

Complaint Management Regulations

1. Purpose:

To maintain the company's reputation, establish internal and external complaint and reporting channels and handling procedures, prevent illegal, unethical, or dishonest conduct, and incidents infringing on human rights from harming the rights and interests of shareholders, employees, and partners (suppliers), to implement a culture of honest management and sound development, and to ensure the legal rights of both whistleblowers and respondents.

2. Scope:

Applicable to all internal personnel and relevant external stakeholders of the company.

3. Definition:

None.

4. Roles and Responsibilities:

4.1 RBA Management Representative:

Promote policies, accept/handle/track complaints, and report handling situations to the General Manager.

4.2 Complaint Committee:

Composed of relevant personnel assigned by the General Manager, responsible for handling complaint cases.

4.3 Department Supervisors and HR Department:

Accept and handle complaints against internal colleagues, customers, and other interested parties.

5. Operational Content

5.1 Flowchart: None

5.2 Acceptance and Case Filing

5.2.1

Internal and external personnel discovering criminal offense, fraud, legal violations, breaches of business ethics, human rights, personal data, or information security issues in the company may fill out a Complaint and Participation Record, report to a supervisor, or use the suggestion box or employee intranet suggestion box.

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5.2.2

Internal complaint channels include suggestion box, complaint hotline (03) 5788618, and email address: wb@fitipower.com.

5.2.3

If an employee who is dissatisfied with the company's disciplinary action wishes to appeal, they may fill out a complaint record and use the employee complaint channel to submit their opinion, either anonymously or with their name, into the suggestion box. However, anonymous reports must provide valid contact information (including but not limited to phone, address, fax, or email address).

5.2.4 Cases Not Accepted

- The reported case is obviously malicious slander or is false.
- The subject of the report does not fall within those listed in 5.2.1.
- The same fact has been reviewed and closed, unless new evidence is provided.
- Anonymous reports without specific content for verification, and when further information is requested, there is no response.
- Reporters who fail to provide contact information and cannot be reached.
- For the same report, if the issues have already been reported and accepted through another company channel.

5.3 Investigation and Handling

5.3.1

The receiving unit shall record the case in a "Complaint Record Form" (Appendix 1), notify relevant units for review, and upon approval by the General Manager respond in writing to the proposer. The General Manager will designate committee members and investigators based on the issue.

5.3.2

After a report is filed, investigators immediately ascertain the relevant facts and may summon the whistleblower, the accused, or others to give statements. Compliance or other departments may assist as needed.

5.3.3

Investigators must remain objective and impartial and give the accused or other involved parties ample opportunity to express their views and defend themselves. If statements are clear, repeated investigation is unnecessary.

5.3.4

Anyone with a conflict of interest regarding the case must recuse themselves, including the whistleblower, the accused, or anyone whose spouse, cohabitant, or relatives within the second degree of kinship have a stake, or there's proven risk of bias.

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5.3.5

Within one month after accepting a case, the committee must complete the investigation; if necessary, it can be extended twice, each time not exceeding one month.

5.3.6

If it's confirmed that the accused has violated relevant laws, company policies, or regulations, they shall be immediately asked to stop such behaviors and appropriate actions will be taken. The company may pursue legal remedies if necessary.

5.3.7

If the complaining employee is dissatisfied with the company's response, they may appeal to the RBA Management Representative who will convene the Complaint Committee, assign staff to communicate with the complainant, and collect evidence if necessary.

5.4 Closing and Reporting

5.4.1

If the report is found to be true, the company's relevant units shall review and improve their management system or operating procedures to prevent recurrence.

5.4.2

The HR unit shall report the matter, handling method, and subsequent improvement measures to the General Manager.

5.4.3

The HR unit shall appropriately notify the whistleblower in writing or otherwise regarding the handling of the case.

5.4.4 File Preservation:

Documents concerning acceptance, investigation, and results of the complaint shall be kept in writing or electronic format for five years, and, if a lawsuit related to the complaint arises before the retention period expires, the records will be retained until the end of the litigation.

5.5 Whistleblower Protection

5.5.1

All personnel involved in handling complaint cases must maintain confidentiality regarding the whistleblower's identity and report details and may not disclose identifying information. The company promises protection from improper treatment due to making a report. Improper treatment includes but is not limited to dismissal, demotion, pay reduction, or other disadvantageous dispositions contrary to law, contract, or habitual benefits.

Reference:

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- Labor Standards Act, Article 74 (Republic of China)

Appendix: Complaint Record Form

Fitipower Integrated Technology Inc. – Complaint Record Form

Part 1: Complainant Information (may be anonymous or named)

Item	Content
Type of Complaint	☐ Anonymous ☐ Named (Naming is recommended for investigation feedback)
Name	
Employee ID / Dept	
Affiliated Unit/Company	
Contact Number	
Email	
Preferred contact method	☐ Phone ☐ Email ☐ Other: _____

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Part 2: Accused/Unit Information

Item	Content
Type	☐ Individual ☐ Dept./Unit ☐ Company Policy/System ☐ Other: _____
Name	
Unit/Company	
Title	

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Part 3: Details of Complaint (be as specific as possible)

Item	Content
Date of incident	year/month/day
Location	
RBA category	☐ Labor (forced labor, child labor, working hours, etc.) ☐ Health & Safety ☐ Environmental ☐ Business Ethics (corruption, bribery, improper benefits, privacy, etc.) ☐ Management System ☐ Others: _____
Detailed description	(State people, events, time, place, items, witnesses, evidence, etc.)
Reported elsewhere	☐ No ☐ Yes (explain: _____)
Evidence attachments	☐ None ☐ Yes (list: _____)

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Part 4: Processing Record (to be filled by the receiving unit)

Item	Content
Handling unit/person	
Preliminary assessment/classification	
Investigation process/findings	
Recommendation and result	
Follow-up actions/tracking	
Handling unit confirmation	
This case has been handled per company procedures. Supervisor's signature: _____ Date: //____	