

Summary of Whistle-blowing and Grievance Policy

Objectives

1. To encourage directors, executives and all staff to follow code of conduct, law and regulation.
2. To encourage directors, executives and all staff to raise a concern about malpractice, wrongdoing or impropriety without malice and in good faith.
3. To offer whistleblowers protection from harassment or disciplinary proceedings

Scope of the Policy

The policy may deal with specific concerns as follows:

1. Infractions of legal obligation
2. Breach of the Company's regulations
3. Unethical behavior
4. Corruption
5. Injustice in the workplace
6. Improper financial statements
7. Misconduct which may affect the Company

Whistleblowing Channels

Individuals may raise a concern through various channels including:

1. Vice President of Organization Development Department
2. Vice President of Office of Compliance
3. Chairman of the Executive Board
4. Chairman of the Audit Committee through Secretary of the Audit Committee

Consideration and Process

1. The information of the matter must be substantially true and clear enough for the investigation process.
2. The matter disclosure and the investigation process are kept confidential. Concerns and complaints of staff will be responsible only by those related to investigation. Concerns related to executives are disclosed directly to the Audit Committee for investigation and report the findings directly to the Audit Committee.
3. President shall appoint three vice presidents who are independent from concerns and complaints as the committee for the investigation.
4. The investigation committee will provide the management approach including remedies for damage and propose to the President for operation approval.
5. The investigation must be conducted with fair treatment of the accused.
6. The duration of the investigation depends on the complexity of the issues and the sufficiency of the evidence.
7. The investigation committee shall report the result of investigation and remedies for damage to the audit committee quarterly.

Protection of Whistleblowers

1. The Company will not disclose whistleblowers and informants's name, address or other information.
2. The identity of the whistleblower and the accused will be kept confidential. The information shall be disclosed as necessary and limited only to those responsible, taking into consideration the safety and damage of whistleblowers, informants and sources of information.
3. Whistleblowers, accused and informants are protected from harassment or disciplinary action as a result of any disclosure
4. The company shall not do anything unfair to whistleblowers, complainants or informants such as changing job positions, job characteristics, workplace, suspension of work or intimidation.
5. The remedy shall be approached properly.