

TCC Group Holdings, Ltd., Co.  
Clients' Rights and Interests Protection Policy

**Article 1 Purpose**

To safeguard corporate clients' rights and interests, and to foster a customer-centric corporate culture, the Company established the "Clients' Rights and Interests Protection Policy (the "Policy")", with reference to the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct and the 2025 Corporate Governance Evaluation Indicators released by Taiwan Stock Exchange ("TWSE"). The Policy is intended to protect client health and safety in connection with the Company's products and services, and to oversee marketing practices and product labelling.

**Article 2 Scope**

The Policy shall apply to the Company's affiliates unless they have individually adopted their own Clients' Rights and Interests Protection Policy.

**Article 3 Clients' Health and Safety**

Section 1, Article 3

The Company is committed to ensuring product quality and the safeguarding health and safety during use. The Company continuously enhances product labelling, technical documentation, and usage or construction guidelines to help clients to handle, store, transport, and apply its products properly, thereby mitigating health and occupational risks.

Section 2

Subject to actual needs and resource planning, the Company shall arrange educational training and promotional programmes on product technology and safe application of products with a view enhancing corporate clients' understanding of correct product usage and ensuring the safety and health protection of their personnel.

**Article 4, Requirements for Product Marketing and Labeling.**

Where the Company's products are supplied in packaging, their labelling shall fully comply with the Ministry of Environment announcement entitled "Scope of Responsible Enterprises for Items or Container Required to Bear Recycling Labels, Label Design, Size, Position, and Other Compliance Matters", and recycling-related symbols must clearly displayed on packaging for identification; where products are delivered in bulk, the requisite information shall instead be set out on the delivery note

or transaction documents, thereby discharging the Company's obligations regarding product labelling and traceability.

#### **Article 5, Educational Training**

Subject to actual business operational requirements and resource availability, the Company shall incorporate the Policy, relevant internal compliance rules and guidance, and codes of conduct into its training programmes, including online courses. The Company shall deliver training in a timely and appropriate manner. These training programmes shall be provided to managers and all other employees, and the content and duration may be adjusted flexibly in view of actual demands.

#### **Article 6, Principle of safeguarding Complainants.**

For the purpose of safeguarding client rights and interests, the Company shall establish customer-service rules and a complaint-handling procedure that set out, at a minimum, the channels for lodging complaints, the processing steps, tracking arrangements, and the mechanism for follow-up and review, thereby ensuring all the complaints are dealt with in a fair, reasonable, and effective manner. Any disputes arising from the Company's products or services shall be addressed appropriately as soon as possible upon receiving complaints, and the outcome shall be communicated to the complainant.

#### **Article 7, Periodic Review**

The Company shall remain informed of any amendments to relevant international standards and domestic acts, bills or regulations, and shall review and update this Policy accordingly to ensure effective implementation.

#### **Article 8, Implementation**

The Policy shall come into effect upon the approval by the Board, and the same shall apply to any subsequent amendments hereto.