

智邦科技股份有限公司
申訴舉報管理辦法

Complaints and Reports Procedure

第一條 目的：

Purpose

為規範公司員工維護工作權益時發現違反「員工道德行為管理程序」行為。

To regulate the employees' rights and interests at work, or to find out the violation of "Employee Ethical Behavior Management Procedures"

第二條 範圍：

Scope

本辦法適用於本公司員工、廠商、客戶間所發生之違反道德事件。

This Procedure applies to incidents occurring between the Company's employees, vendors, and customers.

第三條 權責：

Responsibility

一、人力資源單位：負責本辦法之教育宣導與懲處作業。

HR department: Responsible for the education and promotion of this Act, as well as the transfer of complaints and penalties.

二、稽核單位：負責道德舉報之受理、審查與執行。

Audit department: Responsible for accepting, examining and enforcing complaints and ethical reports.

三、法務單位：涉及法律責任需移送司法機關處理時之作業。

Legal department: When legal responsibilities are involved and need to be referred to the judicial authorities, the legal affairs unit is responsible for the operation.

第四條 適用對象：

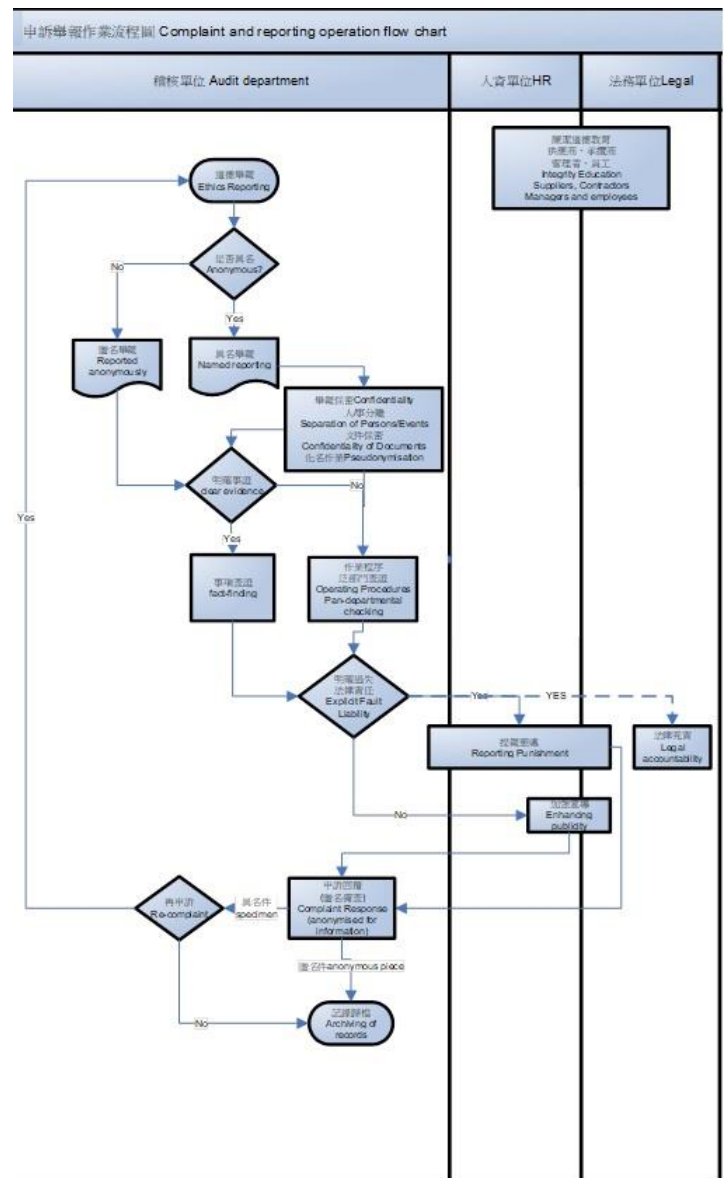
Applicable Targets

適用於本公司員工、廠商、客戶間所發生道德事件之相關人，另有利害關係之第三者亦適用。

The people who can report include the Company's employees, vendors, customers and interested third parties.

第五條 作業內容：

Work Content



一、舉報之受理：

Receipt of Reports:

1. 本公司之利害關係者得向公司舉報之事項如下：

Employees, vendors, customers or interested third parties may report to the Company on the following matters:

1-1. 所有形式的賄賂、貪污、敲詐勒索、官商勾結、共謀和挪用公款等行為及可疑的道德行為違失。

Conduct and suspected breaches of ethical behavior relating to any and all forms of bribery, corruption, extortion, collusion between business and the Government, conspiracy (cartel behavior) and misappropriation of public funds.

1-2. 有關對外招標、產品訊息、財務報表等營運訊息揭露，有誤報、偽造或虛假陳述或以不符合公平、公正、公開的方式，以接受公眾監督、參照等情事者。

Misrepresentation, falsification, or misrepresentation of external tenders, product information, financial statements, and other disclosures of operating information, or in a manner inconsistent with fairness, impartiality, and openness to public scrutiny and reference.

1-3. 有關客戶資訊、知識產權未盡保密的責任及遺失或洩露之行為。

Failure to maintain confidentiality of customer information, intellectual property rights, or the loss or disclosure thereof.

2. 舉報不論具名或匿名皆可受理。

Reports can be received by all departments, either anonymously or anonymously.

3. 舉報事件，原則上應以書面為之。必要時並得以口頭、電話、等方式提出舉報，內容需包含：舉報人姓名、聯絡方式、發生日期時間、內容、相關人事證及請求事項。

In principle, reports should be made in writing (including fax or e-mail). If necessary, the report may be made orally, by telephone, etc., but the person concerned may be asked to make a correction in writing.

4. 調查後如事證屬實則做成附理由之決議，依下列方式處理：

After the investigation, if there is evidence to substantiate the case, a resolution with reasons will be made and dealt with in the following manner:

4-1. 如屬情節輕微之事件，交由行政部門依職權直接處理或呈權責主管核定。

If the result of the investigation is a minor incident, it will be handled directly by the administration department under authority or submitted to the supervisor in charge for approval.

4-2. 特殊或重大案件於調查完成後得作成議案送公司高階主管會議討論後呈總經理核決。

After the completion of the investigation of special or significant cases, a motion may be made and sent to the senior management meeting of the Company for discussion and approval by the General Manager.

5. 調查結果如已涉及懲處，則依本公司員工工作規則及員工獎懲管理程序進行後續處理。

If the results of the investigation involve penalties, they will be handled in accordance with the Company's Employee Work Rules and Employee Reward and Punishment Management Procedures.

二、匿名之受理：

Anonymous acceptance:

1. 以匿名方式申訴舉報不拘任何形式皆應受理，受理後由稽核單位負責登記。

Anonymous complaints and reports, regardless of their form, will be accepted and registered by the auditing unit.

2. 匿名案件之調查結果回覆得視狀況公佈在 BBS 網頁。

The results of the investigation of anonymous cases may be posted on the BBS website depending on the situation.

三、舉報作業處理原則：

1. 設置專用申訴舉報專線(03-5770270 分機 3536)、專用電子郵件信箱(auditing@accton.com)和員工意見箱以供申訴舉報之提出。

A dedicated complaint and reporting line (Audit Department Reporting Line: 03-5770270 ext. 3536), a dedicated e-mail address (auditing@accton.com), and a staff suggestion box are available for complaints or reports.

2. 宣導與溝通：

Advocacy and communication:

2-1. 新進人員報到時，應進行申訴舉報政策相關介紹。

An introduction to the grievance reporting policy should be given to new recruits upon reporting for duty.

2-2. 利用各種訓練、宣導文宣、網路平台，加強所屬員工有關申訴舉報措施、管道之宣導。

Make use of all kinds of training, publicity, and online platforms to enhance employee awareness of grievance reporting measures and channels.

2-3. 對於廠商、客戶及利害關係者則透過網路平台進行舉報管道之宣導。

For vendors, customers, and stakeholders, reporting channels are promoted through an online platform.

3. 處理所有申訴舉報作業，應以不公開方式為之。

All re-complaints and reports should be dealt with in camera.

4. 凡受理事件未獲結果前，參與處理事件之所有人員，均不得對外公開案情。

Neither the complainant nor any officer involved in the handling of the matter shall disclose the facts of the case to the public until the outcome of the re-complaint or report is known.

5. 對於當事人之姓名或其他足以辨識身份之資料應予保密。

The name or other identifying information of the subject shall be kept confidential, except when necessary for investigation or in the interest of public safety.

6. 經證實之事實得依員工獎懲管理程序向人資單位做獎勵或懲處之建議；其涉及刑事責任時，得移送司法機關處理。

If the facts are verified, the Human Resources Management Unit may recommend incentives or penalties in accordance with the Employee Rewards and Penalties Management Procedures; if criminal liability is involved, the matter may be referred to the judicial authorities for handling.

7. 申訴舉報案件如屬制度缺失，結案後應實施矯正措施以進行改善。

Corrective measures should be implemented after the conclusion of a re-complaint or report involving system or systemic failures for improvement and prevention.

四、相關資料保存 五年以供備查。

Related information will be retained for five years for future reference.