

## Whistleblowing

SCCC Group has implemented a whistleblowing system for employees and external stakeholders to voice or report their concerns of wrongdoing, violation of laws and regulations related to business, operations, transactions, or activities of the Group. This includes fraud, financial statements fraud, bribery and corruption, theft, misconduct, misuse of the company's assets and information, violation of the No Gift Policy, etc. The whistleblowing can be done through INSEE Speak Up, the safe and secure whistleblowing channel managed by a professional 3<sup>rd</sup> party, at any time. The Company has clearly defined procedures for receiving complaints, such as the confidential gathering of the facts, the appointment of the investigation team, the consideration for approving a penalty or consequence management, and the feedback to the whistleblower.

The whistleblower can follow up on their complaint result through INSEE Speak Up. This system helps promote more ethical operations and sustainable development. In addition, this system is secured as it is separated from other applications and properly safeguarded from information leakage. The Company also maintains confidentiality and ensures protection to whistleblowers from retaliation, especially for cases that have been raised in relation to suspicion and reported with good faith but proven false later and the whistleblower may ask for special custody or protection should he/she feel threatened in any manner from disclosing the incident, as required by Whistleblowing Policy. Furthermore, the Audit Committee regularly reported the summary of the investigation, and penalties and formulated prevention measures for re-occurred similar cases and behaviors.

In 2023, there were 41 cases reported through INSEE Speak Up and all cases were closed and resolved.

The safe and secure channels of INSEE Speak Up are as follows



[inseespeakup.ethicspoint.com](https://inseespeakup.ethicspoint.com)



Toll Free

Indonesia 080 0150 3215

Sri Lanka 202 9137

Thailand 180 001 4577

Vietnam 180 040 0549