

AirTAC Customer Rights Protection Policy

Article 1 Purpose

To demonstrate care for and fulfill our responsibility in protecting the rights and interests of corporate customers, as well as to build a corporate culture that values customer protection, the Company has established the "Customer Rights Protection Policy" with reference to relevant regulations and the 2024 Corporate Governance Evaluation Indicators. This policy aims to ensure the safeguarding of customer health and safety related to products and services, as well as the integrity of marketing and labeling practices.

Article 2 Scope

This Policy applies to the Company and its subsidiaries.

Article 3 Customer Health and Safety

1. AirTAC places great importance on product quality management. Product quality stability and performance directly affect the Company's overall operations. Accordingly, AirTAC maintains high-quality standards throughout the entire process—from receiving customer requirements to delivering products—through comprehensive quality management policies, and conducts regular external quality inspections to ensure product quality.
2. AirTAC shall comply with GRI 416: Customer Health and Safety and disclose the following information in its Sustainability Report:
Disclosure 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services.
3. AirTAC is committed to ensuring that its products comply with applicable domestic and international regulations. The Company conducts regular testing and management of hazardous substances to reduce potential risks to human health and the environment. AirTAC will also continue to monitor changes in international regulations and incorporate them into its assessment and compliance processes.

Article 4 Product Marketing and Labeling Requirements

1. AirTAC complies with GRI 417: Marketing and Labeling and discloses the following information in its Sustainability Report:
 - (1) Disclosure 417-2: Incidents of non-compliance concerning product and service information and labeling regulations;
 - (2) Disclosure 417-3: Incidents of non-compliance concerning marketing communications regulations.
2. AirTAC is committed to ensuring that product packaging and labeling are prepared in accordance with product characteristics and customer requirements, and that conformity information is provided to meet regulatory compliance requirements.

Article 5 Information Security

AirTAC recognizes the importance of information security. The Group collects, processes, and uses customer data in compliance with applicable laws and internal information security policies. All customer data are managed under the highest confidentiality requirements, and employees are provided with awareness training to mitigate the risks of information system failures or the loss of customer data.

Article 6 Education and Training

The Group shall, in accordance with its actual business operations and available resources, incorporate this Policy, relevant internal compliance regulations, and the Code of Conduct into education and training programs (including digital courses), and shall conduct education promotion and personnel training as appropriate. The training recipients under the preceding paragraph shall include all employees. The training content and duration may be flexibly adjusted based on actual needs.

Article 7 Grievance Protection Principles

For the purpose of protecting customer rights and interests, the Company has established customer complaint handling procedures to address customer grievances in a fair, reasonable, and effective manner. Any disputes arising from the products or services provided by the Company shall be appropriately handled as soon as possible after the receipt of a customer complaint, and the handling results shall be communicated to the customer who filed the complaint.

Article 8 Regular Review

The Company shall continuously monitor amendments to relevant international standards and domestic laws and regulations, and shall review and update this Policy accordingly to ensure effective implementation.