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Stakeholders' Grievance and Dispute Resolution Policy

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Introduction

The 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.

Purpose

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

Key Policy Areas

- a. People have the right to have their grievances receive careful consideration through established processes that are timely and based on fairness and respect.
- b. The best resolution is one that is reached cooperatively and informally where possible prior to a formal complaint being lodged in writing.
- c. Any aggrieved party can submit a grievance by letter or email or by using the online form available at <https://www.shwetaunggroup.com/commitment/reports/#modal> to the Code of Conduct Compliance Committee which is responsible for hearing, processing and resolving grievances.
- d. Any grievance received will be considered in a timely and confidential manner, and documented together with the steps towards resolution.
- e. The Code of Conduct Compliance Committee will respond to all grievances received, taking into account the relevant circumstances and the needs of all affected parties.
- f. If the outcome of the dispute resolution proposed by Code of Conduct Compliance Committee is not acceptable to the complainant, the complainant can submit an appeal letter to the Code of Conduct Compliance Committee.

- g. The Code of Conduct Compliance Committee will form an Appeals Committee jointly with (a) the complainant, and (b) an independent, respected member of the community, to reach a resolution acceptable to all parties.
- h. We believe that our stakeholders, including our employee, should be able to raise any grievance without fear of victimization, demotion, penalty or dismissal. We will endeavour 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.

Compliance with the Policy

Our commitments are fully supported by our Board of Directors, with a detailed management system stating ongoing objectives and targets which provides the framework of delivery of this Policy.