

申訴程序和申訴範圍規範

Grievance Procedure and scope specification

1. 申訴程序 Grievance Procedure

統清制定了此申訴程序，以解決各方（包括個人，政府組織和非政府組織）對實施統清的“不砍伐森林，禁止泥炭，禁止剝削（NDPE）政策”的不滿。我們認識到為利益相關者提供這種反饋機制很重要，因為它有助於在整個運營和供應鏈中監控對統清 NDPE 政策的遵守情況。

申訴程序還通過披露我們的全部申訴清單以及我們為解決這些申訴而採取的行動的最新信息，來提高透明度和問責制。

This Grievance Procedure has been established for President-Nisshin to address grievances from parties, including individuals, government organizations and non-governmental organizations concerning the implementation of President-Nisshin's No Deforestation, No Peat, No Exploitation (NDPE) Policy. We recognize that providing this feedback mechanism for stakeholders is important because it helps in the monitoring of compliance with President-Nisshin's NDPE policy throughout our operations and supply chain.

The Grievance Procedure also promotes transparency and accountability, through disclosure of our full list of grievances, with updates on our actions to address them.

a. 提交申訴

a. Submit Grievance

可以通過以下任何一種方式提交申訴：

Grievances can be submitted through any of the following channels:

By email to taihsing@mail.pec.com.tw / Daherlee@mail.pec.com.tw

By telephone to +886 6 2538629

By fax to +886 6 2534698

b. 根據統清申訴程序，我們將調查所有收到案件，並判定是否合乎申訴範圍。

b. As per President-Nisshin Grievance Procedure, We will investigate all received cases and determine whether they meet the scope of the appeal.

2. 申訴範圍規範 Grievance scope specification

- a. 訂立接收溯源與 NDPE 投訴的聯繫人-李大鶴(業務)、李泰興(品管)，並將投訴管道的 E-mail 與電話公布於統清公司網站中

http://www.president-nisshin.com.tw/?page_id=1474

- a. Establish contact persons responsible for traceability & NDPE complaints- Daher Lee (business) and Taihsing Lee (QC manager), and publish the email and phone numbers of the complaint channel on the President-Nisshin Co. website

http://www.president-nisshin.com.tw/?page_id=1474

- b. 統清公司接到投訴後，針對投訴內容進行調查分析與判定。判定依據為統清公司網站公告的 NDPE 相關政策(包括 Ethical Trading-Initiative (ETI)、Environment Policy Commitments 等)，政策內容請參閱統清公司網頁 http://www.president-nisshin.com.tw/?page_id=2035

- b. After receiving the complaint, President-Nisshin Co. will investigate, analyze and determine the content of the complaint. The judgment is based on the relevant NDPE policies (including Ethical Trading-Initiative (ETI), Environment Policy Commitments, etc.) announced on the company's website. Please refer to the website of the company for policy content.

http://www.president-nisshin.com.tw/?page_id=2035

- c. 確立為溯源與 NDPE 申訴案件後，統清公司將申訴案件委託給三井公司(聯繫人-汪俊文)，由三井公司向上游供應商詢問並取得回應與相關措施

- c. After determining the traceability&NDPE of the complaint, President-Nisshin Co. entrusted the complaint to Mitsui Co. (contact Wang, Tommy), and Mitsui Co. inquired with upstream suppliers and obtained a response and related measures.

- d. 三井公司將上游供應商的回覆回應給統清公司，統清公司將上游供應商的回應與相關措施回覆給投訴者。

- d. Mitsui Co. will respond to upstream suppliers' responses to President-Nisshin Co., and President-Nisshin will respond to upstream suppliers' responses and related measures.