

## Shuttle Inc.

### Measures for the Prevention of Sexual Harassment, Complaint Procedures, and Disciplinary Actions

#### Article 1 – Purpose

In order to provide a workplace and service environment free from sexual harassment, the Company shall adopt appropriate preventive, corrective, disciplinary, and handling measures to protect the rights and privacy of the parties concerned. Pursuant to Article 13, Paragraph 1 of the Act of Gender Equality in Employment, and in reference to the “Regulations for Establishing Measures of Prevention, Complaint, and Disciplinary Action against Sexual Harassment at Workplace” promulgated by the Ministry of Labor, these Rules and Procedures are hereby established.

#### Article 2 – Scope of Application

These Rules and Procedures shall apply to the Company’s employees (including those on secondment), dispatched personnel, and job applicants.

#### Article 3 – Reference Rules and Procedures

1. Regulations for Rewards and Disciplinary Actions
2. Regulations for Resignation, Retirement, and Personnel Changes

#### Article 4 – Responsible Unit

1. Sexual Harassment Complaint Handling Committee

Responsible for handling complaints and appeals related to sexual harassment cases.

2. Supervisors of All Unit

Supervisors shall remain vigilant in preventing sexual harassment within their units and regularly promote awareness of prevention measures and available complaint channels through meetings, communications, and other means. If any sexual harassment incident occurs, they shall respond immediately.

3. Human Resource Department

- A. We are committed to creating a friendly and respectful workplace that promotes gender equality awareness among both supervisors and employees. In the event of sexual harassment or suspected incidents, we will promptly review and improve our preventive measures.
- B. We provide training programs on the prevention of workplace sexual harassment and reasonably incorporate courses related to gender equality and sexual harassment prevention into employee on-the-job training. Relevant information is publicly posted in prominent areas of the workplace.
- C. We strengthen communication and awareness among employees regarding sexual harassment prevention measures and available complaint channels.

## Article 5 – Key Points for Handling

1. The term “sexual harassment” as used in these Rules and Procedures refers to any verbal or physical conduct of a sexual nature, sexual request, or gender-discriminatory expression made by any person (including supervisors at all levels, employees, clients, or others) during the performance of duties that creates a hostile, coercive, or offensive work environment, thereby infringing upon or interfering with the individual’s personal dignity, physical autonomy, or affecting job performance. It also refers to cases where a supervisor explicitly or implicitly makes sexual requests, engages in verbal or physical conduct of a sexual nature, or expresses gender discrimination toward an employee or job applicant as a condition for the establishment, continuation, modification, assignment, compensation, evaluation, promotion, demotion, or reward and punishment of an employment contract.

Specifically, acts of sexual harassment include the following:

- A. Attitudes or actions of insult, contempt, or discrimination arising from gender differences
  - B. Inappropriate, unwelcome, or offensive language, physical contact, or sexual advances of a sexual nature.
  - C. Demanding sexual acts or conduct of a sexual nature through threats or punitive measures.
  - D. Forced sexual intercourse and sexual assault.
  - E. Displaying images or text with sexual implications or suggestiveness
2. The Company’s complaint channels for sexual harassment are as follows, and relevant information is also publicly posted in the workplace.

Complaint hotline: 886-2-8792-6168 ext.1999

Sexual Harassment Complaint Email: [1999@tw.shuttle.com](mailto:1999@tw.shuttle.com)

3. Upon becoming aware of any incident of sexual assault or sexual harassment, the Human Resources Department shall take immediate and effective corrective and remedial measures, and shall pay attention to the following matters:
  - A. Protect the rights, interests, and privacy of the victim.
  - B. Maintain or improve the safety of the workplace environment.
  - C. Impose disciplinary actions on the perpetrator.
  - D. Other preventive and corrective measures.
4. The Company has established a Sexual Harassment Complaint Committee, which shall consist of three to seven members, more than half of whom shall be women. Where necessary, scholars and professionals may be additionally appointed as committee members. Any individual who is the respondent in the current or any prior complaint case shall not serve as a member of the Complaint Committee. Likewise, the complainant or his/her authorized representative shall not serve as a member handling the current case.
5. A sexual harassment complaint may be filed verbally or in writing. If the complaint is made verbally, the personnel or unit receiving the complaint shall prepare a written record,

which shall be read to the complainant or presented for review and confirmation. After confirming the accuracy of the contents, the complainant shall sign or stamp on the record.

A written complaint shall be signed or stamped by the complainant and shall specify the following particulars:

- A. Name, department and title, address, or contact information of the complainant, and date of complaint.
- B. If an authorized representative is appointed, a power of attorney shall be attached, and the representative's name, address, and contact information shall be specified.
- C. Facts and details of the complaint

If a written complaint or a record prepared based on a verbal complaint does not conform to the preceding requirements but the deficiency is remediable, the complainant shall be notified to make corrections within fourteen (14) days. If the complainant fails to make such corrections within the specified period, the complaint shall not be accepted.

- 6. Before a resolution is made by the Workplace Sexual Harassment Complaint Review Committee, the complainant or his/her authorized representative may withdraw the complaint in writing. A complaint that has been withdrawn may not be filed again on the same grounds.
- 7. A meeting of the Workplace Sexual Harassment Complaint Review Committee shall be convened with the attendance of a majority of all members, and a resolution shall require the consent of a majority of the members present. In the event of a tie vote, the chairperson shall have the deciding vote.
- 8. The Committee may notify the parties' concerned and related persons to appear and provide statements during the investigation, and may invite individuals with relevant expertise to assist in the proceedings.
- 9. The Workplace Sexual Harassment Complaint Review Committee shall conduct investigations into sexual harassment complaints in a confidential manner. The investigation process shall protect the privacy rights and other personal rights and interests of the parties involved. Persons participating in the handling, investigation, or resolution of sexual harassment cases shall keep confidential any information they become aware of in connection with the complaints. Any participant who violates this confidentiality obligation shall be terminated from further participation by the chairperson, and, depending on the severity of the circumstances, may be subject to disciplinary actions and other liabilities in accordance with applicable rules, including dismissal from election or appointment.
- 10. When investigating a sexual harassment case, the following principles shall apply:
  - A. The investigation of a sexual harassment case shall be conducted in a confidential manner and shall protect the privacy and personal rights of the parties involved.
  - B. The investigation of a sexual harassment case shall be conducted based on the principles of objectivity, impartiality, and professionalism, while ensuring that the parties involved are given adequate opportunities to present their statements and defend themselves.
  - C. If the victim's statement is clear and further questioning is unnecessary, repeated

questioning shall be avoided.

- D. The Committee conducting the investigation of a sexual harassment case may notify the parties concerned and related persons to appear and provide statements, and may invite individuals with relevant expertise and experience to assist in the investigation.
  - E. If a power imbalance exists between the parties or witnesses, the Company will avoid requiring direct confrontation to ensure fairness and protect personal dignity.
  - F. When necessary for investigation purposes, the investigator may prepare written information and provide the parties with access or a summary of its contents, while ensuring that confidentiality obligations are fully observed.
  - G. All personnel involved in handling sexual harassment cases shall keep confidential the names and any other information that may identify the parties concerned, except where necessary for the investigation or for reasons of public safety.
  - H. During the investigation of a sexual harassment case, psychological counseling or legal assistance may be proactively referred or provided to the parties concerned, depending on their physical and mental condition.
  - I. No person shall be subject to any unfair or discriminatory treatment for filing a complaint, making an accusation or report, instituting legal proceedings, testifying, providing assistance, or otherwise participating in the complaint, investigation, prosecution, or trial procedures of a sexual harassment case.
11. The Committee shall conclude the investigation within two months from the date the complaint is filed. Where necessary, the period may be extended by one month with a reasoned resolution, and the Committee may render recommendations for disciplinary action or other appropriate measures.

The resolution of the Committee shall be given in writing to the complainant, the respondent, and the Company. The written notice shall state that any party who objects to the resolution may file an application for reconsideration with the Committee within twenty days from the day following the date of receipt of the resolution. However, where the grounds for reconsideration arise or become known at a later date, the period shall be counted from the date on which such grounds become known.

An application for reconsideration shall be submitted with written reasons, and the Committee shall convene another meeting to make a resolution on the case. After the case is concluded, no further complaint may be filed on the same grounds.

12. A party may file an application for reconsideration against the resolution of the Committee under any of the following circumstances:
- A. The decision contradicts the reasons stated in the resolution.
  - B. The composition of the Committee is unlawful or inconsistent with relevant procedures.
  - C. If a member involved in the decision has violated official duties related to the case and has been convicted by a final judgment, the case may be subject to reconsideration.
  - D. A witness or expert provided false testimony or appraisal that served as the basis for the decision.

- E. Evidence used as the basis for the decision was found to be forged or altered.
  - F. A civil, criminal, or administrative judgment or disposition on which the decision was based was subsequently changed by a final and binding judgment or disposition.
  - G. New evidence has been discovered, or previously unavailable evidence has become accessible.
  - H. The Committee failed to take into consideration material evidence that could have affected the resolution.
13. If a sexual harassment complaint has entered judicial proceedings, the Committee may decide to suspend its internal investigation and resolution.
  14. If a sexual harassment case is verified after investigation, the Company will take appropriate disciplinary or corrective actions in accordance with the work rules and relevant regulations, depending on the severity of the circumstances.

Where criminal liability is involved, the Company will assist the complainant in filing a report or complaint with the competent authorities.

If the allegation is proven false or malicious, disciplinary actions will also be taken against the complainant in accordance with the work rules and relevant regulations.
  15. Follow-up, evaluation, and supervision are conducted for any act of sexual harassment to ensure the effective implementation of disciplinary or corrective measures, and to prevent recurrence or retaliatory actions.
  16. The parties concerned require counseling or medical assistance, they may be referred to professional counseling or medical institutions.
  17. No employee shall be dismissed, transferred, or otherwise subjected to unfavorable treatment for filing a complaint or assisting another person in filing a complaint under this Policy.
  18. If the person subjected to sexual harassment is not an employee of the Company, appropriate protection and assistance shall still be provided in accordance with this Policy.
  19. This Policy shall take effect upon approval and promulgation by the President. The same shall apply to any amendments hereto.