

Taiwan FamilyMart Co., Ltd

Regulations Governing Whistleblowing of Illegal, Immoral, or Unethical Conducts

Article 1 Purpose

To implement the company's policies on ethical conduct and integrity management, encourage the reporting of any illegal conduct and violations of the Code of Ethical Conduct and integrity, to ensure the sustainable development of the company and the legitimate rights and interests of relevant parties, these Measures are specially formulated in accordance with Article 23 of the "Corporate Governance Best-Practice Principles for TWSE/TPEX Listed Companies," Article 23 of the Company's "Code of Integrity Management," and Article 21 of the "Operating Procedures and Code of Conduct for Integrity Management" regarding the reporting system.

Article 2 Scope of Application

Any person who discovers that the Company's employees, directors, or managers have violated the Company's Employee Work Rules, Code of Ethical Conduct, Code of Integrity Management, or Code of Conduct for Integrity Management, or have other suspected crimes, fraud, or violations of laws and regulations, may report in accordance with these Measures.

Article 3 Reporting Channels

Matters reported in accordance with Article 2 of these Measures shall be reported to the Company's Audit Office as the reporting channel and contact window; however, the reporting contact window for violations of the Company's Employee Work Rules or matters related to employee management is the Company's Human Resources Department.

The Company's Audit Office reporting mailbox is Integrity@family.com.tw, and the reporting hotline is 02-25239588 (extensions 6163, 6161).

The employee reporting unit is the Company's Human Resources Department, and the reporting mailbox is expose@family.com.tw.

Article 4 Acceptance Level

If the reported person is an employee below the level of General Manager (excluding the General Manager), the report shall be submitted to the General Manager, and the unit responsible for the reported matter shall accept and investigate.

If the reported person is a director or a management level equivalent to or above the General Manager, the report shall be submitted to the Audit Committee, and the unit responsible for the reported matter shall accept and investigate.

Article 5 Handling Procedures

1. Reporting and Providing Information:

The whistleblower must make a real-name report through the listed reporting channels and provide sufficient information to facilitate verification (including the names, departments, titles, dates of occurrence, descriptions of the events, and contact information of the relevant personnel). Anonymous reports will not be processed in principle, but if the content reported requires investigation, it may still be filed and processed, and will be included as a reference for internal review.

2. Reporting Handling Process:

(1) 、 Acceptance and Confirmation

- A. All reports shall be recorded by the Audit Office or the Human Resources Department. Relevant emails, letters, or interview records must be archived. Relevant emails need to be printed and archived, and the facts should be determined as soon as possible.
- B. If it is confirmed that the content of the report has no significance for review, the Audit Office or the Human Resources Department may decide not to initiate a review and notify the whistleblower of the reasons.
- C. The whistleblower should report problems through the Company's normal channels and must not report problems through channels other than the Company or use extreme methods to report problems.

(2) 、 Reporting and Handling

- A. In the case of Article 4, Paragraph 1, the report shall be made to the General Manager, and the General Manager shall decide whether to initiate an investigation. If necessary, the matter shall be transferred to the relevant departments for handling.
- B. In the case of Article 4, Paragraph 2, the report shall be made to the Audit Committee, and the Audit Committee shall decide whether to initiate an investigation. If necessary, the matter shall be transferred to the relevant departments for handling.
- C. After completing the necessary investigation, an investigation report shall be issued based on the verified facts, and the matter shall be handled in accordance with laws and regulations or the Company's internal relevant reward and punishment measures. However, before making a disciplinary decision, the Company shall provide the reported person with an opportunity to express their opinions or file an appeal.

- D. If the personnel of the unit accepting the report fail to handle the matter without justifiable reasons, or if the supervisor of the reported person knew of the illegal, immoral, or dishonest conduct before the report and failed to handle it, they shall be dealt with in accordance with the Company's relevant reward and punishment measures.

3. Protection Policy:

The Company will keep confidential and protect the whistleblowers or personnel involved in the investigation and their content to prevent them from being subjected to unfair treatment or retaliation; however, this does not include reporting acts aimed at defamation, forgery, or framing others. If you encounter unfair treatment, retaliation, or similar situations due to reporting or participating in an investigation, please be sure to report it to the unit responsible for accepting reports.

4. Incentive Measures:

If the reported incident is verified to be true and its contribution and economic benefits generated are significant, the General Manager may be requested to give appropriate rewards to the whistleblower.

Article 6 Any matters not covered in these Measures shall be handled in accordance with relevant laws and regulations and other relevant Company rules and regulations.

Article 7 Related Regulations

1. Code of Ethical Conduct for Directors and Managers (RG190-004)
2. Code of Integrity Management (RG190-007)
3. Measures for Rewards and Punishments of Employees (RG120-076)
4. Employee Work Rules (RG120-030)
5. Operating Procedures and Code of Conduct for Integrity Management (RG190-014)

Article 8 Implementation

These Measures shall be implemented after being passed by the Board of Directors, and the same applies to amendments.

These Measures were formulated on December 14, 2018, with the first revision on November 8, 2019, the second revision on August 4, 2023, and the third revision on May 8, 2024.