



SCG Code of Conduct

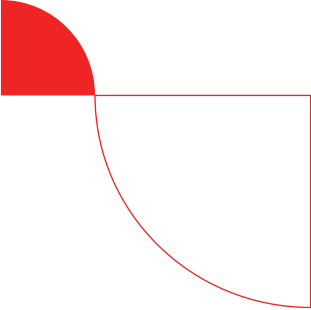


2021 EDITION

Doing the Right Things



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Message from the Chairman



Message from the Chairman



Since its inception in 1913 until present, SCG has encountered many changes affecting its business. However, business credence of the SCG is based on its ethics and responsibility to all parties in society according to SCG's Core Values, which are a foundation for SCG's employees' good conduct. All these have been compiled as **"SCG Code of Conduct."**

"SCG Code of Conduct" was first created in writing in 1987. Since then, there have been six revisions of the Code. This latest 7th version includes clarifications and expands coverage on relevant regulations and policies as well as a wider range of practical examples for engaging with stakeholders to remain in keeping with local and international good corporate governance principles and current business operations.

It is therefore a duty of SCG employees to thoroughly study SCG Code of Conduct and exercise discretion on the basis of the principles set forth herein when working as well as encourage SCG's subsidiaries and joint ventures to apply SCG Code of Conduct to their business operations to ensure fairness, transparency, and the sustainable creation of value for stakeholders, thus carrying on the practices that the Board of Directors, management and employees at every level have valued and adhered to for over 100 years.

"On this occasion, on behalf of the Board of Directors, I would like to express my appreciation to all SCG employees for complying with SCG Code of Conduct and conducting themselves as good citizens of the country, which plays a vital role in the preservation of SCG's reputation."

Air Chief Marshal Satitpong Sukvimol

Chairman

The Siam Cement Public Company Limited
November 24, 2021

Four Core Values Of SCG

The present prosperity, success, and stability of SCG are the result of doing business according to its ethical core values – the ideals that have been held in high regard and put into practice by the Board of Directors, by management, and by staff at all levels. They are:

Adherence to Fairness



It is the responsibility of SCG to ensure that all who come in contact with us are treated with equal fairness. For example:

- Customers who use our goods and services will obtain maximum benefit in terms of quality and cost.
- Shareholders will receive a proper rate of return on their investment.
- Employees will enjoy both appropriate compensation and a good standard of living.
- All groups of stakeholders will be fairly treated.

Examples of Practice for SCG Employees

- Work honestly, transparently, and traceably and treat every party with respect, sincerity, friendliness and fairness.
- Work fairly without bias on group, age or institution.

Dedication to Excellence



SCG is dedicated to right conduct and achieving the best results in all we undertake. All employees and persons who come into contact with SCG recognize the total effort, knowledge, and skill we devote to constantly improving what we do. We strive to learn and pursue whatever we can to help us overcome obstacles and advance in the path of growth and sustainability. This dedication will generate the best results for both SCG and all stakeholders.

Examples of Practice for SCG Employees

- Dedicate all the efforts to create valuable innovation to maximize benefits for all relevant parties.
- Be determined and dedicate all efforts, knowledge and skills for work expecting better results to strive to excellence considering synergy of benefits and impacts on relevant parties.
- Catch up with the latest situation and be ready to face ever-changing situation.



Belief in the Value of the Individual

SCG is convinced that each of our staff constitutes our most valuable assets. SCG has managed to prosper through the efforts of our good and knowledgeable people, who have chosen to spend their careers with us. We select the most ethical and capable individuals we can find, and then enrich them to cope with challenges of our changing times. In return, we provide all our employees with security and a sense of belonging. With such care and concern between the Company and staff, little wonder that our personnel work so hard and skillfully for the progress of SCG.

Examples of Practice for SCG Employees

- Work together like family members, give care, concern, praise, compliment and advice to give moral support to each other and respect each other's idea.
- Work as a team and help each other.



Concern for Social Responsibility

SCG behaves as a good corporate citizen in all communities and countries where we operate. We diligently perform our social duties and responsibilities while engaging in activities to preserve natural resources and sustainability of the environment.

Examples of Practice for SCG Employees

- Always bear in mind safety standard, occupational health and environment while working.
- Be conscious in using resource to create optimal values, and preserve nature at home and work and extend this practice to outside community.
- Take part in natural preservation, community care and social development activities.

“As an individual prospers in life through moral conduct,
so does a company through ethical practices.”



Introduction

What is **SCG Code of Conduct?**

SCG Code of Conduct means good business practice based on SCG Four Core Values for all SCG employees to hold on to and adopt as guidelines for work appropriately. It forms part of Employee Regulation.



Who has to be obliged to observe SCG Code of Conduct?

All employees of SCG are obliged to observe the principles and guidelines of the SCG Code of Conduct, and the Board of Directors must serve as role models of such conduct.



What do you have to do with SCG Code of Conduct?

1. Acquire an understanding of the contents of the SCG Code of Conduct especially those relating to your duty and responsibility.
2. Consult superior or enquire in SCG consulting system when you are not sure if what you are going to do complies with the SCG Code of Conduct.
3. Convey your knowledge and understanding of business conduct of SCG people according to SCG Code of Conduct to others you work with or who are involved with SCG.
4. Inform when you find incompliance with the SCG Code of Conduct via assigned channel and give cooperation to fact-finding investigation.

What happens if one does not comply with the SCG Code of Conduct?

- Failure to comply with the SCG Code of Conduct shall result in disciplinary action, according to the regulation of SCG, and will be subject to legal penalties if such a breach is also illegal.
- Ignoring or remaining indifferent when a violation of or non-compliance with SCG Code of Conduct is noticed, in any case when one's scope of responsibility causes or obligates one to know about it, failure to co-operate with, or obstruction of, an investigation and fact finding related to an alleged violation and mal treatment to fact providers are considered non-compliance with SCG Code of Conduct.

What should you do when finding Non-Compliance with the SCG Code of Conduct?

SCG has Whistleblowing System which is compliant system in line with international standard. In case you learn about or notice any action or become victim of corruption and violation of laws, regulations, Company's rules and code of conduct, you can inform of the action by following these procedures.

- Report to complaint receiver via the assigned channels. However, the information must not be false or made up to defame others which are considered disciplinary guilt according to human resource management regulations.
- SCG has complaint handling and whistleblower protection procedures.



Procedure for Handling Complaints

Complainant



Complaint Submission Channels

- Via website of the Whistleblowing System
- By verbal or written notice/e-mail address/letter (with or without name of complainant)



Complaint Receivers

- A superior, at any level, whom you trust
- Director of Corporate Human Resources Division
- Director of Internal Audit Office
- Company Secretary
- Secretary to the Board of Directors
- Any member of the Board of Directors



The company or Internal Audit Office shall act as follows:



01 Gather all facts as confidential information*

- Complaint receiver or assigned person shall gather all facts.
- In principle, the accused person is innocent.

Or

* Consider and summarize facts in preliminary stage. It will take about 30-60 days (depending on complexity in finding facts).



02 Officially appoint Fact Finding Working Team

(For complaint that has solid evidence to be against discipline/ethics, it requires appointment of Fact Finding Working Team to find information and evidences from internal and external agencies and summarize/propose punishment method.)

And/Or



03 Officially appoint Investigation Committee

(For complaint that is corruption, conclude result/propose punishment method.)



04 Punishment Approval Consideration

- The Management Development Committee (MDC) considers punishment for Management Level 3 and over.
- For other levels, the authorized person shall be as defined in the Company's authority table. (Following the summary of Fact Finding Working Team or Investigation Committee)



05 Report to appropriate committee

Company Management Committee, Business Group Management Committee, Audit Committee, and Board of Directors

If the complainant reveals his/her name, he/she shall be notified within 7 working days starting from the result conclusion day.

How are Complainants/ Whistleblower Protected?

SCG Whistleblower Policy protects and ensures fairness to any employee who lodges complaints, reports, or provides information regarding fraud, breaches of state laws and regulations, or non-compliance with the Company's Articles of Association and the Code of Conduct of SCG, as detailed below:

1. If the complainant/whistleblower/informant chooses to disclose their identities, the Company will be able to inform them of progress or findings or mitigate damages more quickly and easily.
2. SCG regards relevant information as confidential and discloses it only as necessary to ensure the safety of, and prevent harm to, the complainant/whistleblower/informant, their sources, and other individuals involved.
3. If the complainant/whistleblower/informant believes that they will come under threat, they may ask the Company to provide appropriate protection or the Company may provide such protection without their request if it is believed that danger or harm is likely.

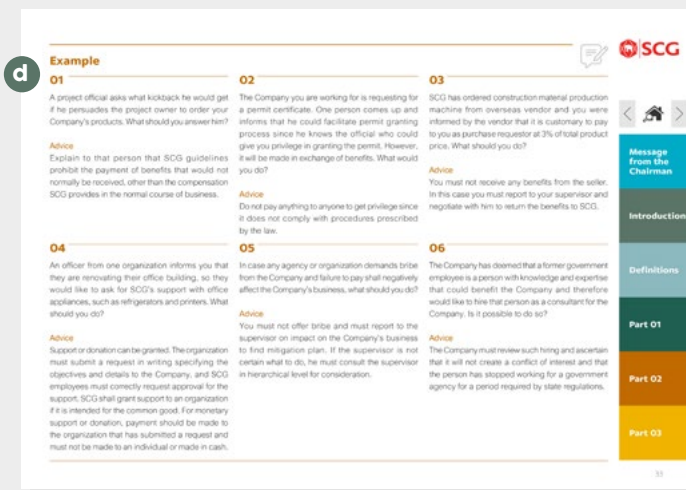
4. SCG takes a fair and suitable approach without retaliation, harassment, or discrimination when engaging with the complainant/ whistleblower/informant who reports fraud, breaches of state laws or regulations, or non-compliance with the Company's Articles of Association or the code of conduct of SCG, even in the event that they file a lawsuit, testify, give a testimony, or cooperate with a court or a government agency. Failure to comply with this approach is considered a breach of discipline and subject to disciplinary action as well as any applicable legal punishment.
5. Those who incur harm will be compensated in a fair and appropriate manner.

More information can be found in the SCG's Whistleblower Policy on www.scg.com



SCG Code of Conduct is composed of

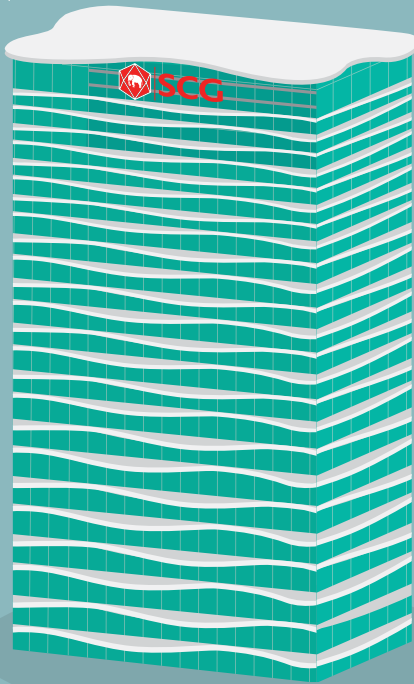
- a Title
- d Example
- b Principle
- e Definition
- c Guideline



Definitions

SCG

1. The Siam Cement Public Company Limited
2. Subsidiaries of The Siam Cement Public Company Limited.



Company Directors

The directors of The Siam Cement Public Company Limited.

Subsidiaries

Subsidiaries as defined by consolidated financial statement of The Siam Cement Public Company Limited.



Stakeholders

Persons/entities directly or indirectly impacted by SCG's business or involved with SCG's interests or impacting on SCG's business, such as Company directors, employees, shareholders, contractual parties, contractors, business contacts, creditors, debtors, society at large, and communities where SCG operates.



SCG Employee

Anyone contracted to work, to be probationary employees, or to provide special services for SCG in every country where SCG operates.

Vendor

Goods seller, lessor or hire-purchaser who hands over goods to SCG.

Contractual Party

One who enter into contractual obligations, namely mutual rights and responsibilities specified in a contract with SCG. This includes the joint ventures.

Transaction

Activity relating to legal transaction, contract or any action made with other parties in terms of finance, business or asset such as service providing, purchasing, selling, hiring, financial support and technical or human resource support etc.



Business Partner or Contractor

One hired to work or provides services to SCG or hired as service contractual parties to SCG.

Business Contact

A person or legal entity with whom SCG has to deal in the normal course of business, including the government, state agencies, state enterprises, private-sector organizations, and organizations, etc.

Customer

A purchaser and user of goods and service receiver.

Belief in the Value of the Individual





Principles and Guidelines of SCG Code of Conduct

Part 01





1. Human and Labor Rights

Principle

SCG aspires to conduct business with integrity and responsibility towards society and all stakeholders. Therefore, the Company recognizes the significance of respecting the human rights of every individual, treating everyone according to human rights principles, avoiding any action that constitutes a human right violation, as well as promoting human rights. This also includes the treatment of labor in accordance with human rights principles, labor laws, and relevant regulations on the basis of fairness.

Respect for human rights and fair treatment of labor apply to all direct business activities of SCG as well as the activities of its vendors and business partners in the business value chain and joint ventures.

Definition

Human Rights

refers to rights inherent to all human beings, regardless of physical or mental status, race, nationality, national or social origin, ethnicity, religion, gender, language, age, skin color, education, social status, culture, tradition or any other status as stipulated by laws of each country and treaty each country has commitment to. Human rights include the rights to life and liberty, freedom from slavery and torture, human trafficking, harassment, forced labor and child labor, freedom of expression, freedom of association and right to collective bargaining, the right to work and working hours, the right to education, equal remuneration and other rights such as personal data protection, occupational health and safety, minorities in local community and community rights. Everyone is entitled to these rights, without discrimination in accordance with diversity and inclusion.



Guidelines

1. Recognize the significance of respecting the human rights of every individual, treating everyone according to human rights principles, avoiding any action that constitutes a human right violation, as well as promoting human rights
 - Treat employees in accordance with human rights principles, labor laws, and relevant regulations on the basis of fairness and equitability in every process involved in employment, from recruitment, remuneration, and the designation of working time, working hours, and holidays, all the way to work assignment, performance assessment, training, and career advancement planning, among others.
 - Do not employ forced, trafficked, or child labor, which is illegal, and do not utilize any disciplinary action that involves physical or mental abuse, coercion, deprivation of liberty, or any use of violence.
 - Do not engage in sexual harassment or other forms of harassment.
 - Promote freedom of assembly, freedom of expression, and collective bargaining.
 - Treat everyone equitably without discrimination
 - Embrace diversity and inclusion with regard to physical and mental status, race, nationality, country of origin, ethnicity, religion, gender diversity (LGBTQI+), language, age, skin color, education, social status, culture, and customs, among others.
2. Comply with the Human Rights Policy, the Diversity and Inclusion Policy, and other relevant policies related to human rights.
3. Take great care at work to prevent risk in human rights violation in business operation including relevant parties in the value chain. Monitor business activities to prevent the violation and report to superior to prevent human right infringement.
4. Establish guidelines for compliance and encourage business partners in the business value chain and joint ventures to conduct business with integrity, respect human rights, and treat every individual according to human right principles.



Examples



01

If you find that business partner of the Company has abused child labor in its plant, what should you do?

Advice

You have to report to your superior right away. SCG promotes fair business operation among business partners according to SCG Code of Conduct. If they do not comply with this code, SCG reserves the right to take any action with such partner by considering potential impacts and damages.

02

If you find that a business activity of SCG, a business partner, or a joint venture may affect the human rights of the residents of a local community due to the emission of pollution or new toxic substances, what should you do?

Advice

You are required to report to your superior right away, so that an investigation can be conducted to determine whether or not the activity complies with relevant standards and laws and so that rectification can be undertaken and/or appropriate relief measures can be established in the event that non-compliance is found.

03

If you as supervisor have to do annual performance appraisal for subordinates who have personal conflict with you, what should you do?

Advice

You have to treat every subordinate on a fair basis without discrimination, avoid any action that is unreasonable and unfair and appraise him based on his competence and performance that is free from personal judgment, bias, or prejudice.

04

If you find your pregnant colleague working overtime in office, what should you do?

Advice

You should report your superior because pregnant employee will be specially protected as prescribed by labor law. Normally, pregnant women are forbidden from working overtime or working on holidays except for exemption by law.

05

If you find a colleague insulting other people or behaving in a way that may lead to human rights violation to other people, what should you do?

Advice

You have to report your superior in order to raise this with relevant parties to find solution for each case. This is because this issue needs fact and details, provisions of laws and regulations and procedures of laws to find solution to the case.

Concern for **Social Responsibility**





2. Environment, Health and Safety



2.1 Environment

Principle

SCG is committed to environmental conservation and management across its value chain. To this end, the Company encourages compliance with laws and its own policies on the environment and climate as well as requires the same level of environmental practices with SCG's environmental and climate policies as a baseline standard among all suppliers, direct and indirect service providers, key business partners, and business associates in, for instance, non-executive operations, external procurement, greenfield projects and renovation projects, agreement making, as well as mergers and acquisitions. SCG also cultivates consciousness about these issues among its employees and all parties involved in its business operations in order to promote compliance with related practices, incorporate environmental management into the organizational culture, and encourage concrete implementation.

Definition

Products and Services

mean what SCG delivers to its customers, including products, services and solutions.



Guidelines

1. Conduct business on the basis of relevant environmental laws, standards, regulations, and guidelines and cooperate in complying with international agreements that are consistent with global, national, and local issues in order to prevent or mitigate environmental impacts.
2. Conduct business with consideration to the sustainable conservation of natural resources, energy, and water through eco-efficiency and circular economy activities; reduction of environmental impacts; adaptation to climate change; reduction of pollution emissions; reduction of the generation of hazardous and non-hazardous wastewater and other waste, with zero waste to landfill; the preservation of biodiversity and eco-systems with the commitment to achieving net-zero environmental impact; supply chain management; green procurement; and the development of green products and services.
3. Establish an environmental management system as part of business operations, with continuous monitoring, reporting, and assessment in order to elevate the Company's environmental performance.
4. Conduct assessments to identify materiality or environmental risks relevant to SCG's business operations and manage such issues as well as establish key performance indicators, action plans, and strategies in order to achieve operational goals.
5. Disclose information on environmental management with transparency and accountability through appropriate channels and allow stakeholders to participate by expressing opinions on environmental issues according to their expectations.

6. Provide knowledge and cultivate awareness on environmental preservation and management among business associates, customers, suppliers, stakeholders, and surrounding communities through appropriate channels, as well as provide support and assistance regarding environmental management to stakeholders, especially communities around SCG's facilities.

Examples



01

If a person offers goods to you at the price lower than the current supplier's but these goods has not yet been registered in SCG environmentally friendly goods and service list while there are enlisted vendors selling the same products, how do you consider purchasing the goods?

Advice

You must order goods according to SCG's regulations. In case there is a listed vendor selling the same products, you have to purchase from the listed one. However, in case other vendors desire to enter the list, you may give advice on the manufacturing process and encourage them to make a registration request for potential purchase consideration in the future.

02

A subordinate tells you that she has heard the local people talk about their trouble with a black, smelly liquid flowing from the vicinity of your plant into the community's land. They do not know whom to contact or how to complain. As her superior, what should you do?

Advice

Coordination and/or remedy must be taken urgently to accommodate complaints and allegations, either present or potential, concerning environmental problems caused by corporate operations. You should investigate the fact and analyse the data. If a resolution is possible, designate a responsible person, determine the timeframe, and report on progress to those affected or may be affected and to your superior at a higher level so that the problem can be rectified as soon as possible.

03

Climate change is an issue that has garnered a lot of public attention, and carbon tax laws are set to be enacted soon. As your organization emits a large amount of greenhouse gases, how should you consider climate change issues if you are part of the organization's business plan and risk management team?

Advice

You should consider enterprise risks by taking into account issues related to climate change, such as by establishing a risk matrix that includes climate change issues, conducting climate change scenario analysis, and clearly identifying impacts on the business in order to formulate risk management plans, such as installing energy-efficient equipment to reduce greenhouse gas emissions and tax burdens, reducing water consumption, and seeking water reserves in preparation for drought, as well as develop business action plans, such as the manufacturing of products and services, that help reduce greenhouse gas emissions in response to changing consumer behavior.

04

Your company is proposing an investment project that falls into the category of environment and energy for approval. You have been assigned by your supervisor to prepare data for the calculation of the financial returns to supplement the approval request. Given SCG's policy to achieve net-zero emissions by 2050, what should you do in pursuit of the goal?

Advice

You should prepare data on the amounts of any raw materials, fuels, energy, waste, among others, of the project that affect greenhouse gas emissions and show the net increase or decrease of greenhouse gas emissions as a result of the project, separated into Scopes 1 and 2. In addition, you should calculate financial returns of greenhouse gas emissions (or carbon dioxide (CO₂) emissions) based on the internal carbon pricing (ICP).



2.2 Health and Safety

Principle

SCG places great emphasis on the health and safety of employees, suppliers, customers, communities, and stakeholders across the value chain, encompassing the manufacturing process, service and solution provision, as well as logistics and transportation, both in local and overseas offices. Health and safety impact assessment and risk management must be conducted before making any investment, entering into any joint venture, or initiating greenfield projects or renovation/improvement projects. All facilities, manufacturing processes, technology, machines, equipment, raw materials, services, logistics, and transportation must be taken care of to ensure the health and safety of all relevant stakeholders. In addition, health and safety awareness must be cultivated among employees and related parties to ensure compliance with relevant practices.

Guidelines

1. Conduct business on the basis of relevant health and safety laws, standards, frameworks, standards, regulations, and practices and cooperate in complying with international agreements in areas that are consistent with relevant issues in the country where SCG operates as well as other relevant global, national, and local issues in order to prevent or mitigate potential impacts.
2. Examine your own readiness and physical health including co-workers, contractors and relevant parties' before commencing work and during operations. If the persons doing the work are unhealthy or not ready, the work must be stopped or ordered to stop immediately so as to prevent exposure to unnecessary danger at work or caused by work.
3. Operate business with consideration to the minimization of impact on health and safety by conducting risk assessment before commencing work and, upon changes, studying information related to manufacturing processes, operational instructions, work environment, as well as the qualifications, knowledge, and competency of the operator in order to plan or prepare appropriate prevention.
4. Immediately report to the superior any irregularity detected in the manufacturing process, machinery, equipment, or work environment that may affect health and safety. In case of being assigned harmful work or not being confident in safety at work, the work must be stopped or held. And you must immediately consult the supervisor or expert.
5. Establish an occupational health and safety management system as part of business operations, with continuous monitoring, reporting, and assessment in order to ensure compliance with the stipulated policies and elevate the Company's operations.
6. Employees at all levels are responsible for complying with and ensuring compliance with relevant health and safety laws/regulations, standards, and instructions in their teams. Superiors are responsible for formulating and disseminating accident prevention and control guidelines as well as fostering an understanding among employees. They should also inspect the health of the workers according to the risk to which they are exposed.
7. Transparently report and disclose information on health and safety performance and indicators via appropriate channels and allow stakeholders to participate by expressing opinions on issues related to health and safety.
8. Provide education and cultivate awareness on health and safety among business associates, suppliers, customers, communities, and relevant stakeholders through appropriate channels.

Examples



01

The Company expects you to order spray paint. You know an employee at a company that produces spray paint at a lower price than the brand presently used by the Company, but that manufacturer has not been certified safety standard, what should you do?

Advice

When you purchase materials and equipment, especially chemical products for use in the office or plant, you must be certain that such products have been certified for safety by the agency responsible for environmental protection or the manufacturer, and/or that you have the safety information of the products or chemicals, and that their source of manufacture is reliable.

03

Your Company has construction project to increase production capacity for which business partners will do construction in your area. You find their incompliance with the Company's safety regulation. So as construction project head, what should you do?

Advice

You have to immediately suspend or delay the operation to carry out rectification so as to restore safety as well as control, supervise, and advise the contractors to comply with the safety regulations of the Company, in the same manner as the Company's employees, to ensure safety while they are working. You should treat the contractor as if they were the Company's employees. Before commencing work, safety training for contractors and relevant safety inspection must be conducted.

02

A subordinate who works in the area with hazards of noise informs you that he often has trouble hearing people call him. He has gone to the doctor, who told him that this problem could be due to one of two causes: 1) exposure to a very loud noise on one occasion, or 2) remaining in a continuously loud work environment. Your subordinate feels that the source of the noise could be a machine in his workplace. As his superior, what should you do?

Advice

You must immediately launch a fact-finding investigation when you are informed of any irregular situation or event. You should rotate the subordinate to another less noisy area and uncover the cause of such loud noise by reviewing risk assessment results, work environment measurement results, and the method of operation in collaboration with relevant parties in order to find a remedy. Every employee is obliged to report unusual incidents to their superior even if it is just a minor abnormality or still uncertain to prevent or control some sudden accidents.

04

You are assigned to fix roof at the height of 4 meters by the end of this day. However, you find that all the safety harnesses have been used and none is left for you, what would you do?

Advice

You have to immediately suspend or delay the operation to carry out rectification so as to restore safety. If the assignment is dangerous or if there is no personal protection equipment (PPE) and you are not certain about safety, you should inform and ask your supervisor to provide a complete set of PPE. Working at height is considered high-risk work according to the Life Saving Rules. Therefore, the work site must be arranged to ensure safety, and the operator is required to wear a full set of PPE for every operation.



2.3 Safety of Products and Services

Principle

SCG ensures that all products and services meet safety standards as stipulated by domestic laws, industrial standards, and relevant international standards as well as meet the specifications as agreed with the customer. This applies to the entire life cycle and value chain, from product design, manufacturing, transportation, storage, usage, and end-of-life management. Sufficient information, warnings, and instructions must be provided to ensure customer safety through the life cycle of a product and service. Particular attention must be paid to the safety of all products that SCG hires others to produce, imports, or uses in sale promotion activities.

Definition

Products and Services

mean what SCG delivers to its customers, including products, services and solutions.



Guidelines

1. Establish and comply with product and service safety standards that include product hazard analysis (PHA) in every step involved, from manufacturing all the way to transportation, storage, usage, and end-of-life management, so that plans can be formulated to prevent defects and shortfalls during the design and manufacturing and effective labels that meet international standards can be made.
2. Take into consideration the safety of the user throughout the useful life of a product or service in the designing, product manufacturing, service provision, and in relevant communications. Any change in the manufacturing of products or provision of services that affects safety must undergo a review of its risk assessment result and must be given prior approval from superiors or responsible persons, and the details and rationale for such change must be recorded for future reference.
3. Store information on product and service safety for future verification.
4. Report to superior right away if you know or have concern about safety of products and services caused by production process and/or service process or situation that may lead to unsafe condition to the customers.
5. Be open to safety complaint on products and services and coordinate or improve the condition right away. In case there is any limitation or in case of requiring a long time to solve the problem, the person of responsibility must report information and status to the customers at appropriate time and report progress of fixing the problem periodically.
6. Establish response measures for managing, analyzing, and investigating complaints and emergencies arising from the use of the Company's products and services. Conduct response exercises to ensure preparedness for such events.
7. Organize regular training and educational sessions for relevant employees and suppliers in matters related to product and service safety

Examples



01

You notice that your co-worker skips a production step that may affect the quality and safety of the product, what should you do?

Advice

You should consult your superior immediately since the production process is designed by the Company to ensure product quality and properties as well as consumer safety, which will help the Company maintain its standards, quality, safety, as well as reputation. Consulting the superior is thus not considered an accusation against the co-worker.

02

You are responsible for arranging transportation to deliver goods to customers, and the agreement with them specifies on-time delivery. However, you find that the vehicle is in unsafe condition, but finding a replacement would result in a delay. What should you do?

Advice

You have to inform the customers right away, consult your superior, and find a new and safe vehicle as soon as possible. While there might be some delay, the goods will arrive at the customer's site safely. Using an unsafe vehicle may result in an accident, causing damage to both the vehicle and the goods and negatively affecting the reputation and image of the Company.

03

Your Company has marketing promotion activity for new products and your subordinates talk to you that they will give the guests bottled fruit juice as souvenir. They will hire someone to produce the juice with the Company's logo. As a supervisor, what should you do?

Advice

You must be aware of the health and safety risks and assign the subordinates to check the safety of the products they are going to hire other parties to produce. The manufacturer's name must be shown on the bottle label. This is because although the Company does not produce or sell the product, as the Company hires someone to produce it and distributes it for commercial benefits, the Company has to be responsible for the safety of the souvenir as if it is the Company's product.

04

If a product of your company does not have information, instructions for use, warnings, a material safety data sheet (MSDS), and storage guidelines, what should you do?

Advice

You should recommend that the responsible unit perform product hazard analysis, encompassing the use of the product throughout the entire product life cycle, and consider potential harms for the preparation of warning labels, suggestions/instructions for use, a material safety data sheet (MSDS), storage guidelines that are adequate and sufficient for danger prevention and consistent with relevant international standards.

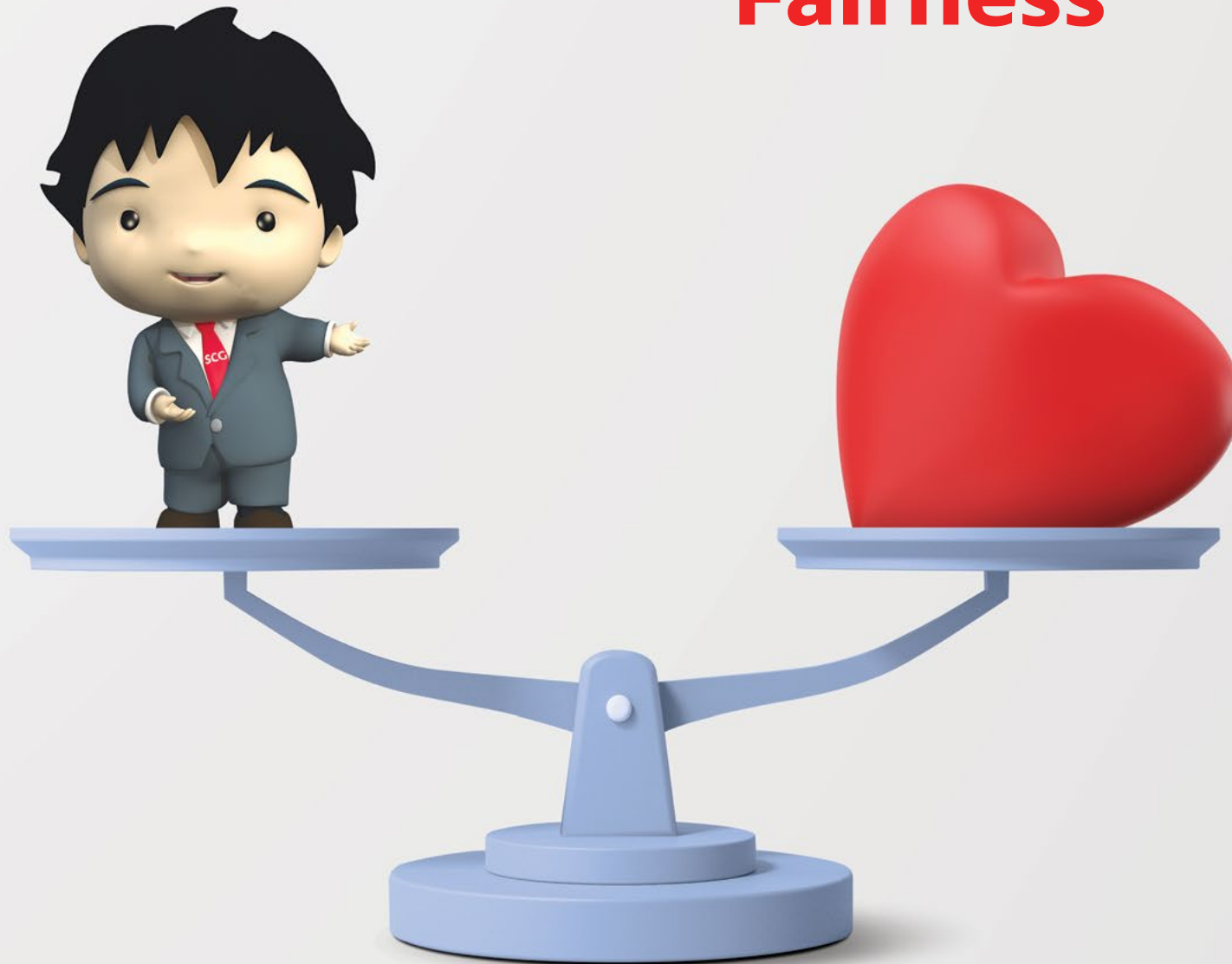
05

If you find that the company/unit relevant to customer complaint slowly deals with the complaint and does not report any progress to the customers while they seem to be highly dissatisfied, what should you do?

Advice

You should coordinate with such unit and recommend them to report the update to the customers since if they know the information, they will feel that they are being cared and it will reduce level of dissatisfaction. If the complaint scope is larger than you can make a decision or the damage cost is higher than authority of the company/unit, they must be reported to the superior right away to ask for opinion and consider authority in the next level. If the company fails to do it properly, the customers may complain via public medium that may affect the company or SCG's image and may cause the Company to pay higher compensation.

Adherence to Fairness



Part 02





3. Anti-Corruption

Principle

SCG's business should be conducted with stakeholder in correct, transparent, honest and traceable ways with no corruption. The business must comply with relevant laws and SCG's Anti-Corruption Policy ensuring it shall not cause condemnation or loss of reputation.

Guidelines

1. Not commit corruption and be careful with work process with high risk such as sale and marketing, procurement, project investment, contract execution, giving and receiving presents, entertainment, and donation or giving financial support etc.
2. Publicize SCG Anti-corruption Policy and provide knowledge on areas where compliance with SCG Anti-corruption Policy is required to persons involved in SCG-related operations.
3. Not ignore or overlook any transaction possibly considered as corruption relating to SCG. You must report to supervisor or person in charge and cooperate for fact finding activities.
4. Ensure that any giving or receiving of donation, financial support, or assets or any hiring of government employees is conducted in a transparent manner and in compliance with the Company's Anti-corruption Policy and regulations as well as relevant laws. Efforts must be made to ensure that such donation or financial support is not used for bribery, does not cause conflicts of interest, and is not paid for either direct or indirect facilitation.
5. Pay attention when doing transactions with person, juristic person or any organization involved with corruption accusation.

Definition



Corruption

refers to any form of bribery whether it is an offer to give, promise to give, giving, commitment to give and demand or acceptance of money, properties or any other benefits which are not appropriate with or to government officials, government agencies or private agencies or competent officers whether directly or indirectly to motivate such persons to do or avoid doing something to acquire or retain the business or give any recommendation to SCG's business or to obtain or retain any other inappropriate interests from the business.

Example



01

A project official asks what kickback he would get if he persuades the project owner to order your Company's products. What should you answer him?

Advice

Explain to that person that SCG guidelines prohibit the payment of benefits that would not normally be received, other than the compensation SCG provides in the normal course of business.

04

An officer from one organization informs you that they are renovating their office building, so they would like to ask for SCG's support with office appliances, such as refrigerators and printers. What should you do?

Advice

Support or donation can be granted. The organization must submit a request in writing specifying the objectives and details to the Company, and SCG employees must correctly request approval for the support. SCG shall grant support to an organization if it is intended for the common good. For monetary support or donation, payment should be made to the organization that has submitted a request and must not be made to an individual or made in cash.

02

The Company you are working for is requesting for a permit certificate. One person comes up and informs that he could facilitate permit granting process since he knows the official who could give you privilege in granting the permit. However, it will be made in exchange of benefits. What would you do?

Advice

Do not pay anything to anyone to get privilege since it does not comply with procedures prescribed by the law.

05

In case any agency or organization demands bribe from the Company and failure to pay shall negatively affect the Company's business, what should you do?

Advice

You must not offer bribe and must report to the supervisor on impact on the Company's business to find mitigation plan. If the supervisor is not certain what to do, he must consult the supervisor in hierarchical level for consideration.

03

SCG has ordered construction material production machine from overseas vendor and you were informed by the vendor that it is customary to pay to you as purchase requestor at 3% of total product price. What should you do?

Advice

You must not receive any benefits from the seller. In this case you must report to your supervisor and negotiate with him to return the benefits to SCG.

06

The Company has deemed that a former government employee is a person with knowledge and expertise that could benefit the Company and therefore would like to hire that person as a consultant for the Company. Is it possible to do so?

Advice

The Company must review such hiring and ascertain that it will not create a conflict of interest and that the person has stopped working for a government agency for a period required by state regulations.



4. Gifts and Entertainment

Principle

Receiving and giving items of value as presents or souvenirs, giving services, facilitating or reception for business contacts must be in accordance with the customs of each locality and relevant laws. At the same time, SCG does not want employees to receive gifts or mementoes that are unusually valuable from persons involved in business with the Company which is to create unfair decision making.

Guidelines

1. Before accepting or giving a present and reception to business partners, you should make sure that the price is appropriate to the occasion and that such acceptance or reception is transparent, accountable, and compliant with laws, regulations, announcements or custom in each locality.
2. Avoid accepting or giving a valuable item, service, or reception that can influence or motivate someone to make a decision in a certain way, abuse their functions, or make an unjust decision.
3. Keep records of your expenses as evidence of the value of the items service or reception, so that they can be examined later.
4. If you have been assigned or permitted by your superior an outside agency, you may receive money, items, or presents according to the guidelines or standards that agency has set.
5. Be careful for the case of offering items, services and reception to your superior or internal people/units, and the case of receiving items, services and reception from your subordinate or internal people/units. Such activity must not create motivation leading to unfair decision making.

Examples



01

A contractor with whom you have been in contact has a seaside cottage overseas. She has offered to let you and your family stay there in privacy at no charge and also offered to pay for other expenses. She claims that normally no one lives there and that your stay there would cost her nothing extra. Will you accept this offer?

Advice

You should not take this offer since it may influence your decision.

02

The Company has paid for you to take part in an outside seminar, and you have won the draw prize from the event. Can you keep that money for yourself?

Advice

You may keep the money as your own if offering prizes obtained from random draws, with a large number of potential winners, is intended to avoid the appearance of undue influence over someone's decision. If the prize money is very large, however, you should consult with your superior to determine the right course of action and to be sure that the gift was not intended to persuade you to any particular type of decision.

04

A government or private agency invites you to be a special lecturer during normal working hours on a normal work day, and gives you a predetermined amount of money as compensation. What should you do? Can you keep this money as your own?

Advice

Before accepting this invitation, you must report all details, including the compensation or benefit that will or could be received, in order to first obtain permission from your superior. In this case, if the amount of money is not too much and corresponds to the amount that this government department normally offers, you may keep this money as your own.

03

The Company assigns you to take part in golf game held by the Company to create good relation with customers. In this game, you are individual winner. Can you accept the award and keep it?

Advice

You can keep it since you join the event as part of your assignment and the game complies with rule and regulation that all players know and each person has to use his skills in playing. However, if the prize is too high in value, you should consult your superior to find appropriate solution.

05

What should you do when offering presents or reception to officers, high ranking officers or any organization and agent?

Advice

Take great care of this, whether you are dealing with member of the Board of Directors, executives or officers. It is because offering, giving or accepting gift and meals reception are considered likeliness to cause corruption. Is there any doubt or unusual situation, you have to report your superior and counsel unit.

06

A government or private agency requests to visit your plant and offers memento to you who welcomes them as representative of the Company. What should you do?

Advice

You can accept the gift or memento but you have to give to the Company. Should the price of the gift is high; you have to consult your superior to find appropriate solution.

08

Can an employee who is responsible for contacting government agencies give snacks or souvenirs to government officers?

Advice

The employee can do so as long as they exercise caution and ensure that the act is in keeping with customs and traditions and/or in compliance with relevant announcements of the government agency and that the act will not be misconstrued as intended to bring about facilitation, which SCG deems to present corruption risks.

07

A superior receives high value gift from his subordinate, what should he do?

Advice

He should explain to the subordinate that he cannot accept it since other people may consider it to cause bias and it may influence his decision.

09

An employee enters into a transaction to obtain a permit from a government agency and gives an amount of money in addition to the required fee to an officer after the service is completed to express appreciation to the officer for having provided excellent service.

Advice

The employee should not do so because the act may influence or motivate the officer to make a decision in a certain way, abuse their functions, or make an unjust decision, which SCG deems to present corruption risks.



5. Conflicts of Interest

Principle

SCG is determined to do right things with an aim for excellence. Therefore, employees must aim for SCG's benefits in compliance with the laws and ethics, and avoid action that can create conflicts of interest that may affect any decision.

Guidelines

1. Avoid conducting business that would compete with or resemble the business of SCG. Avoid having partnership or a controlling ownership of shares or taking a directorship or management position in a business that competes with or resembles the business of SCG.
2. Avoid getting involved in transaction with parties having relation with you such as being family member, close relative, close friend or entity belonging to you or for which you are shareholder, although the deal is beneficial to SCG.
3. Avoid seeking any benefit from information or anything else you might obtain due to your position or duties or responsibilities.
4. Avoid involvement in any activity that might produce a conflict of interest with the Company or any financial obligation to anyone involved in business with SCG or SCG's employees.
5. Avoid other works made for one's own benefits apart from SCG's which may affect the work under responsibility and SCG's good image.
6. Employees must not search for information, contact or trade any securities or assets on regular basis for one's own or other people's benefits and not for SCG's benefits during working hours.
7. If an employee is involved in any business or event that might produce a conflict of interest with SCG, report the matter to your superior immediately.

Definition



Conflict of Interest

refers to situation or action in which employees have so many personal benefits that influence decision making or performing of duty and have an impact on SCG's interest in direct or indirectly ways.

Examples



01

You are taking charge of allocating goods quota to distribution dealers and it happens that a dealer for SCG products is a close relative of yours. She asks you to supply to her goods that are in short supply at a higher price than normal. Can you do that?

Advice

You must not comply with this request, although the conditions offered benefit the company. You should explain to him that these conditions must be approved by your superior and you are willing to co-ordinate the matter, and will provide further information concerning the outcome.

03

If your close friend persuades you to join his business as shareholder, what should you do?

Advice

You should consider if joining the business affects your work at the Company or has conflicts of interest with SCG, such as being competitor with the Company. You should follow SCG's guidelines.

02

A contractor with SCG invites you to participate in a seminar overseas, and offers to pay for the expenses, including air fare, accommodations, and meals, for all seminar participants. The contractor agrees to let you take your family as well. Should you take part in this seminar?

Advice

You should beware of offers whose benefits are greater than usual. You should also find out whether this seminar is intended for education, advancement of knowledge, and exchange of information, or as a 'payback' to customers of the contractor. In this case, you should not take part in the seminar, because the incentives are unusually large. If the seminar itself, however, is good for the Company's business, you may seek permission from your superior on a case-by-case basis. If you participate in the seminar, however, you should not take your family or accept travel expenses, as these constitute benefits that exceed the acceptable standard.

04

SCG urgently needs to order some goods, and has given you the authority to purchase them. You have a close friend who sells these goods, enabling you to acquire them quickly and at the same price as usual. Can you do this?

Advice

You must not comply with this case, authorization and actual purchasing, when performed by the same person, may raise doubts about fairness. You must inform your superior to consider authorizing this order, and explain your reasons with all due clarity and transparency. You must perform some other task, according to the guidelines or procedures set forth in the rules, and should not be involved in this procurement process.

05

Can employees hold share in a company that is SCG's customer or that has transactions with SCG?

Advice

You may do this activity. However, if SCG has to do transactions with such companies, the employees must not take part in decision making process.



6. Political Activities

Principle

SCG maintains political neutrality and does not support or make contributions, financial or otherwise, to any particular political party, political coalition, person with political influence, or political candidate on a local, regional or national level, either directly or indirectly. Nonetheless, SCG recognizes and respects the political rights of its employees as good citizens, as stipulated in the constitution, such as the right to express political opinions within the bounds of the law, vote, or join a political party.

Guidelines

1. As an SCG employee, you may exercise your political rights on your own behalf.
2. When exercising political rights, avoid any act, provision of information, attire or use of symbol, or social media posts that might be construed as signifying SCG's involvement in, or support or preference for, a political activity or party, political coalition, person with political influence, or political candidates.
3. Refrain from expression of political opinions at the workplace or during working hours, as this might lead to conflict.
4. You may exercise your rights to express political opinions within the bounds of the law or to vote in your own time or by taking leave according to SCG's human resource management regulations and practices or other regulations established by SCG.
5. You may join a political party. However, your activity as a political party member must not affect your working time, contravene the Company's rules and regulations, or conflict with your discharge of duties according to your employment contract.

Example



01

Is an employee able to take leave to join politics-related activities?

Advice

Every employee has rights and freedom as prescribed by the law to express their political view. However, it must be done on their own behalf. They must not act on SCG's behalf or act in such a way to mislead others to believe that SCG has any involvement. The right to take leave and approval of such leave are as stipulated in SCG's human resource management regulations and practices.

Part 03



7. Handling of Information and Assets



7.1 Personal Information

Principle

SCG respects the privacy of its customers, shareholders, employees, and other related parties. Any activity related to personal data, including the collection, use, and disclosure of such data, is carried out in such a manner that ensures that the rights of the data owner are fully protected in compliance with the law and SCG Privacy Policy.

Guidelines

1. Collection, use, or disclosure of personal data must be carried out only as necessary and in compliance with the law, taking into consideration the rights of the data owner. Such activity must also be legally justified, such as when it is required in order to fulfill contract terms or when the data owner has given consent.
2. Personal data must be stored securely according to SCG's security standards to prevent loss, destruction, or illegal processing of such information.
3. Once no longer necessary or upon the expiry of the data retention period, personal data must be destroyed or rendered unidentifiable.
4. Personal data must not be neglected, and facilitation must be provided to enable data owners to exercise their legal rights.

Examples



01

You are the secretary to the Managing Director. A factory manager asks you to send biographical data on the Managing Director to be published in a magazine, and says that the Managing Director has already approved. You know nothing about the matter, however. What should you do?

Advice

You must obtain consent from the Managing Director before proceeding with the disclosure of his/her personal data as the disclosure of someone's personal data requires direct consent from the data owner. Whoever discloses someone's personal data without permission must be responsible for whatever damage occurs.

02

A former employee of SCG, known to you, telephones to ask for the names and telephone numbers of some employees in your department. The purpose, according to the caller, is to contact these individuals and offer material benefits such as credit cards and access to loans. What should you do?

Advice

You may not give such data to the former employee because names, addresses, and telephone numbers are personal data given to the Company for operational purposes only.

03

You would like to interview and record video and audio of the participants of an activity of the Company for use as promotional material. Are you allowed to do so?

Advice

The first name, last name, image, and sound of each interviewee is considered personal data. As such, consent must be obtained before recording, and the interview must be conducted in full compliance with personal data protection laws. The interviewee should also be given an opportunity to review relevant video or audio recordings prior to publishing.

04

Can you send customers information on new promotions, privileges, or products via SMS or e-mails, using their contact information that has been obtained when selling products to them?

Advice

You must obtain consent from customers, who are data owners, first before sending them such information as they cannot anticipate that their personal information will be used for the purpose of sending promotional information.



7.2 Recording, Reporting, and Storing Information

Principle

SCG has realized the importance of internal information management. Recording and storing of information must comply with SCG's standard and be complete as prescribed by law. For storing, all employees are obligated to ensure that the information involved with their work remains safe and available for reference or use by SCG whenever needed.

Guidelines

1. Recording of information should be done in accordance with the guidelines established by SCG and with all government laws, such as those pertaining to taxation and accounting.
2. Report information accurately and honestly, according to the facts.
3. Important documents and confidential information should be guarded by special procedures established for each level or type of information. The internal information and information relating to customers, business partners or vendors must be ensured to be safely and appropriately stored.
4. Storage of information should be done within the proper period of time, in accordance to the guidelines established by SCG and under the law. It should be done carefully, and so as to facilitate easy access. When the period for storage of information or documents has expired, the employees responsible should ensure that the data or documents are destroyed in the manner appropriate for each type of information.

Examples



01

A friend of yours asks for a copy of electronic data from the Company's database, which he wants to use to benefit a company out of the SCG. Would you let him do that?

Advice

Any information in the Company's database is the property of SCG. It must not be disclosed or used for private benefit.

02

You are an instructor from SCG delegated to a student touring a Company site. The student asks for electronic data that she can use to make her report. What should you do?

Advice

Before giving any information to anyone, you should consult or ask permission from your superior and the owner of that information. You should only release it if it will not harm SCG in any way.

03

At the end of the year, you have to clear the documents in your unit. Most of the documents have to do with accounting. You are person in charge of collecting all documents whose legal storage period has expired and put them in a box to be destroyed. What should you do?

Advice

Check all the documents and make a list or index of all documents to be destroyed. Keep that list as evidence before destroying the documents. In this way, you have made sure that no document is destroyed before reaching its expiry date.

04

If you have pile of paper sheets used only one side and desire to use the other side, is it possible?

Advice

You can do it but you have to check if the paper contains confidential information. If it does, you must not re-use it and destroy it properly.



7.3 Buying and Selling Securities and Use of Inside Information

Principle

Use of inside information which is material must be appropriately done considering impacts on all stakeholders and legitimacy. The information must not be used for personal or other people's benefits.

Guidelines

1. Do not use inside material information which has not been disclosed to public and deemed taking advantage over others for trading securities in any time.
2. Do not give advice or opinion on buying or selling Company stock unless the Company has assigned such advice-giving as a part of your work.
3. Employees and other authorized persons are prohibited from disclosing or conveying corporate information or secrets to unauthorized persons, including their own family members, relatives, and friends.
4. Employees in divisions responsible for preparing financial statements as well as their family members must not trade the Company's securities for a period of one month prior to the disclosure of a financial statement and for a period of 24 hours after the disclosure of a financial statement or any other information that may affect the price of the Company's securities.

Definition



Material Information

refers to information relating to SCG's business which, if disclosed inappropriately, may significantly affect SCG's business, stock price or influence investment decision such as information in financial statements, investment project information which has not yet been disclosed to stock exchange or information relating to bidding.

Examples



01

You have been assigned to work with information that could affect Company stock prices, but your work does not require that you meet with representatives of securities firms. One day, however, the representative of a securities firm that you have never personally contacted or heard of calls and invites you to dinner without saying why. What should you do?

Advice

Ask what the dinner is for. If the answer is not clear, or if you are not certain, politely refuse, and report to your superior. Avoid meeting with anyone without good cause, as others might interpret such a meeting as indicative of some special relationship.

02

Rumour has it that SCG will invest in a large project that, if successful, will have a huge positive impact on corporate operations. The rumour causes SCG stock prices to rise dramatically. It so happens that SCG does plan to invest in that very project, and is preparing to disclose its details to the public. If you were involved in preparing that disclosure, could you have bought the Company's stock or sold what you already held?

Advice

You must not buy or sell the Company's stock during this period, as this constitutes improper use of inside information according to the regulations of SCG, and is regarded as a criminal offence as well.

03

If you are member of bidding committee and your colleague in your unit asks for information of the bidders, can you give him this information?

Advice

You cannot provide information to people who do not relate to the bidding since the information is intended for use in the bidding only.



7.4 Use and Protection of Company's Assets

Principle

SCG has made efficient and full use of its assets and promoted the employees to protect them from damage, loss or personal use for themselves and other people.

Guidelines

1. Employees have to use SCG's assets efficiently and for SCG's benefits
2. Employees must not abuse SCG's assets in terms of objective and legal correctness
3. Employees must protect and take care of SCG's assets to prevent them from damage or loss.

Definition

SCG's Assets

refers to all kinds of assets, including movable properties, immovable properties or any other properties owned, guarded and protected by SCG.



Examples

01

If you request advance money for the Company's business, what should you do?

Advice

You have to spend the advance for the Company's business only not for your own or other people's benefits. You have to acquire and return the money in compliance with SCG's regulation. Supervisors have duty to supervise the subordinate's advance acquisition to strictly comply with the regulation.



02

If your unit has spare parts that are no longer fitted for use in the plant, what should you do?

Advice

You have to take care of and manage the spare parts to create highest benefits and not to use for your own or other people's benefits since the spare parts are still assets of the Company.

Dedication to Excellence





7.5 Use and Protection of Information Technology System

Principle

SCG desires that information technologies are used efficiently and safely according to SCG e-Policy to protect and preserve them from infringement or use without permission.

Guidelines

1. Use information technology and information in the system for SCG's benefits. Avoid using the system that may violate normal usage of other people that is irrelevant to work or that may impact on the system's efficiency.
2. Do not use the system to access to or send information that is against good ethics, gamble-related, affecting national security or violating other people's rights.
3. Use the system according to the authority granted and keep password secret and do not consent other people to use your password to access to the system.
4. Avoid opening file from unknown source and using data recording tool that has been used with a computer suspicious of virus infection or malware.
5. Avoid installing programs and configuration of the system that may affect security of the system. If you have any issue or find abnormality in the system, you have to contact IT helpdesk right away.

Definition



Information Technology

refers to equipment and systems used to process and transfer electronic data such as computer, network, the Internet, e-mail, password or programs, etc.

Examples



01

If you receive an e-mail from an external party who is interested in being raw material supplier to SCG, the e-mail does not address any unit and has attachment and link to website for you to find more information, what should you do?

Advice

You should not open the attachment or website in unfamiliar e-mail or e-mail from unknown source and to unknown addressee to prevent undesired software embedded in the e-mail. And for e-mail transaction, you should verify identification of the contact person by using telephone or fax.

02

If an external party that you assign to arrange sale promotion activity for SCG asks you to use your computer to access to the website to modify it to accommodate the activity, will you allow him to do so?

Advice

You must not allow any external party to access to your computer, user account or internal network of SCG. You should consult your superior to request authority for the external party.



7.6 Use and Protection of Intellectual Property

Principle

SCG regards intellectual property as valuable assets to SCG. Employees must strictly follow established 'SCG Intellectual Property (IP) Policy' and protect SCG's intellectual property from unauthorized use or disclosure and must respect and not infringe other people's intellectual properties.

Guidelines

1. Employees must protect SCG's intellectual property from infringement, disclosure, reproduction, modification or any other actions not permitted by SCG.
2. All employees at SCG must respect and avoid violating the intellectual property rights of others. Examine the rights to information kept at or brought to SCG that belongs to outside persons.
3. The terms of contracts or legal documents concerning rights to intellectual property should be clear. When uncertain or in doubt, you should consult an expert in intellectual property at SCG or SCG's legal consultant.
4. Cooperate on claiming ownership or requesting protection of intellectual property for SCG's intellectual property.
5. Employees are obliged to report to a superior or the Intellectual Property Manager when they observe any actions that they believe to be, or will lead to, a violation of or conflict over SCG's intellectual property rights.

Definitions



Intellectual Property

refers to work resulting from invention, creation or formation by human beings.

Patent

refers to documents issued by government to protect invention or design of products as invention patent, product design patent and petty patent.

Copyright

refers to literature, performance, arts, music, audio-visual materials, movie, audio records, audio and visual broadcast such as computer program, paintings, photograph, and articles.

Trademark

refers to marks or symbols or logos used with products or services such as trademarks, service marks, certification marks and collective marks.

Trade Secrets

refer to trade information that is unknown to public and is commercially valuable since it is secret. They must be appropriately handled to keep them secret.

Examples



01

After a while of researching on and developing a new product, Sales Team is planning to display the product's samples in trade exhibition so the superior recommends you to file patent registration, what should you do?

Advice

You have to consult SCG's Intellectual Property before starting the research to make a plan since you have to file request for registration at least 1-2 months before revealing the product to the public.

04

If you desire to use a program not yet installed in your Company's computer and you find that it is available in illegal software shop, can you install it in this computer?

Advice

You are forbidden from installing any program in the computer since it is violation of copyright and may lead to lawsuit. If you want to use any program, please consult IT helpdesk.

02

If you hire an external party to arrange a sale promotion activity and this contractor has designed a cartoon character for this activity, who owns the copyright to this character?

Advice

The hiring contract should clearly specify who owns the copyright to the cartoon character. It should be also determined first whether the contractor has an agreement with their employees in which the ownership of the copyright to any work created by the employees is transferred to the contractor's company.

05

The Company exports goods to foreign countries via distribution dealer and you find that someone is selling the same kind of products using logo similar to SCG's, what should you do?

Advice

You have to report to SCG's Intellectual Property, Technology Unit and/or SCG's legal counsel to take action as soon as possible. Trademark of products should be registered in the country of production and sale before launching to the market. And if there is distribution dealer, there should be provision in intellectual property.

03

If you are preparing information for Company PR book and find that the pictures to be used belong to other people, what should you do?

Advice

You should inform the picture supplier and contact the copyright holder for permission and give credit to the owner or change to another picture which belongs to SCG.

06

During a trade exhibition, there are lots of visitors to SCG's booth and they ask about production process and technology the Company uses, what should you do?

Advice

You have to use great care in supplying information. Before that, you have to screen the information that can be disclosed since there may be knowledge, trade secrets and information about patents that must not be disclosed.

8. Information Disclosure and Communication



8.1 Information Disclosure

Principle

SCG's disclosure of information is based on fairness, transparency, and traceability. It must be ensured that the information is correct, clear, current, and compliant with law on the basis of fairness, regardless of format as written and verbal, press conference or any other manner.

Guidelines

1. Disclosure of information that may have impacts on SCG must be only done by authorized persons except when assigned by the authorized persons to do so. Disclosure must also be carried out in strict compliance with SCG Disclosure Policy.
2. For disclosure of material information that has not been disclosed to the public, the authorized person must disclose it with great care, correctness and completeness on time. He must be sure that all the stakeholders sufficiently and fairly receive the information.
3. Disclosure of other information must be done correctly and not intend to tempt other people to wrongly understand the information.

Examples



01

Press calls you to ask about rumour on the Company's performance, could you explain it to the press?

Advice

Answering question or giving important information must be done by authorized persons only except for being assigned for specific item of information. If in doubt, you should contact the unit taking charge of the information disclosure.

02

If you have a friend working in a competitor company, can you exchange information on marketing such as growth rate of the Company's products?

Advice

You cannot do this except it is the information that has been publicized.

03

If you have been invited as a representative of the organization to share opinions on an online platform, such as a chatroom, a page, or a message board, can you join the event and represent the organization?

Advice

You should inform and consult your supervisor as only an individual designated by their supervisor can express opinions as a representative of the organization and is allowed to do so only in accordance with the roles and responsibility of the division or that designated individual.



8.2 Communication

Principle

SCG's communication including SCG brand communication to internal and external target, marketing communication of brands in SCG, use of SCG logo and communication via social media must be properly and accurately done considering fairness to every stakeholder and must not lead to damages to SCG. The Brand Communication Guidelines and SCG Social Media Policy should be strictly observed.

Guidelines

1. Communicate with responsibility to society, environment and values of each country where SCG operates.
2. Do not use marketing communication that directs comparisons with rivals' product or services.
3. Do not refer to subject matters that may cause conflicts in the society such as nation, monarchy, politics, belief, international relation, gender or issues that are against ethics and tradition, social disparity, discrimination and human rights violation.
4. Do not over exaggerate to make consumers misunderstand quality of products, services or other qualifications of the organization, except for using technique that enables the consumers to know it is not true but it adds spice to the media. Notice should be given to the audience that it is not true.
5. Use corporate logos accurately according to Corporate Identity Manual (CI Manual). Use of the corporate logos must be permitted by unit taking care of brand and do not use the logos for personal use.
6. Not ignore and always monitor any communication referring to the Company or action that may affect the Company's reputation and inappropriate use of logos that may damage the brand. In this case, you have to report to person taking charge or superior right away.
7. In disseminating information or expressing personal opinion on any topic online, you should indicate that it is personal opinion with great care as SCG employee.

Examples



01

You are assigned to produce advertisement media to create social attention. A PR agency proposes to use real events as plot of the commercial. Political demonstration or mocking of the homosexual is one of the events the agency proposes since it is entertaining and attractive, what should you do?

Advice

The advertisement must not portray the contents in this manner. You must take great care of contents and forms not to refer to any person or mock any event that may affect the society especially sensitive and controversial issues which may create negative impacts on the organization.

02

You are assigned to produce corporate communication media to reflect the position of business leader in ASEAN by using map and flags of the countries in the region. However, after the media is broadcast to the target group, someone complains that the contents and pictures used are incorrect, what should you do?

Advice

You should verify the contents, maps, flags or any symbols of each country and consider source of information. You should also check with government agencies which can certify. If in doubt, do not use such pictures of information in the media. In case of complaint on correctness of information, you should contact the complainant and relevant units to explain, understand and cancel the media right away. After that you have to find solution to revise the media.

03

You are assigned to take care of the Company's trade exhibition and you desire to show quality of the Company's products to be better than the competitor's. Can you take the competitor's product to do quality test in the presence of the exhibition visitors?

Advice

You must not take the competitor's product to test in the fair, although you have a proof on that since it is against business ethics. However, you can do it with name of manufacturer and source of product concealed.

04

You learn that the competitor is going to launch a commercial for new product that is the same as SCG's but it is still not ready to the market. Will you launch a commercial informing that SCG will launch this new product before the competitor to create business opportunity?

Advice

You can do it if the product is under preparation and is going to be launched soon. However, period to launch must be communicated to customers and readiness of the Company should be considered. If the Company is not ready, truth should not be distorted to make the market misunderstand.

06

You need to raise funds to help flood victims by making t-shirts with SCG logo screened on them to sell to your co-workers. Is it possible for you to do it right away?

Advice

You should request the unit taking charge of the logos in writing specifying objective of use and coordinator of the project. After getting permission, then you can do it.

05

You are on holidays in Vietnam and you notice that on the way from airport, SCG billboard is in damaged condition. What should you do?

Advice

You should find channel to inform relevant people or people taking charge of such billboard or inform Corporate Communications Office or superior right away to find resolution.

07

If you find accusation of discrimination in SCG's recruitment process forwarded on social media, what should you do?

Advice

You must not forward the message nor give any comments and report to relevant party or your superior right away.

9. SCG's Transactions



9.1 Transactions between Companies in SCG

Principle

Any business or work that incurs related transaction between SCG group of companies must abide by the laws and regulations issued by state agencies; SCG's policies, practices, regulations, and the Delegation of Authority; and the principles and conditions relevant to each locality.

Guidelines

1. Carefully study the principles, policies, practices, processes, and delegation of authority that SCG has established for its businesses before taking action.
2. Refuse to follow the request to skip any activity in the process or ignore any activity that is required in normal process.
3. Comply with guidelines and procedures for the approval of related transactions, connected transactions or transaction with possibility of conflicts of interest for highest benefits of SCG as stipulated by laws.
4. Carry out related transactions on fair and reasonable basis without transfer of benefits among companies in SCG.

Examples

01

Company A offers to buy motor wreck that is no longer in use from Company B to use as tool for motor technician training while Company B will not charge Company A any expense since they are in SCG. Is this an acceptable practice?

Advice

It is unacceptable practice since purchase of assets between companies in SCG must be done based on market price or book value.

03

Can Company A, which is a company within SCG, sells a similar product/provides a similar service under the same terms of sale and purchase to another company within SCG at a higher or lower price than to a company outside SCG?

Advice

If Company A sells a similar product/provides a similar service under the same terms of sale and purchase to both a company within SCG and a company outside SCG, Company A must charge the same amount of money.

02

Can assignment of one employee of a company in SCG to work in another company on temporary basis be done verbally by management of the two companies?

Advice

No, it cannot. Assignment of an employee to work in another company in SCG must comply with the Human Resource Regulations, Transfer Pricing Guidelines, and Cost Center specified for correct expense collection.





9.2 Transactions between SCG and External Parties

Principle

Transactions with external parties must be conducted properly, and comply with laws, regulations issued by state agencies and SCG's policy and must be strictly approved based on SCG's authority table. Moreover, it must be according to the conditions agreed upon, transparent and traceable. Avoid transactions that may cause trouble or damage to SCG or external parties.

Guidelines

1. Employees should study, try to understand, and comply with laws and regulations stipulated by government agencies as well as SCG's policy and practices towards stakeholders.
2. Strictly follow the procedures set forth in the procurement and purchasing regulations of SCG. The priority in procurement should be given to legal entities rather than persons, except in cases where special expertise is required from particular individuals or where the benefit of SCG demands it, and such procurement must be in strict compliance with SCG's procurement and supplier selection policies and guidelines.
3. Each transaction should take into consideration market values and prices, together with quality and services rendered. There should be neither bias nor any obstruction in doing business by means that are immoral or illegal.
4. Avoid transactions that may have social and environmental impacts or defame SCG, although such transactions may create business benefits.
5. SCG forbids using the name of SCG, its Board of Directors, management, or any employee in conducting any transaction not related to SCG, even if it has no direct impact on SCG.
6. Support and encourage compliance with SCG Supplier Code of Conduct among suppliers as well as the adoption of SCG Supplier Code of Conduct as a mutual standard for conducting business.

Examples



01

A foreign company offers to sell machinery at a lower price than can be procured directly from the manufacturer. Are you allowed to purchase such machinery?

Advice

You may purchase such machinery, but you must carefully study the details to be sure that you are getting a machine whose condition is appropriate to the price paid. The contract must also be comprehensive in guaranteeing that the machinery has been obtained legally. A state agency, such as the Ministry of Industry, the Department of Customs, or the National Police Bureau, could be called upon to verify the matter.

03

You wish to order a product for yourself from a manufacturer that happens to be a business partner of SCG. You know that if you make a contract in SCG's name you will get a larger discount than normal. Are you allowed to use SCG's name for such a purchase?

Advice

You may not use SCG's name for any transaction unrelated to SCG's business, whatever the circumstances, as it might lead the other party to believe that he/she is doing business with SCG, resulting in considerable harm to the Company. However, if SCG has deal with the vendor to offer special price for personal use, employees can order on their behalf.

02

If a customer asks SCG not to issue tax invoice to avoid paying value added tax, will you grant his request?

Advice

It cannot be done since the Company has to comply with tax code.

04

You have agreed to purchase from a vendor and has issued a purchase order/made a purchase agreement with the vendor. However, you wish to alter the terms of sale and purchase because you believe the Company will benefit from an extended payment term.

Advice

Terms of sale and purchase should be established in such a way that takes into account the business condition of the supplier. As such, payment terms should be set in accordance with the financial liquidity of the supplier to ensure fairness.

10. Doing Business Abroad and International Trading



10.1 Doing Business Abroad

Principle

Any SCG business operation abroad, be it establishing a company, plant, office, branch, agent, or dealer; importing or exporting; or engaging in a joint venture, merging and acquisition overseas; must be done according to the laws and rules applicable in that country and good citizenship. Any such transaction must also take into account the circumstances, customs, traditions, and culture of each locality.

Guidelines

1. Fully comply with all the local laws of each country SCG conduct business as well as SCG Compliance Policy and relevant rules. In case SCG has guidelines, regulations, and procedures that are higher or better than stipulated by the laws, the guidelines, regulations and procedures of SCG must be complied.
2. Refuse doing any transaction likely to be against the local laws and consult your superior or SCG's legal counsel when you notice transactions that may be unclear, non-compliance with regulations or have conflicts with local laws, customs, traditions or culture.
3. Regularly monitor legal and regulatory updates in the countries where SCG operates. When in doubt, consult SCG legal counsel or relevant persons. In addition, assess risks and impacts of changes in laws and regulations in order to formulate suitable and prudent risk management plans.

Examples

01

If someone offers help in requesting plant license abroad claiming that he could access to competent officers who issue the license. However, this is against the procedure prescribed by law. What should you do?

Advice

Refuse that offer and follow normal procedure and report to your superior.

02

In case of taking over business abroad and the seller requests to put prices in the documents lower than actual prices to get tax benefits, what should you do?

Advice

You must refuse doing such a thing and consult SCG's legal counsel. You have to also study and find another solution that is more appropriate and legitimate.





10.2 International Trading

Principle

Import and export of goods or any SCG's transactions relating to foreign countries must strictly comply with relevant laws such as import and export, customs, product safety and consumer protection laws and relevant SCG's regulations and guidelines.

Guidelines

1. Study and follow up information of customers, vendors and prospective business partners. Avoid doing business with customers, vendors or business partners who do not comply with relevant laws or run suspicious business.
2. Frequently verify transactions to ensure compliance with laws.
3. Report information and submit relevant documents on import or export to relevant agents such as SCG internal units or government agencies. The information must be verified to be true.

Examples



01

You receive import invoice wrongly showing price of goods or details of goods, what will you do?

Advice

You should inform the business partner to revise the invoice to be clear and correct.

02

If a customer in a foreign country requests you to prepare documents containing contents not matching the agreed transaction to get tax benefits at the export country, what should you do?

Advice

You have to refuse preparing such document and report to your supervisor.



11. Business Competition

Principle

SCG is committed to fair business practices in compliance with the law and takes into account ethical trade practices when conducting business with its customers, suppliers and business partners, fair competition with other business operators, and trade competition laws of every country where SCG conducts business. In addition, SCG shall not engage in any act that may result in unfair trade or obstruct free competition and shall comply with its relevant policies and practices.

Guidelines

1. In the event that SCG has market dominance as defined by the law, it shall not abuse such dominance in a manner that restricts or distorts market mechanisms, such as by setting unfair product prices or terms of sale and restricting the purchasing choices of a supplier without justification.
2. SCG shall not enter into any agreement or exchange business information with its competitors or any person if such an act would disrupt, reduce, or limit fair competition between SCG and its competitors.
3. A merger, whether carried out locally or abroad, must be conducted correctly in accordance with the conditions and procedures stipulated in relevant trade competition laws, such as by seeking permission before initiating a merger or notifying relevant agencies afterwards as required on a case-by-case basis.
4. As trade competition laws and regulations are complicated and vary from one country to another, divisions whose duties pertain to domestic and overseas business operations must study and comply with relevant laws, rules, policies as well as SCG's guidelines relating to trade competition and consult SCG's legal counsel from the very start.

Examples



01

You have received an invitation from a competitor to meet and exchange ideas about marketing plans and allotting customers and sales territories. This would help reduce price competition in sales. What should you do?

Advice

Refuse to take part in the discussions, and make known that SCG's policy prohibits employees from exchanging ideas about such matters. This invitation should then be reported to your superior.



12. Anti-Laundering Measures

Principle

SCG complies with all guidelines and laws pertaining to the suppression of money laundering. SCG will not accept transfers or conversions of assets or support such actions insofar as they are related to criminal activities, and will prevent anyone using SCG as a channel or instrument for the dispersion or concealment of illegally obtained assets.

Guidelines

1. Before engaging in a transaction, find out if the contract partner legally obtained his/her money.
2. Do not transfer to unknown account or receive abnormal payment especially from the country not relating to the transaction.
3. If you notice an unusual transaction, immediately report it to your superior.

Examples

01

An overseas debtor asks to pay off his account with SCG via a tax haven, i.e., a country with a tax-related privilege or exemption. Is it possible?

Advice

Transfers or payments of money via tax havens are not illegal, but you must make sure that the contracting party is credible and has a business background open to investigation.

02

A debtor wants SCG to accept payment from an unknown individual who is not a party obligated to the contract.


Advice

Avoid receiving payment of debt from any person who is not a contracting party. If necessary, you should attempt to learn the source of all money involved in a transaction, relationship between debtor and transferor and background of the transferor.



**Live by
Our Code of
Conduct**





SCG Code of Conduct



The Siam Cement Public Company Limited

1 Siam Cement Road, Bangsue, Bangkok 10800 Thailand

Tel: (+662) 586-3333, (+662) 586-4444

Fax: (+662) 586-2974

www.scg.com

