

POLICY

Governance & Corporate Affairs

Policy No. GOV 2017-009

Reference:

Annual Corporate Governance Report

ALTERNATIVE DISPUTE RESOLUTION SYSTEM

Effective Date as approved by BOD on 07.29.2013

Amended on 01.01.2017 Ver.1, Rev. 1

1. Objective

1.1. To provide guidelines to establish and maintain an alternative dispute resolution system to settle conflicts between the Corporation and its stockholders or other third parties, including regulatory authorities.

2. Scope / Coverage

2.1. This policy covers all Directors, Officers, Employees and Significant Shareholders, who are involved in any conflict or differences with other third parties.

3. Policy

The Company adopts an alternative dispute resolution in amicably settling conflicts or differences between the Corporation and its stockholders, and the Corporation and third parties, including regulatory authorities.

4. Guidelines

- **4.1.** A neutral third party participates to assist in the resolution of issues between the Company and its stockholders, third parties and regulatory authorities.
- **4.2.** The alternative dispute resolution system may include:
 - 4.2.1. Arbitration
 - 4.2.2. Mediation
 - 4.2.3. Conciliation
 - 4.2.4. Early neutral evaluation
 - 4.2.5. Mini-trial
 - 4.2.6. Or any combination thereof, as the Company and the circumstances see fit
- **4.3.** Consideration is given to the need to promote candor through:
 - 4.3.1. confidentiality of the process;
 - 4.3.2. the policy of fostering prompt, economical, and amicable resolution of disputes in accordance with the principles of integrity of determination by the parties; and the
 - 4.3.3. the policy that the decision-making authority in the process rests with the parties