

#### **IV. Disputes and Complaints**

##### **Monitoring of Compliance**

If any Manager or employee has any question about any of the matters referred to in the Code, the first recourse should be the General Manager in charge of the Human Resources Department (HRD) who will generally be able to resolve the matter or assist in locating the appropriate source for further clarification.

If the HRD is unable to resolve the issue, the Compliance Officer / and / or any member of the Senior Management may be contacted for assistance.