

Behaviour Norms of Panda Logistics



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Foreword from chairman

Since 1989, Panda has been contributing to legal business and regulated by morality. Honesty is our principal spirit and the most important asset. It's the reason why we can succeed in this field. We believe that mistaken judgment from anyone of us might bring huge impact on the whole group.

Staffs of Panda are obligated to work honestly. Everyone should guarantee to obey behavior norms which make us keep moral promise, so please be familiar with norms of Panda.

I request each of you to stay attentive. If you have any doubt of business activities, interactions and our norms, please bring it up to your supervisor; moreover, if there's anything uncomfortable bothering you or hard to fully understand, communicating with supervisor or any staff in administration department is your responsibility. It's not allowed to damage reputation of company and do nothing.

Doing legal and moral business activities as well as acting with honest attitude is our core-value and behavior norms. You should make promise to company and keep it accordingly. No excuse can break your words.

Reputation of Panda is maintaining by each staff.
Panda is sincerely grateful at everything you are working on it.



David Wang (Wang, Cheng-fa)
Chairman

Guidelines

Comply with lawful rules which direct your business activities.

Prove that everything you do complies with morality.

Treat our customers, agents and every party which is involved our business fairly with great respect.

Make correct judgment when you communicate with exterior and think carefully about your act.

Do the right things

No one will tell you it's right or not on various situations.

If you have doubt of it, question yourself about below.

- Is it legal? Did I check with our legal affairs department?
- Does it conflict with our core-value?
- Did I find the right person?
- Is it fair to my act?

Please remember

- Do not do it if you already know it's wrong.
- Ask if you have question.
- Do stop asking until you find the answer.
- Do not neglect your question about behavior which is probably illegal or unmoral.
- Report unmoral behavior

About behavior norms

What is applicable?

Each staff in our group or subsidiaries has to comply with norms.

When our staffs work with any party which is involved with our business, we have to

- Ask them to agree our relative norms.
- Provide with necessary information and training.
- Take prompt acts including of ending contract when learning that they are unable to obey.

Duties

Duty of company

- Do business in moral and legal way.
- Provide with clear directions of business activities to all staffs.
- Carry out behavior norms.
- Provide with complete training to make staffs understand norms.
- Take proper awarding and punished measures.
- Be sure of that no revenge occurs after report.
- Ask all staffs to follow norms.
- Amend norms if necessary.

Duty of manager

- Regulate behavior according to norms, and set a model.
- Review norms regularly.
- Carry out behavior norms.
- Get rid of fears about punishment.

Duty of staffs

- Understand norms and lawful rules which are applicable at work.
- Study, understand and comply with norms.
- Report to your manager or legal affairs department if anything might break the norms.
- Keep reflecting problem to company if it's not resolved.
- Assist investigation on norms.

Protect the asset of company

Protecting assets of company from damage, theft, and abuse is responsibility of all staffs.

Tangible Assets

- Facilities
- Money
- Equipment
- Information system

Intangible Assets

- Intellectual Property Rights
- Exposure of invention.
- Productive skills
- Business confidentiality



Asset cannot be used for personal interest except for reasonable and permitted act of staffs, such as calling home and printing list for shopping, because these things are allowed and will not make bad effects on work. If staffs abuse asset of company to make personal profit, it will cause problems. It may become theft or defrauding for long term.

So, please make correct judgment on it and ask your supervisor if having question.

Fair and public competition/Anti-Monopolization

Panda provide customer with excellent logistic service, succeeding in free market and independent competition. We believe quality, price and other objective factors determine our success. Laws oppose to unfair competition. Therefore, Panda never fix price or make contract with competitor because it violets Laws of Anti-Monopolization and Fair trade. That will damage interest of consumers and break the rules of free market. If you have any confidential information about competitor, please ask your supervisor for suggestion.

Norms of fair employment

All staffs are treated respectfully and fairly.

We decide hiring, promotion, salary, and so on, by personal qualification, experience and capacity, not below characteristics.

- sex distinction
- pregnancy
- Age
- Race
- Disability
- Marriage
- Birthplace
- Religion
- Military
- Others protected factors by laws



Harassment at workplace

Staffs should work in a safe and professional atmosphere. Harassment can be shown orally, physically and visually but with one thing in common – it will make threaten and insulating environment.

Potential sexual harassments are including but not exclusive of improper dirty jokes, body contact and judgment on appearance.

Staffs are not allowed any rude gesture, judgment and communication.

Protect privacy of staffs

Panda owns and uses private information of staffs for legal business purpose, such as living address, education information, personal profile, and so on. Panda comply with laws of private information and process accordingly. We only use private information of staffs for below cases.

- For legal business purpose
- On situations which are allowed properly and in needs.
- No copy and no discussion with anyone who is not allowed to know.

Background Audit --- Staffs

We are active to recruit and hire those who are not only professional but also honest and with good reputation. Human resource department will do background audit to staffs for choosing suitable candidates.

Improprate expenditure

We compete in global market with our profession and good service. We are selling service honestly without breaking laws to increase sales revenue.

- Giving or accepting below violates our norms.
- Bribe
- Rebate(kickback)
- Personal service
- Expensive gift or entertainment

Our relationship with customers and any party which is involved with our business is established by legal and fair trade. As staff of Panda or their family, if you accept the gift from customers or agents for business purpose, you already break the norms.

In many countries, bribing to government and commercial officials happens often; however, no matter it is on public or privacy, it violates laws and fair competition for sure.

Any staff of Panda pays for gift or anything for bribing will definitely get punishments and fired. In addition, he/she will take penalty due to violating laws.

FCPA in 1977 – Forbid bribing foreign officials to obtain or maintain business.

It needs accurate financial record to assure accounting control.

Usually, acceptable gifts as below

- Monetary gift
- Conventional gift in certain field
- Low-valued gift
- Give or accept gift which hints the receiver should take certain obligation
- Report and record

When reporting expenditure of gift, you should describe what it is and who you give to as well as the relationship with Panda. If you have question, you should consult with you supervisor to make sure it will not violate the policy of company.

Porn Entertainment

Sometimes, customers and staffs have interests in porn entertainments. No matter what local customs is, Panda will not allow and provide with money for this kind of things.

Conflicts of interest

Our board, supervisors and staffs should stay loyal to Panda. Personal interest often conflicts with interest of Panda and will not end because of your leaving. You have to deal with it carefully and try your best to avoid its happening.

The most important thing is that you have obligation to let anyone of Panda knows conflicts of interest may happen if you are aware of that.

Typical conflicts of interest

- Business activities which is competing with company.
- Trade with company
- Provide with announcement about company to competitors.



Customer relationship

Panda's relationship with customer is based on legal, competitive and fair trading behavior without discriminations.

We only do business with customers who comply with relative laws.

Staffs of Panda should not take unfair advantages of anyone by unfair trading.

We should use non-exposure agreement to protect intellectual property rights and confidential information of Panda.

Political activities

We have strict rules to regulate our behavior. Panda is active to make good relationship with government officials to strengthen or smooth our operation.

However, strict national laws restrict it in many ways, so staffs cannot offer money or asset from company for political purpose without permission of legal affairs department of company to avoid being considered as bribe.

Personal Political activities

Panda encourages personal political activities of staffs to support those parties or candidates for company's good. However, you cannot use office hours, facilities and property of company to engage in. In addition, personal political activities must be volunteered by staffs.