



-Translate-

Policy on reporting clues

Sky ICT Public Company Limited

This policy of reporting clues aims to encourage company personnel at all levels, shareholders, customers, partners, or other stakeholders who do business with the company to provide clues or reports to the company on acts of wrongdoing, government regulations, unethical acts, embezzlement, corruption by employees or other individuals, both actual and suspicious incidents that can damage the company, both financially and unfinancially. This is to promote a culture of courage to do the right thing. (Speak Up Culture), which is an important mechanism of prevention of wrongdoing, corruption and corruption, resulting in reliable, accurate, transparent and fair business practices.

Purpose

To prevent risks and damage that may occur to the Company, as well as to stakeholders, from unlawful acts or contraventions of the Company's code of business conduct, or from misconduct of its personnel, as well as to provide for the conduct of complaints or whistleblowing with clear principles based on good corporate governance.

Enforcement

This policy applies to all personnel of Sky ICT Public Limited, including directors, executives, employees and employees, as well as all stakeholders involved, including, but not limited to, partners, clients, partners, consultants, shareholders and any other person engaged in business or having business relations with the Company.

The scope of the complaint or clue.

Personnel of the Company at all levels and associated stakeholders, shareholders, customers, partners or other persons who do business with or have business relationships with the Company shall report to the supervisor or provide whistleblowing through a specified channel in a timely manner when there is suspicion and / or sightings of acts with reasonable grounds for suspicion as follows: (a) Corruption and Corruption, (b) Offences, regulations or regulations of the Company and the Code of Business of the Company, (3) Actions which violate human rights, discrimination, threats or immoral or ethical acts.

A channel to notify or report clues.

Reporting can be done through 3 channels, namely

1. By e-mail. By e-mail: whistle-blower@skyict.co.th
2. By mail, by sending a letter to the inspection committee of Sky ICT Public Company Limited, No. 55, A.A.Capital Ratchada Building, 6th-7th Floor, Ratchadapisek Road, Red Din District, Red Din District, Bangkok, 10400.
3. Online. By sending it to <https://www.skyict.co.th/whistle-blowing>

Whistleblowing or complaints should be politely worded, clearly stating the truth or situation, which can be verified. The consideration of whistleblowing or complaints will be



transparent and fair. All procedures will be supervised by the Audit Committee. For the information received by the Audit Committee, it will be kept confidential.

Practice in handling complaints

1. The Clue Reporter should provide clear information, the name of the reporter, address, phone number, date and time, place of incident, details of the incident, phone number or E-mail that can be contacted back so that the operator can notify the progress or inquire for the sake of investigating the facts. The company will conceal the name, address or information that can identify the complainant or informant. Keep the information of the complainant and the informant confidential. It is limited to those responsible for conducting the investigation of the complaint who have access to the information, insofar as the law allows. As a protection of the rights of The Rapporteur However, the Rapporteur can choose to disclose or not disclose his or her name, but the Rapporteur may not acknowledge the progress made in the fact-checking and implementation of the company in the event that it cannot be contacted back.
2. When a clue is reported through the channel provided by the company, the recipient will confirm the receipt of the whistleblower back to the reporter within 3 working days and will report the complaint received to the audit committee.
3. The investigator, and collector of facts, shall be independent and have no interest in the whistleblower or complainant, including the matter in which the clue or complaint is reported.
4. For the process of investigating a matter in which a clue or complaint is reported, consider the adequacy of the facts. The company will proceed as soon as possible. The framework for the review and review of the complaint is 30 to 60 days, depending on the details and complexity of the determination of the facts of each matter. In case the reporter reveals himself, the company will notify the results within 7 business days from the date of the conclusion.
5. If an investigation is made into the facts and finds that there are reasonable grounds to believe that the accused has acted in accordance with the allegations, the Company will give the accused the right to be informed of the allegations and give the accused the right to self-proof by seeking additional information or evidence that shows that they have nothing to do with the alleged actions by the management or the audit committee or the Board of Directors. It will consider taking action against the perpetrators and mitigating the damage and providing fairness to the victims. The results will be reported to the Audit Committee and the Board of Directors.
6. Company personnel must cooperate to provide facts in the investigation process. Both internal and external agencies, contravention or non-compliance with company policies and practices, will be subject to disciplinary penalties in accordance with the rules of work established by the company and liable for restitution to the company or those affected by the act. And if the act is against the law, the company will consider implementing another relevant law as well.
7. Where it is proved that the complaint received is false information with dishonest intent, misrepresentation of facts or malice against others, or with the intent of bullying,



intentionally causing others or the company to be damaged, the complainant or whistleblower is deemed to have behaved against the company's business ethics and shall be punished according to the regulations or according to the relevant law.

Whistleblower Protection Measures

1. All information obtained through clue reporting is confidential and the company will only disclose it sparingly and to individuals involved in the investigation and fact-finding process, with regard to the safety and damage of the reporter, the source of the information or the person involved.
2. The company will not discipline, condemn, reduce salaries, step down, reduce positions, as well as not allow bullying, retaliate against those who report clues in good faith. Every inspection step will be supervised only by those involved, and even if the results of the inspection do not find wrongdoing, the good faith-acting clue reporter will still be protected rights as well.

Inquiry

In case of enquiry or consultation, in compliance with the policy of reporting clues and anti-corruption measures, you can contact by e-mail: whistle-blower@skyict.co.th or contact the Legal and Regulatory Department at legal-group@skyict.co.th

Also, it is required that this policy be reviewed regularly, at least once a year, or in case of reasonable grounds.

To take effect from 14 November 2025 onwards.

-SOMKIT LERTPAITHOON-

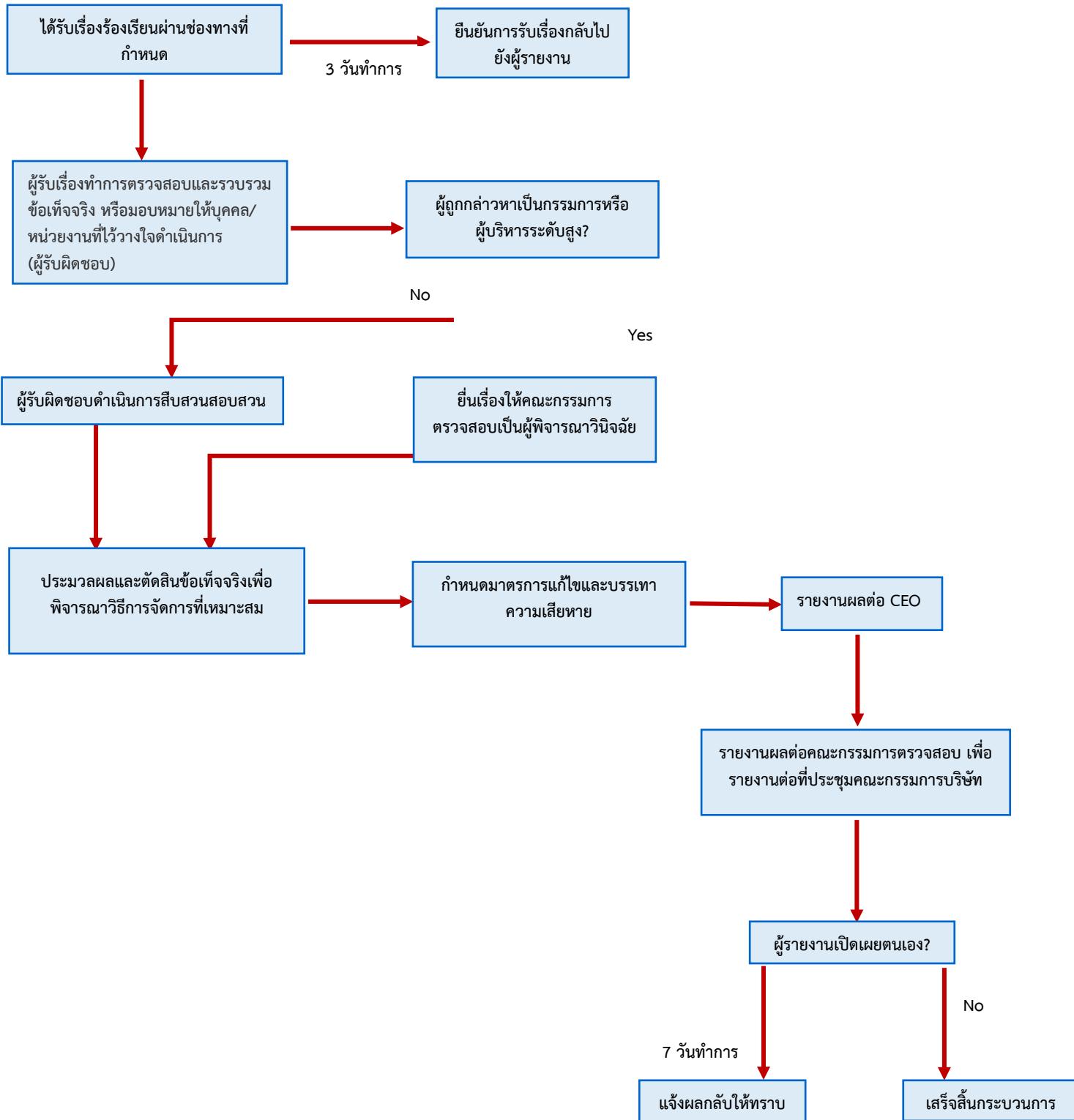
(PROF. DR. SOMKIT LERTPAITHOON)

Chairman

Approved by the Board of Directors Meeting No. 9 / 2025

On November 13, 2025

Annex a
Procedures for handling complaints



หมายเหตุ: ระยะเวลาในการจัดการข้อร้องเรียนกำหนดไว้ที่ 30 – 60 วัน ขึ้นอยู่กับรายละเอียดและความซับซ้อนในการหาข้อเท็จจริง