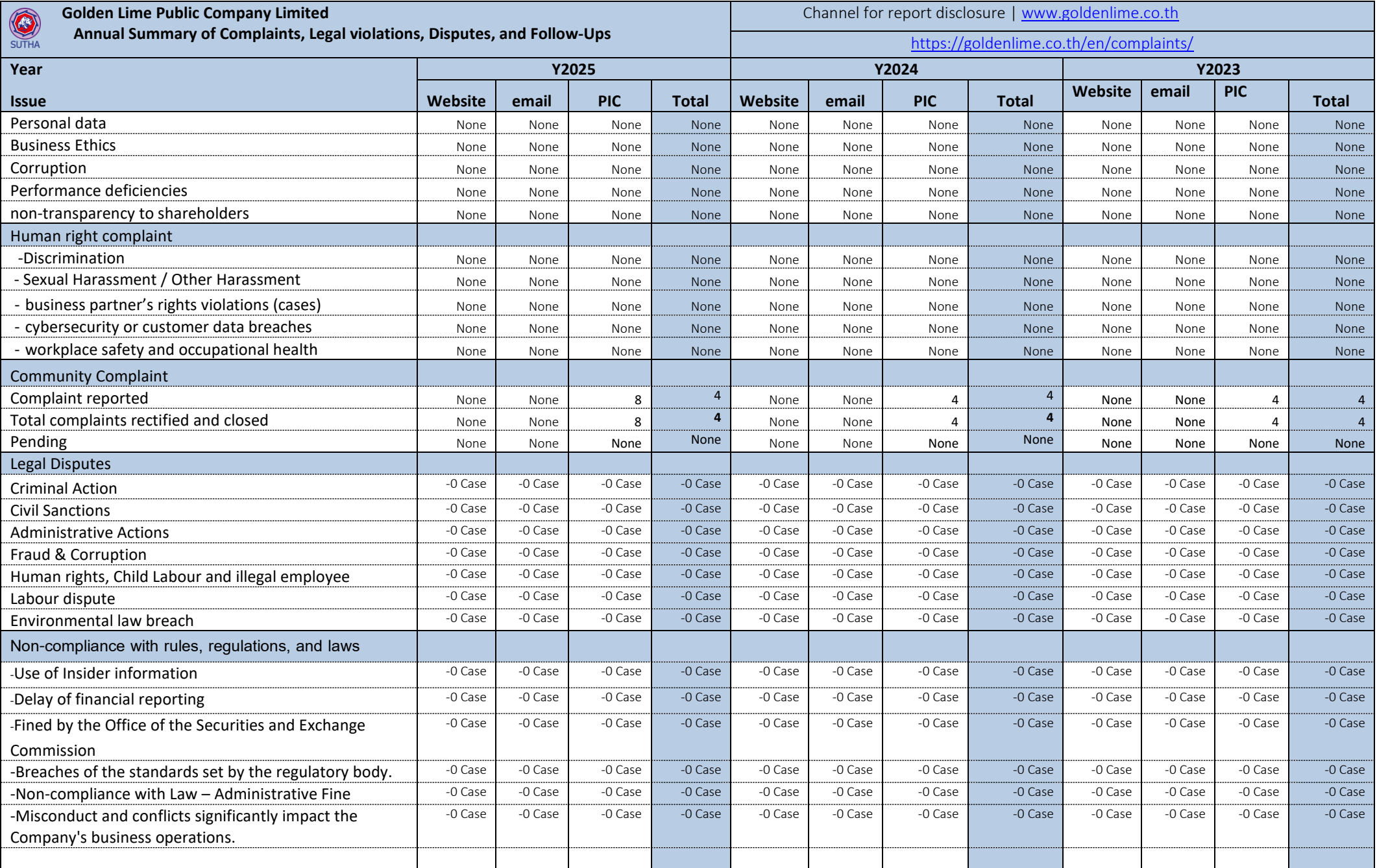
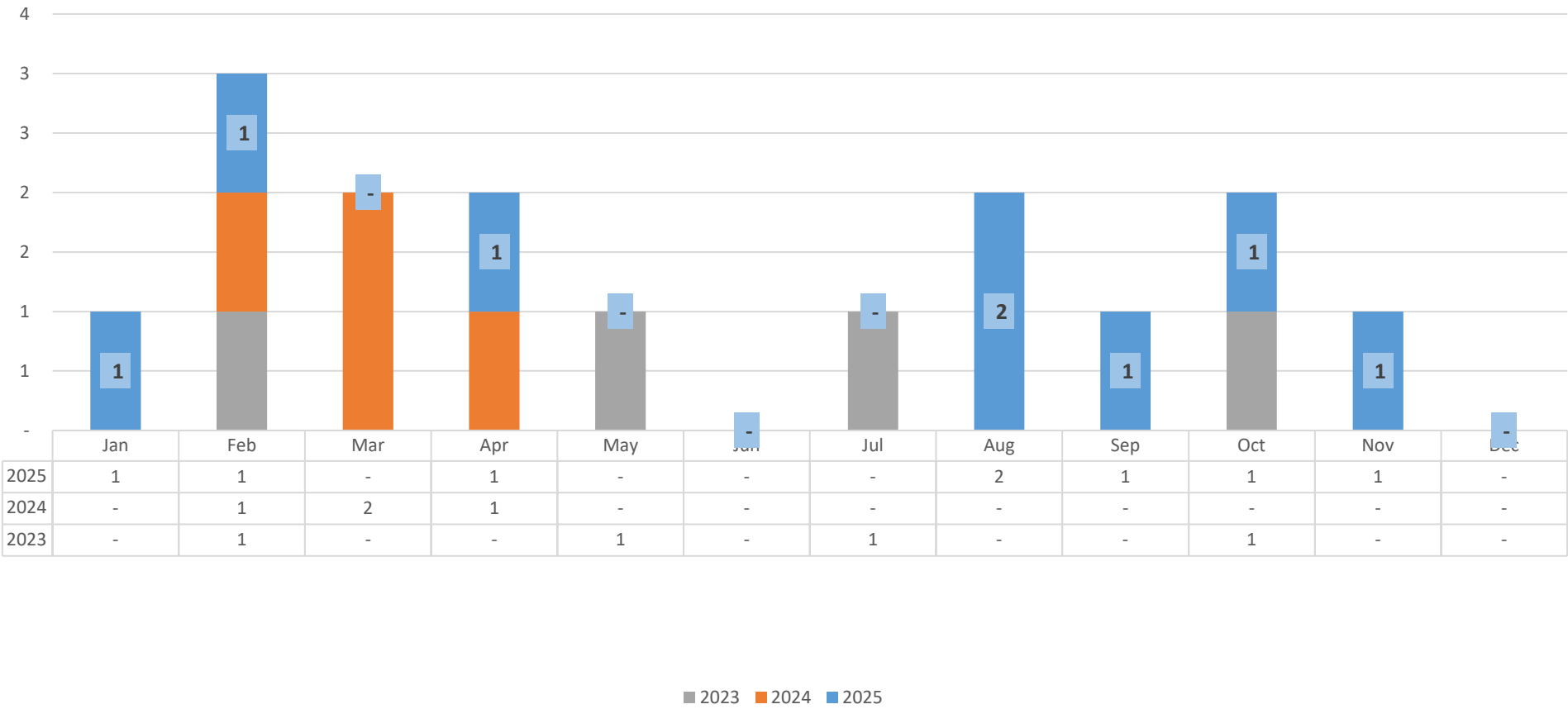




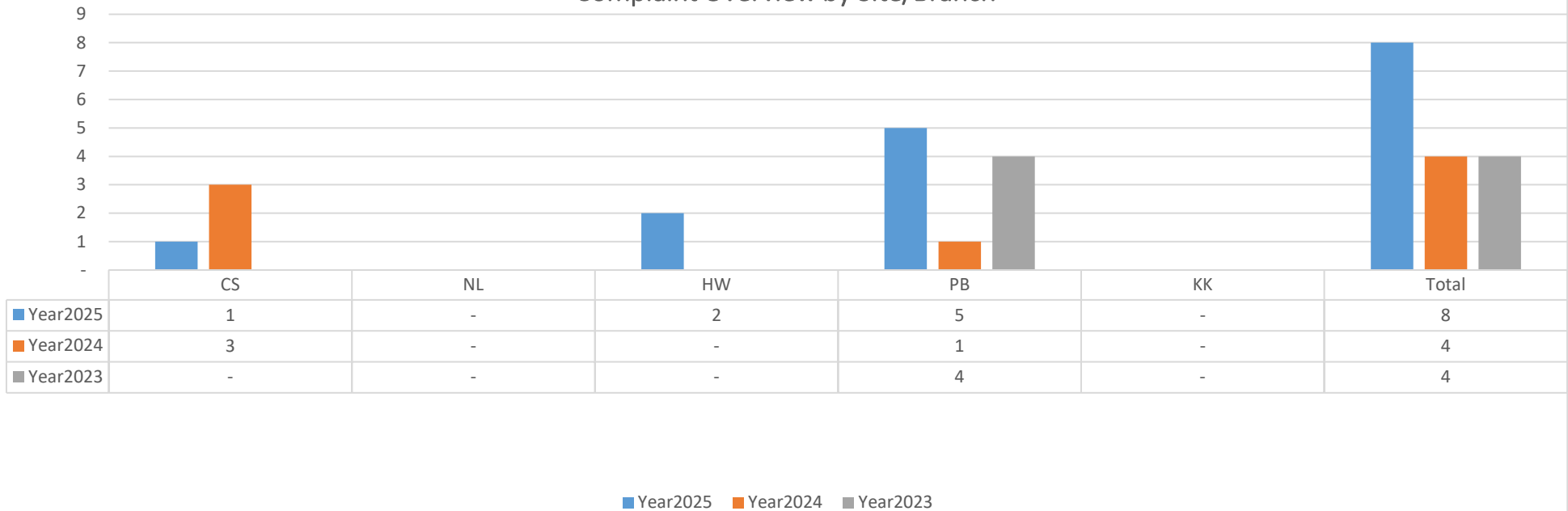


Golden Lime Public Company Limited
Annual Complaint Record with Monthly Analysis of Causes and Impacts





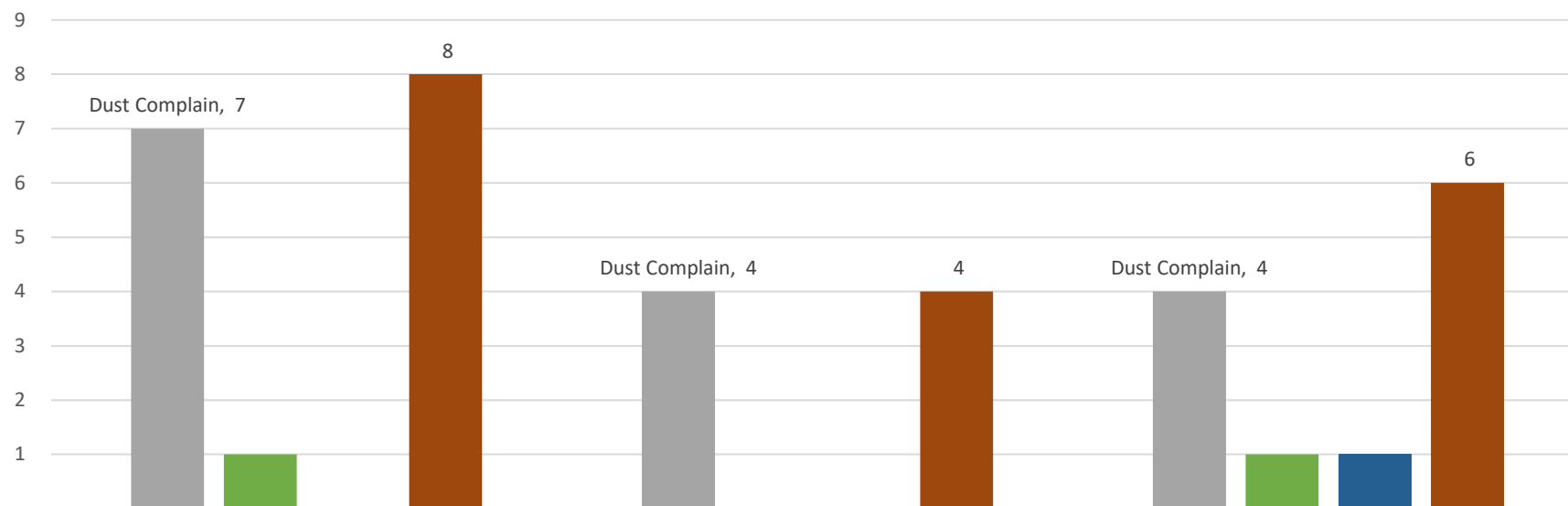
Golden Lime Public Company Limited Complaint Overview by Site/Branch





Golden Lime Public Company Limited Complaint Overview by Pollution type

■ Dust Complain ■ Transortatiion & Truck ■ Smell of Sulphur ■ Total



■ Dust Complain	7
■ Transortatiion & Truck	1
■ Smell of Sulphur	-
■ Total	8

Golden Lime Public Company Limited Complaint Management Annual Report Summary

Annual Overview	Summary of Complaints and Corrective Actions	Management Summary
Throughout the year, there were a total of 8 complaints in 2025, 4 complaints in 2023, and 4 complaints in 2022, covering five main issues as follows: -Dust from production, -Transportation, and road cleaning -Overflow of washing water from factory equipment -Damaged wheel washer reservoir - Dust dispersion affecting nearby communities The complaints were mainly raised by -Lanthong Rice Company, -Damrongtham Center, and -Neighboring communities.	(1) Dust-related complaints – multiple incidents Complainants: Lanthong Rice Company, Damrongtham Center, Local villagers (No. 12 Chongsarika) Main causes: Dust from the production process Garbage or dust blown into adjacent areas Dust from road cleaning and transportation Washing water flowing into neighboring properties Clogged dust filter bag at the kiln Corrective / Preventive Actions: Improved dust extraction systems and installed additional screens Conducted regular road cleaning and water spraying around the factory Covered limestone piles and high-dust materials to prevent dispersion Fixed the clogged dust filter bag Coordinated meetings with the local district office for issues in public areas (2) Water overflow and damaged wheel washer system Complainants: Lanthong Rice Company, Damrongtham Center Causes: Overflow from the wheel washer tank Damage to the wheel washer reservoir Actions: Repaired the wheel washer and restored its normal operation Improved water containment to prevent overflow outside the facility (3) Lime water leakage outside the factory Complainant: Lanthong Rice Trading Co., Ltd. Actions: Repaired MC3 bucket leaks Constructed a levee to prevent lime water from flowing out of the factory (4) Dust spreading to nearby municipality area Complainant: Huai Pa Wai Subdistrict Municipality Actions: Sprayed water to suppress dust in affected areas Submitted water spraying reports to the municipality	The company has implemented both immediate and long-term measures, including system upgrades, equipment repairs, and coordination with local authorities to minimize environmental impact. Continuous monitoring will further reduce the occurrence of similar issues in the future.