

Charoen Pokphand Group

VIOLATIONS OF THE CODES OF CONDUCT AND ETHICS 2024



Number of Cases Received through Whistleblower Channel

	2021	2022	2023	2024			
	Completed	Completed	Completed	Number of Case	Under Investigation	Completed	
Complaint related to Codes of Conduct and Ethic (Case)						Substantiated Case	Non-substantiated Case
Fraud and Corruption	1	2	3	5	-	5	-
Conflict of Interest	3	2	2	-	-	-	-
Non-compliance	4	7	5	7	-	7	-
Discrimination	2	-	3	6	-	6	-
Harassment	3	1	3	3	-	3	-
Insider Trading	-	-	-	-	-	-	-
Anti-competitive Behavior	-	-		-	-	-	-
การปฏิบัติกับลูกค้าที่ไม่เป็นธรรม	-	-	-	6	-	6	-
Complaint related to Information Security (Case)							
Violation of Customer Personal Data	-	-	-	-	-	-	-
Total (Case)	13	12	16	27	-	27	-

Remark: The number of complaints shown in the table is the number received through Charoen Pokphand Group’s website:
<https://grc.cpgroupsustainability.com/GRC/Whistleblower/WBForms/GlobalWB>



0 Case of significant violations of environmental regulations or laws*



0 Case of significant violation of social regulations or laws

*Violations of environmental regulations or laws with fines not exceeding USD 10,000

Detail of Complaint Cases

2024						
	Completed	Detail of Complaint Cases	Management Measures			
	Substantiated Case		Verbal Warning	Written Warning	Suspension	Dismissal
Complaint related to Codes of Conduct and Ethic (Case)						
Fraud and Corruption	5	<ul style="list-style-type: none">Employee borrowed money from a customer and refused to repay.Embezzled transportation fees intended for laborers.Embezzled leftover materials to sell outside the company.Main contractor embezzled wages meant for subcontractors.Forged documents related to leave requests.	-	2	-	3
Non-compliance	7	<ul style="list-style-type: none">Failure to follow procurement regulations.Violation of traffic rules.Conducting personal business during working hours.Inappropriate behavior while wearing the company uniform.Damaging others' property.Posting inappropriate content on social media.	7	-	-	-
Discrimination	6	<ul style="list-style-type: none">Late salary payments to employees.Failure to approve per diem allowances.Poor or inappropriate shift scheduling.	6	-	-	-
Harassment	3	<ul style="list-style-type: none">Verbal threats against fellow employees.A customer was harassed outside the restroom while using company facilities.	3	-	-	-
Anti-competitive Behavior	6	<ul style="list-style-type: none">Late payments to suppliers.Failure to comply with agreed business terms.Miscommunication or errors in explaining terms and conditions.	5	-	-	1
Total (Case)	27		21	2		4

Detail of Complaint Cases 1/2

2024						
	Completed	Detail of Compliant Cases	Mitigation and Remediation Actions*			
	Substantiated Case		Issue a Formal Apology	Make a Public Apology through Mainstream Media	Communicate the Incident as a Case Study within the Department	Provide Financial Compensation/ Remediation
Complaint related to Codes of Conduct and Ethic (Case)						
Fraud and Corruption	5	<ul style="list-style-type: none">Employee borrowed money from a customer and refused to repay.Embezzled transportation fees intended for laborers.Embezzled leftover materials to sell outside the company.Main contractor embezzled wages meant for subcontractors.Forged documents related to leave requests.	1	-	1	4**
Non-compliance	7	<ul style="list-style-type: none">Failure to follow procurement regulations.Violation of traffic rules.Conducting personal business during working hours.Inappropriate behavior while wearing the company uniform.Damaging others' property.Posting inappropriate content on social media.	3	-	5	6
Discrimination	6	<ul style="list-style-type: none">Late salary payments to employees.Failure to approve per diem allowances.Poor or inappropriate shift scheduling.	6	-	-	5
Harassment	3	<ul style="list-style-type: none">Verbal threats against fellow employees.A customer was harassed outside the restroom while using company facilities.	3	-	-	-
Anti-competitive Behavior	6	<ul style="list-style-type: none">Late payments to suppliers.Failure to comply with agreed business terms.Miscommunication or errors in explaining terms and conditions.	3	-	-	5
Total (Case)	27		16		6	20

Remark: * There can be more than 1 mitigation and remediation action for each case
** This refers to financial compensation/remediation provided by the offender to the company.