



Shwe Taung Group

Stakeholders' Grievance and Dispute Resolution Policy

I. Introduction

The Shwe Taung Group's Stakeholders' Grievance and Dispute Resolution Policy is a structured process that can be used by individuals, employees (including temporary and contract employees), communities and civil society organisations that are negatively affected by our business activities and operations.

We believe that open and transparent communication and feedback are essential elements of enhancing our relationship with our stakeholders, reducing risk, and improving management of our operational impact on others.

We are committed to working together with our stakeholders to resolve their concerns in a prompt, equitable and satisfactory manner.

II. Policy and Procedure

Any aggrieved party can submit a grievance through a letter or email to the Group's Ethics Committee which is responsible for hearing, processing and resolving grievances.

Any grievance received will be considered in a timely and confidential manner, and documented together with the steps towards resolution.

We will respond to all grievances received, taking into account the relevant circumstances and the needs of all affected parties.

If the outcome of the dispute resolution proposed by the Ethics Committee is not acceptable to the complainant, the complainant can submit an appeal letter to the Ethics Committee.

The Ethics Committee will form an Appeals Committee jointly with (a) the complainant, and (b) an independent, respected member of the community, to reach resolution acceptable to all parties.

We believe that our stakeholders, including our employees, should be able to raise any grievance without fear of victimisation, demotion, penalty or dismissal. We will endeavor to

maintain full confidentiality of the complainant and investigation process. In circumstances where full confidentiality cannot be maintained if the grievance is to be fully investigated, we will first inform the complainant.

III. Implementation and Review

We will monitor the implementation of this Policy on an annual basis to review its relevance and effectiveness. Where necessary, we will issue updates to the Policy.

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