

Whistleblowing and Complaint Policy

Thai Union Feedmill Public Company Limited (the “Company”) has established this policy for implementation by directors, executives, employees, customers, contractors, and the Company’s stakeholders. This policy sets out credible processes, procedures, and channels for employees, customers, contractors, and stakeholders to file complaints regarding any wrongdoing or misconduct they have witnessed or become aware of that involves directors, executives, employees, or the Company’s agents or representatives. In addition, the policy provides protection for complainants, witnesses, and others who provide information, safeguarding them from disciplinary action or other adverse consequences imposed by supervisors or management. All complaints or whistleblowing reports must be made in good faith and must not be malicious or retaliatory in nature.

Scope of Whistleblowing

- When there is suspicion or reasonable, good-faith belief that directors, executives, employees, contractors, or the Company’s stakeholders have engaged in acts that may indicate corruption or actions that violate or fail to comply with corporate governance policy, the business code of conduct, or any of the Company’s policies or regulations.
- Acts that may indicate corruption include any actions undertaken to obtain unjust or illegitimate benefits for oneself or others in violation of laws or government regulations, such as misappropriation of assets, corruption, fraud, concealment of facts, and similar misconduct.

Whistleblowing Procedures

When witnessing acts that may indicate corruption or actions that violate or fail to comply with the Company’s corporate governance policies, business code of conduct, or any Company policies or regulations—whether committed by directors, executives, employees, or the Company’s agents or representatives, the complainant should first seek clarification or consult with their immediate supervisor. If this is not appropriate or if the supervisor is involved in the matter, the complaint should be submitted through the designated whistleblowing and complaint channels. The complainant should provide their name or contact number so that additional details can be requested if necessary to enable a proper investigation. All complaints will be kept confidential and will not be disclosed to unauthorized persons, except where disclosure is required by law.

The complaint recipient is responsible for receiving complaints and reviewing their content and issues with due diligence, while ensuring independence in conducting fact-finding, monitoring, and reporting the progress of investigations to the Audit Committee, senior management, and the Company's directors periodically. This is to ensure that all complaints are handled appropriately and in accordance with proper procedures and processes.

In addition, directors, executives, and employees have a duty to cooperate with and assist the Company's relevant units in identifying leads and investigating any complaints involving violations or non-compliance with laws, the whistleblowing policy, government regulations, good corporate governance policy, the business code of conduct, other Company policies, or Company rules and regulations, including actions that may indicate corruption.

False complaints are considered a serious violation of the Company's rules and regulations and constitute unlawful conduct. Individuals who intentionally file false complaints are subject to the highest disciplinary action, up to and including dismissal.

Protection of Complainants, Whistleblowers, Witnesses, and People Involved

Complainants, whistleblowers, and witnesses will receive appropriate and fair protection from the Company. The Company will keep all information related to the complaint—including the identity of the complainant and witnesses—confidential and will not disclose such information to any unauthorized persons, except when disclosure is required for the purpose of investigation and/or as required by law.

Any person involved who become aware of matters or information related to a complaint must also keep such information confidential and must not disclose it to others, except where necessary for the investigation and/or when disclosure is required by law. Intentional disclosure of confidential information is subject to disciplinary action according to the Company's rules and regulations and/or legal action, as applicable.

Furthermore, the Company will not tolerate any retaliatory actions against employees who file complaints or whistleblowing reports. Disciplinary action will be taken against any person found to have engaged in such retaliation. If a complainant or any person cooperating in the fact-finding

process believes they may be unsafe or may suffer distress or damage, they may request that management or the Audit Committee implement appropriate protective measures.

Any person who intentionally or negligently violates this policy—including engaging in harassment, intimidation, unfair disciplinary actions, or discriminatory treatment against complainants, whistleblowers, or individuals involved in the complaint due to the filing of such complaints shall be deemed to have committed a disciplinary offense. Such person shall be liable for compensating the Company or affected parties for any damage arising from their actions, and may also be subject to civil, criminal, or other legal penalties.

Bad-Faith Complaints

If a complaint, whistleblowing report, statement, or any information provided is proven to have been made in bad faith, or with malicious intent, false accusation, or distortion of facts, the employee responsible shall be subject to disciplinary action in accordance with the Company's work regulations and policies. In addition, the Company may consider taking legal action. If such acts are committed by external parties and cause damage to the Company, the Company may take legal action as appropriate.

Investigation Timeline

The investigation shall commence as soon as reasonably possible, taking into account the seriousness of the allegation or complaint. The process will be conducted with due care so as not to compromise the quality or detail of the investigation. The preliminary review will aim to reach an initial conclusion and shall be completed within one month from the date the allegation or complaint is received.

Fact-Finding Procedures

Upon receiving a whistleblowing report, the Audit Committee shall conduct the initial screening, investigation, and verification of the facts. The Audit Committee may assign representatives from the Human Resources Department, the department to which the accused person belongs, or other independent departments or units—such as the Legal Department, Accounting Department, etc.—to gather evidence and carry out any necessary actions to investigate the facts related to the

whistleblowing report or complaint. They shall also propose appropriate corrective actions. The investigation process must be conducted transparently and impartially.

Whistleblowing and Complaint Channels

The Board of Directors has established channels for reporting whistleblowing information or complaints indicating that stakeholders have been adversely affected or may suffer damage from the Company's operations, or that any employee or group of employees has engaged in fraudulent or illegal acts. Complaints may be submitted through the following channels:

- Suggestion and Complaint Boxes
- Whistleblowing and Complaint Reports, verbally or in writing, directly to:
 - Any trusted supervisor at any level
 - Human Resources Manager
 - Company Secretary
 - Board of Directors
 - Audit Committee
- By Mail

Sent directly to the Chairman of the Audit Committee or the Internal Audit Manager

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-Signature-

(Mr. Rittirong Boonmechote)

Chairman of the Board of Directors

Revision History Table

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