

1. Complaint Reception Process

Stakeholders may inquire or file complaints regarding incidents that may constitute human rights violations via the following email channel: humanrights@itcity.co.th

By providing the following necessary basic information:

- Full name and contact information of the complainant (if voluntarily disclosed)
- Details of the incident being reported
- Date, time, and location of the incident
- Individuals or entities involved
- Supporting documents or evidence (if any)

2. Preliminary Screening

The designated officer shall verify the completeness of the submitted information and assess whether the complaint falls within the scope of human rights issues within five (5) business days from the date the information is deemed complete.

3. Fact-Finding Investigation

If the complaint is deemed to fall within the scope of human rights issues, a fact-finding investigation will be conducted. This may include interviews with relevant parties and the collection of additional information. The process shall be completed within thirty (30) business days, or longer in complex cases, in which case the complainant will be notified in advance.

4. Resolution and Remedial Actions

The appointed committee or authorized personnel shall review the facts and propose appropriate solutions, provide remedies to affected parties, or implement disciplinary and preventive measures to ensure that similar incidents do not recur.

5. Notification and Follow-Up

The Company will inform the complainant of the outcome of the review, as appropriate and in accordance with confidentiality principles, and will continuously monitor the implementation of the resolution.

6. Protection of Complainants

The Company is committed to protecting complainants and information providers through the following measures:

- Ensuring the confidentiality of the complainant's identity
- Prohibiting any form of retaliation, harassment, or discrimination against the complainant
- Taking serious disciplinary action against any individual found to have engaged in such misconduct

7. Remedial and Corrective Measures

If the investigation confirms that a human rights violation has occurred, the Company will implement appropriate remedial measures, taking into consideration the impact on the affected individuals, the severity of the incident, and input from relevant stakeholders. Such measures may include:

- Reasonable compensation for damages (e.g., medical expenses, property damage, or other forms of compensation)
- Formal apologies from the responsible individuals or on behalf of the Company
- Restoration of reputation or psychological/social relationships
- Changes to work assignments or the working environment to ensure safety and fairness
- Psychological counseling, mental health support, or legal advice (if necessary)
- Preventive measures such as ethics training, policy review, or policy revision

All remedial actions will be carried out without discrimination and shall not preclude the affected party's right to file a complaint with external agencies in accordance with applicable laws.
