

## **Operational Governance Policy**

The Board of Directors totally agreed to develop this operational governance policy for being the guideline for operational governance and making the right decision in operation. As a means to do so, the company has expected every staff to perform their duties with honesty, fairness, and reliability regarding the fourth ideologies which are as follows: “Embedding Fairness, Striving for Excellence, Believing in Human Worth, and Social Responsibility” in order to be the guideline for operation on the basis of good operation under the code of conduct to prevent risk occurrence that may affect the company, committee, director, staff, and stakeholder confidence. As a result, the company has developed Operational Governance Policy as follows:

1) Every committee, director, and staff must comply with the regulations such as law, principle, regulation, contractual obligation, business ethics, policy, operational standard, good practices, including social commitment.

2) Regulatory compliance, especially domestic and international laws compliance, are the essential that committee, director, and staff must respect and practice. Illegal transaction is unacceptable.

3) Regulatory compliance is one of the operations that every committee, director, and staff must practice concretely. In order to do so, the company has communicated, promoted and supported for understanding and providing guideline. Also, overseeing operations, implanting awareness, inheriting culture, honesty, and trustworthiness, and strengthening regulation.

4) The company focuses on operational governance system in order to comply with the law and important social commitment regarding the risk management committee guide. The company continuously improves operational governance system effectively and efficiently, in accordance with the environment of internal and external business procedure and possible changes.

5) The staff, who report or give information relating to any action against the law or important social commitment, will be protected regarding the Policy of protection and justice for staff who give information or evidence (Whistleblowing Policy).