

# **Acer Incorporated**

## **The Stakeholder Grievance Mechanism**

### **Article 1 Our Purpose**

The stakeholder grievance mechanism (hereinafter referred to as “Mechanism”) is established to protect the right and interest of employees, investors, and suppliers, etc. (collectively, “Stakeholders”), and to prompt stakeholders’ timely communication with Acer Inc. and its affiliates (hereinafter referred to as the” Company”), therefore, strengthening the Company’s corporate governance. The Mechanism handles complaints or concerns (collectively, “Complaints”) submitted from stakeholders (hereinafter referred to as the “Informant”) regarding improper conducts infringing on corporate governance and fraudulent, or corrupt behaviors, etc. The Mechanism also handles suggestions from stakeholders for enhancing the Company’s corporate governance.

### **Article 2 Compliant Channels**

Whistleblower email address has been posted in the Company’s website. Internal Audit Unit is designated as a responsible unit for responding Stakeholders’ Complaints. Appropriate actions will be taken to keep identity in confidential for those employees, investors, or other stakeholders making a report.

- Whistleblower email address: whistleblower.acer@acer.com
- Written report/complaint: submit complaint in written directly to Internal Audit Unit or any appropriate senior leaders or management. After receiving the Complaints, the complaint receiver shall report immediately to the chief audit executive.

### **Article 3 Designated Responsible Unit**

After receiving the Complaints, the chief audit executive shall form an investigation team to take appropriate action in response to all the Complaints received.

### **Article 4 What should be reported and the Treatment of Complaints**

The Company handles the Complaints regarding matters as below,

- Employees’ improper behaviors in violation of the Company’s corporate governance policies
- Employees’ improper conducts involved in fraudulent or corrupt matters, etc. which are in violation of “Acer Group’s Standards of Business Conduct” or any other government laws or regulations.
- Suggestions to enhance the Company’s corporate governance.

The company's treatment of the complaint,

- For those Complaints not related to the aforementioned matters (e.g. matters related to product or service, etc.), Internal Audit Unit will forward such Complaints to other responsible units or parties.
- Informant might be better to provide his or her true name and contact information to facilitate internal auditor's review of evidence, investigation, response, and clarification.
- The complaints details shall be comprehensive and, ideally, be supplemented with complete, concrete, and clear evidence.
- Internal Audit Unit and investigation team shall conduct investigation without bias and in accordance with government regulations and the company's policies.

#### **Article 5 Investigation Procedure**

- Internal Audit Unit and investigation team will set up a case in response to each complaint and maintain a file log. All Complaints will be kept in strictly confidential manner.
- Once investigation team have finalized their investigation and confirmed reported misconducts, disciplinary actions shall be taken in accordance with the Company's relevant policies. Business units or department involved will also be required to conduct necessary improvements.
- Under the circumstances that the investigation's result confirmed illegal acts, the Company will take necessary actions to pursue the violator's legal responsibility.
- The investigation team shall provide appropriate response within 30 days after receiving the Complaints, based on the nature of the case and relevant evidence collected.

#### **Article 6 Informant Protection**

- Unless required by the investigation process or by government laws and requirements, Complaints details, including Informant's identity, background, and company position, shall be handled with confidentiality.
- The Company will provide necessary protection of the informant and personnel participating in the investigation from retaliation or unfair treatment.