

# Code of Ethics and Business Conduct



Happiness

Development

Innovation

Creativity

Discovery



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# A Message From Our Chief Executive Officer



Andy WANG  
Chief Executive Officer

Past, present, and future, Chao Long has journeyed through half a century, establishing in automotive industry with strong DNA. Since 2015, we've been transforming, enhancing R&D, strengthening customer relations and expanding globally. This transformation led to significant achievements, such as

- LCD instrument production for Kuozui Motors and (CMC) China Motors
- Granted as Global Partner by Yamaha, and participating in the development of new tech
- A key instrument supplier for Gogoro, entering the EV market
- Collaborating with Taiwan's semiconductor company MTK to develop instrument platforms, becoming the first to mass-produce automotive-grade ICs, which are delivered on SYM's high-end heavy motorcycles
- Developing "Vehicle Networking Module" that globally adopted

These achievements have transitioned Chao Long from providing traditional vehicle products and technologies to a key player in the “smart and safe” and recently “green energy electrification” aspects. These technologies have not only been applied to motorcycles and cars but also extensively used in Jet Ski, ATV, UTV and other specialized vehicle types. Not just our lineup of products have expended but also our footprints have expended globally, from Taiwan to the newest spot in Thailand and Vietnam.

These achievements stem from our commitment to ethics and conduct, ensuring safety and reliability. Integrity, ethical actions, and fair employee relations build trust within and beyond. We value people and unity, encouraging growth and positive energy. For supervisors, we aspire to lead by action, fostering a culture of "self-growth" embracing growth, bold experimentation, and valuing interdepartmental teamwork.

I also urge you to report any situations where you believe there may be a Code violation. There are multiple avenues through which you can raise concerns about potential violations of the Code or other related policies. Chao Long strictly prohibit retaliation against anyone for reporting concerns.

Thank you!



Chao Long has embraced integrity, innovation, and challenges since founded. We are dedicated to honesty and delivering top-notch products and services.

All staffs must understand and follow the policies in this code. Despite of changes even when facing external pressures, our core principles stay strong.

## Company Culture

We foster positive relationships and a vibrant work environment. All staff engage in self-management for quality and profits.

We stress “happiness”, “positivity”, and “transparency” for innovation. These values drive our business philosophy, guiding employees to reach goals and improve. Integrity, honesty, and transparency are central to our company spirit.



## Scope

This guideline helps colleagues understand company expectations. It covers ethics, knowledge, good judgment, and positive attitudes for addressing business issues.

It aligns decisions with company values. Company success depends on everyone's effort. All must read, understand, and follow the principles for business activities and behaviours.

**Every Chao Long employee must uphold.**



## Fair Employment Practices & Human Rights



At all times, Chao Long will treat each other with respect and fairness. Employment decisions will be based on business reasons such as qualifications, skills, and achievements. All Chao Long employees and job seekers have equal opportunities, will be treated fairly, and their dignity respected. We adhere to Law of Taiwan and the standards of the United Nations Human Rights. We establish internal rules in accordance with national and local labour regulations as specific guidelines to follow.



Chao Long is committed to providing a safe, healthy, and respectful work environment with fair working conditions for all employees. Discrimination or harassment based on race, gender, nationality, disability, sexual orientation, or age is not tolerated.

All employees should respect their colleagues, and there should be no instances of sexual harassment or bullying in the workplace. Employees must interact with colleagues, subordinates, and superiors openly, transparently, and honestly.



## Compensation and Benefits

Chao Long establishes employee compensation (wages, working hours) and benefits policies in accordance with relevant labor laws, aiming to attract and incentivize capable and dedicated employees.



## Safety and Health

Chao Long prioritizes a safe workplace, forbidding threats, violence, and abuse. Employees must follow safety rules, report incidents, and maintain a secure environment.

## Environmental Protection

Chao Long's global operations must protect nature and minimize waste. All departments must follow "Safety and Health" policies for business and product design.

**HSE**



**Health**



**Safety**



**Environment**

Quality is the  
best business plan



## Product Safety and Quality

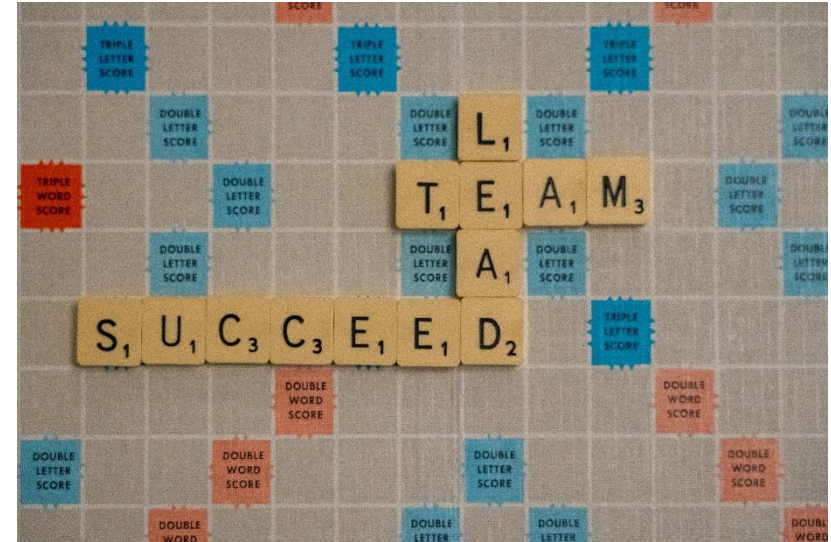
All our actions have a significant impact on Chao Long's products and services; therefore, we commit to designing and manufacturing products that meet or exceed all laws, regulations, non-mandatory standards, and industry practices.

We also commit to continuously improving product performance to ensure the quality and safety of our products.

## Managerial Obligations and Responsibilities

Chao Long's managers should conduct themselves according to ethical standards, with the responsibility to foster open and honest two-way communication.

Managers must exemplify respect and consideration for every colleague, while vigilantly observing signs of unethical or illegal behavior. If concerned about unethical or unlawful activities, appropriate and consistent action should be taken.



## Financial & Corporate Records Integrity

In order to make reliable business decisions, Chao Long will record and report information honestly and accurately. This includes business data such as quality, safety, personnel qualifications, and financial reporting.



## Recording & Preservation of Business Communications

All business records and communications should be clear, truthful, and accurate. Business records should avoid exaggeration, colourful language, speculation, legal conclusions, and derogatory comments.



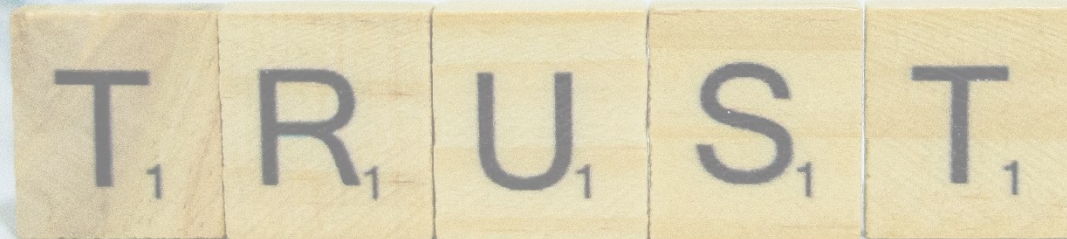
## Employee Development

Chao Long values talent development, providing employees with a fast-paced learning environment that supports and encourages lifelong learning. We aim to discover excellent talents, develop employee potential, ignite enthusiasm, and retain core personnel. Together, we achieve company policies, programs, and goals, enhancing the overall organizational competitiveness.



## Business Ethics and Service Integrity

All services provided by Chao Long must be conducted with professionalism, independence, and impartiality. We must diligently adhere to the policies, procedures, and standards approved by the company. Chao Long cannot sacrifice to pressure from customers in order to gain advantages while compromising other aspects of customer treatment.



## Responsibility to Customers and Consumers

To uphold Chao Long's valuable reputation, adherence to quality processes and safety regulations is paramount.

## Marketing and Sales

Chao Long's success relies on meeting customer needs and establishing long-term relationships through honesty and integrity. We compete fairly in the global market based on product and service merits. We sell products and service honestly, refraining from engaging in illegal activities or violating their guidelines for the sake of sales targets. All marketing and advertising by Chao Long should be accurate and truthful. Chao Long only obtains business legally and ethically; bribery or kickbacks are strictly prohibited.





## Fair Competition



Chao Long does not use any illegal or unethical means to obtain information from competitors. Chao Long must comply with antitrust and anti-unfair competition laws of the countries where business activities are conducted. Chao Long does not engage in agreements with competitors that harm customers, including fixing prices or allocating customers or contracts. Nor will Chao Long engage in agreements that unreasonably restrict a customer's ability to sell products. Chao Long will also avoid attempts at monopolistic practices, including pricing products below cost to eliminate competition.

## Procurement

When making external purchases, Chao Long must follow fair and transparent procurement policies, securing high-quality goods at favourable prices without personal biases.

## Suppliers

Chao Long treats suppliers fairly and honestly, avoiding discrimination. Chao Long refrains from doing business with law-violating entities, including those disregarding environmental, employment, safety, and anti-corruption regulations. Suppliers becoming Chao Long partners must sign the "Integrity Assurance Agreement" (GA67), pledging not to offer any influence or advantages to Chao Long's personnel to secure deals.



## Customer Information

Chao Long takes the information provided by customers and suppliers seriously and protects it diligently, making it accessible only to those who need to know.



## Responsibility to Shareholders

Chao Long adheres to the provisions of the "Company Law" regarding disclosure of operational information.



## Anti-Bribery Compliance

Chao Long complies with the anti-corruption laws of the countries where it operates. Chao Long's managers and employees are prohibited from directly or indirectly bribing government officials, including state enterprise employees, and any form of corruption or bribery is strictly prohibited.



## Conflicts of Interest

Chao Long makes business decisions based on the best interests of the customers. Managers and employees must avoid personal interests conflicting with customer interests when interacting with suppliers, customers, and others.



## Gifts and Entertainment

Chao Long employees must treat suppliers, customers, and business contacts impartially, avoiding personal biases. Chao Long employees are strictly prohibited from giving or receiving valuable items, payments, or favors as part of business exchanges.

If Chao Long employees receive gifts or voucher worth over NT\$2,000 from business contacts, they should report it to the General Manager within three days and register it with the Management Department for transparency on the "Vendor Gift/Entertainment Registration Form" (GA66).



## Confidentiality

Our company values transparency and openness, but there are cases where careful consideration is needed. We are committed to protecting the privacy of the personal information of our customers, employees, and others; and complying with laws that regulate how we handle these information, such as:

1. Business-related data: Including customers' details, marketing or financials, manufacturing methods, programming, etc.
2. Employee personal data: This must remain confidential and not be used for personal gain.
3. Others' confidential data: Permission is required before sharing such information.

Employees must sign the "Consent Agreement" (GA68) upon joining and adhere to its terms, ensuring compliance with integrity, confidentiality, and copyright ownership.



Chao Long has always complied with all applicable laws and regulations in the jurisdictions where business activities are conducted. Adherence to the law is an unwavering responsibility of every Chao Long employee.

Any stakeholders including Chao Long employees, customers, shareholders, and suppliers who observe anyone violating the above-mentioned code of ethics and business conduct guidelines can report through the following channels. Chao Long do not disclose the identity of anyone who reports a suspected violation.

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Thailand	peishu@chaorongthai.co.th
Indonesia	huang@chaolong.co.id







~Thank You~