

Whistleblowing or Complaint Reporting

If anyone has information or evidence related to corruption, unlawful conduct, violations of the Company's Business Code of Ethics, or deficiencies in the Company's internal control system that may pose a risk or cause damage to the business operations, such information may be reported directly to the designated complaint recipient(s) as follows:

Complaint Recipients

1. A trusted supervisor at any level

2. The Audit Committee

E-mail: auditcommittee@karmarts.co.th

3. The Internal Audit Manager

E-mail: audit@karmarts.co.th

4. The Human Resources Director

E-mail: complaints@karmarts.co.th

5. The Company Secretary

E-mail: corporatesecretary@karmarts.co.th

The Company assures that the above recipients are reliable and trustworthy channels through which employees or stakeholders may seek advice or consultation regarding any activities, transactions, or other matters that may involve or potentially lead to corruption.

Whistleblowing and Complaint Reporting Methods

1. Reports or complaints may be made verbally or in writing directly to the designated recipient.
2. Via E-mail of the complaint recipient or through the Company's website:
www.karmarts.co.th, E-mail: ir@karmarts.co.th
3. By postal mail to the complaint recipient at the Company's address: 81-81/1 Soi Phetkasem 54, Yak 3, Phetkasem Road, Bang Duan Subdistrict, Phasi Charoen District, Bangkok 10160

Reports or complaints should be expressed in polite language and should include sufficient details such as the name of the complainant and the accused, relevant facts, evidence, and supporting information that clearly indicate the alleged wrongdoing.

In cases where there is credible evidence that a whistleblower or complainant has acted in bad faith, the Company will proceed as follows:

- If the whistleblower is an employee, an internal investigation will be conducted, and disciplinary action will be taken in accordance with Company regulations.
- If the whistleblower is an external party and the action causes damage to the Company, legal action may be taken.

The Company will treat all information obtained from whistleblowers or complainants as strictly confidential and will not disclose it to any unauthorized person, except as necessary for the purposes of fact-finding, investigation, legal proceedings, testimony, or cooperation with competent authorities as required by law.