

Yang Ming Marine Transport Corporation Regulations Governing the Audit Committee's Handling of Stakeholder Suggestions and Complaints

Passed at the 372nd Board Meeting on
April 15, 2022

Article 1 These Regulations are formulated by Yang Ming Marine Transport Corporation (hereafter “the Company”) to strengthen corporate governance, facilitate direct and smooth communication between employees, transacting banks, clients, and suppliers (hereafter collectively “stakeholders”) and the Company’s Audit Committee, respect and maintain the legal rights and interests thereof, and enable the Committee’s anti-corruption supervision capacity.

These Regulations shall be applied mutatis mutandis to the object of stakeholder suggestions or complaints, irrespective of it being the Company’s employee, management, board members, or Board of Directors.

Article 2 All of the stakeholders are encouraged to voice their suggestions at any time and in an appropriate manner that are conducive to Company’s business development. The stakeholders may in the same fashion offer their feedback on the Company’s operation and financial status or the major decisions that could impact their rights and interests. As to matters of potential fraud and corruption, the stakeholders may directly contact the Audit Committee to submit their suggestions or file a complaint so as to safeguard their legal rights and interests and facilitate the Company’s positive operation.

Article 3 The suggestions and complaints to be handled by the Audit Committee shall be limited to the following.

1. A shortfall in the system or an omission in the operation;
2. Suggestions or planning regarding the Company’s management or business development;
3. Appropriate feedback on the financial report or any irregularities therein;
4. Matters relating to criminal acts such fraud, corruption, bribery, extortion, collusion, conflict of interest or violations of business integrity;
5. Matters relating to inappropriate treatment, gender discrimination, and breach of an employment contract;
6. Matters relating to endangerment of safety, sanitation, and health;
7. Matters relating to violation of other laws or regulations;
8. Matters relating to concealment or false statement; and
9. Other suggestions or complaints that are conducive to the Company’s positive operation.

Article 4 The Company shall set up a dedicated email box (hereafter “dedicated mailbox”) for the Audit Committee to handle stakeholder suggestions or complaints. The link to the dedicated mailbox shall be clearly indicated on the Company’s official website and accompanied by a statement that the submitted suggestions or complaints shall be accessed only by members of the Audit Committee or other designated personnel. In this manner, the dedicated mailbox shall serve as the channel for direct contact with the Audit Committee and stakeholders’ confidentiality shall be securely guarded.

While submitting suggestions or complaints, the stakeholder shall provide the following to facilitate investigation and response by the Audit Committee.

1. Real name (or anonymously) and contact information;
2. The suggestions or complaints should be complete, concrete and specific;
and
3. For a complaint, concrete evidence allowing for investigation.

Article 5 The Audit Committee shall appoint a person to check the dedicated mailbox every day (no service on weekends and holidays until the following workday). The appointment and the handling of suggestions or complaints shall be promptly and confidentially processed as classified documents by the Committee member designated by the Committee Chair.

Without compromising credibility or trade secrets, the Audit Committee shall ask those providing suggestions or filing a complaint to provide necessary information within reasonable scope and inform them of the progress and result concerning said suggestions or complaint.

The Audit Committee shall, within ten workdays following the date of receipt of the email, appropriately inform the sender whether their suggestions or complaint will be accepted and when a result can be expected.

Unless otherwise provided where disclosure or provision is required, the Audit Committee shall keep the identity and personal information of the email sender confidential within the scope allowable by law. The identity and personal information of the email sender must not be unjustifiably disclosed without their written consent.

Article 6 The Audit Committee shall handle the received suggestions or complaints in accordance with the following principles.

1. All suggestions and complaints shall be justly and appropriately processed. In appropriate manner, the reply shall inform the email sender of the responsible Committee member and the appointed person.
2. An anonymously filed complaint shall be dismissed if found to be a malicious attack lacking in concrete evidence or if no concrete evidence is provided that can be used in the investigation.
3. If a complaint having been processed is found to be malicious falsehood and has caused harm to the accused, the Audit Committee shall assist the accused in recovering their rights and interest and repairing their damaged reputation.
4. The Audit Committee shall be responsible for ensuring that the suggestions or complaints be securely and confidentially kept.
5. For cases that are dismissed or a result thereof has been rendered, the Audit Committee shall promptly reply to the email sender.

Article 7 Where the suggestions or complaints have led to the discovery of inappropriate or illegal conduct, the Audit Committee shall defer the case in question to the Company for subsequent imposition of punishment to the personnel for negligence according to relevant internal regulations or guidelines, or resort to legal actions pursuant to relevant laws. Considering the severity of the case, the Audit Committee shall report it to the Board of Directors or conduct necessary handling in accordance with the regulations provided by the competent authorities.

Where the suggestions are assessed and subsequently adopted by the Company or the complaints are verified by the Audit Committee to have involved improper or illegal conduct, the Committee shall defer to the Company for appropriate commendation and award. However, the privacy of those providing the suggestions or filing the complaint shall still be respected.

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Article 8 These Regulations shall be implemented following their passage by the Board of Director resolutions. The same shall apply to the amendment thereof.