

Corporate Governance

6. Corporate Governance Policy

6.1 Overview of Corporate Governance Policies and Practices

The Company has established a corporate governance policy and direction of the Company's operations in accordance with the Good Corporate Governance Policy under the framework and requirements of the law. The company also has a corporate governance policy and code of conduct for the board of directors and executives.

6.2 Code of Conduct

The company stipulates that there is an organization's code of conduct for those involved to follow as a guideline for good business practices for the board of directors, management and staff to uphold the practice which focuses on the main principles of corporate governance as follows:

Ethical Guidelines and Code of Conduct for Directors and Executives

“Directors” refer to a person appointed by the Company's shareholders' meeting to safeguard the company's interests and determine its management policies.

“Executives” refer to individuals within an organization holding positions from department manager upwards, who have the authority to direct and control operations to achieve the benefits of company policy, including the rights to hire, reduce wages, terminate, grant bonuses, impose disciplinary measures, or decide on grievances.

Code of Conduct for Directors and Executives

1. Directors and Executives to Shareholders

- 1.1 Perform duties with honesty and decide to take any action with good faith and fairness to the major and minor shareholders for the best interests of the shareholders as a whole.

- 1.2 Not managing the organization without caution or lack of prudence.
- 1.3 Perform duties by applying knowledge and management skills to the best of their ability in all cases with a vision to protect the interests of shareholders as a whole.
- 1.4 Take care to prevent any assets of the organization to be wrongly depreciated or lost.
- 1.5 Regular and complete reports on the status of the organization according to reality.
- 1.6 Inform all shareholders equally about the future prospects of the organization, both positive and negative. This must be based on feasibility and with sufficient supporting information.
- 1.7 Do not seek benefits for yourself and those involved by using any information of the organization that has not been disclosed to the public.
- 1.8 Do not disclose corporate confidential information to outsiders especially competitors.
- 1.9 Not taking any action in a manner that may cause a conflict of interest to the organization.

2. Directors and Executives to Employees

- 2.1 Provide fair compensation to employees.
- 2.2 Maintain the working environment to be always safe for employees' lives, bodies and assets.
- 2.3 The appointment and transfer, including reward and punishment of employees, must be done in good faith and based on knowledge, competence and suitability of that employee.
- 2.4 Give importance to knowledge development, employee competence and provide employees with such opportunities thoroughly and regularly.
- 2.5 Listen to employees' professional knowledge.
- 2.6 Strictly comply with all laws and regulations related to labor laws.
- 2.7 Management by avoiding any unfair action that may affect the stability of the work of employees.

- 2.8 Avoid any unfair actions that may threaten and put pressure on the mental state of employees.
- 2.9 Treat employees with courtesy and respect for individuality and human dignity.
- 2.10 Emphasize that employees understand the code of conduct and identify the roles that employees can perform to encourage behavior that is within the framework of the code of conduct throughout the organization.
- 2.11 Do not discourage employees from reporting illegal activities of the organization.

3. Directors and Executives to Customers

- 3.1 Produce quality products and services.
- 3.2 An acceptable quality level of goods and services must be established.
- 3.3 Disclosure information about products and services in its entirety, correct and do not distort the facts.
- 3.4 Provide warranty for goods and services under conditions in a timely manner.
- 3.5 Not delivering goods and services to customers even though they know that goods and services are defect or damage to the customers. Do not let products or services of lower quality fall into the hands of customers.
- 3.6 Set up a system so that customers can claim dissatisfaction with the use of products and services and perform our duties as best we can so that customers receive a quick response.
- 3.7 Maintain customer's secrets seriously and consistently, including not using them for the wrongful benefit of yourself and those involved.
- 3.8 Try to keep production costs as low as possible. However, the quality of products and services that meet standards must be maintained at all times.
- 3.9 Constantly seeking chances that will continually increase benefits for customers.
- 3.10 Strictly follow various conditions with customers.

3.11 In case cannot comply with any conditions, the customers must be informed in advance in order to find the solutions together.

3.12 Do not make excessive profits when compared to the quality of the product or service and not setting trading conditions for products or services that are unreasonably unfair to customers.

4. Directors and executives to trading partners and/or creditors

4.1 Do not demand or receive or pay any dishonest benefits in trading with trading partners and/or creditors.

4.2 If there is information that there has been a dishonest request or receipt or payment of any benefits, and should be disclosed details to customers and/or creditors to work together to solve problems fairly and quickly.

4.3 Strictly comply with various conditions with creditors, whether it is the purpose of using money, repayment, taking care of the quality of collateral and any other matters that have been agreed upon with creditors.

4.4 In case you may not be able to comply with any of the conditions, you must notify your creditors in advance. to jointly consider solutions to problems.

4.5 Regularly report accurate and timely financial information to creditors.

5. Directors and executives towards business competitors

5.1 Must compete with business competitors by behaving within the framework of good competition rules.

5.2 Do not seek confidential information of business competitors through dishonest means or inappropriate such as paying bribes to competitors' employees, etc.

5.3 Do not attempt to destroy the reputation of business competitors by making malicious accusations without any basis in truth.

6. Directors and executives towards society as a whole

- 6.1 Do not do anything that will cause damage to natural resources and the environment.
- 6.2 Regularly return a portion of the organization's profits to activities that will contribute to society.
- 6.3 Continuously and seriously instill a sense of social responsibility among employees at all levels.
- 6.4 Must be observed or controlled to ensure strict compliance with the intent of the law and regulations issued by the regulatory agency.
- 6.5 Must not assist, support, or accept as a tool that will cause evasion of laws or regulations.
- 6.6 Must cooperate with regulatory agencies and must report information related to violations, or non-compliance with the laws or regulations of that agency.
- 6.7 Shareholders' money must not be used to support political parties.

Company ethical requirements and employee conduct

Employees are the majority of people in an organization who agree to work for the company for wages. If employees have the conscience to strictly perform their duties within the framework of a code of ethics, then they will play a very important role in strengthening morality and ethics throughout the organization.

Code of Conduct of Employees

1. Perform duties with honesty and patience.
2. Strictly maintain the confidentiality of customers, partners and the organization.
3. Respect the rights of other employees in the same organization.
4. Pay attention and help to take any action to keep the working environment clean, safe and pleasant at all times.
5. Do not defame the management or other employees without the facts.

6. Notify relevant department if it is found that the organization has acted in any wrong way.
7. Maintain and co-create unity and solidarity among employees.
8. Seriously and strictly pay attention to all activities that enhance quality, efficiency and organizational development towards excellence.

Company ethical requirements and owner's code of conduct

Owner means a person who holds shares of an organization in a high proportion to give it a status that may causes an effect on the behavior and decisions of directors and executives or employees, as well as having an effect on other groups of stakeholders. Therefore, those who have the status of "owner" must act within the framework of appropriate ethics as well.

Code of Conduct of Owner

1. Providing competent and qualified executives and giving them adequate authority to do any action.
2. Providing a corporate governance process that does not interfere with any decisions of the directors and executives. Manage to work honestly and on the basis of professionalism. Do not act improperly for the benefit of oneself and those involved, and abstain any decisions that cause damage to the organization.
3. Encourage executives and employees to strictly operate under the framework of ethics.
4. Do not put pressure on executives to seek short-term profits by neglecting the negative impact on other groups of stakeholders.
5. Do not use inside information for the benefit of oneself or relatives and related persons.

6.3 Significant Changes and Developments in Policies, Practices, and Corporate Governance Systems in the Past Year

The Board of Directors realizes and attaches great importance to good corporate governance. Therefore, the Board of Directors has set a policy to comply with the Code of Conduct which is consistent with

the Good Corporate Governance Principles for Listed Companies 2017 (Corporate Governance Code: CG Code) of the Securities and Exchange Commission.

The practice of good corporate governance is reflected in the business ethics including the Charter of the Board of Directors assigned in various matters of the Company to ensure that the performance of duties of the Board of Directors is complete. Details of the practices of the Board of Directors, executives and employees including subsidiaries that has complied with the corporate governance policy including related policies are as follows:

Rights of Shareholders

The Company recognizes and prioritizes the rights of shareholders by encouraging them to exercise their rights and refraining from any actions that violate or infringe upon those rights. This includes avoiding any measures that would limit shareholders' opportunities to study the Company's information or news, or to attend shareholder meetings. Fundamental shareholder rights include the right to buy, sell, or transfer shares; to receive dividends; and to attend shareholder meetings to exercise voting rights for the appointment or removal of directors, approval of director remuneration, and appointment of auditors, among others.

All shareholders have an equal right to be informed of the date, time, location, and agenda of shareholder meetings, as well as to receive all information relevant to the matters requiring decision-making at the meeting, sufficiently and in a timely manner. The Company notifies shareholders of the rules and methods for attending meetings, proxy procedures, and voting processes. Furthermore, the Company publishes such information on its website in advance of distributing physical documents to provide shareholders with adequate time to study the meeting materials before receiving them in hard copy. This includes the right to participate in meetings, express opinions, ask questions, and provide suggestions.

Annual General Meeting of Shareholders

In 2025, the Company held the 2025 Annual General Meeting of Shareholders (Physical Meeting) on Tuesday, April 29, 2025, at 10:30 a.m. The meeting took place at the Company's headquarters, specifically in the 2nd Floor Meeting Room of the Navatanee Golf Course's Clubhouse Building, located at No.

22 Navataneer Road (Seri Thai 59), Ram Inthra Subdistrict, Khan Na Yao District, Bangkok 10230. Eleven directors attended the meeting, representing 100% of the Board of Directors. A total of 33 shareholders attended the meeting, representing 16,303,834 shares or 79.53% of the total shares, which is a decrease of 2.97% compared to 2024.

The Company assigned Thailand Securities Depository Co., Ltd., its share registrar, to distribute the meeting invitation letters to shareholders in advance. These documents were dispatched on April 14, 2025, which was 15 days prior to the meeting date. The Company clearly specified the date, time, venue, and agenda, providing the underlying reasons, facts, and Board opinions for each agenda item within the invitation. Furthermore, the meeting invitation and supporting documents were published on the Company's website (www.navataneer.com) on March 28, 2025, which was 32 days prior to the meeting.

The Company facilitates all shareholders in fully exercising their rights to attend and vote, and encourages all shareholders, including institutional investors, to participate in the meeting. Oversight is provided to ensure the meeting is conducted in compliance with the law and established shareholder meeting guidelines. To facilitate attendees, the Company provided reception staff for registration, shuttle services for shareholders, and duty stamps for those appointing proxies. Voting ballots were also distributed to all attending shareholders and proxies.

The Company provided an opportunity for all shareholders to submit questions in advance, as well as to propose agenda items and nominate individuals with the appropriate knowledge, capabilities, and qualifications for consideration for election as directors. The criteria for submitting questions in advance were published on the Company's website.

Following the conclusion of the meeting, the Company disclosed the resolutions of the shareholder meeting via the Stock Exchange of Thailand's website on the same day. On May 9, 2025, the Company submitted the minutes of the shareholder meeting to the Stock Exchange of Thailand and published them on the Company's website within 14 days of the meeting date to ensure shareholders received the information promptly and comprehensively.

Rights and Equality

The Company has a policy to treat and protect the fundamental rights of all shareholders equally.

The Company provides opportunities for shareholders who are unable to attend meetings in person to exercise their voting rights by appointing a proxy to attend and vote on their behalf. Shareholders may choose to appoint the Company's independent directors as their proxies, and the Company provides information regarding these independent directors for shareholders to consider as an alternative for proxy appointment. During the 2025 Annual General Meeting of Shareholders, a total of 19 shareholders appointed the Chief Executive Officer as their proxy, representing 884,198 shares or 18.44% of the total shares attending the meeting.

For the 2026 Annual General Meeting of Shareholders, the Company provided an opportunity for minority shareholders to propose agenda items and nominate individuals for election as directors. The Company clearly outlined the procedures, criteria, and methods for submission, allowing shareholders to submit proposals via info@navatanee.com, facsimile, or registered mail, consistent with previous years. The submission period was set between November 20, 2025, and December 30, 2025. The Company has already formally notified the Stock Exchange of Thailand regarding these details and the relevant procedures.

Rules of Stakeholders

The company has always reviewed the policy of good corporate governance in order to look after the right for the stakeholder groups regarding to the ethnic principles and advised regulations. In 2025, the business was in good operation, stability and the problem didn't affect to any groups since the golf course has been operated than 50 years and the management operated business according to the policy which always response the interest throughout the stakeholders, separated as follows.

- The shareholders: the company has operated according to the board of directors' policy with open & above-board management, loyal financial & accounting system, the satisfied benefit comparing to the similar businesses and good dividend paid to the shareholder for several years continually.

- Employees: The Company has focused on the importance of every line staff to

have skills and be safe during the use of tools and machinery, and conserve plant species, water conditions, and environmental conditions. Service work provides facilities to customers at various points such as the front desk, locker room, ticket room and restaurant. The company does not discriminate and segregate in religion, male and female receive reasonable remuneration and welfare according to their position. In addition, the company also hired a physical impairment by giving the same return as a regular employee. Each year, the Company reviewed and reminded employees on ethical and personal data protection of customers apart from a good service in order to cultivate discipline to act in compliance with regulations as a good employee in order to use as a guideline for both themselves and others.

- Customers: to maximize the satisfaction by maintaining the highest standards of the golf course to be in line with the international standard, and to remain the leading golf course of the country. Most of the members are business owners and top executives who have financial stability, but also golfers who understand the rules of being a good golfer. This is one of the reasons that makes the golfers both in Thailand and overseas trust and have confidence in Navatane Golf Course continuously.

- Partners: The Company has a code of conduct and is operating the business in the framework of laws and rules regularly and rigorously, and does not use any method to be outside the rules because Navatane Golf Course has been in transparent operation and maintains the image of the golf course all the time. For the selection of partners, the company selects the business partners who have been dealing with the company for a long time because of high quality and reasonable price, with the base from the previous year. However, the company always checks the prices for comparison regularly, and has the internal auditors monitor the process and purchasing procedures. For golf competition, Navatane Golf Course has no policy to compete with other golf courses because the company's policy is to service members who are mostly the same group of customers.

- Community Society and Environment: The Company has a policy and commitment to the conservation and preservation of plant species before the construction of any golf course. Making Navatane golf course is full of thousands of plants and trees and is one of the unique of Navatane Golf Course. In addition, apart from making the areas around the golf course and Navatane village shady from large and multiple varieties of flowers, it is also a large source of fresh air, which is very rare to find nowadays, and spreads to neighboring communities as well. It also benefits the habitat and the supply chain due to the environmentally friendly operation of the company since the beginning of its business operations. As a result, a lot of animals, aquatic life, and birds are living in the area, looking for food in both the golf course and the lake

due to the abundance of life, plus the fact that the company has made it a priority to avoid the use of chemicals, and to use fertilizers made from natural raw materials instead. This commitment to environmental stewardship is the pride of the founder, company committee and employees because the business does not only focus on reputation in the country and overseas in terms of golf courses, but also commits to a management policy which is strongly focused on the environment and will be adhered to such policy at all time. Moreover, the company wants Navatanee golf course to be not only a golf course, but a place of recreation and relaxation for all visitors as well.

- Governments and agencies concerned: Strictly comply with all legal requirements, as well as Tax Management and Accounting Management, a support of a golf charity competition, competition among the customers and the promotion of various activities, as appropriate.

Information disclosure and transparency

The company has disclosed the information according to all regulations and conditions of the Office of the Securities and Exchange Commission and the Stock Exchange of Thailand, i.e. the directors' approval which impacted to the shareholders, the shareholders' meeting approval, each quarter of financial statement, and all directors and management are required to report the changes of stock holding to the Office of the Securities and Exchange Commission etc.

The Company has set up a whistleblowing policy for complaints from illegal actions or codes of conduct or behavior that may lead to corruption misconduct by individuals in the organization both employees and all groups of stakeholders including protecting information providers and keeping complaints confidential. It is in order to reassure the complainants as details disclosed on the company's website www.navatanee.com as follows:

Whistleblowing or Complaint Policy

1. Objectives

- 1.1 To encourage executives and employees to operate their business with fairness, transparency, and auditability in accordance with good corporate governance principles and the Company's Code of Conduct.

- 1.2 To ensure that the supervisor and the personnel department of the company are responsible for taking care and giving advice as well as monitoring the behavior of employees to be correct and those who report such matters will be protected, if it is an act in good faith.

2. Scope of Whistleblowing or Complaints

- 2.1 when in doubt or seen violating actions Good practice in the following areas:

- Violation of compliance with the principles and guidelines of good corporate governance policy
- Violation of rules, regulations, company's bylaws
- Receiving unfairness in the work operation
- Corrupt act

- 2.2 Doubtful actions that were found with negatively affect to the organization

3. Channels for Whistleblowing or Complaints

Mrs. Chutima Sunthornmonthol Human Resource Manager/

Complaint Recipient

Tel. 02-3761818 ext. 117 E-mail: chutima@navatancee.com or contact

Mr. Sukuma Jayananda Chief Executive Officer E-mail: info@navatancee.com

4. Conditions and Consideration of Clues or Complaints

- 4.1 Whistleblower or whistleblower Complaints must be reported truthfully, clearly and sufficiently for the investigation of facts.
- 4.2 Whistleblowers or the complainants can choose not to disclose their names, address and phone number. If they choose to disclose, it will be able to ask more useful information, notify the facts and report the progress more conveniently and quickly.
- 4.3 Information received will be treated as confidential and the name of the person who gave the whistleblower's name was not disclosed to the public without consent.
- 4.4 Whistleblower or complaints will be entitled to protection whether employees or outsiders.
- 4.5 Complaint Processing Time depends on the complexity of the story and the adequacy of documentary evidence received from the complainant including documentary evidence and explanations of the complainant.

4.6 Complaint recipients and those involved in the investigation process and relevant information must be kept confidential and will be disclosed to the extent necessary which taking into account for the safety and damage of the inferior complainants or those who cooperate in the investigation of facts and the source of the information or the person involved.

5. Group of Related People

5.1 Information informant means a person who reports a whistleblower or complaint

5.2 Complaint recipient refers to the person responsible for collecting the preliminary information and summarize the results for Chief Executive Officer to consider the procedure

6. Procedures

6.1 Registration and Submission

6.1.1 Complaint recipient register for complaints and set the date for notifying the progress of the complaint to the complainant as follows:

- Cases that seriously affect the reputation of the company to act as urgently as possible
- In other cases, act promptly

6.1.2 Complaint recipient record information from the complainant as follows:

- Name of the complainant except in the case of unnamed
- Date of complaint
- Name of person or incident of complaint
- Other related information

6.1.3 Once a complaint has been registered, a confidentiality class shall be established according to the subject matter and proceed as follows:

- Send to receive complaints, proceed to find out the facts and to prepare disciplinary or other advice in accordance with the authority

- Submit the matter to the Managing Director for consideration

6.2 Gathering Facts and Giving Orders

6.2.1 The person receiving the complaint asks to investigate the facts. In cases involving proper conduct or conduct, admonitions and cautions must be given. Disciplinary sanctions according to staff regulations and if the person receiving the complaint does not have the power to order the punishment, it shall be presented in a sequence up to the authorized person with the result of finding out the facts, actions and penalties, as the case may be, shall be submitted to the Chief Executive Officer for consideration.

6.2.2 In the case of a complaint from an anonymous person and unable to find sufficient additional information for the recipient of the complaint to submit a report on the results of the investigation of the information and opinions concerning the complaint to the Chief Executive Officer through the supervisor, head of department in line. If the Chief Executive Officer is unable to proceed with the complaint. The complaint will be closed.

6.2.3 If the complainant has examined and found that the complainant is not guilty or misunderstood or has given advice to the complainant or related person, then can consider closing the matter without any penalties and propose to the supervisor in the line for approval to close the matter along with informing the investigation results to the complainant and reporting to the Chief Executive Officer.

6.3 Fact Inquiries

In the event that the receiver deems that disciplinary action is required, the person receiving the complaint submits the matter to the Chief Executive Officer to investigate the facts and take further steps.

6.4 Notification of Summary Results to the Complainant and Amendments

6.4.1 Complaint recipient Execute the order of the Chief Executive Officer provide advice on behavior or continue to take appropriate action.

6.4.2 Complaint recipient Record the results of the complaints. It is presented to the Audit Committee on a quarterly basis with details of action in each case.

7. Dishonest Complaints or Wrong Channel

If the whistleblowing, complaints, statements or any information that can be proven to be done in bad faith or in a wrong way in the case of being an employee of the company, disciplinary action will be taken. However, if it is a third party whose actions cause damage to the company, the company will prosecute that person as well.

8. Responsibilities of Superior Supervisors

In the event that the complainant neglects or does not comply with this policy will also be subject to disciplinary action.

9. Measures to Protect Whistleblowers or the Complainant

9.1 The company will collect information and identity of the whistleblower or the complainant and whose is complaint as confidential.

9.2 The company will disclose information as necessary. Taking into account for the safety and damage of the person reporting the source of the information or related persons.

9.3 Those who have suffered damage will be mitigated through appropriate and fair procedures.

9.4 In the event that the complainant or those who have cooperated in the investigation of facts saw that he might have been insecure or may cause damage to the complainant or the person who cooperates in the investigation of facts can request the company an appropriate protection measure. The company may impose a protection measure by the complainant or the person who cooperates in the investigation without request. If it is considered that it is a subject that is prone to trouble, damage or insecurity.

9.5 The company will not act unfairly to the whistleblower or the complainant whether by changing job position, job description, workplace, ordering work suspension, intimidation, interrupting work, termination of employment or doing any other act that is unfair to the whistleblower or the complainant or those who cooperate in the investigation of facts.

Leadership and vision

The board of directors is composed of the directors who have vision, knowledge, competence and experience on business operation regarding independent decision, internal control, internal audit, and who follow up the operation for the company & the shareholders' benefit. The management has a duty of the business operation to achieve the policy and to report the operation result to the board of directors

Business ethnics

The company's policy is to maintain the first class Thailand golf course and to concentrate on the stakeholders about the ethnic principles and advised regulations for directors, management staff and owners' regulation (the persons who hold the company shares at high figure and may affect to the decision of the directors/ management/ staff) in order to be the responsibility direction and frame, and to review usually those mentioned regulation.

Supervision of the Use of Internal Information

All directors, executives, and employees have the duty and responsibility to safeguard the use of assets and maintain the confidentiality, security of information, and information systems for the maximum benefit of the Company. Such information must not be used for personal gain or the benefit of others. Directors, executives, and employees must appropriately control confidential information and must not communicate material information that has not yet been disclosed to the public. Furthermore, they are prohibited from using financial statements or other information that may affect the stock price for securities trading, or disclosing such information to third parties or unrelated persons, prior to its public release. The Company's blackout period for trading remains in effect for more than one month before the disclosure of financial statements or other price-sensitive information. In 2025, there were no findings of any information being used for the benefit of any specific group.

Balance of Power for the Board of Directors

In 2025, the company has 4 independent directors from total 12 directors. From the remaining of 7 directors, 3 directors are executive directors and 5 directors are non-executive directors, providing a balance and independence in expressing opinions and performing duties effectively.

Aggregation or Segregation of Positions

The Chairman of the Board does not hold the position of Chief Executive Officer. As for the Chairman of the Audit Committee, they hold no executive position and maintain sufficient independence to perform their duties in accordance with their roles and responsibilities.

Conflict of Interest

In order to avoid conflicts of interest, the Board of Directors has carefully supervised any transactions that may have conflicts of interest or are connected transactions by formulating policies and having the Audit Committee and independent directors inspect, supervise, and comply with the rules set by the Stock Exchange of Thailand including the case of a change in the major shareholder structure in May 2021. There was no conflict of interest in 2025.

Self-Assessment of the Board of Directors

The Company has arranged for the Board of Directors' self-evaluation for 2025 prior to the Board of Directors' Meeting No. 1/2026, as in every previous year.

Audit Committees' Opinion

Audit Committee which determines the internal control and audit systems and approves the plans for auditing and evaluating the internal control systems in various areas to be appropriate and consistent with the objectives and a set of guideline that have been reported to the Board of Directors' meeting.

In 2025, an external auditor has attended one meeting with the Consolidated Audit Committee without the executives attended the meeting to inquire about the 2025 financial statements, which concluded that the Company's financial statements were normal and there were no observations, including the results of internal audits found no significant suspects.

Quality of audited financial statement

The company financial statement was considered and approved by the Board of Director on 26 February 2026 and the financial auditors who is certified from the Securities and Exchange Commission and the Stock Exchange of Thailand is the SP Audit Co., Ltd. by Miss Chonticha Lertwilai, Certified Public Accountant no. 12258 who signs for approval before spreading out to the related organizations. In 2025, the

company financial statement has been undoubted, managed and revealed the appropriated and trustful financial information, and enough internal control system. The auditors signed for approval without any notices and the directors, the management or the staff didn't bring any financial information without faithfulness for their own benefit, their family and relatives or others according to their handbooks, and the internal auditors always follow it up and check it over.