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Topic

員工申訴處理辦法

Employee Complaint Handling Regulation

第1條 目的 Purpose

為暢通員工溝通管理，強化勞資合作關係並協助員工解決工作有關個人權益或不公平待遇情事，特制定本辦法。

To facilitate employee communication management, strengthen labor-management cooperation, and assist employees in resolving personal rights or unfair treatment issues related to their work, this regulation is hereby established.

第2條 範圍 Scope

凡本公司員工皆適用此辦法。

This regulation apply to all employees in Apacer.

第3條 權責 Responsibilities and Authority

本公司設有員工申訴管道，並由人資/職安單位負責員工申訴與處理如下：

Apacer has established employee complaint channels, and the HR/Occupational Safety unit is responsible for handling employee complaints as follows:

(一)、 申訴窗口：人資單位、職安單位或員工意見信箱。

Complaint Channels: HR unit, Occupational Safety unit or Employee Suggestion Box.

(二)、 申訴專線：人資主管(02)2267-8000#5980 或員工意見信箱。

Complaint Hotline: HR manager (02) 2267-8000 #5980 or Employee Suggestion Box.

(三)、 申訴電郵：ehr@apacer.com

Complaint Email: ehr@apacer.com

第4條 申訴範圍 Scope of Complaints

(一)、 員工遭受職場不法侵害者。

Employees who have suffered unlawful infringement in the workplace.

(二)、 員工發現其他員工有違法或不當行為，致影響個人或公司權益者。

Employees who have discovered that other employees have violated the law or acted inappropriately, affecting individual or Apacer rights and interests.

(三)、 員工發現其他員工違反公司規章制度或未正確執行規章制度，致影響個人或公司權益者。

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Employees who have discovered that other employees have violated the Apacer's rules and regulations or have not correctly implemented the rules and regulations, affecting individual or Apacer rights and interests.

- (四)、 員工發現其他員工意圖利用職務取得不當利益，致影響個人或公司權益者。

Employees who have discovered that other employees intend to use their positions to obtain improper benefits, affecting individual or Apacer rights and interests.

- (五)、 其他與公務相關，有提申訴之必要且能證明者。

Other work-related matters that require filing a complaint and can be substantiated.

第5條 申訴程序 Complaint Process

發生本辦法第 4 條所列事項之本公司員工，得於事實發生後儘速提出申訴，申訴程序如下：

If the Apacer's employees encounter the matters listed in Article 4 of this regulation, may file a complaint as soon as possible after the occurrence of the facts.

The complaint process is as follows:

- (一)、 以正式具名之書面資料(應載明申訴人姓名、單位、申訴日期、申訴之事實及內容、申訴人簽名或蓋章)或口頭方式，向單位主管或以各申訴管道提出申訴。單位主管受理申訴後須立即轉知「申訴窗口」。申訴者得要求不向被控者暴露身分。

File a complaint in the form of formal written documents (which should include the complainant's name, department, date of complaint, facts and content of the complaint, and the complainant's signature or stamp) or orally to the department manager or through the various complaint channels. The department manager who receives the complaint must immediately notify the "Complaint Channel Owner."

- (二)、 「申訴窗口」於受理申訴後，應於 7 天內展開處理，並於 1 個月內討論調查報告；但重大案件者得於 2 個月內提出報告。

The "Complaint Channel Owner" shall initiate the processing within 7 days after receiving the complaint and submit a discussion and investigation report within 1 month; however, for major cases, the report may be submitted within 2 months.

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- (三)、 「申訴窗口」為處理申訴事宜，得於必要時臨時召集人事評議委員會(以下簡稱人評會)；人評會由勞資雙方代表共同組成，會議設置常任委員 2 名(行政管理處主管為常任主席，人力資源部主管為常任紀錄)，每次會議得視個案邀請相關及非相關單位之處級(含)以上主管擔任委員，委員至少 5 人(以奇數為宜)，其女性代表比例不得低於 1/2，男性代表以 1/3 以上為宜。

To handle the complaint, the "Complaint Channel Owner" may temporarily convene a Personnel Evaluation Committee (hereinafter referred to as the Personnel Committee) as necessary; the Personnel Committee shall be composed of representatives from both labor and management, with 2 standing committee members (the Administrative Management Division director as the standing chairman and the Human Resources Department manager as the standing secretary), and for each meeting, relevant and irrelevant department managers above the supervisory level may be invited as committee members, with a minimum of 5 members (preferably an odd number), and the proportion of female representatives shall not be less than 1/2, and the proportion of male representatives should be at least 1/3.

- (四)、 處理期間，當事人可以要求由輔導人陪同接受人資/職安單位查詢或邀請相關人員參與調查工作；本公司亦得要求被投訴人配合暫停行使管理職權或配合相關調查工作。

During the handling process, the parties involved may request to be accompanied by a counselor when being interviewed by the HR/Occupational Safety unit or invite relevant personnel to participate in the investigation; Apacer may also require the accused to cooperate in temporarily suspending their management authority or cooperating with the relevant investigation.

- (五)、 調查結束後，由人資/職安單位就調查過程及裁量結果提出建議，並呈請執行長議決。

After the investigation is completed, the HR/Occupational Safety unit shall make recommendations based on the investigation process and the determination results, and submit them to the CEO for decision.

- (六)、 申訴人或申訴之相對人對申訴案之決議有異議者，得於 10 日內以書面提出申覆。經結案後，不得就同一事由再提申訴。

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If the complainant or the respondent of the complaint has objections to the decision of the complaint case, they may submit a written appeal within 10 days. After the case is closed, the same matter cannot be filed for complaint again.

第6條 保密機制 Confidentiality Mechanism

人資/職安單位、人評會成員及曾參與調查之相關人員於調查過程及個案內容應盡絕對保密之義務。

The HR/Occupational Safety unit, Personnel Committee members, and relevant personnel who have participated in the investigation shall have the obligation to maintain absolute confidentiality of the investigation process and case content.

第7條 檔案保管 File Management

「申訴窗口」應將申訴案件之處理經過做成書面記錄，並密封存檔至少 2 年。

The "Complaint Channel Owner" shall record the handling process of the complaint case in writing and seal and archive it for at least 2 years.

第8條 實施與修訂 Implementation and Revision

本辦法由人資單位擬定，經執行長核准後實施，修正時亦同。

This document is drafted by the HR and becomes effective after being approved by the CEO, and the same applies when modified.

本辦法自 2016 年 01 月 01 日起施行。Implementation date: 2016/01/01

第 1 次修訂於 2018 年 04 月 01 日。1st revision date: 2018/04/01

第 2 次修訂於 2020 年 06 月 01 日。2nd revision date: 2020/06/01

第 3 次修訂於 2022 年 02 月 01 日。3rd revision date: 2022/02/01

第 4 次修訂於 2024 年 04 月 01 日。4th revision date: 2024/04/01