

Company policy on Customer relation – Dealing with customers (Private and Government)

Purpose

Integrity is our value and the foundation of MSP CAT corporate strategy built upon our Code of Conduct. We encourage all employees to follow and live by the code.

Policy

All employees understand our goal of serving our customers better and we thrive to achieve the highest level of customer satisfaction.

Our dealings with our customers are based on our principle to go extra miles, to be courteous, to be professional and to serve with highest level of integrity and ethical standards.

In dealing with customers from the private or government sector, either as business entities or individuals, we firmly adhere to ethical business practices. The Company and its employees will not seek to influence others, either directly or indirectly, by paying bribes or kickbacks or by any other measure that is unethical or would tarnish our reputation for honesty and integrity. Even the appearance of such conduct must be avoided.

Applicability

All Company employees

Procedure

All bids to Government entities are to be reviewed by CFO or his designate prior to submission.

Every employee shall promptly report to his/her superior or to the CEO or to the Board of Directors any actual or possible violation of this Code, in an event he or she becomes aware of any breach of this policy or any event that could affect the reputation of the Company.

Training to employees

To provide on-going Customer relation – Dealing with customers (Private and Government) policy compliance training to new employees at the time of orientation and annual refresher training to all employees.

Company may select an individual employee or a group of employees to attend that training based on job function and assessed risks.

Governance

Consistent review by management.

Annual compliance risk assessments to be conducted by Compliance Department.

Date : 25 March 2016

Revise Date : 1 September 2020

Approved by : (1) Chief Executive Officer

