



MY HUMBLE HOUSE
GROUP
寒舍集團

Handling of illegal & unethical conduct by personnel of Our Company 不合法不道德行為之檢舉

Management Consulting Co., Ltd. recognizes the importance of stakeholders. To ensure sustainable development, we wish to build a transparent and efficient channel of communication with our stakeholders by offering a whistleblower portal. When you find that employees, or any related personnel representing My Humble House Hospitality Management Consulting may be in violation of My Humble House Hospitality Management Consulting's code of ethics and conduct, please inform us. Your claim will be directly processed by the company's head office. E-mail : comment@mhh-group.com Tel. : 0979-608-705

A whistleblower shall at least furnish the following information: 1.The whistleblower's name and I.D. number, and an address, telephone number and e-mail address where it can be reached. 2.The informed party's name or other information sufficient to distinguish its identifying features. 3.Specific facts available for investigation. Our company's head office personnel handling whistle-blowing matters shall represent in writing they will keep the whistleblowers' identity and contents of information confidential.

This Corporation also undertakes to protect the whistleblowers from improper treatment due to their whistle-blowing. Our company's head office personnel shall observe the following procedure: 1.An information shall be reported to the department head if involving the rank and file and to an independent director or supervisor if involving a director or a senior executive. 2.The responsible unit of this Corporation and the department head or personnel being reported to in the preceding subparagraph shall immediately verify the facts and, where necessary, with the assistance of the legal compliance or other related department. 3.If a person being informed of is confirmed to have indeed violated the applicable laws and regulations or this Corporation's policy and regulations of ethical management, this Corporation shall immediately require the violator to cease the conduct and shall make an appropriate disposition. When necessary, this Corporation will institute legal proceedings and seek damages to safeguard its reputation and its rights and interests. 4.Documentation of case acceptance, investigation processes and investigation results shall be retained for five years and may be retained electronically. In the event of a suit in respect of the whistleblowing case before the retention period expires, the relevant information shall continue to be retained until the conclusion of the litigation. 5.With respect to a confirmed information, this Corporation shall charge relevant units with the task of reviewing the internal control system and relevant procedures and proposing corrective measures to prevent recurrence. 6.The responsible unit of this Corporation shall submit to the board of directors a report on the whistleblowing case, actions taken, and subsequent reviews and corrective measures.

本公司為追求永續發展，期許對所有利害關係人建立透明、有效的溝通管道，並供作匿名吹哨



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者(Whistleblower)通報的管道，依據本公司「誠信經營作業程序及行為指南」，鼓勵內部及外部人員檢舉不誠信行為或不當行為，並依其檢舉情事之輕重，酌發獎金或以其他方式獎勵。當您發現寒舍餐旅員工或任何代表寒舍餐旅的相關人士可能有不合法(包括貪汙)與不道德行為時，請告訴我們。您的檢舉事項，我們將由公司總管理處直接接受，檢舉時請聯絡以下管道：

郵件信箱：comment@mhh-group.com

舉報電話：0979-608-705

檢舉人應至少提供下列資訊： 1.姓名、身分證號碼及可聯絡到您之地址、電話、電子信箱。 2.被檢舉人之姓名或其他足資識別被檢舉人身分特徵之資料。 3.可供調查之具體事證。 本公司處理檢舉情事之相關人員應以書面聲明對於檢舉人身分及檢舉內容予以保密，本公司並承諾保護檢舉人不因檢舉情事而遭不當處置。

本公司專責單位將依下列程序處理： 1.檢舉情事涉及一般員工者應呈報至部門主管，檢舉情事涉及董事或高階主管，應呈報至獨立董事或監察人。 2.本公司專責單位及前款受呈報之主管或人員應即刻查明相關事實，必要時由法規遵循或其他相關部門提供協助。 3.如經證實被檢舉人確有違反相關法令或本公司誠信經營政策與規定者，應立即要求被檢舉人停止相關行為，並為適當之處置，且必要時透過法律程序請求損害賠償，以維護公司之名譽及權益。 4.檢舉受理、調查過程、調查結果均應留存書面文件，並保存五年，其保存得以電子方式為之。保存期限未屆滿前，發生與檢舉內容相關之訴訟時，相關資料應續予保存至訴訟終結止。 5.對於檢舉情事經查證屬實，應責成本公司相關單位檢討相關內部控制制度及作業程序，並提出改善措施，以杜絕相同行為再次發生。 6.本公司專責單位應將檢舉情事、其處理方式及後續檢討改善措施，向董事長報告。