

	CORPORATE POLICIES  <b>ALTERNATIVE DISPUTE RESOLUTION SYSTEM</b>	EFFECTIVITY DATE <b>April 1, 2025</b>
		AMENDMENT <b>Ver. 1, Rev. 0</b>
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## 1. OBJECTIVE

- 1.1. To provide guidelines to establish and maintain an alternative dispute resolution system to settle conflicts between the Corporation and its stockholders or other third parties, including regulatory authorities.

## 2. SCOPE

- 2.1. This policy covers all Directors, Officers, Employees and Significant Shareholders, who are involved in any conflict or differences with other third parties.

## 3. POLICY

- 3.1. The Company adopts an alternative dispute resolution in amicably settling conflicts or differences between the Corporation and its stockholders, and the Corporation and third parties, including regulatory authorities.

## 4. GUIDELINES

- 4.1. A neutral third party participates to assist in the resolution of issues between the Company and its stockholders, third parties and regulatory authorities.
- 4.2. The alternative dispute resolution system may include:
  - 4.2.1. Arbitration
  - 4.2.2. Mediation
  - 4.2.3. Conciliation
  - 4.2.4. Early neutral evaluation
  - 4.2.5. Mini-trial
  - 4.2.6. Or any combination thereof, as the Company and the circumstances see fit
- 4.3. Consideration is given to the need to promote candor through:
  - 4.3.1. Confidentiality of the process;
  - 4.3.2. The policy of fostering prompt, economical, and amicable resolution of disputes in accordance with the principles of integrity of determination by the parties; and the
  - 4.3.3. The policy that the decision-making authority in the process rests with the parties

For questions and/or clarifications, please email us at [hcmd@pacificonline.com.ph](mailto:hcmd@pacificonline.com.ph)