

Shinkong Synthetic Fibers Corporation

Whistleblowing, Complaints, Suggestions, and Employee Participation & Feedback  
Management Procedure

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## 1. Purpose

This Procedure is formulated to safeguard employees' rights and interests, promote harmonious labor-management relations, strengthen communication of opinions, and provide channels for employees to submit whistleblowing reports, complaints, and suggestions. It also provides channels for suppliers, customers, and other stakeholders to submit whistleblowing reports, complaints, and suggestions, in order to uphold standards of business ethics and corporate social responsibility performance.

## 2. Scope

Employees, suppliers, customers, and external stakeholders may submit complaints and suggestions regarding matters related to labor conditions, environmental issues, occupational safety, social responsibility, business ethics, information security, and other related issues through publicly available channels to provide feedback to the Company.

## 3. Responsibilities and Authorities

3.1 Responsible departments shall accept and handle whistleblowing and complaint cases, maintain confidentiality, and prevent any form of retaliation.

3.2 Company personnel, suppliers, customers, and other organizations or individuals shall have the right to report and file complaints regarding improper conduct of the Company.

#### 4. Definitions

None.

#### 5. Operating Procedures

##### 5.1 Whistleblowing and Complaint Channels

Employees, customers, suppliers, and other external stakeholders may submit whistleblowing reports, complaints, and suggestions regarding illegal acts involving human rights, environment, occupational safety and health, business ethics, information security, and other matters through the following channels:

##### Audit Office

Hotline: 0800-588-100

Email: [anti-corruption@shinkong.com.tw](mailto:anti-corruption@shinkong.com.tw)

Eligible reporters: All employees, customers, suppliers, and other stakeholders

##### Human Resources Department

Hotline: +886-2-2507-1259 ext. 7598

Email: [onl@shinkong.com.tw](mailto:onl@shinkong.com.tw)

Eligible reporters: All employees

Information Technology Department

Hotline: +886-2-2507-1259 ext. 7599

Email: skciso@shinkong.com.tw

Eligible reporters: All employees

Occupational Safety Department

Hotline: +886-3-493-2131 ext. 1105

Email: soong@shinkong.com.tw

Eligible reporters: All employees

Administration & Corporate Affairs Department

Hotline: +886-2-2507-1259 ext. 7551

Email: andycheng@shinkong.com.tw

Eligible reporters: Customers, suppliers, and other stakeholders

## 5.2 Complaint Procedures

5.2.1 Complainants may choose to submit complaints anonymously or with identification. Where complaints are submitted with identification, the following information should be provided as completely as possible:

- A. Name of complainant, department, job title, contact information, and date of complaint
- B. Facts and details of the complaint, improvement suggestions or desired remedies, and supporting evidence or documents

5.2.2 Upon receipt of a complaint, the complainant shall be notified immediately and the case shall be recorded for tracking and handling. Anonymous complaints shall, in principle,

be handled only for improvement purposes and shall not involve malicious false accusations, slander, defamation, or infringement of personal dignity.

5.2.3 During the investigation process, the privacy rights and other human rights of the parties concerned shall be protected.

5.2.4 Complaints submitted in writing may be made using an employee suggestion form or any written complaint format.

### 5.3 Case Handling

5.3.1 Personnel responsible for handling whistleblowing or complaint cases shall act in a fair, objective, and honest manner, collect information thoroughly, analyze, review, and properly handle the case.

5.3.2 Anonymous complaints shall be assessed by supervisors to determine whether they should be accepted. Cases involving illegal conduct or intentional false accusations shall be handled in accordance with relevant laws and regulations.

5.3.3 Complaints under investigation shall not be disclosed, except where necessary to notify the complainant, the responsible department supervisor, or relevant parties.

5.3.4 Cases that should be filed with government judicial authorities or statutory institutions may be assisted in reporting to such authorities.

5.3.5 Where, during the complaint procedure, the complainant, respondent, or other stakeholders reach an agreement regarding the outcome of the complaint and withdraw the complaint or pursue other administrative remedies, the management department shall be notified immediately, the review of the complaint case shall be suspended, and the matter shall be handled after the administrative proceedings are concluded.

5.3.6 An investigation team shall be established within three (3) working days after receipt of a complaint to commence investigation. The team shall include at least one supervisor of the respondent and one supervisor from the responsible department. The complaint handler shall serve as the convener of the investigation team.

5.3.7 The investigation team shall notify the complainant in writing within ten (10) working days to appear and present facts. The team may conduct investigations based on the case content. Where further investigation is necessary, notification shall be given to change the investigation team composition.

5.3.8 Complaint cases shall be concluded within two (2) months after the establishment of the investigation team. In special circumstances, the period may be extended by one (1) additional month upon approval.

#### 5.4 Employee Participation and Feedback

5.4.1 Providing feedback on agenda items through internal communication channels.

5.4.2 Participation in providing feedback during processes such as product failure analysis, hazard identification, risk assessment, environmental considerations, and decision-making control measures.

5.4.3 Participation in accident investigations and improvement measures.

5.4.4 Participation through meetings in the establishment of environmental, occupational safety and health, and corporate social responsibility objectives.

5.4.5 Participation in consultations where any changes may affect job duties, compensation, positions, or occupational safety and health conditions.

5.4.6 Communication of matters related to quality, environmental protection, occupational safety and health, or corporate social responsibility through occupational safety education and training.

5.4.7 Participation through occupational safety and health committees, labor-management meetings, or other organizational representatives.

5.4.8 Providing frameworks and communication channels for any employee or labor representative.

5.4.9 The Company encourages employees to submit suggestions and reports that contribute to improvements in labor rights, occupational safety, environmental protection, business ethics, and information security (including but not limited to conflicts of interest), and guarantees that reporters shall not be subject to retaliation, threats, or discrimination. Individuals who provide social responsibility improvement suggestions or disclosures, or who make meritorious reports of violations, may be rewarded or commended upon submission by the management department.

## 6. Appendices

None.