

# **Ethical Management Violation Reporting Policy**

## **The Far Eastone Telecommunications Co., Ltd.**

Amended on July 2, 2020 and implemented upon the President's approval

### Article 1 (Purpose and scope)

The Company establishes internal and external reporting channels and processing systems to fully implement its "Ethical Corporate Management Best Practice Principles," "Code of Ethics," and "Procedures for Ethical Management and Guidelines for Conduct," and to secure the legal rights of whistleblowers and related parties. The Ethical Management Violation Reporting Policy is formulated to ensure the effectiveness of ethical management.

### Article 2 (Whistleblowing channel)

The Company establishes and publicly announces the whistleblowing e-mail account on the corporate website and the intranet for internal and external parties to report incidents.

I. Whistleblowing e-mail for internal parties:

whistle\_blower@fareastone.com.tw

II. Whistleblowing e-mail for external parties:

ombudsman@fareastone.com.tw

### Article 3 (Information required for whistleblowing)

The whistleblower shall at least provide the following information and cases with incomplete information will not be processed:

I. The whistleblower's name and I.D. number, and an address, telephone number or e-mail address where he/she can be contacted.

II. The reported party's name or information sufficient to identify the party.

III. Specific facts to be investigated.

### Article 4 (Investigation team)

I. Upon receiving the reported incident, the human resources department shall set up an investigation team to initiate an investigation within five days from the arrival date of written documents.

II. The investigation team members shall be appointed by the head supervisor of the human resources department and may include personnel from the Internal Audit or legal or other relevant departments.

- III. Persons who have an interest in the case shall recuse from being investigation team members.

#### Article 5 (Investigation procedures)

- I. Once established, the investigation team would notify parties involved to present the facts and conduct the investigation based on these facts. The reported and related parties are obligated to cooperate with the investigation.
- II. Except for special causes, the investigation team shall complete the investigation report within three months after receiving the reported incident. If necessary, the investigation period may be extended to a maximum of thirty days.
- III. Once the investigation is completed, the investigation team shall submit an investigation report with specific punishment or other recommendations to the head supervisors of the human resources department and the reported party's business unit and notify both parties in writing.
- IV. Once the reported incident is processed, the whistleblower cannot file another case on the same incident.
- V. If the reported incident involves a director or a senior executive, or material misconduct or the likelihood of material damage to the Company is identified during the investigation, the head supervisor of the processing unit shall submit written reports to the independent directors and chairman.

#### Article 6 (Appeal procedures)

The investigation report also states that if the parties are dissatisfied with the investigation outcome, they may, within ten days upon receiving the investigation report, state the reasons with new evidence attached and submit a written appeal to the investigation team. The appeal procedure is the same as the investigation procedures for reported incidents in the Policy. The appellant may not submit another appeal concerning the appeal outcome.

#### Article 7 (Protection of whistleblower and confidentiality of reported incident)

Personnel processing the reported incident shall keep the whistleblowers' identity and incident details confidential. The Company also undertakes to protect the whistleblower from improper treatment due to the whistleblowing.

#### Article 8 (Archive and retention)

Documentation of case acceptance, investigation processes, and investigation results shall be retained for five years by the human resources department. The retention can be done electronically. Where litigation concerning the reported incident arises before

the retention period expires, relevant information shall be retained until the conclusion of the litigation.

#### Article 9 (Punishment and rewards)

The Company shall terminate the employment contracts of employees with serious violation of ethical conduct pursuant to relevant laws and regulations or the The Company work rules.

Upon investigation, if the whistleblower is found to be fabricating the incident or making a false statement, he/she would be subject to disciplinary actions pursuant to relevant rules of the Company or be held liable through legal means. Where the reported incident is confirmed to be true upon investigation, the human resources department would reward the whistleblower based on contribution to the Company or circumstance of the incident.

#### Article 10 (Rules for rejecting the reported incident)

The investigation team may reject the reported incident when the latter meets one of the following conditions:

- I. Where the incident is reported anonymously, under an alias, or under the identity of another person, or is confirmed to be made on behalf of another person and the contact information of the whistleblower is not provided.
- II. Where data required under Article 3 is missing or there is non-compliance with the Policy, and corrections failed to be made before the deadline upon notification.

#### Article 11 (No double jeopardy)

Where the reported incident has been investigated and finalized, verified to be untruthful, or confirmed to be fabricated and the whistleblower fails to provide new evidence reviewed by the investigation unit, he/she cannot report the same incident again.

#### Article 12 (Unsettled matters)

Any other matters not set forth in the Policy shall be dealt with in accordance with applicable laws and the Company's internal regulations and other rules.

#### Article 13 (Implementation)

The Policy was implemented upon the President's approval. The same rules apply to any amendments hereto.