

Building a Harmonious Working Relationship

In an effort to create a harmonious working relationship between the bank and its employees, the bank is committed to abiding by the norms and rules of employment as applicable in industrial relations practices, including the following:

a. Recognition of the Existence of Trade Unions

The bank views trade unions as independent organizations and partners in creating a harmonious relationship between the bank and its employees. Relations with trade unions are based on mutual trust and the understanding that both sides have common interests and objectives.

The bank, in a planned manner, will engage in communication and stay in regular contact with trade unions, assisting in their organizational development and facilitating trade union activities.

b. Collective Labor Agreements (CLA)

CLA form part of efforts to create a harmonious relationship between the bank and its employees, who are generally represented by a trade union. Through CLA, the bank and trade unions establish agreements related to the welfare of employees.

CLA are the result of negotiations between the bank and trade unions. In the negotiations, the bank appoints representatives from among the leaders in its organization, with due regard to the principles of representation.

c. Discipline at Work

The Bank formulates rules, derived both from external and internal rules, which in general regulate daily work discipline as well as procedures for performing a job.

Each supervisor is required to know and understand these rules and to ensure that every employee also understands them. In the event of a violation of the rules, the supervisor shall provide guidance so that such a violation or mistake is not repeated. This will include handing down the appropriate penalty stipulated by the bank if the violation or mistake concerned incurs a sanction as a corrective mechanism.

A supervisor is also required to provide guidance in the form of continuous mentoring for employees to ensure that they are able to perform, at the very least, in accordance with agreed work targets. In the event that such mentoring does not result in a change of performance, the supervisor may impose a penalty on the employee(s) concerned in accordance with the applicable rules.

d. Bipartite Cooperation Institution / Employee-Management Cooperation (EMC)

The bank has formed a Bipartite Cooperation Institution whose members consist of bank representatives, employee representatives who are members of a trade union, and employee representatives who are not members of a trade union.

This institution meets periodically to discuss the implementation of employment related policies and submit proposals to the company with the aim of creating harmonious relationships.

e. Employee Complaints and Grievances

The bank has made a commitment that all employees must be given a proportional level of attention in order that they can perform as well as possible. To this end, the bank follows up on all employee complaints and grievances related to working conditions.

The responsibility for following up on employee complaints forms part of the duties of the supervisor of the employee concerned, and higher supervisors if cannot be resolved by direct supervisor.

f. Occupational Health and Safety

The bank prioritizes security and safety in the work environment so that its employees are protected from the risk of workplace accidents and occupational diseases. This creates a safe and favorable working environment.

To this end, the bank provides health facilities to safeguard the health of its employees and ensures, on an ongoing basis, that its working environment is safe from the risk of workplace accidents.