

Consumer/Customer Rights Protection Policy

Formulated & effective by December 31, 2025

Article 1 Purpose

To care for and fulfill the protection of customer rights, and to establish a corporate culture that values consumer protection, our company has formulated the “Consumer/Customer Rights Protection Policy” to ensure customer health and safety regarding products and services, as well as proper marketing and labeling practices. This policy shall also apply to subsidiaries that have not established a consumer rights protection policy.

Article 2 Basis for Formulation

This policy is formulated with reference to international standards and domestic regulations.

Article 3 Promotion and Organization

To make “consumer rights protection” a value system and code of conduct that the entire company adheres to, our business/sales units shall personally supervise and promote matters related to consumer rights protection and be responsible for planning and implementation.

Article 4 Customer Health and Safety

For complete information, please refer to the OUCC Sustainability Report: <https://www.oucc.com.tw/csr-107-page472>

Article 5 Principles of Complaint Handling

To protect customer rights, the company shall establish a consumer dispute resolution system, including the scope of disputes, organizational structure, acceptance methods, handling procedures, processing timeframes, progress inquiries, tracking and auditing, training, and regular reviews, to handle customer complaints fairly, reasonably, and effectively. For disputes arising from goods or services provided by the company, internal handling shall begin within **three working days** from the date of receiving the customer complaint, and the result shall be communicated to the complaining customer.

Article 6 Complaint Channels and Procedures

Our company values customer feedback and opinions. A “Customer Feedback Handling Form” is in place to manage service-related operations and complaint handling. The business department directly handles customer service, feedback reception, and improvement processes. Additionally, we have set up a consumer/customer contact mailbox and an integrity reporting mailbox, as well as an online form on the official website for submitting complaints (<https://www.oucc.com.tw/contact>), to safeguard rights and interests.

Article 7 Integration into Internal Control and Audit System

The formulation and implementation of this policy shall be incorporated into the company’s internal control and audit system to effectively reduce legal risks.

Article 8 Regular Review

The company shall pay close attention to amendments to relevant international standards and domestic regulations and review and update this policy accordingly to ensure effective implementation.