

## Complaints and Whistleblowing Procedures

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

### Scope of Complaints / Whistleblowing

1. Violation of compliance and guidelines for corporate governance
2. Violation of rules, regulation and the Company regulation
3. Unfair treatment in operation
4. Corruption act

### Complaints / Whistleblowing Channels

1. **Post :** To LH Complaints and Whistleblowing 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 Whistleblowing Function :** Appointed by 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.

Complaints Management Process

