

Complaints Policy and Guidelines for Reporting Wrongdoing

The scope of complaints and guidelines for reporting wrongdoing when in doubt or witness an act of violation should abide by good practices in the following issues:

- Violation of the compliance with the principles and guidelines of the Company's good corporate governance policy.
- Violation of the Company's rules and regulations.
- Receiving unfair treatment while working.
- Actions deemed as fraud, corruption and bribery, or actions that cause any suspicion and have a negative impact on the organization, the employee should enquire or consult with a trusted supervisor of any level.

If the employee does not feel comfortable or is unsure of doing so, the employee can report the issue directly as per the details in a complaints channel.

Complaints Channel

The employees are able to file a complaint or related information via the following channel;

1. Report the issue via a comment box at each plant and each distribution center of the Company.
2. Contact/report to the person in charge as follows:

2.1 Chairman of the Audit Committee

Dr. Vicharn Aramvareekul

E-mail : huang_vc@yahoo.com

2.2 Chairman of the Remuneration Nomination and Corporate Governance Committee

Mr. Kriengkrai Rakkulchon

E-mail : kriangkraiрукk@gmail.com

Thus, the Company allows all stakeholders to report issues when they need to lodge a complaint or find information about the Company's performance that are against the good corporate governance policy and/or ethics and code of conducts. If there are any additional questions or recommendation, these can be informed to complaints channel as follows:

- Send an e-mail directly to the responsible person in accordance with the list in Items 2.1 - 2.2
- Send a letter by mail to:

The Remuneration Nomination and Corporate Governance Committee
Pacific Pipe Public Company Limited
Address : 1168/74, 26th Floor, Lumpini Tower Building
Rama IV Road, Sathon, Bangkok 10120

Process after Receiving a Complaint

1. Collection of the Facts

The complaint receiver will compile the facts and then report to the Secretary of the Remuneration Nomination and Corporate Governance Committee.

2. Screening and Investigating the Data

The Committee will invite a representative to scrutinize and investigate the data within 3 days. The representative will participate in the investigation as follows:

CASE A : Complaint about Major shareholders

Investigator Team : The Audit Committee

CASE B : Complaint about CEO

Investigator Team : The Remuneration Nomination and Corporate Governance Committee

CASE C : In addition in CASE A and CASE B

Investigator Team : CEO

3. Set the Operation Measures

The Committee will be the person who summarizes the report and proposes the complaint's operation measures, and propose to

The summary of CASE A is proposed to the Board of Directors.

The summary of CASE B is proposed to the Board of Directors.

The summary of CASE A is proposed to the Executive and Risk Management Committee.

Reporting of the Operations and Investigation

The Committee will report the result of all the operations that have been conducted to the Executives and the Board of Directors. If the corporate governance policy has a cancellation of one of the requirements, then that cancellation must be approved by the Board of Directors and the cancelled item must be disclosed immediately in accordance with the law.

Measures for the Protection of Complainants or Informants

1. The Company will keep the information and identity of the complainant and respondent to be confidential.
2. The Company will disclose sufficient information by taking into account the safety and damage of the reporter, source of information, or related party.
3. The party receiving the damages shall receive appropriate and fair damage mitigation.
4. The Company will not act unfairly to the reporter or complainant.

Penalty for Violation

The penalty for violation is in accordance with the Company regulations and/or related law.