



# Taiwan Tea Corporation

## Report and Complaint System for Violation of “Ethical Management”

### I. General provisions

1. The System is established to govern the professional conduct of the directors, supervisors, management personnel, and employees of the Company, and encourage them to strictly observe relevant laws, industry regulations and guidelines, professional ethics, and the rules and bylaws of the Company to create good practices of integrity, diligence, and professionalism, and avoid the occurrence of any conduct that may affect the interests of the Company and shareholders.
2. The “whistleblowing” referred to in the System means that any unit or person reports or discloses to the Company any conduct in violation of the “ethics management” of the Company or the Code of Ethics Conduct regarding the “conduct or ethics” of the employees or any conduct affecting the interests of the Company in an open or non-open form.
3. The whistleblower and informed party include the top management personnel, each branch and department, and all the employees to the extent of covering all the business management and development matters.
4. All the whistleblowing information is confidential to the informed party to protect the whistleblower. The whistleblowing case involving any top managerial officer of the Company will be communicated to the Audit Office to protect the whistleblower's interests.

### II. Scope of whistleblowing

1. The conduct violating the company's financial system or attempting to manipulate the company's financial statements, such as any direct or indirect influence of the management or any employee on the authenticity and correctness of the financial statements.
2. The conduct violating the law, order, or rule applicable to the Company.
3. The Conduct violating the policy, system, or code of ethics of the Company.
4. The Conduct pursuing improper gains or taking or offering commercial bribes in violation of the integrity in business operation.
5. The corrupt conduct of the management or any employee in any form.
6. The conduct of any other kinds affecting the interests of the Company.

### III. Whistleblowing approach

The whistleblower may report violations by letter or email or in a face-to-face manner using the real name.

1. Mail address: 15F., No. 3, Park St., Nangang Dist., Nankang Software Park, Taipei City
2. Email: 999@ttch.com.tw
3. Internal acceptance unit: Chairman Office

The Company makes the whistleblowing methods public via announcement or other approaches. Whistleblowers may report violations using the announced

methods.

#### IV. Whistleblowing handling process

##### 1. Acceptance

- (1) Dedicated whistleblowing handling personnel are appointed in the Chairman Office. All whistleblowing matters, including relevant emails, letters, or interviews, shall be recorded and filed properly. Relevant emails shall be printed out for filing purposes. Letters shall be retained together with the envelopes.
- (2) After recording the whistleblowing matters, the whistleblowing handling personnel shall ensure whether they meet the investigation requirements.
- (3) For the whistleblowing matters that do not meet the investigation requirements, the whistleblowing handling personnel shall record the reasons, submit them to the Chairman for approval, and keep them in the archives.

##### 2. Investigation

- (1) For the whistleblowing matters that meet the investigation requirements, the Chairman designates a project leader for the whistleblowing case to form a project team and handle the case based on the following grades:

###### Grade A:

For the whistleblowing case involving any director, supervisor or management team of the Company, or any matters that are serious in nature, make initial investigation and judgment of the complaints and take the following actions if the circumstances concerned are basically true:

1. For the whistleblowing case involving the discipline violating conduct of any director against the Articles of Incorporation or the “Ethical Management Best Practice Principles” of the Company, report to a supervisor of the Company to decide the investigation method and put forward handling proposals based on the result of the investigation.
2. For the whistleblowing case involving the discipline violating conduct of any top management personnel against the Articles of Incorporation or the “Ethical Management Best Practice Principles” of the Company, report to the Chairman of the Company to decide the investigation method and put forward handling proposals based on the result of the investigation.
3. For the whistleblowing case involving the discipline violating conduct of any supervisor against the Articles of Incorporation or the “Ethical Management Best Practice Principles” of the Company, report to the Board of Directors of the Company to decide the investigation method, report to the shareholders’ meeting, and put forward handling proposals based on the result of the investigation.
4. For the whistleblowing case involving any management deficiencies or

other major faults at the company level, report to the Board of Directors of the Company without delay. The Board of Directors shall decide the investigation method pursuant to the internal control system and requirements of the Company. After the circumstances are ascertained, the unit responsible for the investigation raises the handling and improvement suggestions and proposals, and report the handling status to the Board of Directors of the Company.

**Grade B:**

Take the following actions for the whistleblowing case in which the circumstances concerned are true and constitute discipline violating conduct but does not involve any director, supervisor, and top management personnel of the Company upon initial investigation and judgment:

1. For the whistleblowing or complaint case involving the discipline violating conduct of any person or any violation of the Company's "Code of Conduct or Ethics for Employees," the Chairman Office shall designate personnel to make further investigation and verification of the case, put forward handling proposals based on the result of the investigation, or provide handling suggestions to the unit (department) of the informed party. The unit (department) of the informed party is responsible for handling the whistleblowing. The handling department (unit) shall report the result to the Chairman Office.
2. For the whistleblowing or complaint case involving the management deficiencies or faults of the Company or incident related unit, the Chairman Office notifies the department concerned timely to put forward suggestions or proposals on remedial or rectification measures for the management deficiencies listed in the whistleblowing case. The department concerned shall take remedial or rectification measures in a timely manner for its deficiencies or faults based on the suggestions or proposals and shall report the result to the Chairman Office in time.

**Grade C:**

If the initial investigation and judgment indicate a whistleblowing or complaint case involving malicious attack, false accusation, or calumny due to personal animosity, the appropriate punishment will be imposed or the whistleblower will be transferred to the judicial organ depending on the severity of the damage brought about by the effect that the act of the whistleblower on the informed party or the Company.

1. The whistleblower may understand the handling progress of the whistleblowing case through the whistleblowing handling personnel.

2. The project leader of the whistleblowing case may, if needed, contact the whistleblower through the whistleblowing personnel to acquire more information. Except for special circumstances, the whistleblowing case's project leader shall not contact the whistleblower directly, if possible, to minimize the risk of disclosure of the whistleblower.

### 3. Investigation results

The Legal Affairs Department of the Company transfers the whistleblowing case that discloses lawbreaking conduct and is found true during the judicial organ investigation.

## V. Appeal

Any internal person of the Company who is punished or is an informed party of a whistleblowing case may file an appeal to ascertain the truth in a way as defined in this article.

## VI. Maintenance of whistleblowing files

1. Whistleblowing files mean all the data recording the processes of registration, acceptance, investigation and reporting, including but not limited to paper documentation, audio files, and the data in any other forms.
2. After the investigation report is put forward, the project leader shall collect and compile relevant whistleblowing files, transfer them to the whistleblowing handling personnel, and control all the whistleblowing files as confidential documentation.

## VII. Requirements and regulations on whistleblowing

1. The whistleblowing handling personnel shall keep confidential properly the information related to the whistleblower. All the matters such as the concrete whistleblowing contents and related investigation tasks shall be handled without disclosing the whistleblower's identity. The name, department, contact information of the whistleblower shall in no circumstances be made public without the written consent of the whistleblower. The Company shall impose discipline on the whistleblowing handling personnel who violate this article or do not act with the due care of a good administrator depending on the severity of the case.
2. Where the whistleblowing handling personnel have the relationship of a relative or friend with the whistleblower or informed party, or the whistleblowing handling personnel or any of their relatives or friends has any interests in the whistleblowing case. There are other circumstances that may affect the whistleblowing case. The whistleblowing personnel shall voluntarily avoid the case. The whistleblower may request avoidance from the handling personnel related to the whistleblowing case.
3. The whistleblower shall provide the name and unit of the informed party, the concrete facts of violations, and the circumstances and proofs, and shall be responsible for the whistleblowing contents. No person shall report any

violations on behalf of others or use the whistleblowing system to discredit or take vengeance on the informed party. Where an intentional false accusation or calumny against the informed party is found true, the requirements of relevant laws shall apply.

4. The whistleblower shall report the issue using the normal approaches of the Company.
5. Where cooperation of the whistleblower is needed, the whistleblower shall cooperate appropriately and provide correct information, and shall not interfere with the investigation of the whistleblowing case.
6. Relevant departments and personnel shall cooperate appropriately with the whistleblowing handling personnel in the investigation and connection of evidence.
7. No personnel of the Company shall obstruct or suppress whistleblowing cases in any form or take any actions to attack or hurt whistleblowing handling personnel. Where any of the acts above are proved true, the Company will impose discipline or transfer the case to the judicial organ.

#### VIII. Rewards to whistleblowers

If what the whistleblower reports is found true during the investigation and has a great contribution to the Company, the whistleblowing will be reported to the Board of Directors. The Chairman may grant rewards depending on the circumstances.

#### IX. Supplementary provisions

The System, and its amendment, take effect upon approval of the Chairman.