



LION CORPORATION (THAILAND) LIMITED

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Lion Corporation (Thailand) Ltd.

Subject: Complaints Management Policy

Lion Corporation (Thailand) Ltd. is committed to conducting business with integrity and creating sustainable growth. The Company set the development of the organization along with responsibility to all groups of stakeholders under the quality policy. Emphasizing on the management of complaints and recommendations of stakeholders by implementing, monitoring and controlling the efficiency and effectiveness of complaint management to create customer satisfaction. Therefore, the Complaints Management Policy are as follows:

1. There is a complaint management system with efficiency according to the ISO 10002 Quality Management – Customer satisfaction – Guidelines for complaints handling in Organizations and to align with relevant regulatory requirements.
2. There is a person responsible for managing complaints of the organization. To comply with the Complaints Handling Guidelines and set out completely and efficiently.
3. There are measures to protect personal information of customers, personnel and stakeholders according to the Company's Privacy Policy.
4. Issue a complaint handling manual to be used as a guideline for handling complaints.
5. Accountability by monitoring, status report, and summary of complaint handling results appropriately and continual improvement.

Announced on June 30, 2023

(Mr. Chart Chanvijitr)

Managing Director