



Global Trend Handcraft Co., Ltd.

บริษัท โกลบอล เทรนด์ แฮนด์คราฟต์ จำกัด

Policy on Grievance or Suggestions Submission

GLOBAL TREND HANDCRAFT Co., Ltd. is committed to providing care and concern for all employees for a positive and happy working environment at the Company. Therefore, the Company has opened up channels for all employees to express their opinions or give suggestions to address issues related to human rights violations including child labor, forced labor, human trafficking, wages and working hours, health and safety, etc., environmental concerns, bribes, money laundering and other issues. Additionally, any grievances that require improvements, changes or enhancements in certain areas as perceived by the employees to be in need of improvement. All suggestions and grievances shared by employees with the Company will be collectively reviewed by the management team to find solutions to improve the situation, taking into consideration the suitability, necessity and urgency during that period.

Therefore, if any of our employees wish to express their opinions, file a grievance or provide suggestions to the Company, they can do so through various channels that they find appropriate as follows:

1. Grievance box addressed to Mr.Settha Wuttipongchaiyakij General manager
2. Grievance box addressed to the HR Department or you may immediately contact a HR personnel directly.
3. Notify the supervisor directly responsible whom you trust.
4. Voice opinions on the Company's Line Official channel.

In the part of the grievance box, the HR department or the Secretariat, Executive Assistants and relevant personnel who are deemed appropriate will open the grievance box and review the information every Friday.

Procedures to carry out when notified of receiving grievances and suggestions:

1. Upon receiving a notification of a grievance or suggestion, the Company will assign the HR department or the Secretariat, Executive Assistants and relevant personnel who are deemed appropriate to gather relevant facts for the evaluation of the information received from the complainant or suggester. If, upon investigation, it is found that there is factual evidence, the appropriate HR department or the Secretariat, Executive Assistants or relevant personnel who received the assignment will present the findings to the Company's supervisor or the executives for acknowledgement and to issue directives or specify guidelines for further action. This includes verifying the facts to consider the relevant aspects for subsequent actions.
2. After the aforementioned factual investigation has been conducted, recommendations and guidelines for further actions will be proposed to the Company's supervisor or executives to consider issuing directives to the HR department, Secretariat, Executive Assistants or relevant personnel who are deemed appropriate to determine the appropriate course of action, provide avenues for improvement, taking into consideration the suitability, necessity and urgency during that period.
 - i. Please be informed accordingly.



Yours Sincerely,

(Acting Sub Lt. Unsaya Atcharakkon)
Human Resources

Global Trend Handcraft Co., Ltd.

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