

Whistleblowing or Complaints

1. Issue to whistleblowing or complaints

- (1) An action of malpractice and corruption connected to the organization, directly or indirectly
- (2) A practice of wrong procedures contrary to Company's regulations or acts of adverse effect on the Company's internal control system that raise suspicion as a possible channel for malpractice
- (3) An act that is misconduct for gain or destroys the Company's benefits and damages the Company's reputation
- (4) An act of illegal nature and immoral business ethics

2. Channel for whistleblowing or filing complaints

It is the duty of all Delta employee to report the issue to an assigned person or working units (described hereinafter) whenever encountering malpractice or corruption associated with the Company's activities that violate this policy.

3. Mechanisms for internal complaints (Delta employee's complainant)

- (1) Heads of working units where Delta employee belongs
- (2) Suggestion box
- (3) Electronic mail box (HR.GRIEVANCE.SEA@deltaww.com)

4. Mechanisms for external complaints (third-party complainant)

- (1) PO Box 50, Bang Poo, Samutprakan Province, 10280
- (2) Electronic mail box (Whistleblow@deltathailand.com)
- (3) Website www.deltathailand.com

5. Urgent case, contact Company's Secretary : wilailak@delaww.com

Protection of whistleblower and confidentiality

1. Protection of the whistleblower and related person

Because filing complaints and providing information of malpractice in good faith can be of immense benefit to the Company and Delta employees as a whole, the person who files a complaint, testify, provides information and facts or gives relevant evidence to the complaint, despite trouble that might follow, will be guaranteed of no lay-off, punishment, or any harmful



affect to career growth, performance assessment, welfare and related benefits eligible to Delta employees. This guarantee also applies to the employee in charge of complaint's investigation. The company has a policy to ensure fairness and equitable treatment to all stakeholders in accordance with to the Company's regulations. The whistleblower will receive protection and the complaints will be held confidential.

2. The anonymity and confidentiality

Delta employee or external whistleblower may choose to stay anonymous when reporting violations of other Delta employee. However, the Company encourages Delta employees to identify themselves when filing the report for ease of communication and investigation. Upon completion of a report filing by Delta employees or related business partners or the external whistleblower, the working team who takes the complaint shall act for a reasonable protection and prevention measures towards efficient investigation in order to safeguard the Delta employee or the external whistleblower from harassment or unfair treatment.

Investigation and Punishment

1. After receiving complaint, it will be scrutinized and investigated for fact finding by the Executive Committee or Labor Relations Committee or the Audit Committee.
2. During the investigation, Executive Committee or Labor Relations Committee, or the Audit Committee will appoint representatives (of management) to keep the whistleblower or the complainant informed of progress.
3. If fact findings from the investigation unveil information or evidence reasonable to believe that the alleged person is corrupted or guilty of malpractice, the Company will inform such allegations to the alleged person. The alleged person has rights to prove him/herself of no connection with the acts of malpractice as alleged.
4. Malpractice of the alleged person is considered violation to the anti-corruption policy and they will face a disciplinary hearing regulated by the Company. If the malpractice is illegal, the legal penalty will also apply. As for disciplinary consideration, ruling of the Executive Committee or Labor Relations Committee or the Audit Committee or Management deems final.