



ANNOUNCED ON 1ST MAY 2020

<< - Translation - >>

CENTRALGROUP

Work Rules

Preface

To enable the management of human resources for the Company's appropriation and effectiveness as well as in accordance with the business policy therefore it deems appropriate to update the work rules of yours respective designated company. This Work Rules shall be replaced the previous work rules applying to the Employees from 1st May 2020 onwards.

The Company reserves the right to change the Work Rules as appropriate without violating the law.

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Work Rules

Chapter 1 General information and definitions

To promote working in an orderly manner and provide clear, correct and fair work rules supportive to each other, in accordance with the provisions of the Labor Protection Law, therefore yours respective designated company has established the work rules having with conditions and details as follows:

1. This work rules shall be called "Work Rules B.E. 2563" ("Work Rules"), it shall apply to the Employees of each designated company from 1 May 2020 onwards.

2. The work rules of yours respective designated company that had been effective before May 1, 2020, including any rules or regulations that conflict or inconsistent with this Work Rules under Article 1, shall be repealed and replaced with the Work Rules under Article 1.

3. The Company reserves the right to amend or change the requirements in this Work Rules to be in line with the changes that will occur in the future, whether legal, economic, social, work style or for the Company's management in which regard to the law and the main employment conditions.

4. "Law" means various laws that are currently effective and including but not limited to the Revolutionary Council Declaration Code, Constitutional law, acts, Royal decrees, regulations, treaties, conventions, announcements of guidelines and judgments, Labor Protection Act, Occupational Safety, Health and Working Environment Act, Computer Crime Act, Copyright Act, Electronic Transactions Act, Cyber Security Act, Personal Data Protection Act, Regulations of the Department of Labor Protection and Welfare Regulations or announcements or orders of the Prime Minister's Office Regulations or announcements or orders of the Ministry of Labor Regulations or announcements or orders of the Ministry of Digital Economy and announcement of the Bank of Thailand, The Stock Exchange of Thailand or other departments that are responsible for overseeing the operations of the Company.

5. "Security" means any process and action such as prevention, strictness, caution, attentive use or the supervision of information technology systems or confidential information from any attempt or any intervention or theft of confidential information from either an internal staff or d a third party with an ill will to access the information system or confidential information causing risks or losses to damage the Company's business.

6. "Confidential Information" means information that is important to the business operations of a company that has a commitment with the other companies under the law. Business ethics or contracts which the Company cannot disclose to other parties or use for other benefits. Apart from the Company's business operations, the leak of such confidential information may cause damage to the business operations of the Company or the partner company or the business is at risk of being interrupted or cause or risk to ruin the reputation of the Company and this shall include, but is not limited to, personal data or data obtained from processing from any database or results from any operations that the Company receives from providing services

7. "Information" means data recorded in various media, data in documents, computer programs, computer data, pictures, sounds, maps, marks, or other symbols, regardless of the format stored that is able to communicate the meaning to a person to understand or verbal communication between individuals or through any equipment or device

8. "Policy" means various policies of the Company, including but not limited to the Code of Business Conduct, Social responsibility policy, Anti-Corruption Policy, Policy to prevent conflicts of Interest, Policy on whistleblowing about wrongdoing, Policy to prevent the use of inside information of the Company, Human Resources Development Policy, Communication and Disclosure Policy, Information Technology and Security Policy, Risk Management Policy, Information Security Policy and Measures, Company's confidentiality policy for information systems, meeting security policy through electronic media and practical methods for meeting through electronic media.

9. "Company" in this means yours respective designated company or the authorized person acting on behalf of the Company or the person authorized to act on behalf of or the person assigned to work on behalf of yours respective designated company.

10. "Supervisor" means the assigned Employee who supervises all Employees to uphold and comply with the confidentiality policy of the information system within the Company.

11. "Supervisor" means an Employee holding a department manager position or equivalent or more which has the authority to order the assignment of work, to supervise the work to be in accordance with the Company policy, including the power to punish the Company's Employees.

12. "Employee" means the person who agrees to work for the Company with compensation in return for work at the rate specified by the Company.

13. "Probationary Employee" means the person who agrees to work with the Company and the Company informs them of working with a probationary period, for

which the duration may not be equal depending on the nature and condition of one's work. The Company entitles to terminate employment or extend the probationary period.

14. "Hourly Employee" means the person who agrees to work with the Company and the Company agrees to pay wages based on an hourly rate. Hourly Employees are not paid on a weekly holiday but will be paid on traditional holidays, annual holidays and leave as specified by law.

15. "Monthly Employee" means the person who agrees to work with the Company and the Company agreed to pay wages at a monthly rate. Monthly Employees are entitled to receive wages for weekly holiday, traditional holiday, annual holiday and annual leave as specified by law.

16. "Daily Employee" means a person who agrees to work with the Company and the Company agrees to pay wages on a daily basis. Daily Employees will not be paid on a weekly holiday but will be paid on traditional holidays, annual holidays and annual leave as specified by law.

17. "Special Contract Staff" means a person hired by the Company to perform a specific job function on occasion either having a certain expiration schedule or on succession or a seasonal work or a project work that is not a regular work of the business or the Company by having the starting and the ending date of employment. The work shall be completed within not more than 2 (two) years this staff receives the benefits different from the Employees of the Company. The Company will inform the benefits from time to time.

18. "Computer System" means tools or computer equipment of all kinds including but not limited to hardware, software, computer programs of all types, network devices, data links both corded and wireless materials, storage equipment and transferring different types of data, network outside the organization and the internal network system of the organization including electrical equipment and various telecommunication that can work in a similar way or similar to modern computers or mobile devices which can access the information system at all times including assets or equipment or hardware or software of the partner company which is under installation or not yet delivered or by the Employee himself brought in, installed, connected or used within the Company.

19. Employees shall strictly comply with the law, including regulations, policies and measures for securing information systems and the confidentiality policy of the Company's information systems meeting security policy through electronic media and practical methods for meeting through electronic media, including but not limited to:

- 19.1 Employees shall, in comply with any legal obligations, bindings, and guarantees made with the Company, customers, Company's partners, investors and the parties having an interest, keep confidential the information that come to Company's awareness or knowledge including the information of the person or juristic person acquired by the Company from service or from a computer process or from communication via the Company's network.
 - 19.2 Employees shall strictly cooperate with the agency having direct responsibility in setting up a measurement and supervising in keeping confidential of the Company's information.
 - 19.3 Employees shall strictly comply with the Information Security Policy to prevent the confidentiality of information from being processed in the way to cause risk or damage to the Company arbitrarily with or without intention.
- 20. Duties and responsibilities
 - 20.1 Duty of supervisor
 - 20.1.1 Explaining to Employees in the department to be aware of the rules, orders, announcements, policies of the Company and/ or customers. Related to the confidentiality policy of the Company's information.
 - 20.1.2 Supervising, warning, in case of witnessing wrongdoing against the Company's policy announcement from the subordinates in line.
 - 20.1.3 Considering fair disciplinary action against offenders which must have clear evidence to prove the offence, and proposing the matter to the Company's Information Board for considering and approval of the punishment.
 - 20.2 Duties of Employee towards the Company
 - 20.2.1 shall understand and strictly comply with all company policies.
 - 20.2.2 shall comply with the Data Classification Procedure strictly to keep confidential of information.
 - 20.2.3 shall cooperate with the Company in protecting the confidentiality of the information of the Company or the Company's customers.
 - 20.2.4 shall notify the authorized department immediately if seeing the wrong doing against the policies of the Company which may cause damage to the Company.

21. The Employee confirms the accuracy and the completeness of all information and documents provided to or arranged for the Company with regard to employment and acknowledges that the above information and documents are considered significant matters of employment. If the Company considers that the Employee have not disclosed material information to the Company before the employment, and that information is material in deciding to employ the Employee or if the Company considers that Employee have arranged for the Company to receive false information or documentation or forged documents the Company entitles to terminate employment.

22. The Employee shall allow the Company to keep and process information relating to the employment of Employee with the Company including but not limited to current address, mobile phone number, emergency contact, marriage certificate, divorce certificate, name or surname change certificate, salary information profile, attendance record, training records. Employee agrees that the processing of such information is necessary for their performance and necessary for the Company's benefits.

23. The Employee shall notify the Company immediately in case the Employee changes the current address, email, mobile phone number, emergency contact and/or other relevant personal information.

24. Any information receiving from communication through the Company system or the Company's electronic postage will be considered the Company's property that can be used and/or processed at any time without prior notice.

25. The Company shall have proprietorship in all intellectual property. The Employee agrees to transfer any intellectual property resulting from the creation of the Employee and in connection with working for the Company including but not limited to the invention of any materials, ideas that have been expressed, articles, product design, any design, layout, arrangement of other copyrighted work elements, other work that can be applied for a patent or a petty patent. The Employee agrees to waive proprietorship or other equal rights that the Employee may have both in any existing creation, invention and any work that will be created in the future. The Employee consents and allows the Company to present, publish, reproduce, use, adjust, or modify such inventions and other creative work in a manner deemed appropriate by the Company without consulting or requesting consent from the Employee.

26. Subject to the provisions of law, the Company reserves the right to transfer the Employee to perform the duties at any other places within the Company or affiliated companies as appropriate.

Chapter 2 Code of Conduct

In order to be in accordance with the Company's intention and global standards, the Employees shall perform their duties by adhering to the ethics of employees as follows;

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1. Business Conduct

- 1.1 Perform duties by obeying all applicable laws, bylaws, and related policies.
- 1.2 Perform duties professionally with vision, ethics, integrity, prudence, and care. Be prepared to cope with all risks that may arise for the best interests of the Company and stakeholders, with primary regard for the Company's sustainable growth.
- 1.3 Dedicate himself to his duties with the utmost commitment, competency, and integrity. Be diligent in carrying out work inspection. Always strive to acquire more knowledge, learning and understanding.
- 1.4 Treat colleagues, superiors, subordinates, customers, business partners, shareholders, and the community, courtesy, sincerity, honor, and respect for their rights and dignity, while remaining open, tolerant, patient, and firm. Do not abuse his authority. To act as a good role model.
- 1.5 Stay impartial; to treat everyone fairly, such as to have the courage to punish wrongdoers, reward staff according to their merit, promote staff who are capable, and take responsibility to ensure there is no tolerance for discrimination or harassment within his sphere of accountability.

2. Customer Focus

- 2.1 Focus on enhancing and maintaining customers' trust and loyalty at all times, while paying due regard for customers' safety and welfare, and constantly improving the quality of products, services, and innovations to meet the defined timeframes and standards.
- 2.2 Take customer feedback seriously, handle complaints fairly and promptly, and responsibly safeguard customers' information.
- 2.3 Ensure that the Company's labelling, advertisement, and other communication media are truthful, clear, and straightforward
- 2.4 Conduct business with due respect for society's cultural and ethical beliefs.

3. Safeguarding the Company's interests

- 3.1 Encourage and ensure that the Company, and the people under his responsibility, conduct business transparently and with full integrity. Communicate to customers, business partners, contractors, and suppliers that the Company expects each Employee to comply with corporate governance standards
- 3.2 Treat as the top priority the Company's interests above personal interests. Avoid any direct or indirect conflicts of interest. Refrain from engagement in personal businesses which may compete with the Company, or in taking advantage of a business opportunity which belongs to the Company.
- 3.3 Refrain from abusing authority for personal or others' gains, including engagement in transactions with potential personal interests on behalf of the Company. Do not leverage your company title, status or position to gain personal interests provided by contractors, suppliers, etc.
- 3.4 Do not deal in trading, transferring, or taking transfer of the Company's securities (stocks/shares) by exploiting for personal or others' gains internal information not yet disclosed ("inside information").
- 3.5 Refrain from active or passive acceptance or provision of undue assets or benefits with the Company's stakeholders to conclude business deals, including bribe payment or acceptance, whether in cash or in kind.
- 3.6 Refrain from active or passive infringement of corporate governance standards

4. Social Behavior

- 4.1 Maintain socially acceptable dignity and behave appropriately in line with respective roles, duties, occasions, and do nothing that would tarnish the Company's image.
- 4.2 Permit only authorized persons to give interviews or engage with the public media.
- 4.3 Strictly protect the Company's and stakeholders' confidential information, preventing leaks to any unrelated third parties, even after employment termination, except when such communication is required by law or bound by obligation.
- 4.4 Strictly maintain political neutrality; exercise of personal political freedom must not undermine the Company's image or integrity

- 4.5 Recognizing its obligations to repay communities and society at large for its sustainability and growth, the Company is aware of its community and social responsibility, and advocates similar practices by its business partners and stakeholders.
- 4.6 Exercise discretion and responsibility when using the social media/ network, avoiding expression of improper comments which could undermine the Company's reputation, image or public perception.

5. Whistleblowing Guidelines

- 5.1 Any Employee knowing of a violation of the Company's code of conduct, or of any malfeasance, or unlawful deed, shall file a complaint to the CEO (Chief Executive Officer) or the Audit Committee Chairman, without fearing disciplinary action or reprisal.
- 5.2 The complainants shall be protected by the Company, by keeping confidential of their names and information. Should the complainant feels concerned about their safety or intimidation, the Company shall establish an appropriate protective measures therefor.
- 5.3 If the subject of complaint has enough justification ground with a clear fact, it shall be taken with further procedure for an appropriate investigation without delay.

Chapter 3 Working days, Normal working hours, Break time

1. The office Employee shall work 5 (five) days a week from Monday to Friday with 2 (two) weekly holidays on Saturdays and Sundays, or work 5 (five) days a week according to the nature of the work with 2 (two) weekly holidays according to the Company's advance announcement. Normal working hours shall be equivalent to 8 hours 30 minutes or the total of not more than 48 (forty-eight) hours per week.

The store staff or branch operating staff such as salespersons, cashiers, security staff shall work 6 (six) days a week with 1 (one) weekly holiday. For supervisors, there shall be 2 (two) extra special holidays per month taking alternately by the Employees. The normal working hours shall be equivalent to 8 hours per day or the total of not more than 48 hours per week. In determining the working days, working hours and weekly holidays of the Employees, the Company shall notify Employees at least 3 (three) days in advance.

2. Break time on working days, the Employees entitle to a break time of not less than 1 (one) hour after working on that day for no more than 5 (five) hours, each break time can be less than 1 hour, but when combined, one day must not be less than 1 (one hour). In case the Employees have to work overtime following to the normal working hours for not less than 2 (two) hours, the Company shall arrange for a break time for a period not less than 20 (twenty) minutes before the Employees start their overtime working unless the work must be carried continuously, which such shall require the consent of the Employee, or an urgent case.

Chapter 4 Holidays and leave rules

1. For weekly holiday, the office Employees will be eligible for 2 (two) days a week, the store staff or branch staff will be eligible for not less than 1 (one) day per week. Weekly holidays shall not be more than 6 (six) days apart according to the Company's announcement at least 3 days in advance.

2. For public holidays, the Company designates that there are not less than 13 (thirteen) traditional holidays per year, including the National Labor Day and the Employees will be eligible for wages equal to the payment for working days, which the Company will announce before 1st January of each year. If any public holiday falls on a weekly holiday, the next working day will be the Company's holiday in lieu of. In the matter of any further rules in regard of traditional holidays, they will be specified in additional work rules or in Company announcements.

3. For annual leave, the Employees who have worked consecutively for 1 (one) year from the date start working will be eligible for 6 (six) working days per year and will receive an additional 1 (one) working day per year in accordance with the criteria of the annual holiday of the Company, provided that it is not over the limited of the total 15 (fifteen) working days per year.

On the annual leave, Employees will receive wages equal to normal workdays. The Company will set the annual holidays for Employees. The annual holidays are exclusive rights for each year, cannot be accumulated and spent in the following year and will be expired in each calendar year. If the Employees do not exercise their rights, it is considered that the Employees are willing to give up their rights, and the Company need not pay any compensation to the Employees regardless of the case. The supervisor or the assigned person reserves the right to change the approval of the annual vacation including asking Employees who take an annual vacation to return to work on an event of emergency or damage to be incurred to the business or service of the Company, whereas the assigned person or supervisor shall arrange another day instead.

Chapter 5 Rules for Overtime and working on holiday

1. The Company has a policy for Employees to work only on normal working days and hours, except in the case of necessity, in case the work needs to be carried on continuously and stoppage may incurred the damage to the work or in case of emergency, the Company may ask Employees to work outside normal working hours or beyond normal working hours or on holidays including overtime on holidays as may be needed. Provided that for one week, the Employees can work overtime not more than 36 (thirty six) hours.

2. To receive the payment for working overtime or working on holidays, the Employees shall get a written approval from the supervisor.

3. The Employees who are not entitled to overtime pay are the following:

3.1 Employees having duties with an authority to act on behalf of the employer on the matter to consider employment, gratuity, or termination of employment.

3.2 Mobile Employees whose work conditions cannot be determined for a certain time.

3.3 Other works as the Company may announce in the future as imposed/ to be imposed by the Ministry of Labor and Social Welfare.

4. The Employees who work overtime on normal work days, the overtime will be paid not less than 1.5 times of the hourly wage rate in normal working hours or not less than 1.5 times of normal unit wage for the done job or not less than the rate required by law.

5. The Employees working overtime on holidays will receive an overtime pay for not less than 3 times the hourly wage rate of normal working hours or 3 times the normal wage rate for the done job or not less than the rate required by law.

6. The Employees who receive pay on holidays and work on holidays will receive additional payment for holiday work 1 time of the normal wage rate for working hours on holidays or according to the job done on holidays. The Employees who are not entitled to receive pay on holidays work on holiday will receive payment for holiday work not less than 2 times the wage rate of a working day, according to working hours on holidays or according to the job done on holidays.

Chapter 6 Pay date and place for wage, overtime and holiday pay

1. The Company will pay wages, overtime pay, holiday pay at the workplace of the employees or pay into the specified bank accounts of the Employees with consent from Employees. Wage payment, overtime pay, and holiday pay will be paid on the last day of the month, whereas the Employees shall pay tax according to law, the Company will withhold the withholding tax therefrom and remit the same to the Revenue Department. In case the additional taxes must be paid at the end of the year or it is eligible for refunds, the Employee must pay the tax or get their own refund. During the filing of personal income tax returns, Employees must contribute to the Social Security Fund, Company will deduct from wages payable to Employees as imposed by the Social Security Office.

If the pay day falls on the Company's holiday or bank holiday, the Company will pay on the working day before that holiday.

2. The Company enables to deduct wages, overtime pay, holiday pay and overtime pay on holidays specifically for:

2.1 Paying for income tax in the amount that Employees obliged to pay or for other payments under the provisions of law. If any additional taxes or payments are required, the Employee shall be responsible for such additional payments themselves when filing a tax payment form.

2.2 Pay off savings to Cooperatives or other Cooperatives that have the same characteristics as savings cooperatives; or pay Employees' debt to commercial banks, Government Housing Bank or the debts that are for the Employees' benefit with the prior consent of the Employee.

2.3 Security deposit under Section 10 of the Labor Protection Act or to compensate the Company for damages which the Employees committed by intention or by gross negligence with consent from the Employees.

2.4 Contribution according to the fund management agreement.

3. Deductions under Clause 2.2, Clause 2.3 and Clause 2.4 in each case shall not be more than ten percent (10%) and deductions under Clause 2. above shall not be more than one-fifth of the money that the Employees entitled to be paid according to the payment schedule under Clause 1, except receiving consent from the Employee or according to court order.

4. In case of a temporarily shut down in all or in part of the business for any reason, the Company will notify the Employees and labor inspectors in advance of not less than 3 (three) working days. The Company will pay Employees not less than 75 (seventy-

five) percent of the wage on working days that Employees receive before the Company's shut down, throughout the period that the Company does not allow Employees to work.

Chapter 7 Leave and Rules for Leave

1. Personal Leave; the Company allows the Employees to take the necessary personal leave for a period of not less than 3 (three) days, in which the Employee shall submit a leave form and receive permission from the Company 1 (one) business day in advance, therefore if taking leave without permission, the supervisor will assume that the Employee is absent from work. The Employees will be paid on the allowed leave day but not more than 3 (three) working days in one year.

2. Sick leave; the Employee getting sickness not causing from work is entitled to take sick leave according to actual sick. The Company will pay sick days equal to the wage rate but not more than 30 (thirty) working days in one year.

The Employees shall notify the supervisor as soon as possible and submit a leave form within the first returning day.

For sick leave taking for more than 3 (three) working days, the Employee shall present a first-class medical certificate. If unable to find first-class medical certification, Employees shall explain reasons truly for the Company to consider. The supervisor entitles to send the Employee to the medical doctor provided by the Company for physical examination and re-diagnose the sickness. If the doctor diagnoses that it is an untrue sick, it will be considered that the Employee is absent from work as well as proceed with the disciplinary action in accordance with Company's rules.

3. Maternity leave; the pregnant Employees eligible to a maternity leave for a period of not more than 98 (ninety-eight) days, including checkup prior to giving birth. The Company will pay wages equal to wages on working days throughout the leave period but not more than 45 (forty-five) days, which shall also be included holidays during the leave.

The Employees shall notify the Company within 15 (fifteen) days after realizing of pregnancy.

For safety, health and hygiene of the pregnant Employees, if it is not possible to continue to perform the same duties and that may affect the pregnancy by showing the medical certificate, the Company will allow that pregnant Employee to change her role temporarily both before and after giving birth under the Company consideration for the suitable job.

After returning to normal duty, the Employees shall submit the birth certificate to the Company within 7 (seven) days.

4. The Employees eligible to leave for sterilization and leave due to sterilization as prescribed by first class medical practitioners with pay. The Employee shall submit the leave form 7 (seven) days in advance.

5. Military service leave; the Employees entitle to military service leave upon calling the troops, checking, practicing military or testing the readiness under the law on military service, the Employees will get paid equal to the working days throughout the leave period but not more than the period specified in the Military summons and not more than 60 (sixty) days in one year. The Employees shall submit a leave form and related evidence once receiving the summons.

6. Training leave; the Employees entitle to a training leave for developing knowledge and skill in the following cases:

6.1 For the labor and social welfare benefit or to advance or supplementary professional or technical skill to increase the efficiency of the Employees.

6.2 Leave for academic evaluation tests organized or allowed by the government but not including leave for further studies.

The Employees shall submit the leave form not less than 7 (seven) days in advance, which the Company may consider not allow for leave if such leave may cause damage or affect the business operations of the Company. The Employees who have already taken training or knowledge development leave for not less than 30 (thirty) days or 3 (three) times in the year will not be paid on training leave.

7. In all cases, employees shall write a true reason in the specified form or through the specified information system by the Company. If the Employee has exercised the right to take leave under this Work Rules for themselves or others illegally, the Company will consider that employee intentionally violates the Work Rules and will be decided an appropriate penalty in the disciplinary action.

8. If the Employees absent from work by not taking leave or a valid leave according to this Work Rules, the Company will be considered of absence by intention an abandonment of employment, the Employees shall not receive payment for the absent period.

Chapter 8 Discipline and disciplinary action

1. The Company desires all Employees to behave according to various laws, policies, regulations, ethics, announcements and orders of the Company and the supervisor; do not behave in a way that would bring damage to the Company or the Employees themselves as it will affect the progress of the Employees and the Company. Good discipline will help promote the Company's business operations, achieving objectives with orderly, fair, lawful and causing peace to work together.

Employees who violate, refrain or avoid to comply with laws, regulations, policies or violate any prohibition shall be punished by disciplinary or law, the supervisor must try to use the rule of thumb to prevent unfair punishment. However, before disciplinary action, supervisors at the level of department manager or equivalent or higher may order Employees to suspend work for investigation but not more than 7 (seven) days.

The Employee must be notified in writing before being suspended and the Employee will receive 50% (fifty) of the wage on the working day received before the suspension. And when the investigation is complete, it appears that the Employee is not guilty the Company shall pay the remaining 50 (fifty) percent of the normal wage during the period of suspension plus interest of 15 (fifteen) percent per year.

2. Discipline of Employees

2.1 Discipline on operations

2.1.1 The Employees shall obey and pay attention to the order of supervisor in accordance with the Company's rules and/ or law. Employees shall not behave in an aggressive way or lack of respect for supervisors.

2.1.2 The Employees must comply with various laws, including but not limited to Information Security Policy and Measures, Information Security Policies, information systems, meeting security policy through electronic media And practical methods for meeting through electronic media and other policies of the Company, including the current Work Rules, announcements, orders, requirements, or circulars. Employees will continue to be strictly implemented in the future if any Employees violate any law, they shall be considered the personal offense and shall be responsible for all damages.

- 2.1.3 The Employees shall strictly comply with the law and regulations regarding the protection of personal information including the related rules and regulations of the Company.
- 2.1.4 The Employees shall follow the work procedures specified by the Company and / or shall not be defective in the duties relating to the operation, if there is any problem, the Employee shall inform his supervisor.
- 2.1.5 The Employees shall perform their assigned tasks for completion quickly and shall keep the duties in a constructive manner or maintain the efficiency in work and not intentionally or deliberately delaying work.
- 2.1.6 The Employees shall perform their duties with honesty, integrity, and shall not use or allow others to use their power, whether directly or indirectly, for benefits, including calling and / or accepting bribes for themselves or others.
- 2.1.7 The Employee shall not act over his supervisor unless the supervisor in the higher level making such an order or the Employee receive a special permission temporarily or in an emergency or urgency matter.
- 2.1.8 The Employees shall not leave work while the next shifted Employee has not yet arrived without supervisor permission, not abandoning the duties, no absences without good reasons or often late for work.
- 2.1.9 The Employees shall not ignore their responsibilities and/ or shall maintain the interests of the Company.
- 2.1.10 The Employees shall not take a nap or sleep during work hours.
- 2.1.11 The Employees shall keep confidential Company's secrets or information or the affiliated companies that Employees have been aware of or strictly perceived and shall not disclose to outsiders.
- 2.1.12 The Employees shall wear uniforms as specified by the Company.
- 2.1.13 The Employees shall not notify or giving false statements to supervisors or companies.
- 2.1.14 The Employees shall not forge, misrepresent or destroy documents that may cause damage to the Company or others or seek beneficial for the Employees themselves.
- 2.1.15 The Employees shall record working hours as specified by the Company themselves.

- 2.1.16 The Employees shall not take the Company's time and / or the Company's property for personal business.
- 2.1.17 The Employees shall not share the code in connection with their information network with other parties or use other people's codes to approve transactions.
- 2.1.18 The Employees shall not use technology such as Facebooks, Line, IG, Instagram, Twitter or other communication media during work hours until resulting in decreased work efficiency.
- 2.1.19 The Employees shall not spend time working on selling products or services of themselves or others other than that of the Company Including actions via information media.
- 2.1.20 The Employees shall not use financial information or acquisition data or sold out assets of the Company or affiliated companies (which have not been disclosed to the public) for personal benefit or disclose to others to buy, sell, transfer or receive the Company's securities or affiliated companies.
- 2.1.21 The Employees shall provide the Company with the accurate personal information. If the information provided is incorrect for any reason, the Employees shall report the correct information to the Company as soon as possible.
- 2.1.22 The Employees shall not modify, change, delete information systems or confidential information without permission from the supervisor.
- 2.1.23 The Employees shall not steal password or change other people's passwords in order to use the computer system intentionally to cause damage or risk of damage to confidential information of the Company.
- 2.1.24 The Employees shall not use secret codes or other people's personal identification code to log in to the computer system of the Company to do anything such as reading, copying, editing, changing, deleting, approving without permission from the supervisor.
- 2.1.25 The Employees shall be careful or prevent action or refrain from doing anything to the point that it may cause other people to enable use confidential information or disclose the Company's information.

- 2.1.26 The Employees shall not destroy confidential information, computer system or devices to access various systems without permission from the supervisor.
- 2.1.27 The Employees shall not modify, change or take any actions regarding confidential information after the customer has completed the transaction.
- 2.1.28 The Employees shall not collect, use or disclose personal information of any person except in the performance of their duties or receiving prior approval from the supervisor.
- 2.1.29 The Employees shall not steal, eavesdrop, search for routes, or attempt to decipher confidential information or information that customers have already transacted by using any technology, operating in order to obtain information or confidential information which may pose a risk or may cause damage to the Company.
- 2.1.30 The Employees shall not install hacking tools or software related to information confidentiality, except the Employees or agencies having a specific function of duties in this regard only.
- 2.1.31 The Employees shall notify the supervisor immediately upon finding or knowing of an offense regarding personal information.
- 2.1.32 The Employees shall notify the supervisor immediately upon finding or knowing that employee, customer, or user of service is having a dangerous contagious disease, or that disease needs to be watched or epidemics under the law on dangerous communicable diseases contagious diseases that must be watched or epidemics.
- 2.2 Discipline on how to treat customers
 - 2.2.1 The Employees shall serve customers politely and friendly, shall not show gestures, use impolite words or facial expressions, insult nor discriminate to customers during working hours or on social media.
 - 2.2.2 The Employees shall serve customers quickly and correctly according to the specified procedure, shall neither avoid nor ignore in service to customers.
 - 2.2.3 The Employees shall not argue, quarrel, or injure customers in the Company's premises and / or while still wearing the Company's uniforms.

- 2.2.4 The Employees shall not reveal secrets or personal matters of any customers.
- 2.2.5 The Employees shall not defraud, manipulate points, reward points, or commercial discounts for themselves or others.
- 2.2.6 The Employees shall not collect, use or disclose personal information of customers or users of services, except for the performance of duties assigned by the supervisor or according to the law.
- 2.3 Discipline regarding behavior and general practice
 - 2.3.1 The Employees shall not commit offence that are in violation of the criminal law and other laws such as theft, burglary, embezzlement, extortion of property, etc.
 - 2.3.2 The Employees shall not be insolvent which affects the work or be bankrupt.
 - 2.3.3 The Employees shall not take of any stuff forgotten by the customers or other Employees to be their own.
 - 2.3.4 The Employees shall not take possession or use drugs prohibited by any and all laws.
 - 2.3.5 The Employees shall not record working hours including editing, recording work hours on behalf of others, or allowing others to act on their behalf.
 - 2.3.6 The Employees shall not behave as a thug, dissolute or sexually active, implied morally degrading or doing sexual harassment.
 - 2.3.7 The Employees shall not perform negligently or lack of care that cause the damage to the Company.
 - 2.3.8 The Employees shall not carry or bring weapons, artifacts like weapons, explosives or flammable materials or dangerous objects into the Company area without permission from the Company.
 - 2.3.9 The Employees shall not drink alcohol or intoxicants at work or in the workplace or come to work in an intoxicant manner or bring liquor or intoxicants into the Company area without permission. Moreover, if that Employee works on transportation, the control of machinery, mechanical systems, computers, cars, or any vehicle, these shall be considered a serious offense and shall be immediately fired.

- 2.3.10 The Employees shall not spread news that is malicious to others or the Company or promote or cause unrest to other people or the Company including also actions via social media.
- 2.3.11 The Employees shall not engage in intimidation or controversy or , provocation or physical harm to anyone in the work area or while still wearing the Company's staff uniforms.
- 2.3.12 The Employees shall cooperate with Company's officers in search personnel, property or things every entering or exiting and must show the Employee identification card issued by the Company every entering or exiting the Company or in the specified area and/or entering and exiting using the specified door only.
- 2.3.13 The Employees shall cooperate in the investigation of offenders, witness, testify or investigate the evidence, not helping to conceal the wrongdoings of others. The Employees shall allow the Company investigators to conduct a physical examination when suspected fraud happens.
- 2.3.14 The Employees shall not take action or participate in the operation of any business in a manner that is competitive or against the business operations of the Company or have characteristics that cause detrimental effects on the business of the Company or not work for any other employer during the employment contract with the Company without written consent from the Company.
- 2.3.15 The Employees shall not smoke at the Company premises except in the designated smoking area.
- 2.3.16 The Employees shall not use Company vehicles, tools, or assets for personal gain or allow others to do so without the permission from the Company.
- 2.3.17 The Employees shall not destroy the property of the Company, customer or colleague either intentionally or negligently.
- 2.3.18 The Employees shall not gamble, place or receive an underground lottery, set up a share circle (rotating credit) and grant loan within the Company.
- 2.3.19 The Employees shall not use verbal or written statements that are obscene, offensive, insulting or abusing any person in the Company's premises or via social media that cause damage to the Company or affiliates.

- 2.3.20 The Employees shall not destroy, add or edit the text in the announcement or signboard or other publications of the Company or others that the Company allows to announce within the Company's area.
- 2.3.21 The Employees shall not solicit funds in the Company's premises, sell or offer any item or ticket for yourself or others in the Company's area without permission.
- 2.3.22 The Employees shall keep the workplace and Company's locations clean and tidy.
- 2.3.23 The Employees shall not participate, support, or encourage other Employees in activities or stop work to solicit or attend any gatherings during work hours on the Company's premises or actions that affect delay or damage the job without a written permission from the Company.
- 2.3.24 Employees must not write, draw, attach pictures or distribute publications, post documents or articles within the Company's premises or bring into the Company without a written permission from the Company.
- 2.3.25 The Employees shall not disclose wages, salaries, bonuses or salary increases of oneself or others to the other Employees.
- 2.3.26 The Employees shall be careful and protect the Company's assets to be damage or loss, regardless of personal or disaster, as much as possible.
- 2.3.27 The Employees shall maintain the machinery, tools and equipment to be in a good condition and order as needed or as appropriated for their duties.
- 2.3.28 The Employees shall not take any actions that hinder the work of those responsible.
- 2.3.29 The Employees shall not bring outsiders into the office of the Company without permission from the Company.
- 2.3.30 The Employees shall abide by the rules of work safety and must attend security training organized by the Company and shall strictly act in accordance with the regulations. The Employees work with the risky work nature must wear or use safety and hygiene equipment at all times when performing that duty.
- 2.3.31 The Employees shall strictly comply with the regulations of building or the place where the Company is located including rules and

regulations set by the government specifically for the operation of the Company.

2.3.32 The Employees shall report to the supervisor immediately when knowing that there is a serious cause or serious contagious disease which may be harmful to life, the customer's health, other Employees, against property or Company reputation.

2.3.33 The Employees shall report to the supervisor immediately when seeing or knowing of a fraud or violation of this Work Rules or any lawful practice of the Company.

2.3.34 The Employees shall not procure or use unlicensed computer programs or without the permission of the correct owner installed in the Company's computer or copy computer programs or any commercial information of the Company without permission.

2.3.35 The Employees shall not act or refrain from doing anything to escape from guilt or provide assistance or facilitate whether in any way to the offender either directly or indirectly or provide any information that is harmful or adversely affect to the Company and /or contact the litigants of the Company or competitors without permission from the Company or supervisor.

2.3.36 The Employees shall not tell, gossip or blame the Company, directors, executives, supervisors and any staff of the Company in any ways, to damage, or create negatively under any circumstances.

3. Disciplinary Actions: The Company established the disciplinary actions as follows:

Disciplinary action can be done in 7 (seven) ways, with the use of disciplinary deduction every time and use 6 (six) other methods of punishment in conjunction with the said disciplinary deduction, as the case may be. The 7 (Seven) disciplinary actions are as follows:

3.1 Verbal warning

When the Employees commit not serious disciplinary offense for the first time, the penalty shall be deducting not more than 10 (ten) disciplinary points. And/ or the case of committing the offense without an intention or having a reason for mercy.

3.2 Written Reprimand

When the Employees commit not serious disciplinary offense, but the supervisor wants to emphasize not to repeat that action, then request the personnel

department to issue a warning to emphasize that if a disciplinary action is recommitted within 1 (one) year from the date of the offense, there will be a punishment.

3.3 The disciplinary point deduction

Every time an Employee violates one of the disciplines specified, the Company shall consider deducting the disciplinary points according to the offenses committed as follows:

3.3.1 The nature of offenses relating to ethics

	Offense Description	First time	Second Time	Third time
3.3.1.1	Not obeying or not complying with the Company code of conduct in chapter 2, one or more clauses	40 - Fired	Fired	

3.3.2 The nature of offenses relating to operations

	Offense Description	First time	Second Time	Third time
3.3.2.1	Disobey the supervisor's orders, the right commanded or the law. Show aggressive behavior or lack of respect for supervisors.	40	40 – Fired	Fired
3.3.2.2	Violating a policy and / or failure to comply with Work Rules, announcements, orders, requirements, or Company circulars for non-serious matters	20	40 – Fired	Fired
3.3.2.3	Not strictly following laws and regulations regarding personal data protection including the related rules and regulations of the Company.	40-Fired	Fired	
3.3.2.4	Not following the work procedures specified by the Company and / or deficient in the duties relating to the operation	20	40 – Fired	Fired

	Offense Description	First time	Second Time	Third time
3.3.2.5	Do not perform the assigned tasks intentionally or deliberately delaying work.	20	40 – Fired	Fired
3.3.2.6	Not performing duties with honesty. Use or allow others to use their authority directly or indirectly to find benefits, including calling and / or accepting bribes for oneself or others.	40 – Fired	Fired	
3.3.2.7	Acting over a supervisor without his permission.	20	40 – Fired	Fired
3.3.2.8	Leave the job while the next shifter does not come to cover the job without the supervisor's permission, abandon duty, missing work without good reasons or often late.	10 – 40	40 – Fired	Fired
3.3.2.9	Refrain from carrying out duties and responsibilities and / or not maintaining the interests of the Company.	20 - 60	40 – Fired	Fired
3.3.2.10	Nap or sleep during work hours.	20 – 60	40 – Fired	Fired
3.3.2.11	Disclose secrets or information of the Company or affiliated companies to third parties.	40 – Fired	Fired	
3.3.2.12	Do not wear uniforms as specified by the Company.	40	40 - Fired	Fired
3.3.2.13	Notifying or giving false statements to supervisor or Company.	40 - Fired	Fired	
3.3.2.14	Spurious forgery or destroy documents that cause damage to the Company or others for benefit the Employee.	40 - Fired	Fired	
3.3.2.15	Do not record working hours as specified by the Company.	10 - 40	40 – Fired	Fired
3.3.2.16	Use the time and / or the Company's property to do personal errands.	10 - 40	40 – Fired	Fired

	Offense Description	First time	Second Time	Third time
3.3.2.1	Inform others about the connection of their information network or use other people's codes to approve transactions.	40 - Fired	Fired	
3.3.2.18	Use technology such as Facebooks, Line, IG, Instagram, Twitter or other communication media during work hours Until resulting in decreased work efficiency.	10 - 40	40 – Fired	Fired
3.3.2.19	Take time to work on sell products or services of oneself or others rather than the Company. including actions via social media	10 - 40	40 – Fired	Fired
3.3.2.20	Use financial information or acquisition data or sold in which the assets of the Company or affiliated companies (which have not been disclosed to the public) for personal benefit or disclose to others to buy, sell, transfer or receive the Company's securities or affiliated companies.	40 – Fired	Fired	
3.3.2.21	Do not provide the Company with any personal information that is required by the Company.	40 – Fired	Fired	
3.3.2.22	Correct, modify, delete information systems or confidential information without permission from the supervisor.	40 – Fired	Fired	
3.3.2.23	Steal the password or change the password of others in order to use the computer system intentionally to cause damage or risk of damage to the confidential information of the Company.	40 – Fired	Fired	
3.3.2.24	Use secret codes or identification codes of others to log in to the computer	40 – Fired	Fired	

	Offense Description	First time	Second Time	Third time
	system of the Company to do anything, such as reading, copying, editing, changing, deleting, approving without permission from the supervisor.			
3.3.2.25	Do not be careful and do not prevent action or refrain from doing anything to the point that it may cause other people to be able to use confidential information or disclosure of the Company information.	40 – Fired	Fired	
3.3.2.26	Destroy confidential information, computer system or devices to access various systems without permission from the supervisor.	40 – Fired	Fired	
3.3.2.27	Modify, change, or take action regarding confidential information after the customer has completed the transaction.	40 – Fired	Fired	
3.3.2.28	Act to collect, use, or disclose personal information of any person, except for the performance of duties or permission from the supervisor in advance.	40 – Fired	Fired	
3.3.2.29	Hacking, eavesdropping, searching for directions, or trying to decipher confidential information or information that customers have already transacted by using any technology, operating in order to obtain information or confidential information which may pose a risk or may cause damage to the Company.	40 – Fired	Fired	
3.3.2.30	Install hacking tools or software related to information confidentiality. Except	40 – Fired	Fired	

	Offense Description	First time	Second Time	Third time
	Employees or agencies that have a specific function in this regard only.			
3.3.2.31	Not notify the supervisor immediately upon finding or being aware of an offense regarding personal information.	40 – Fired	Fired	
3.3.2.32	Not notify the supervisor immediately upon finding or knowing that employees, customers, or users of services are having dangerous communicable diseases, contagious diseases to be watched or epidemics under the law on dangerous communicable diseases, contagious diseases that must be watched or epidemics.	40 – Fired	Fired	

3.3.3 Offense related to customer service

	Offense Description	First time	Second Time	Third time
3.3.3.2	Do not serve customers politely or show gestures, use words or impolite facial expression with customers. Showing, insulting or disparaging to customers whether while working or show that verb via social media.	40	Fired	
3.3.3.2	Do not service the customer quickly and correctly according to the prescribed steps, avoiding and neglecting to provide customer service.	20	40 - Fired	Fired
3.3.3.3	Arguing or assaulting customers on the premises of the Company and / or while wearing the Company uniforms.	40 - Fired	60 - Fired	Fired

	Offense Description	First time	Second Time	Third time
3.3.3.4	Reveal secrets or personal matters of customers.	40 - Fired	Fired	
3.3.3.5	Fraudulent rewarding points or commercial discounts belonging to customers to oneself or others.	40 - Fired	Fired	
3.3.3.6	Act to collect, use or disclose personal information of customers or users of services, except for the performance of duties assigned by the supervisor or according to the law.	40 - Fired	Fired	

3.3.4 Offenses relating to behavior and general practice

	Offense Description	First time	Second Time	Third time
3.3.4.1	Committing an offense under the criminal law and other laws such as theft, burglary, embezzlement, extortion.	Fired		
3.3.4.2	Being insolvent, affecting business operations or becoming a bankrupt.	40 - Fired	Fired	
3.3.4.3	Take the property that the customer or the Employee has forgotten to be one's own.	40 - Fired	Fired	
3.3.4.4	Bringing, possessing, or using narcotics, which is prohibited under all laws.	Fired		
3.3.4.5	Record, editing, changing working hours on behalf of others or allow others to act on one's behalf.	80 - Fired	Fired	
3.3.4.6	Behave as a thug, dissolute or sexually active, implied morally degrading or doing sexual harassment.	60 - Fired	Fired	

	Offense Description	First time	Second Time	Third time
3.3.4.7	Act negligently or lack of care causing the Company to be damaged.	40 - Fired	Fired	
3.3.4.8	Carry or bring weapons, explosives, flammable materials or dangerous objects inside the Company premise without permission from the Company.	40 - Fired	Fired	
3.3.4.9	Drink alcohol or intoxicants at work or come to work in a drunken manner or bring liquor or intoxicants into the Company area without permission. Moreover, if that Employee works on transportation, control of machinery, mechanical systems, computer systems, cars or any vehicle, This shall be considered a serious offense and shall be immediately fired.	60	Fired	
3.3.4.10	Spread the news that is malicious to others or the Company or promote or cause any unrest to other person or company including actions via social media.	40	60 - Fired	
3.3.4.11	Commit intimidation, provoke, encourage bickering or physical harm to anyone in the work area or while still wearing the Company's staff uniforms.	40 - Fired	60 - Fired	
3.3.4.12	Do not cooperate with Company personnel in search of property or things every time entering / exiting and / or do not show the Employee identification card issued by the Company every time entering or leaving the Company or in the	40 - Fired	60 - Fired	

	Offense Description	First time	Second Time	Third time
	designated area and / or in and out without using the specified door.			
3.3.4.13	Do not cooperate in the investigation of offenders or testify in the case or investigate the evidence or help to hide the wrongdoing of others or do not allow Company investigators to perform physical inspections when suspected of fraud.	40 - Fired	Fired	
3.3.4.14	Undertake or participate in any business competition or antagonistic to the business operations of the Company Or having characteristics which cause detrimental effects on the business of the Company or working for any other employer while there is a contract with the Company without consent from the Company in written.	40 - Fired	Fired	
3.3.4.15	Smoking outside the smoking area in the Company's premises.	40 - Fired	Fired	
3.3.4.16	Use Company vehicles, tools, or assets for personal gain without obtaining permission or allowing others to do so without Company's permission.	40 - Fired	60 - Fired	
3.3.4.17	Destroys Company property or customer or coworkers, whether intentionally or negligently.	40 - Fired	60 - Fired	
3.3.4.18	Gambling, betting the underground lottery, setting up a share circle and the issuance of loans within the Company.	40 - Fired	Fired	
3.3.4.19	Use verbal or written statements that are vulgar, obscene, offensive, insulting or abusing any persons in the Company's premises or via social	20	40 - Fired	

	Offense Description	First time	Second Time	Third time
	media that cause damage to the Company or affiliates.			
3.3.4.20	Destroy, add, or modify the information in the announcement or signboard or other publications of the Company or others that the Company allows to announce within the Company area.	10-40	60 - Fired	
3.3.4.21	Solicit any donations at the Company's premises, sell or offer any item or ticket for himself or others in the Company area or place without permission.	10	40	40 - Fired
3.3.4.22	Do not help to keep the workplace and Company locations clean and tidy.	10	30	40 - Fired
3.3.4.23	Attend, encourage or persuade other Employees to participate in activities or Stop working to solicit or attend any rallies during working hours or on Company premises or causing actions that affect delay or damage the job without a written permission from the Company.	40 - Fired	Fired	
3.3.4.24	Write, draw, add pictures, or distribute documents, publications, post announcements, or any articles within the Company's premises or to be imported into the Company without a written permission from the Company.	20	40 - Fired	
3.3.4.25	Disclosure of wages, salaries, bonuses or salary increases of oneself or others, to the Employees who are not responsible.	20	40 - Fired	

	Offense Description	First time	Second Time	Third time
3.3.4.26	Do not be cautious and protect Company assets without damage or loss, whether from personal or from any disaster as far as possible.	20	40	60 - Fired
3.3.4.27	Do not maintain the machinery, tools and equipment to be in a good condition, orderly as needed or as appropriate for their duties.	20	40	60 - Fired
3.3.4.28	Do any acts that obstruct the operations of others.	40 - Fired	Fired	
3.3.4.29	Bringing a third party to the office of the Company without permission from the Company.	20	40	60 - Fired
3.3.4.30	Do not follow the safety rules and / or do not participate in safety training organized by the Company and / or do not comply with the training course attended or Employees whose job characteristics are to take risks and do not wear or use safety equipment and hygiene equipment throughout the course of their duties.	20	40 - Fired	Fired
3.3.4.31	Do not following the building regulations or the place of business where the Company is located strictly, including rules and regulations that the government has specifically designated for the operation of the Company.	20	40 - Fired	Fired
3.3.4.32	Do not report to the supervisor immediately when it is known that there is a serious cause or serious contagious disease which may be harmful to the life or health of	40	40 - Fired	Fired

	Offense Description	First time	Second Time	Third time
	customers or other Employees or to the property or reputation of the Company.			
3.3.4.33	Do not report to the supervisor immediately when seeing or knowing of a fraud or violation of this Work Rules or any lawful practice of the Company.	20 - 40	40 - Fired	Fired
3.3.4.34	Procure or use unlicensed computer programs or without the permission of the correct owner installed in the Company's computer or copy computer programs or any commercial information of the Company without permission.	40 - Fired	Fired	
3.3.4.35	Act or refrain from doing anything to free himself from wrongdoing or provide assistance or facilitate whether in any way to the offender either directly or indirectly or provide any information that is harmful or adversely affect to the Company and / or contact the litigants of the Company or competitors without permission from the Company or supervisor.	40 - Fired	Fired	
3.3.4.36	Inform, tell, gossip about bad, blame or criticize about the Company, directors, executives, supervisors and any staff of the Company in any ways, to damage or create negatively, under any circumstances.	40 - Fired	Fired	

3.4 No annual bonus money and not increase annual salary

This shall be used when an Employee has committed a violation of the discipline in one year and disciplinary points are deducted once or twice, for a total of 100 (one hundred) or more points, the Employees shall be penalized by not receiving annual bonuses nor increasing annual salaries.

3.5 Suspension

This shall be used when the Employee violated the discipline and the supervisors seen appropriate to suspend their employment without pay in order to strictly review the behavior to be in the scope of the rules and regulations of the Company.

3.6 Lay Off

This shall be used when the Employee committed an offense that not up to be fired or the accumulated disciplinary points are deducted accumulating to 100 points or more in one year. The Employee will be laid off from work with severance pay.

3.7 Termination

When an Employee has committed any of the following disciplinary actions, the Employee will be fired from the job without receiving severance pay.

3.7.1 Committing malpractice or a criminal offense intentionally against the Company.

3.7.2 Intentionally causing the Company to be damaged

3.7.3 Violating Work Regulations or lawful orders of the Company and the Company has already warned in written reprimand, except for a serious case which is necessary to be fired immediately. An effective warning letter shall not be valid more than 1 (one) year from the date the Employee committing the offense.

3.7.4 Abandonment work for 3 (three) consecutive working days regardless of whether there is a holiday in between without justification ground.

3.7.5 Careless causing the Company to receive serious damage.

3.7.6 Be imprisoned by a final court judgment (in the case of petty offenses or offenses committed by negligence must be the case that causes damage to the Company).

4. Disciplinary authority

4.1 Supervisor at the level of department manager or equivalent or higher have the authority to punish subordinates by verbal warning, a written reprimand and deduct scoring only the offense having punishment of not more than 40 (forty) points per time.

- 4.2 Supervisor at the level of department manager or equivalent or higher have the authority to punish subordinates in every article but for lay off or termination an Employee, a department manager or equivalent shall request for approval from the branch manager, department director or the person assigned to act on his behalf first.

5. Disciplinary action against offenders

The Company may consider the punishment according to either one of the disciplinary actions according to the nature of the severity of the offense and the damage occurred without considering them from the sequence of happening. In case the Employee commits an offense and that causing damage to the Company, the offender Employees will receive disciplinary action and also may have to pay compensation for damage as appropriate for the case.

Chapter 9 Filing a complaint

1. The Company considers that it is the responsibility of the supervisors at all levels to ensure their Employees are treated fairly in all matters in accordance with the rules and fair principles. Therefore, the Employees who think that they have not been treated fairly according to the Company rules can make a complaint according to the sequence and procedures specified by the Company.

2. Employees can complain verbally or file a written complaint to the initial supervisor within 15 (fifteen) days from the date of suffering or injustice, they cannot have ca others to file the complaint on their behalf. If it is not possible to file the complaint under the line of command, the complaint should be submitted to the next upper level of supervisor or to the Human Resources department.

3. The person receiving the complaint should solve the problems as soon as possible within 7 (seven) days. If the matter cannot be resolved successfully, it should be passed to the supervisor in the next level.

4. The managing director or the person assigned to act on his behalf shall issue a decision on the complaints, considering and resolving the problems with fairness within 15 (fifteen) days in order to create mutual benefits between Employees and the Company. It shall be deemed that the decision of the authorized person or his delegated person is final.

5. The Company shall hold that there is no wrong for the Employee to file a complaint according to the real event into the consideration under step required. The Company will protect the complainants and related persons in the consideration of the complaint appropriately, including keeping the complaint confidential if it may cause damage to the complainant.

Chapter 10 Appeal

1. In the case that an Employee is punished by the supervisor and he feels he has received an unfair treatment; he has the right to appeal within 48 hours from the date of knowing the punishment order.

2. The appeal due to disciplinary penalties shall be made to the supervisor of the person ordering the punishment.

3. For the appeal of the departmental level and below, the decision made by the branch manager or the director or the person assigned to act on their behalf shall be deemed as final. For the appeal of the manager level and up, the decision or order of the President or the person assigned to act on their behalf shall be deemed as final.

Chapter11 Resignation, retirement, termination, compensation and special compensation

1. Resignation

The Employee who wish to resign shall comply as follows

1.1 The Employee shall submit the letter for resignation at least 30 (thirty) days in advance or according to the number of days specifically required in the employment contract. If the Employee violate the said rules, it will be regarded as abandoning the job without a reasonable ground, the Company may dismiss the Employee, and may also claim for damages therefrom.

1.2 If the Employee requesting to resign is responsible for the goods, materials, equipment, or any other assets, the Company may need to inspect the goods or materials, equipment or assets whether they are exist, correct and complete.

1.3 If the Employee requesting to resign is required to responsible to the Company for any liabilities or damages, the Company may comply with the employment contract or personal guarantee contract, as the case may be.

2. Retirement

2.1 Female and male Employees shall retire at the age of 60 (sixty) complete years

2.2 The Company, by the management, may consider renewing the employment of retired Employees on a case-by-case basis. Each renewal of the work will not exceed 1 (one) year at a time.

2.3 The retirement may occur in some cases, where the respective upwards supervisor of the Employees consider and view that the female or male Employee over the age of 50 (fifty) years or older deserves to retire before the expiration of Article 2.1, or the Employee herself/ himself submits the request in writing. The retirement in this circumstance shall be under the discretion and approval of the Executive Committee.

2.4 According to the retirement of permanent Employees, the Company will pay severance payment according to labor laws.

3. Termination

3.1 The Company will pay severance payment to the Employee whose employment has been terminated, except where the termination falls under Section 3.2 below. The conditions for paying severance payment are as follows:

- 3.1.1 The Employees who have worked consecutively for 120 (one hundred and twenty) days but have not completed 1 (one) year. The Company will pay severance payment equal to the final wage rate of 30 (thirty) days or equal to the wages of the last 30 (thirty) working days for Employees who are paid according to their work, calculated in units.
- 3.1.2 The Employees who have worked consecutively for 1 (one) year but have not completed 3 (three) years. The Company will pay severance payment equal to the final wage rate 90 (ninety) days or equal to the wage of the last 90 (ninety) working days for Employees who are paid according to their work, calculated in units
- 3.1.3 The Employees who have worked consecutively for 3 (three) years but not over 6 (six) years. The Company will pay severance payment equal to the final wage 180 (one hundred and eighty) days or equal to the wage of the last 180 (one hundred and eighty) working days for Employees who are paid according to their work, calculated on units.
- 3.1.4 The Employees who have worked consecutively for 6 (six) years but not over 10 (ten) years. The Company will pay severance payment equal to the final wage rate of 240 (two hundred forty) days or equal to the wage of the last 240 (two hundred and four) working days for Employees who are paid according to their work, calculated in units.
- 3.1.5 The Employees who have worked consecutively for 10 (ten) years or more but have not completed 20 (twenty) years. The Company will pay severance payment equal to the final wage 300 (three hundred) days or equal to the wage of the last 300 (three hundred) working of employment for employees who are paid according to their work, calculated in units.
- 3.1.6 The Employees who have worked continuously for twenty (twenty) years or more, the Company will pay severance payment equal to the final wage rate of 400 (four hundred) days or equal to the wage of the last 400 (four hundred) working days for the Employees who are paid according to their work, calculated in units.

3.2 The Company will not pay severance payment to employees whose employment has been terminated in any of the following cases:

3.2.1 Committing malpractice or a criminal offense intentionally against the Company.

3.2.2 Intentionally causing the Company to be damaged.

3.2.3 Violating Work Rules or lawful orders of the Company and the Company has already warned in written except for the severe cases which need to be fired immediately. The warning letter will be effective for not more than 1 (one) year from the date the Employee committing the offense.

3.2.4 Abandoning work for three consecutive days, regardless of whether there is a holiday in between without a justification ground.

3.2.5 Carelessness causing the Company to receive serious damage.

3.2.6 Being imprisoned by a final court judgment (In the case of petty offenses or offenses committed by negligence, it must be the case that causes damage to the Company).

4. Special severance payment

4.1 In the event of relocating to a new location or moving, the Company will post an announcement to the Employees in advance at the Company's public space that can be seen clearly by the Employees for at least 30 (thirty) days before the date of the business relocation. The announcement will be clear enough to understand that who are moving, to where, and by when.

In this regard, if any Employee considers that the new establishment has significant impact on his normal living or his family and do not wish to go to work at the new establishment, the Employees have the right to terminate the employment contract by notifying the Company in writing within 30 (thirty) days from the date of the announcement or from the date the Company's moving. In the case of the Company's failure to announce, the contract is considered to be terminated on the relocation date.

Then, the Employee is entitled to a compensation equal to the compensation rate under Clause 3.1 and in the event that the Company has not announced the relocation in advance or has posted less than 30 (thirty) days, the Employee will receive Special compensation in lieu of

advance notice, equal to the final wage rate of 30 (thirty) days or equal to the wages of the last 30 (thirty) days of work for the Employees who are paid according to their work, calculated on units.

4.2 In case of laying off Employees because of the organizational improvement of production process, sales or service by using machinery or changing machinery or technology which causes the need to reduce the number of Employees, the Company will do as follow:

4.2.1 Announce the termination date of employment, reasons for termination and the list of Employees to be terminated, whereas the Employees who will be terminated and the labor inspector will be notified not less than 60 (sixty) days before the date of termination.

4.2.2 If the Company is unable to notify Employees who will be laid off, in advance or less than 60 (sixty) days in advance, the Company will pay compensation in lieu of advance notice to Employees equal to the final wage rate of 60 (sixty) days or equal to the last 60 (Sixty) working day wage for Employees who are paid according to their work, calculated in units. Payment of compensation in lieu of advance notice shall be considered that the Company has paid remuneration in lieu of advance notice under the Civil and Commercial Code.

4.3 In case the Company terminates employment of an Employee according to Clause 4.2 and that Employee has worked consecutively for more than 6 (six) years or more, the Company will pay an additional special severance payment equal to the final wage rate of 15 (fifteen) days per complete work of 1 (one) year or equal to 15 (fifteen) last working day per 1 (one) year of completion for the Employees who are paid according to the work calculated in units. Provided that the total compensation must not exceed the final rate of wage 360 (three hundred and sixty) days or not more than the wage of the last 360 (three hundred and sixty) working days for the Employee who is paid according to the work, calculated in unit. In the case that the working period is less than 1 (one) year but the more than 180 (one hundred and eighty) days, it shall be counted as 1 (one) year working.

The Company may issue work rules or announcements specifying details or other matters in addition to this Work Rules which will comply with the Labor Relations Act;

The Company, therefore, hereby announce for acknowledgment and strict implementation.

The announcement is made on 15 April 2020 and shall be effective from 1 May 2020 onwards.