

APPENDIX G

RESPONSE TIMING

Reporting process and procedures		Response timing		
		Category A	Category B	Category C
A	Raising a complaint Acknowledgement of receipt of complaint via letter or email	Within 2 working days	Within 3 working days	Within 3 working days
B	Screening	Completed within 10 working days after completion of process A	Completed within 15 working days after completion of process A	Completed within 20 working days after completion of process A
C	Preliminary action	Decision made by the President & CEO within 5 working days after completion of process B	Decision made by the President & CEO within 5 working days after completion of process B	Decision made by the President & CEO within 10 working days after completion of process B
	Status update to the whistleblower	Within 5 working days after decision made by the President & CEO	Within 5 working days after decision made by the President & CEO	Within 5 working days after decision made by the President & CEO
D	Investigation	Completed within 1 month after completion of process C. However, complex investigation that requires longer period will be notified to the President & CEO and/or the BAC/BOD	Completed within 1 month after completion of process C. However, complex investigation that requires longer period will be notified to the President & CEO and/or the BAC/BOD	Completed within 1 month after completion of process C. However, complex investigation that requires longer period will be notified to the President & CEO and/or the BAC/BOD

The above response timing is an estimate and may change depending on the severity of the individual cases.

Category D will be dealt by the SVP, Head, HCD.