



## Code of Conduct

The Meeting of the Board of Directors no. 5/2017 on 20 July 2017 has set up the Code of Conduct for the company's executives and employees to adhere to as the guidelines in conducting work activities as the company representative.

### 1. Shareholders

The company shall conduct the business with transparency and efficiency with aim to create excellent business results as well as sustainable development. This is to maximize the benefits for the shareholders in the long term and to disclose credible information with transparency to the shareholders.

### 2. Employees

The company shall treat all employees with equality, fairness and provide appropriate remuneration. The company realizes the importance of constant development in employees' skills, knowledge and abilities by providing workshops, seminars and training for all employees, while motivating and retaining the skilled employees for further organizational development. The Company also set the Anti-corruption guideline and cultivate all employees to adhere to the law and related regulations, e.g. prohibition of insider trading.

### 3. Business Partners

The selection process of the Company's business partner is based on equal information provided. The Company select the business partners with fairness under the criteria for evaluating and selecting the Company's business partners. In addition, the Company has set up fair and appropriate contract with tracking system to ensure complete compliance of obligations, as well as anti-corruption measures throughout the procurement process. The Company purchase products and services from partners with fair market condition and strictly comply with the contracts' obligations.

### 4. Customers

The Company is responsible to the customers by maintaining the quality level of products and services and ensuring that the needs of the customers are completely satisfied, in order to achieve long term customer's satisfaction. In addition, The Company also provide after sale services along with providing accurate information of the products and services. Feedback channels are set up to allow the customers to complain on the improper products or services, in order for the Company to swiftly solve or improve the products and services related problems.



#### 5. Lenders

The Company emphasizes on complying with the obligations of the agreements with lenders, which includes the principal repayment, interest payment and taking appropriate care of collateral under the related agreements.

#### 6. Competitors

The Company conducts business in an ethical, fair and competitive manner complying with the laws and regulations, as well as supporting and promoting fair trade policy.

#### 7. Society and Environment

The Company emphasizes on the environmental and social safety, promoting the quality of life of the people relating to the Company's business operation and cultivating the social and environmental responsibilities in all employees. The Company strictly adheres to the laws and regulations governing its business. In addition, the Company involves in activities that promote or preserve the society and environment.

#### 8. Anti-Corruption

The Company supports and promotes the employees to recognize the importance of anti-corruption. Internal Control system has been set up to prevent fraud, extortion and all forms of bribery in any transactions that are at risk of corruption, including money laundering to prevent the Company from being used as tool or channel to disguise the illegal origin of wealth. Employees of all levels are to perform their duties with proper care and caution.