents for fact-finding.
4. If it is found to be true. The Fact-Finding Committee will propose the matter with its opinion and determine the guidelines for correct, appropriate and fair treatment. To the authorized persons, proceed as follows:
 - In the event that the complaint is a fraudulent act or obstruction of interest, the matter shall be submitted to the Director of Internal Audit for consideration and action.
 - In case the complaint is an illegal act, the matter shall be presented with an opinion and guidelines to the Legal Director for consideration and action.
 - In case the complaint is a Violations of the Company's rules, regulations, or code of conduct in business operations. and subsidiaries Propose matters with opinions and guidelines to the Director of Human Resources Management for consideration and action. For offenses related to the Code of Business Ethics, the Chief Executive Officer shall prescribe procedures/procedures/any other measures to prevent the recurrence of the offense.
 - In the case of an important matter, such as an impact on the company's reputation, image or financial position. or conflicts with the business policies of the Company and its subsidiaries. or related to senior executives, etc., to propose the matter to the Audit and Governance Committee or the Board of Directors for consideration.
 - In the event that the complaint causes damage to any person, a remedy for the damage shall be proposed. Appropriate and fair remedies for victims.

Protection protects complainants

1. The complainant may choose not to disclose himself if he or she considers that disclosure may cause harm to him/herself, but must provide sufficient details of facts or evidence to show that there are reasonable grounds to believe that fraudulent or biased acts have been committed. or acts that violate laws, rules, and articles of association of the Company. and subsidiaries or the Company's Code of Conduct. and subsidiaries

2. Related Information The Company will treat the confidentiality and disclosure as necessary, taking into account the safety and damage of the complainant. Sources of information or related persons. The person responsible for all steps must keep the information they know in the highest level of confidentiality and not disclose it to any other person. If violated, it is considered a disciplinary offense.
3. In case the complainant considers that he or she may not be safe or may suffer damage. The complainant may request the Company to establish appropriate protection measures, or the Company may establish protection measures without the complainant's request. If it is considered that it is likely to cause damage or unsafety.
4. Those who suffer damage will be mitigated or remedied by appropriate and fair methods or processes.

This Policy is effective from the date of 24 February 2565 With the approval of the Board of Directors at the meeting No. 2/2565

Mr. Paitoon Taveebhol

Chairman of the Board of Directors