

## Complaints and Grievances Policy

The company has established a dedicated unit to receive incident reports, complaints, or suggestions from stakeholders who are affected by the company's operations, available 24/7. Notifications can be made verbally, via telephone, fax, email, or written letter. The company will provide preliminary clarification of the facts and outline management or operational measures concerning the issue to the complainant and relevant parties as promptly as possible, or no later than within 1 day.

Various groups of stakeholders who have questions or encounter actions suspected of violating or not complying with laws, regulations, rules, codes of conduct, or corporate governance policies can inquire, report information, or file complaints. They may also provide detailed evidence to the relevant people or departments through the following contact channels.

### For internal complaints within the organization.

Contact : Internal Audit Department.

Telephone : 02-4229400 ext. 9309, 9404.

Or contact the employee suggestion box provided at the workplace.

### For complaints from external parties.

CIS Department Phone: 02-4229430 Email: [CRM@sabina.co.th](mailto:CRM@sabina.co.th)

Effective as of March 29, 2019.



(Mr. Bunchai Punturaumpom)

Chairman of Executive Committee

