

AOT's Complaint Management

AOT prepares communication channels for receiving suggestions, complaints and whistleblowing related to a violation of AOT's principles of good corporate governance. Accordingly, the Corporate Communications Department under supervision of the Legal and Corporate Secretary Group shall collect complaints/suggestions and report to the Corporate Governance Committee on a quarterly basis for consideration and establishment of corrective and preventive measures against such violation.

The complaint management process is described in AOT's complaint and whistleblowing procedure which is consistent

with relevant rules, regulations and laws. AOT pledges to offer protection for employees or whistleblowers, and concerned persons who report acts of violation or assist with the investigation. In accordance with the good corporate governance guidelines, AOT will not terminate or suspend employment, pursue disciplinary action, threaten, or retaliate against employees or related persons who report wrongdoing. In 2018, no complaint was found to be either a breach of the Good Corporate Governance Handbook or a corrupt practice.

AOT's Complaint and Whistleblowing Procedure

