

Category 10

Filing Complaints and Considering Grievances

The Company has set objectives regarding employee grievances to promote good relations between management and employees or between supervisors and subordinates. To reduce conflicts or reduce problems, grievances, or distress that will affect the morale and encouragement of the employees and the performance of the employees, and to allow the management to proceed smoothly and to ensure that the employees are not able to work properly. The judgment of complaint or punishment is fair.

1. Scope and meaning of complaints

Employees who feel they have a problem, are uneasy about the conduct of other persons or the way of doing business of the Company or supervisors or co-workers, where such actions are harassing or infringing on their privacy. Until it is an unfair practice. However, it must be within the scope of management or operation of the company and can file a complaint to the company through the methods and procedures specified by the company.

2. Methods and procedures for making complaints

Employees who wish to file a complaint must do the following.

2.1. Employees submit a complaint, trouble, or injustice in writing stating the cause, and accompanying details submitted to the supervisor in the line of work directly within 7 days from the date of the cause of the complaint.

2.2. If the complaint is directly related to the line supervisor, the complaint shall be submitted to the supervisor who has a rank one rank higher than the line supervisor.

2.3. If the supervisor under 2.1 or 2.2 fails to solve the problem or the problem is not satisfactory, or the employee is dissatisfied or feels unfair from the punishment of the disciplinary offense, an appeal is submitted to the senior management, or the Human Resources Department, the appeal must be submitted within 7 days from the date of acknowledgment of the answer, resolution, or date of disciplinary action.

2.4. If a supervisor or the Human Resources and Administration Department cannot solve the problem or solve the problem but not satisfactory or not doubtful, employees must submit an appeal to the Chief Executive Officer of the company within 7 days from the date of receiving the clarification from the senior supervisor or the Human Resources Department.

2.5. The company will not accept complaints, or an appeal that does not sign or the petitioner's signature, or a letter that is a sane card or is considered sane.

3. Investigating and considering grievances

When the supervisor receives a complaint or an appeal from the employee, he or she shall proceed to seek a resolution and verbally or May answer in writing to the employee who filed a complaint, or the appeal as follows:

Consideration of complaints according to 2.1 or 2.2, will be answered within 5 days.

Consideration of complaints according to item 2.3 will be answered within 7 days.

Consideration of the appeal under item 2.4 will be answered within 15 days.

4. Process for ending grievances

4.1. Responding to or clarifying the decision of the complaint or appeal of the company or the supervisors of each level is considered final and terminated at that stage, but can continue to appeal.

4.2. Answers or explanations or decisions of the Chairman of the Board, the Executive Officer, or the company's highest authority are final, cannot ignore compliance.

4.3. If the employee fails to follow the procedure and within the period specified under the regulations, the complaint or appeal shall be terminated or terminated or as though the complaint or appeal has not occurred. Unless there is an agreement to extend the period as specified in the new

5. Protection of complainants and related persons

The company regards the employee whose grievances are those whom the company has to take care of, fairness, and the company will protect during and after the grievance process. In this regard, the supervisor of the person in need and the person involved will monitor regularly and the company will not condone the employee for the reason that such employee has made a complaint about correct steps and processes.