

Feng Tay Enterprises Co., Ltd.

Grievance, Suggestion and Reporting System

- 1. This regulation is set up for protecting employee's rights and interests, guaranteeing an open communication channel, and ensure compliance with the company's integrity operations and code of ethics.
- 2. This policy applies to:
 - (1) Any grievance or suggestion from employees could be reported to their superiors. If there is no response or response is not effective, employees can report through company grievance, suggestion and reporting channels to get proper management, no matter it's with or without employee's name.
 - (2) External parties may report any illegal or unethical behavior by the company's employees or management through the company's grievance, suggestion, and reporting channels to ensure appropriate handling.
- 3. Company grievance, suggestion and reporting channels are as follows:
 - (1) Grievance, suggestion and reporting box -- located at canteen's toilets, workshop's toilet, and appropriate places at factories.
 - (2) Grievance, suggestion and reporting voice mail -- setting up a hotline at President office in Taiwan, and at General Manager's Office in each factories.
 - (3) In Taiwan: Email account of President, BD EO, and FTHQ Auditing Chief.
 - (4) Offshore factory: Email account of BD EO, Holding EO, Regional SCD Administration, Holding Services & Operation GM, and BOD Office Head in that region, and Factory Admin GM (or GM).
 - (5) The reporting email on the investor and stakeholder sections of the Feng Tay Enterprise Company website.
- 4. Information to be provided for complaints, suggestions and reports:
 - (1) Complaints, suggestions and reports may be provided with identification or anonymously, provided that the content does not involve personal attacks.
 - (2) When providing complaints, suggestions or reports to the Company orally, in writing, by e-mail or by other appropriate means, the following information shall be included, but not limited to:
 - Contact information of the whistleblower (e.g., mobile phone, email address).
 - The specific content of the complaint or report, or the name of the person being reported, or other information sufficient to identify the identity of the person being reported.

- (3) The relevant complaint or report should be listed with facts, and as far as possible to provide complete and specific evidence that can be investigated, so as to speed up the investigation and processing time.
- 5 Grievance, suggestion and reporting handling procedure:
 - (1) Collect and assign the investigator
 - GMO staff whom authorized by President office should submit the grievance, suggestion and reporting case which collected from Grievance, suggestion and reporting Box, voice mail and email account by email (one case in one email) to EO responsible for the case every day. EO should assign a chief investigator for each case within two working days. At factory, GMO staff whom authorized by GM should submit the grievance, suggestion and reporting case which collected from Grievance, suggestion and reporting Box, voice mail and email account by email (one case in one email) to GM every day. GM should assign a chief investigator for each case within two working days from receiving.
 - The grievance , suggestion and reporting case which received by Holding EO, Regional SCD Administration, Holding Services & Operation GM, or BOD Office Head the receiver needs to assign a chief investigator for each case within two working days. All departments shall cooperate with the investigation of reported case and must not conceal any information.
 - (2) Timeline for investigation
 - The investigator should report the result within 7 working days by email. If the case is complicated or involved different situations, the investigator can apply for extending the investigate time to a maximum of 30 days.
 - After GM or Holding EO review and understand the investigated result, should consider necessary action and make decision to close the case.
 - (3) Reward and Punishment
 - Once a grievance case is proven to be true, relevant persons shall be rewarded or punished based on company regulations. Necessary legal action shall be taken in accordance with the law for matters involving illegal activities.
 - Once a suggestion is adopted, the proposer shall be rewarded based on company regulations.
 - (4) Reporting Guideline
 - The grievance, suggestion and reporting case should be one case in one email, includes case set-up, the designated investigator, problems finding from investigation, punishment or reward when closed the case. The report needs to send by mail and copied BD EO and SMD CD (Beside above, offshore factory should also include: Holding EO / Regional SCD Administration / BOD Office Head into the list).

- Designated GMO from President office (Factory: GMO designated person) has to collect and combine grievance, suggestion and report cases, including pending ones, from the previous month, sort year-to-date cases by status (total case filed and how many are resolved) and category (Society /Environment /Labor /Human rights) and email to President, copy to BD EO, FTHQ Auditor Chief, BOD Office Head, SMD CD and LSR Director. Factory: should send to Admin GM (GM), copying Holding & BD EO, Regional SCD Administration, BOD Office Head, Holding Services & Operation GM, SMD CD and LSR director on the 5th day of each month.
- (5) Close the case
 - The final report of a grievance, suggestion and reporting case shall be signed by the complainant or proposer if his/her name is known. If it is difficult to obtain a signature from an external whistleblower, a written response should be provided, and the case may only be closed after confirmation by the relevant EO.
 - The final report (email) shall be printed out and filed for 10 years. The occurrence date, original documents, departments and names of relevant persons, chief investigator's name, investigation time, results, EO's decision, rewards and punishment, signature of complainant or proposer and comments are required on the final report.
- 6. Whistleblower Protection System:
 - (1) In order to protect the privacy and personality rights of complainants, whistleblowers and relevant stakeholders, the investigation of complaint cases shall be non-public, and the receiving unit and investigators shall fulfill their responsibilities to protect whistleblowers (such as complainants, whistleblowers) and witnesses and stakeholders. However, the relevant employees should actively cooperate with the investigation, and shall not circumvent or refuse.
 - (2) From the moment the Company receives a whistleblower's report, all personnel involved in the investigation process shall keep the identity of the whistleblower and the content of the report confidential, and shall not disclose it expressly, implicitly or in any form, and shall actively take measures to prevent the relevant information from being stolen, tampered with, damaged, lost or leaked; All documents relating to the identity of the whistleblower during the investigation should also be redacted.
 - (3) It is strictly forbidden for any person of the Company or an external unit entrusted with the investigation to coerce, insult, or harass the whistleblower. If the whistleblower is an employee of the company, the company shall not change the position, salary, and work content of the whistleblower, so as to protect the safety, body, property and right to work of the whistleblower.
 - (4) If the reported case is proved to be malicious or deliberately fabricated and false statements after investigation, it will not be protected by this article, and the whistleblower shall be liable for the relevant legal liabilities.

- (5) The Company shall ensure that the collection, processing and use of personal information comply with the provisions of the Personal Information Protection Act when handling whistleblowing cases.
- 7. If a grievance, suggestion and reporting case is related to employee's rights and interests, the final report needs to be publicized according to the its necessity and appropriation.
- 8. A sexual harassment, harassment or abuse case is investigated and managed based on "Preventing & Handling Guidelines for Sexual Harassment, Harassment and Abuse".
- 9. Beside grievance and suggestion channels listed, the employee could also file the grievance and suggestion to BOD Office.
- 10. All the grievance, suggestion and reporting channels, and the handling management's emails address and voice mail numbers, should be posted on the bulletin board permanently.

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