



CG Office Hotline

“CG OFFICE”

CP A>XTRA

for

“SUPPLIER”





The company places the highest importance on conducting business ethically, honestly, transparently, and fairly



CG Office Hotline

Reporting channels

When

Inappropriate behavior is observed

- ☒ Violation of regulations
- ☒ Violation of policy
- ☒ Breach of ethics
- ☒ Illegal
- ☒ Fraud
- ☒ Corruption



Investigate To ensure **Fair**

Issues reported via
CG Office Hotline

All matters will be thoroughly
investigated to ensure fairness for
all parties involved.



Keep information as

Confidentiality

The information about the reporter will be kept in the **highest confidentiality, and the reported matter will be thoroughly investigated to ensure fairness.**



CG Office Hotline

What matters can be reported?

Report to CG Office Hotline

Violation
Human rights

A faint blue icon depicting a balance scale with human figures and symbols above it, representing human rights.

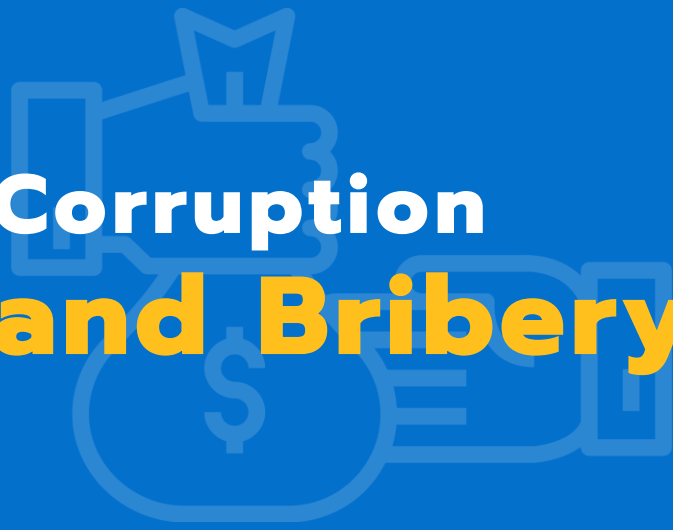
Fraud and
Corruption

A faint blue icon showing a person in a hooded cloak holding a bag with a dollar sign, representing fraud and corruption.

Illegal
& Violation

A large yellow phone handset icon, part of a telephone receiver, pointing towards the central text box.

Corruption
and Bribery

A faint blue icon showing a crown, a money bag with a dollar sign, and a document, representing corruption and bribery.

Violation
Trade
competition law

A faint blue icon featuring a balance scale, a globe, and a dollar sign, representing trade competition law.

Report to CG Office Hotline

Contracting

**Unfair contract
termination**

**Use of inappropriate
language**

**or threatening
behavior**



**Unethical
Business Practice**



Disclosure of Partner

**Company's Trade
Information**

**Disclosure of
personal information**

**Improper customers,
employees, or partners**

**Favoritism
and Nepotism**



CG Office Hotline

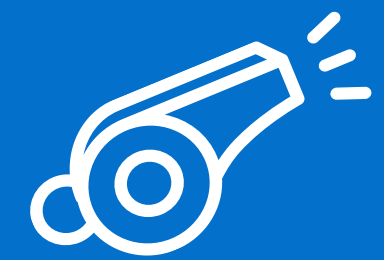
When should it be reported?

As per standard procedures, we recommend that you consult your designated contact point first, or contact the **supplier hotline** for assistance.

Supplier Hotline

02-797-9977

Should the issue or concern remain unresolved, or if you feel it could affect you, please report it directly to the CG Office through the **CG Office Hotline**





CG Office Hotline

How can it be reported?

CG Office Hotline

There are **6** available reporting channels



cgooffice@cpaxtra.co.th



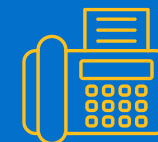
1800-019099

Toll Free : 08:00 a.m. – 07:00 p.m. (IVR Beyond working hours) 24/7



02-0679300

Mon.-Fri. 08:00 a.m.–12:00 p.m. and 01:00 p.m.–05:00 p.m.



0-2067-9119 (Fax)

http://



www.cpaxtra.com/th/corporate-governance/whistleblowing



CP Aextra Public Company Limited

1468 Phatthanakan Rd., Phatthanakan Subd., Suan Luang Dist., Bangkok 10250



To ensure **Transparency**
and maintain confidentiality
throughout the review and
investigation process.

Case intake process
Administered by the

**Professional
Outsourced Team**

1800-019099

Toll Free : 08:00 a.m. – 07:00 p.m. (IVR Beyond working hours) 24/7

The reporter has the right to choose from **3 levels of disclosure concerning their name and contact information.**

1

Disclose name and contact details to the external reporting company and CP Aextra.

2

Provide the information to the external reporting company, while withholding it from CP Aextra.

3

Do not disclose the name and contact details at all.

ATTENDANCE

☒		
☒		
☐		
☒		

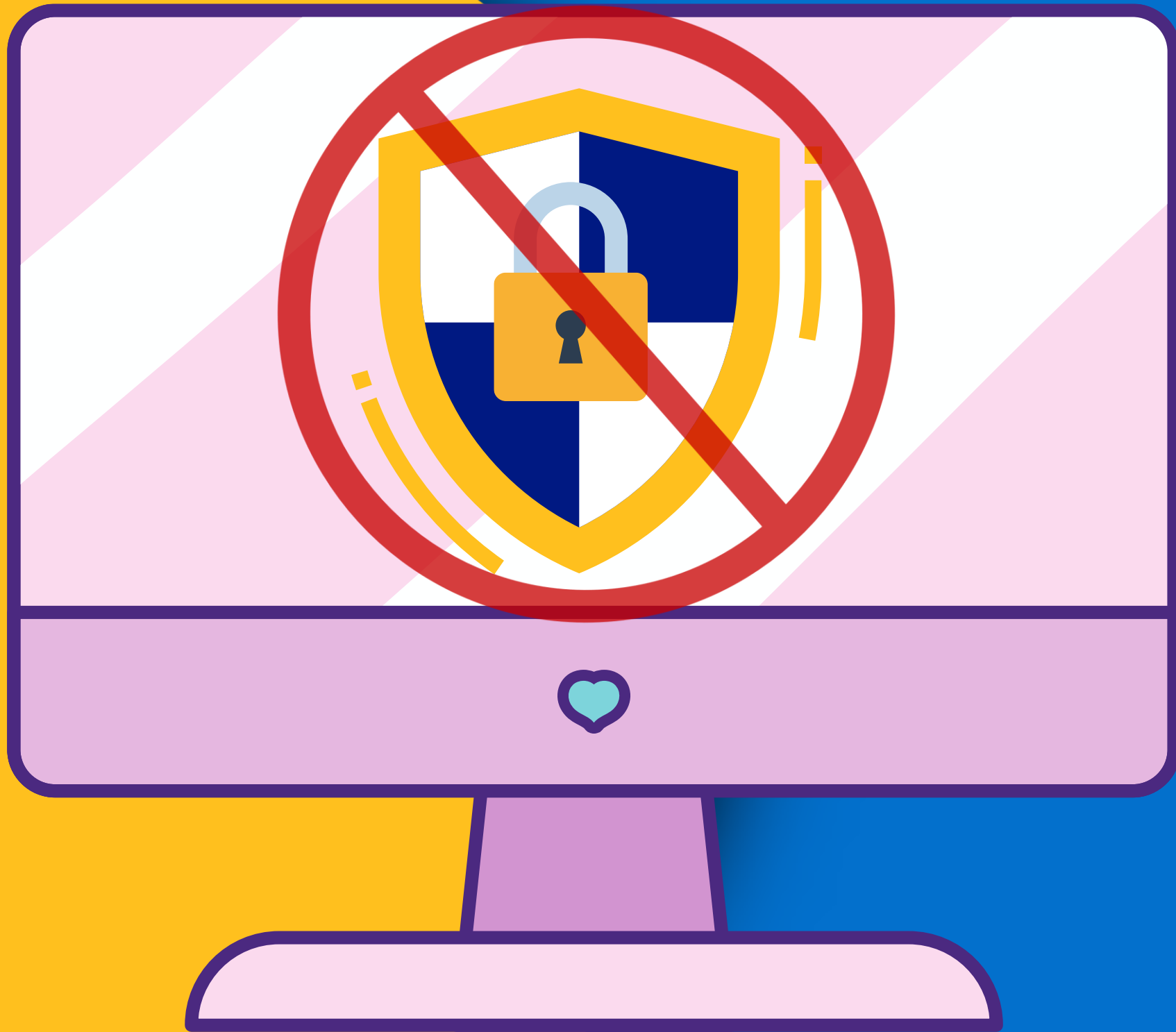
Reporting information **provide benefit** In the investigation

Providing the name and contact details will be useful for obtaining further information about the reported issue, which will help make the investigation quicker and more accurate. It will also allow us to report the results of the process to the informant.

The informant who act in a good faith will **be protected** in accordance with the **whistleblowing Policy**

Even if it is subsequently found that the information provided was not true as initially reported.





Kindly avoid providing false information.

If a complaint is found to have been made with malicious intent, in order to slander or cause harm to others, the individual providing such information shall not be protected under the Policy and shall be deemed to have committed a serious violation, which may result in the termination of the business partnership.

CG Office Hotline

Complaints can be reported in up to **4** languages.



ไทย



English



ភាសាខ្មែរ



မြန်မာ

CG Office hotline Process



Report
the complaint

within
24 hours.

Reporting
center
Open and
assign the log.

within
48 hours.

Follow up
on the
progress

every
10 days

Report on
the outcome
of the

Actions
taken.

1

The reporting center will forward the case for investigation within 24 hours.

2

Each case will be followed up until resolved, and the informant will be informed of the outcome.

3

A summary report will be provided to senior management after the investigation.



For any inquiries or additional information, please visit the Company's website.



www.cpaxtra.com/th/corporate-governance/policies-and-corporate-document

Honest

Transparent

Fair



You are a key to success and growth together



If you witness any unusual behavior,
please **speak up**.



CG Office Hotline

....Kindly report **CG Office Hotline**



cgooffice@cpaxtra.co.th



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Bangkok 10250