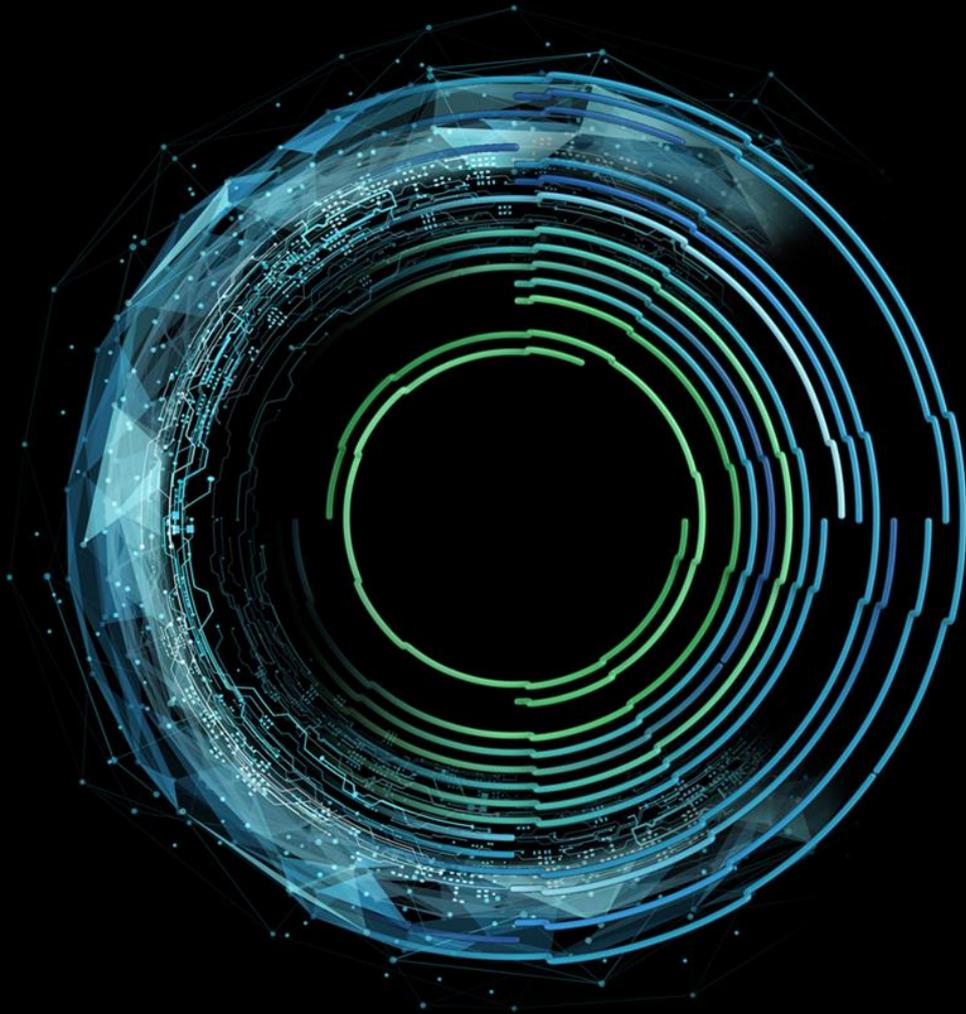


Deloitte.

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Deloitte Conduct Watch
Whistleblowing Website User Guide

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What are the available channels for reporting

To encourage employees to report misconduct, an impartial third party has set up confidential 24/7 whistleblowing channels for whistleblowers:

Website

[https://secure.conductwatch.com/_____](https://secure.conductwatch.com/)

Email

_____@conductwatch.com.tw

Fax

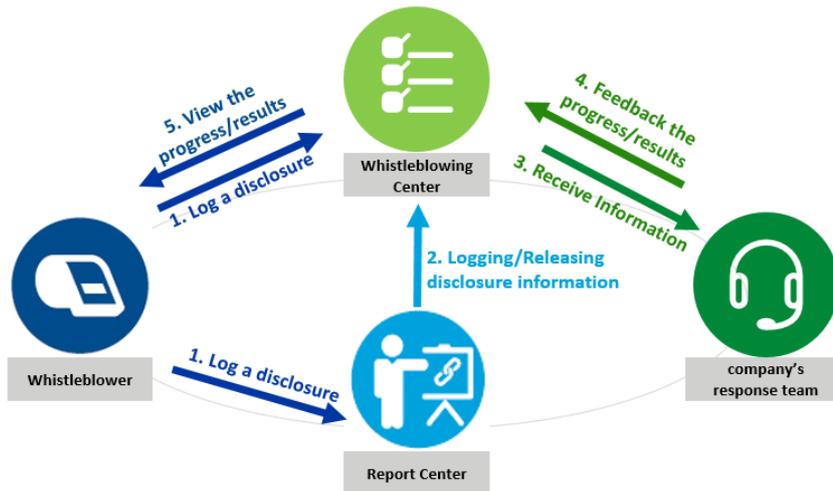
02-2964-3919

Post

P.O.BOX 93 Taipei Xinyi Taipei City 110928 Taiwan (R.O.C.)



Introducing the Whistleblowing Workflow



Step 1: The whistleblower can log a disclosure through Conduct Watch (website) or the report center (email, fax, post). If the disclosure is logged via Conduct Watch, the whistleblower can use the case number and password to add information and check the status.

It is recommended that the whistleblower leave an email address to enable whistleblowers to receive immediate updates on the cases.

Step 2: The report center will submit the case to the company's response team on Conduct Watch within three working days after receiving the disclosure.

Step 3: After the company's response team receives the notification email of a new case, they can log on to the Conduct Watch to view the case information and conduct the investigation.

Step 4: During the investigation, the company's response team may inform the whistleblower of the case's progress or request additional information through Conduct Watch.

Whistleblowers who have left email information will receive notification of case updates from the system, and whistleblowers can add additional information on Conduct Watch.

Step 5: Regardless of whether the report is anonymous or not, the whistleblower who reports through the website can use the case number and password previously obtained to view the result of the case on Conduct Watch. If an e-mail is left, a case update notification will be sent automatically to inform the whistleblower of the status of the case upon completion.

How to log a disclosure via website?

Log a disclosure / suspicion

1

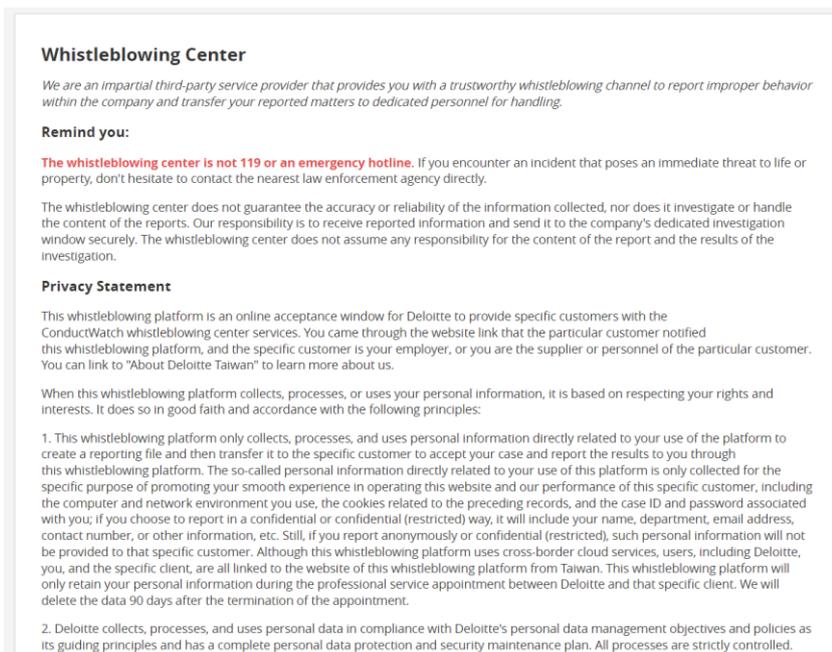
Access the home page of Conduct Watch:

https://secure.conductwatch.com/_/, and click the "Log a disclosure/suspicion" link to enter the case-filling page.



2

After reading the declaration of the Whistleblowing Center and the notification of personal information collection, processing, and use of the personal data, click "Accept" to proceed to the next page.



3

Select Disclosure Security

- "Confidential": The whistleblower provides detailed information and gives it to the company for use in the investigation. The required fields are Name, Department, Email Address, Contact No., and Other Information (the connection to the company).
- "Confidential (restricted)": The whistleblower is remained anonymous during the investigation, but the detailed information is provided to third-party consultants (Deloitte & Touche) for contacting. The required fields are Name, Department, Email Address, Contact No., and Other Information (the connection to the company).
- "Completely anonymous": The whistleblower selects to remain completely anonymous. The required field is Other Information (the connection to the company).

For those who selecting "Confidential" and " Confidential (restricted)," and the system will automatically send the notifications via e-mail when there is updated information on the case.

Disclosure Security

Please select the disclosure level relating to your personal identity details.

Confidential the reporter gives details and it is used in the report	Confidential (restricted) the reporter remains anonymous in the reports, but the details is given for the use of the call centre	Completely Anonymous the reporter remains completely anonymous
--	--	--

Name

Department

Email Address

Contact No

Other Information

4

Select Disclosure Type and fill in case information

- Select the type of disclosure that wish to be logged.

Disclosure Type
Please select disclosure type that best describes the issue you are reporting.

<input type="checkbox"/> Conflict of Interest	<input type="checkbox"/> Inappropriate Business Entertainment, Gifts, or Kickbacks
<input type="checkbox"/> Cash Larceny	<input type="checkbox"/> Fraudulent Disbursement
<input type="checkbox"/> Abuse of company's assets or resources	<input type="checkbox"/> Fraudulent Financial Reporting
<input type="checkbox"/> Improper use of sensitive information and trade secrets	<input type="checkbox"/> Insider trading
<input type="checkbox"/> Bullying / Discrimination, Harassment, or Unfair Treatment	<input type="checkbox"/> Unhealthy or Unsafe Working Environment
<input type="checkbox"/> IT Crime	<input type="checkbox"/> Others

- The content which is necessary to be filled includes the personnel, event, time, place, and object. Please refer to the question requirements and fill in as detail as possible to facilitate the company's investigation and processing.

Queries marked with * are **mandatory fields**.

Please describe the behavior you like to report.
(Full description) *

How did you discover this behavior?
*

Where did the behavior take place? If there is no specific location, please highlight and describe the relationship between this behavior and normal business operations.

When did the behavior last occurred? Or what's the frequency of the behavior? *

How long do you believe this behavior lasted?
*

- Please Select -

Have you ever discussed this behavior with other people? If your answer is yes, please provide this person's information (ex: name, corporation/department, job title, etc.)

Has anyone tried to cover up this behavior? If so, please provide this person's information (ex: name, corporation/department, job title, etc.)

Please provide any other helpful information that will contribute to the evaluation of this behavior. If you wish to report anonymously, please do not provide any information that will give away your identity.

5 Upload file

If a whistleblower wishes to provide e-files (e.g., picture, video, etc.) of relevant supporting information, or explanatory files (e.g., word files, txt files, etc.), please click on the " Choose File " to select the files for uploading.

If multiple files need to be uploaded, please click the " Choose Files " button to upload them in batches.

Please know that the maximum file size for a single upload is 25 MB.

Attachments (optional)

Please add any attachments that you feel may help inform this disclosure, taking care not to include information that may reveal your identity if you wish to remain anonymous. You can attach any data files up to 25MB.

Choose File

6 Follow Up Password

After completing the abovementioned details, please set a case password at least 10 alphanumeric characters, including uppercase, lowercase, letters & numbers, and special characters. Once completed, click "Submit" to proceed to the next page to obtain an an automatically generated Disclosure ID.

Disclosure Follow Up Password

This Password will be used together with the Disclosure ID provided later to login to follow up on disclosure report

Password

Min 10 Characters Lowercase Uppercase Letters & Numbers Special Characters

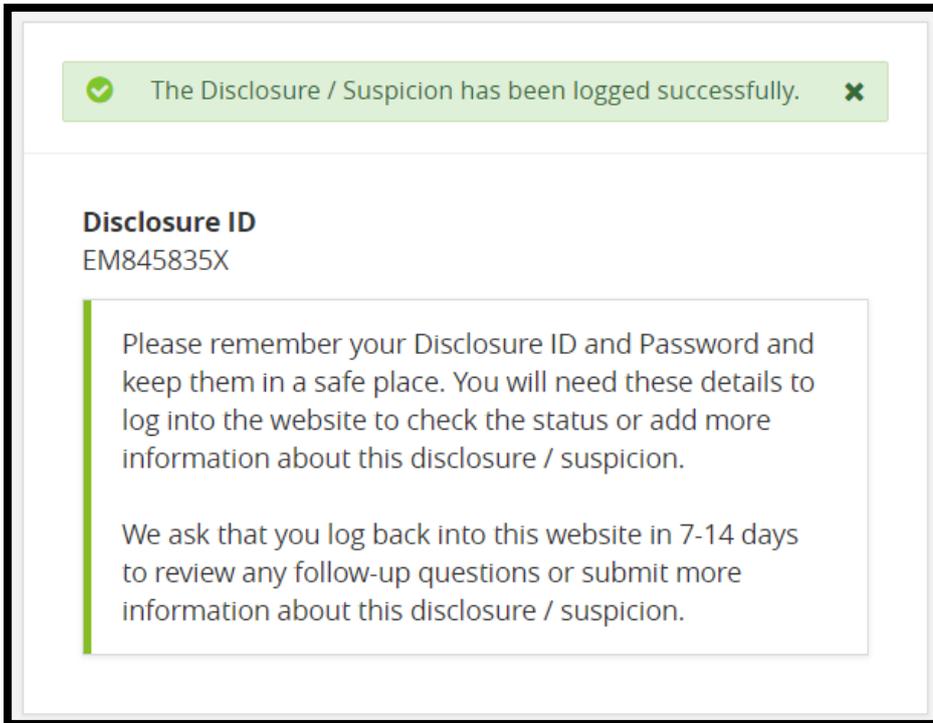
Confirm Password

You acknowledge that you have read and accepted the terms above.

Submit

7 Complete case submission

Please properly record and keep the Disclosure ID and password. The Disclosure ID and password can be used to follow up on the result of the case.



The screenshot shows a confirmation message at the top: "The Disclosure / Suspicion has been logged successfully." Below this, the "Disclosure ID" is listed as "EM845835X". A text box contains instructions: "Please remember your Disclosure ID and Password and keep them in a safe place. You will need these details to log into the website to check the status or add more information about this disclosure / suspicion." A second text box states: "We ask that you log back into this website in 7-14 days to review any follow-up questions or submit more information about this disclosure / suspicion."

Progress review

- 1 To track the progress of a case, please click "Check Status" on the homepage, enter the Disclosure ID and password, and clicking "Retrieve Information."

Home

- Log a disclosure / suspicion
- Check Status**
- Add Information

Deloitte

Please login using your Disclosure ID and the Password that you set when you logged your disclosure / suspicion.

If you logged your disclosure / suspicion via phone or email, please enter the 6 digit PIN that you were provided. You will be immediately asked to reset your password.

Disclosure ID

Disclosure ID

Password

Password

Retrieve Information

- 2 The following information is available in the "History" under " Check Status " tab:

- Feedback: Response from the company's response team .
- Message from Service Admin: Reply given by Deloitte.
- Message: Additional information added by the whistleblower.

Note: Any reply to the Whistleblower's message will be notified by mail through the e-mail address which is left in the disclosure security of "Confidential" or "Confidential (restricted)." The notification will not be made for the disclosure security of "Completely anonymous" ; the whistleblower should check on the Whistleblowing Website himself/herself.

Home

- Log a disclosure / suspicion
- Check Status**
- Add Information

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EM845835X

Exit

Open

Add additional information

Add additional information

Choose File

Cancel Add additional information

History

Feedback
07 Nov 2023 04:07 PM
Adding Feedback from company

Message from Service Admin
07 Nov 2023 04:04 PM
Adding Feedback

Message
07 Nov 2023 04:02 PM
Add more information

Add Information

- 1 Under the "Add information" tab, the current status of the case can be checked. If the whistleblower has any additional information for the case, additional information can be added in the field under "Add Additional Information," or the relevant file can be attached and sent to the company's investigative team for their reference.

The screenshot displays a web application interface for managing a case. On the left is a dark sidebar with a 'Deloitte' logo and navigation items: 'Home', 'Log a disclosure / suspicion', 'Check Status', and 'Add Information'. The main content area is titled 'EM845835X' and includes an 'Exit' button and an 'Open' button. A red rectangular box highlights the 'Add additional information' section, which features a text input field with the placeholder 'Add additional information', a green 'Choose File' button, and 'Cancel' and 'Add additional information' buttons. Below this section is a 'History' area containing three entries: 'Feedback' (dated 07 Nov 2023 04:07 PM), 'Message from Service Admin' (dated 07 Nov 2023 04:04 PM), and 'Message' (dated 07 Nov 2023 04:02 PM).

Whistleblower

Q: What are the available reporting channels?

A: The company offers various channels on its whistleblowing platform. These channels are received by an independent third party, Deloitte, and referred to the appropriate department of the company for processing.

Q: I want to report improper behavior. What information should I provide to the company?

A: When logging a disclosure, the description about people, events, times, places, and objects should be included. Additionally, if there are any supporting documents, please provide as much information as possible to assist the company in the investigation.

Q: What should I do if I want to report anonymously but also want to know the case's outcome?

A: If you do not want to disclose any identity information but still want to know the company's progress, it is recommended to log through Conduct Watch and select "Confidential(restricted)" as the disclosure security. While not disclosing personal information and getting information via accessing the "Check Status" tab.

Q: I have reported via Conduct Watch but have forgotten my disclosure ID or password. What should I do?

A: For security considerations, only confidential/(restricted) can verify identity by the report center and assist in retrieving the disclosure ID and resetting your password. If you choose to be completely anonymous, we are unable to verify the identity, and you will have to fill out the report again.

 Contact us

If you have further questions, needs, or suggestions, please mail to our service mailbox (service@conductwatch.com.tw). We will respond as soon as possible.