

堅守立場，寧失不屈



印刷科技研究中心不再擔任 大中華區 G7 認證代表之真相！

自2007年7月起，印刷科技研究中心（APTEC）成為美國 Idealliance 大中華區之獨家地區代表，名為 Idealliance China，11年來大力推動 G7 及相關認證，不遺餘力，令 G7 認證在區內大大普及。但在2018年9月20日，APTEC 接獲 Idealliance 的通知，表示「即時」終止與 Idealliance China 的合約，引起業界很大的迴響和揣測，甚至外間出現了錯誤的報導。

11年來 Idealliance 與 APTEC 均合作愉快，卻在幾個月之內演變至解除合約，後期 Idealliance 甚至針對個人行為。作為公眾組織，誠信和公信力是極之重要的，因此 APTEC 管理委員會一致決定，公開美國 Idealliance 之前所發的電郵原文，讓業界了解到事件的真相是：APTEC 為了維護「一個中國」和合約精神，強烈反對 Idealliance 成立 Idealliance Taiwan，形成與 Idealliance China 並存。從以下公開電郵，讀者可以清楚了解 Idealliance 的政治立場、出爾反爾、違約、人身攻擊等劣行。

自 APTEC 與 Idealliance 中止 Idealliance China 的合約後，台灣的中華印刷科技學會於2018年10月19日曾在其網頁及其雜誌刊登文章，名為「台灣印刷業界，男兒當自強」。由於 APTEC 發現其文章有不實的報導，曾表示反對，並要求該學會作出道歉及更正，但學會只是刪去和修訂部份內容，並在沒有任何通知下於2018年11月2日重新上載更新版本，其內容仍然有誤，以下節錄兩個版本中部份有誤的原文。

中華印刷科技學會
文章全文連結：



中華印刷科技學會「台灣印刷業界，男兒當自強」文章（節錄）

2018年10月19日版本	2018年11月2日更新版本
但我們擔心的問題是 APTEC 發出的緊急通知書內容，隱約提到 Idealliance Taiwan 的成立是造成此事件的關鍵原因，但這絕對是個誤導，希望不要因為此事而破壞兩岸四地的長期關係。	但我們擔心的問題是 APTEC 發出的緊急通知書內容，隱約提到 Idealliance Taiwan 的成立是造成此事件的關鍵原因，但這很容易造成誤導，希望不要因為此事而影響兩岸四地的長期關係。
但台灣的印刷業確實感受到彭安琪女士為了維持 APTEC 在大中華地區 G7 獨家代理的關係，卻把政治議題帶進印刷認證推廣談判，這是讓台灣印刷業者沒法接受的，當然也很容易傷害到兩岸四地印刷業者過去那麼緊密的交流與交情。	（已刪除）
而在1990年以後10年，台港的印刷業者往來也慢慢擴大到兩岸四地，這份情誼如果因為小生意代理關係而以政治議題來介入，那就太令人覺得惋惜了。	而在1990年以後10年，台港的印刷業者往來也慢慢擴大到兩岸四地。

根據中華印刷科技學會所刊登的文章，其中提到 APTEC 所發出的緊急通知書內容，「隱約提到 Idealliance Taiwan 的成立是造成此事件的關鍵原因，但這很容易造成誤導」。實際上，造成誤導的並非 APTEC。此外，更新版的文章刪去對 APTEC 彭安琪總監 (Brenda Pang) 的指控。至於文章內提及彭安琪總監未能參加 TIGAX18 國際印刷展的印刷傳播科技研討會一事，所述的次序亦有誤，而且 APTEC 亦不了解此段文字的意義何在。

APTEC 與 Idealliance 解約始末

2007 年至 2018 年

自 2007 年起，APTEC 成為大中華區獨家地區代表 Idealliance China，11 年來合作無間，屢創新猷，而 Idealliance 對 APTEC 的表現表示讚賞和認同，例如前 CEO David Steinhardt 和現任 CEO Timothy Baechle，曾多次在電郵之中肯定 APTEC 和彭安琪總監的工作和表現，而 APTEC 也一直積極推動 Idealliance 的技術。

David Steinhardt 於 2017 年 11 月 3 日向彭安琪總監發出的電郵（節錄）提到：

10 years! How did the time fly by so quickly? I remember when we first met and started working together. We are older and wiser now!

And most certainly we will have another 10 years. Let's say 15 years...and the 25th Anniversary in 2032!

You and your organization and team are an incredible partner. I know Tim in his travels to see you in the coming week will emphasize our partnership. That partnership has helped our two organizations become a global player. Your insights, leadership, and steadfastness is central to making it all happen. THANK YOU!

During the upcoming Board meeting and when you are back in the US we will celebrate! We would like to recognize APTEC and you!

Timothy Baechle 於 2017 年 12 月 21 日和 2018 年 5 月 9 日向彭安琪總監發出的電郵（節錄）提到：

You are one of the most committed, intelligent, trustworthy, honest, and driven people I have ever met in my life. The reason I approached this idea with you when I was in China was because of the quality of your character and how you run your business. I wish I could clone you.

/

You are an incredible partner. You are so honest and trustworthy and this is the foundation for everything in life. I am so glad we get to work together.

2018 年 6 月 9 日和 11 日

2018 年 6 月 9 日，APTEC 彭安琪總監收到時任 Idealliance 副總裁 Timothy Baechle 的電郵通知，「決定」設立 Idealliance Taiwan。根據 APTEC 與 Idealliance 簽定的合約，台灣是 Idealliance China 所覆蓋的地區，加上鑑於 Idealliance 對台灣的描述，APTEC 對此提出強烈反對的回覆，而回覆內容是經過 APTEC 管理層商討所得出的一致結果。

Timothy Baechle 於2018年6月9日發出電郵（節錄），表示 Idealliance 決定設立 Idealliance Taiwan。

Hi Brenda—

I hope this finds you well. I wanted to catch up with you about a couple of items. The first item is, we have made a decision to open Idealliance Taiwan, due to the growing demand of programs there. We realize this is a sensitive territory of China, which is the same for Taiwan, however, they do not feel part of China and do not want to join or partake in China, but have a tremendous need for what we do not only in training, but teaching our curriculum in this country. We recognize Taiwan as Taiwan, a country of 28 million+ people that is growing and they want and need what we produce and we absolutely need to continuously serve the world. I would be more than happy to discuss this with you via Skype regarding our decision.

Best,

Timothy Baechle

Vice President

彭安琪總監於同日以電郵（節錄）回覆 Timothy Baechle，表示設立 Idealliance Taiwan 是 Idealliance 的「單方面決定」，有違雙方所簽定的合約所包括的地區範圍，並提醒此舉正觸及敏感的政治問題。

Hi Tim

Very shocked with your email!! Idealliance China's territory includes Taiwan since we established 10 years ago! You now suddenly told me that you made the decision to separate, but not discussed with me before. It includes in our agreement.

In addition, you touch a very sensitive political issue of China. I am not sure how the impact and our association's response are. You may offend China. Be careful!

Regards,

Brenda Pang

Timothy Baechle 於電郵（節錄）中表示，明白設立 Idealliance Taiwan 一事是“Sensitive”，並表示台灣是一個很獨特的地區。

Hi Brenda—

I did not imagine my email would be well received. This is something that we took over (6) months to do a needs analysis, market analysis and also a perception analysis. We knew it was sensitive. This is why I have been deeply encouraging you to explore areas outside of the traditional areas you typically cover-Hong Kong and Shanghai because there were many things unfolding right around you that were left underserved. You guys do an incredible job. Absolutely top partners of Idealliance and we have great appreciate, admiration, affection and trust in Idealliance China, however Taiwan is a territory that is unique because of their position. Many organizations have co-located offices in Taiwan and Mainland China, etc. It simply cannot be treated as an isolated country. We completely understand the political history of Taiwan from every country that staked rights to it. We are not stating it does not belong to China, we are simply setting up to serve and underserved region.

Best,

Timothy Baechle

彭安琪總監於2018年6月11日回覆，表示 Idealliance 成立 Idealliance Taiwan 此舉實屬違約。APTEC 管理委員會和彭安琪總監均不能接受有關的決定，而她亦會辭去 Idealliance 董事會成員一職。

Hi Tim,

I feel very frustrated and unhappy for your action. As your long-term partner, you have not discussed with me, especially Taiwan is our covered region. However, even you have studied for 6 months, you didn't talk to me anymore. I feel that we are not being respected and we don't think that it is the basis of a long-established partnership. Your brother is very angry, too.

I need to tell you seriously. You are touching the most sensitive political issue of China. Your action violates One China Policy which is honoured by Trump. If you insist to setup Idealliance Taiwan, you have to take the risk to totally lose China market as we can foresee China will not use even ban Idealliance's initiatives. And I have to resign Idealliance's board member as I and our Association cannot accept this decision.

In addition, according to our agreement since 2007, the region covered includes Taiwan. We spent a lot of time and resources in development. We can entitle for compensation. Your decision means the breach of contract.

Regards,
Brenda Pang

2018年6月12日

時任 Idealliance 副總裁 Timothy Baechle 撤回成立 Idealliance Taiwan 的決定。

Hi Brenda—

Ok, we will not move forward in Taiwan. Our relationship and partnership with you, Lewis, and Idealliance China means far too much.

Best,
Timothy Baechle
Vice President

2018年9月2日和3日

2018年7月11日，Idealliance 發出新聞稿，宣佈 Timothy Baechle 成為新一任 CEO。而 Idealliance 於2018年9月突然改變立場，Timothy Baechle 於電郵中再次提及成立 Idealliance Taiwan 一事，並對 APTEC 作出指控。對於有關指控，APTEC 隨即表示反對，並作出相關的回應和解釋。

Timothy Baechle 於 2018 年 9 月 2 日發出電郵，再次提及成立 Idealliance Taiwan 一事。

Brenda—

Following up on many months of concern which I have been outlining to you in writing, including the most recent events that have come to light this past week which I outlined to you in writing, also some additional information we received from quite a number of Chinese business partners, it is has come to the point where we must make a decision. Over the past 10+ years, you have failed to cover the region assigned to you, in particular Taiwan, which has resulted in this particular country not being served. A country of over 8000+ printers. Furthermore, this country does not want APTEC serving them, which has also come to light. As a result, Idealliance HQ, will be setting up Idealliance Taiwan to serve this region. You can maintain your remaining region, however, I will tell you, as I have explained many times, you are missing the entire country of China because your entire focus is on Hong Kong, Shanghai (occasionally) and Guangdong (occasionally). China is a country of over 60,000+ print service providers and countless brands-a region that is greatly migrating to digital printing with a great presence of many other technologies beyond offset and a great need for Idealliance programs, including G7® for many other print technologies, training for OEMs, suppliers and especially BrandQ® training in the region. If you look at how OEMs set-up the region, they typically divide China up as: China North, China Central, China South (which includes Hong Kong) and Taiwan is completely separate on its own, as its own country. These are large OEMs and you are a small organization. Idealliance is focused on serving everyone, no matter where they are in the world. Idealliance is growing and we have strong interest in China from others as well to serve. As I stated in my email last week, we need to get our relationship on much better footing and we need focus, rather than the dissent that is coming from Idealliance China. If this is not possible, we will be forced to make further decisions.

Best,

Timothy Baechle

CEO

Timothy Baechle 於 2018 年 9 月 3 日發出電郵，向 APTEC 提出指控。

Brenda—

As we have been discussing in emails over recent weeks and months, your actions have violated (2) points of the executed MOU between APTEC and Idealliance HQ.

1. You are not authorized to assign a market, programs, contracts, pricing, trademarks, or our intellectual property, etc...to any 3rd Party entity. The MOU is governed by Idealliance HQ and your extension of a contract to PTRI is in violation of this agreement.
2. As outlined in the MOU, failure to cover the region assigned can result in termination, corrective action or non-renewal. I have outlined my issues regarding coverage for many months now only to be met with dissent and threats from you, very serious threats, which is conduct unbecoming of a partner. For the past 10+ years, you have failed to cover much of your territory, especially Taiwan, you even included your reference of non-coverage to this region in an email dated 8/30/2018.

Best,

Timothy Baechle

CEO

彭安琪總監於2018年9月13日回覆電郵，回應有關 Idealliance Taiwan 成立一事，以及 Timothy Baechle 在上述電郵所提及的指控。

Hi Tim,

Regarding your email below, please find our response as below:

1. You are not authorized to assign a market, programs, contracts, pricing, trademarks, or our intellectual property, etc...to any 3rd Party entity. The MOU is governed by Idealliance HQ and your extension of a contract to PTRI is in violation of this agreement.

As per my email to you dated Aug 30, 2018, we did not authorize the above-mentioned items to any 3rd Party entity. As a long term partner, we have been collaborating successfully with Idealliance HQ in the last 10 years. We respect the MOU and did not violate the agreement to extend a contract to PTRI. It will be helpful for us to investigate if we will be shared with the full details of those false information that led to your understanding of above.

2. As outlined in the MOU, failure to cover the region assigned can result in termination, corrective action or non-renewal. I have outlined my issues regarding coverage for many months now only to be met with dissent and threats from you, very serious threats, which is conduct unbecoming of a partner. For the past 10+ years, you have failed to cover much of your territory, especially Taiwan, you even included your reference of non-coverage to this region in an email dated 8/30/2018.

As you said before, we did an incredible job. Absolutely top partners of Idealliance and we have great appreciate, admiration, affection and trust in Idealliance China and our efforts in promoting and supporting Idealliance in our region is well recognized. We have trained, educated and served a lot of printing professionals from various cities of China including Taiwan through different kinds of training programmes, summits, conferences, seminars, workshops, testing projects, articles, etc. And we are evaluating the G7 Master press forms from the whole Greater China, and providing technical support. Working in line with Idealliance, we strive to help the printing industry in our region to appreciate, experience and embrace Idealliance programmes. We always discuss with you our plans especially those to address your concerns of coverage, such as the activities in Taiwan just finished which I mentioned to you on Jun 9 and Aug 24, 2018, and exploring more expert trainings in 2019 which I mentioned on Jun 21, 2018. Again, it will be helpful if we will discuss more on the details of events and coverage in our region, and be shared with the situations in other regions for reference. I am open to explore more development in future.

Being a long-term partner of Idealliance, we care about the interest of Idealliance. It is our responsibility to raise our concerns as per my email dated Jun 12, 2018 to you on setting up the Idealliance Taiwan.

We treasure a lot our partnership with Idealliance and the achievement we have made together. We look forward to continuous collaboration with Idealliance to support the printing industry in our region.

Thank you for your kind attention.

Regards,
Brenda Pang

2018年9月13日

現任 Idealliance CEO Timothy Baechle 於電郵中明確說明，Idealliance Taiwan 已經成立，但沒有說明如何處理與 APTEC 的合約問題，也沒有提及違反合約的問題，並且「突然」指控彭安琪總監的個人行為，卻沒有明確解釋其個人行為有何問題。

Timothy Baechle 於 2018 年 9 月 13 日發出電郵，表示 Idealliance Taiwan 已經成立，並指控彭安琪總監的個人行為。

Brenda—

The concerns continue to mount, as more information continues to come to light. I would say our relationship is on the most unstable ground it has ever been. Idealliance Taiwan has been set up, which is no longer your coverage area, but falls under Fred Hsu. To say I am disappointed by the things I have heard and that have come to light is an enormous understatement. Your actions have effected many and I am terribly saddened by what I have learned and especially your actions on a personal level.

Timothy Baechle
CEO
Idealliance

彭安琪總監於 2018 年 9 月 16 日回覆，要求對方說明清楚有關的指控，不過最終也得不到任何的解釋。

Tim,

I don't know what you heard which makes me unable to respond. It took a lot of effort to build a 10-year partnership in which trust is very important. However, you only believe in what you have heard or found about us without trying to verify with me. Although I explained to you and requested for more details to clarify in previous emails, you still have very negative opinions to us. We always support Idealliance's initiatives in all-rounded. But your accusations without evidence makes me uncomfortable, confused and unable to clarify.

We have built very deep relationship with Idealliance and I am always transparent to you and to my board members. As said before, I am open to discuss the future development. So please tell me what we should do for the benefit of Idealliance in this region.

Brenda

Timothy Baechle 於 2018 年 9 月 17 日再次強調，Idealliance Taiwan 已正式成立，但並沒有回應或闡釋對彭安琪總監的指控。

Brenda—

- 1) Idealliance Taiwan has already been established and I notified you of this in writing.
- 2) Idealliance holds the MOU and as I have outlined for many months, in writing, you failed to act in accordance with with MOU (you personally). Among many other actions unbecoming of an Idealliance partner. Again, these all have to do with your personal actions and none of your staff. Therefore, you did not correct your actions, so we took action.
- 3) Idealliance Taiwan can determine on their own how they will process G7 Master submissions.
- 4) Idealliance Taiwan is an independent office from that of yours and you have no governance or oversight over them.

Timothy Baechle
CEO

2018年9月19日

一直以來，彭安琪總監與 APTEC 管理委員會密切報告有關 Idealliance 的事宜，因此管理委員會主席何家鏗先生決定向 Idealliance 董事局主席 Wayne Marshall 發信，要求解釋 Idealliance 如何處理與 APTEC 的合約，因為合約列明 Idealliance China 是包括台灣的。

APTEC 管理委員會主席何家鏗先生向 Idealliance 董事局主席 Wayne Marshall 發信，查詢下列四點：

- 彭安琪總監如何不按照合約辦事？
- 什麼行為引致不能成為Idealliance的合作伙伴？
- 有關成立Idealliance Taiwan之事宜，有沒有在董事局會議討論過？
- Idealliance如何處理現時的合約？因為合約列明Idealliance China是包括台灣。

Dear Mr. Marshall,

Partnership with Idealliance

Idealliance is a valued partner and the collaboration between us in the Idealliance China project initiated since 2007 has been deemed successful and acknowledged by our both organizations. It came to my surprise to read the attached email from your CEO, Tim Baechle, alleging Brenda Pang, Executive Director of APTEC/ Idealliance China failed to act in accordance with the MOU between us on Idealliance China, and notifying the establishment of Idealliance Taiwan. We treasure a lot our partnership and take this allegation seriously. In order for us to initiate our investigation and subsequent remedial course of action, we would like to request the following information from Idealliance to help us investigate what is jeopardizing our partnership:

1. How did Brenda fail to act in accordance with the MOU?
 2. What are the actions unbecoming of an Idealliance partner?
 3. Was the establishment of Idealliance Taiwan discussed in the Idealliance Board meeting?
 4. What is the plan for Idealliance with the existing MOU of Idealliance China which covers Taiwan?
- We together have achieved a lot in this 10-year partnership and it is our desire to further the collaboration. Look forward to hearing from you.

Yours sincerely,

Ho Kar Hun

Chairman

APTEC Board of Directors

2018年9月20日

不過，APTEC 何家鏗主席尚未收 Idealliance 主席的回覆，卻已經收到現任 Idealliance CEO Timothy Baechle 一個簡單的終止合約電郵通知，其中並沒有提及交接等問題。

Idealliance CEO Timothy Baechle 於9月20日發出電郵，「即時」終止與 APTEC 的合約。

Dear Brenda—

We have formally decided to terminate our relationship with APTEC, therefore terminating the MOU for what was Idealliance China, which also eliminates your position on our Board of Directors. When I return from my travels, I will send you a formal letter of termination, but this termination of our relationship is effective immediately, today, September 20, 2018.

Regards,

Timothy Baechle

CEO

同日稍後，彭安琪總監收到 Idealliance 董事局主席 Wayne Marshall 回覆所有委員（由於當時彭安琪總監仍是 Idealliance 董事局成員之一，因此收到此電郵），表明成立 Idealliance Taiwan 並非由董事局處理，因此不會回覆何家鏗先生的電郵。

All,

In regards to this email that all received yesterday, I wanted to respond and share as to our next step. Upon review and after discussion with Tim Baechle, this is more politically motivated than business. As many are aware of China and Taiwan have been in dispute as to the independence of Taiwan for a number of years. This is part of the root of the issue as to our business relationship with China and Taiwan. The most important element of all of this is that this is not a board issue or a topic that we as a board would be required to engage in. We have always allowed our leadership team to conduct and manage our business relationships with all of our affiliates and vendors. Chairman Hun from APTEC reaching out to us directly does not change this. Tim and staff have a great grasp of the situation and are dealing with this appropriately. For this reason Tim and I have decided that as Chair I will not respond to Chairman Hun. If you have any further questions on any of this please do not hesitate in reaching out to Tim or myself.

Thanks,
Wayne

2018年10月7日

APTEC 何家鏗主席當時收到 Idealliance 董事局主席 Wayne Marshall 的回覆，因此再次發電郵要求對方跟進並澄清事件，以及表明 APTEC 有權追討賠償。

Dear Mr. Marshall,

Re: Breach of Idealliance Agreement

Subsequent to my last communication with you seeking clarification and information from Idealliance on partnership issues raised, I am very surprised to receive a letter of termination effective 20th September, from Mr. Baechle to this effect.

As you are fully aware, we have been appointed as the sole agent/representative and/or the International Alliance Partner in Greater China (i.e. Mainland China, Hong Kong, Taiwan and Macau) since the year 2007 and that our Ms. Brenda Pang has also been appointed as Idealliance Director since 5th May 2017 for a fixed term of 2 years.

However, to our great surprise, you have, without our consent or approval, formed a new alliance in Taiwan, wrongfully and in serious breach of the above Agreement. On our discovery of the same, you have made excuses which are not acceptable to us and you then terminated the above Agreement and the directorship by giving us notice on 22nd September 2018, without any reasonable cause.

We must now write to express our deepest discontent with your decision to terminate the above Agreement and the defamatory statement made by your Director of Global Certification Programs on 27th September 2018, since it would seriously affect our goodwill and reputation in the printing field, particularly when we are the premier and representative organization under the Hong Kong Printers Association for the promotion of printing standards and standardized practices in Greater China. To avoid unpleasant and costly legal proceedings, we must now also ask you to let us have your proposal for rectification of the matter or for compensation of our damages, within the next 10 days from the date hereof.

Meanwhile, we hereby reserve all our rights on the matter.

Yours sincerely,
Ho Kar Hun
Chairman
APTEC Board of Directors

2018年10月8日至15日

APTEC 何家鏗主席一直沒有收到 Idealliance 董事局主席 Wayne Marshall 的回覆，而 Idealliance CEO Timothy Baechle 則回覆有關電郵，但當中並沒有提及違反 Idealliance 與 APTEC 的合約，反而多次提及彭安琪總監的個人行為，以及轉為 APTEC 違規（之前沒有提及過）。

Idealliance CEO Timothy Baechle 於10月8日所發出的電郵中，多次提及彭安琪總監的個人行為，更指控 APTEC 有違規的行為。

Dear Mr. Ho,

Our decision to terminate the relationship with APTEC and the Memorandum of Understanding for cause was for extensive breach of the Memorandum of Understanding on the part of APTEC, in particular, the actions of Brenda Pang. A short outline for our reasons is noted in this letter. Please note, due to the extensive number of circumstances surrounding the breaches of the Memorandum of Understanding on the part of Brenda Pang, this list does not include all points, but certainly outlines the key points and seriousness of breach and violations by Brenda Pang, which over a period of months of collecting information, which is corroborated and substantiated information, was the determination for our decision. Brenda Pang's actions are the sole reason behind the action we took as an organization.

Let it be noted, over a period of many months, many matters were discussed with Brenda Pang via Skype calls regarding the substantiated and corroborated information and concerns we were receiving from Greater China. Due to the length of our relationship, Idealliance relentlessly tried to keep this relationship on stable ground, working tirelessly to restore the relationship, however, no corrective action was taken by Brenda Pang and more irreparable damage to the Idealliance brand and programs was being furthered in Greater China due to the actions of Brenda Pang. Over a period of many months, countless emails and Skype calls were exchanged with Brenda Pang regarding numerous things that came to our attention of incredible concern, all of which were deflected, denied, and went uncorrected by Brenda Pang.

We would like to directly address two matters noted in your letter dated, today, October 8, 2018. Brenda Pang not only breached the Memorandum of Understanding countless numbers of times, but she also breached the Idealliance Anti-Trust Policy, Idealliance Intellectual Property Policy and the Idealliance Trademarks Usage and Misuse Policy. We hold your statement regarding our Director of Global Certification Programs in great contempt. No defamatory statements have ever been made about APTEC or any member of your staff. However, Idealliance takes great concern in the letter that was sent out by Brenda Pang on September 26, 2018 to not only everyone in Greater China, but companies, organizations and individuals in regions that were not covered under the Memorandum of Understanding. This action was defamatory, misrepresentative and one that was taken to both further damage the Idealliance brand, but also to be political in action, which is of great concern because Idealliance is not a political organization, nor are we affiliated with any government organization. We ask you, as Chairman of APTEC, to have Brenda Pang immediately cease and desist her continued defamatory statements about and against Idealliance.

Brief Outline of Decision to Terminate Memorandum of Understanding

- 1) We found out that APTEC was allowing "failed" submissions to "pass" G7 Master Facility Qualification, which is a violation of Idealliance Policies and Practices and violation of Trademark Usage and Misuse.

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- 2) We found out that APTEC was allowing past submissions for renewal which is a violation of Idealliance Policies and Practices and violation of Trademark Usage and Misuse and allowing other non-submitting facilities to submit on behalf of the submitting G7 Master facilities, which is an entirely different level of breach.
- 3) APTEC / Brenda Pang went against the MOU agreement and extended contracts on behalf of Idealliance, without our authorization, to represent training and certain areas / regions of coverage, offer contracts for representation in territories, which is completely against our policy and 100% in violation of our agreement. Violation of Idealliance Anti-Trust Policy, Idealliance Intellectual Property Policy and the Idealliance Trademarks Usage and Misuse Policy
- 4) We also learned that APTEC was conducting training of our intellectual property without payment to Idealliance, which is in gross violation of the agreement and in violation of the Idealliance Intellectual Property Policy.
- 5) APTEC was notified in writing by Idealliance for “action unbecoming of a partner” on numerous occasions due to Brenda Pang making defamatory statements about individuals, OEMs and organizations, including her behavior, tone and communication regarding matters we brought to her attention directly from Idealliance and her response to such matters. These are all a Violation of the Idealliance Anti-Trust Policy.
- 6) Brenda Pang was urged, encouraged and requested to cover the region that fell under the MOU, in particular, Taiwan. Brenda Pang was even requested to speak at TIGAX 2018, but declined, furthering her failure to cover this area. TIGAX in response requested Idealliance HQ to send someone to speak on Idealliance’ behalf. Once Brenda knew that we had accepted the request, she then requested through TIGAX to speak, which TIGAX declined her request, due to her failure to accept their invitation and previous invitations, as we were told they were greatly offended by her actions.
- 7) After meeting with numerous global OEMs in China in various visits over the last two to three months in the region, we learned that the reason they did not do business with Idealliance China was because of Brenda Pang and they refused to work with her due to her reputation. We also learned that key employees that recently resigned from APTEC did so due to Brenda Pang’s behavior, management style, and her divisive behavior.
- 8) We also learned through direct contacts we have with brands, some of the largest brands in the world, in China, that they refused to work with APTEC due to reputations issues of Brenda Pang / APTEC.
- 9) Upon termination of the agreement, APTEC sent out a mass letter to the Greater China region and well outside the region covered under the MOU, inferring that Idealliance pulled out of China due to Sino-Pac and the U.S. Governments recognition of Taiwan. This is not only inflammatory but could not be further from the truth and this is maligning and defamatory of Idealliance, as we are not a political organization, we are not affiliated or funded by any government, nor take any political stance on any political matter anywhere in the world.

Regards,
Timothy J. Baechle
Chief Executive Officer

面對 Timothy Baechle 所提出的指控，APTEC 何家鏗主席於 2018 年 10 月 9 日和 11 日兩度要求對方提供更多資訊和證據，但對方仍然只是針對彭安琪總監，以及只提供兩位人士和兩個供應商為證據。經 APTEC 董事的求證後，並沒有發現 APTEC 違規之事。

Timothy Baechle 於 2018 年 10 月 9 日回覆 APTEC 何家鏗主席的電郵，其中大部份的篇幅都是著重針對彭安琪總監個人。

Dear Mr. Ho—

Thank you for your response. We can assure you that after a 10-year relationship with APTEC, this was not a decision that was made hastily, but one that was made over a long and extended period of time after extensive meetings and communications with many individuals. It certainly was a very, very difficult decision, however, as we explained in our letter, there is only one individual that everything tied back to within APTEC and that was Brenda Pang and no matter how hard we tried to hold on to this relationship, no corrective action was taken and no accountability was taken on her part.

We certainly and most probably do not have to tell you this, but the individuals, OEMs, service providers and brands that came forward to share information with us, which prior to them having the tremendous courage to come forward on their own, they were reluctant in bringing any of this to our attention because they were met with character defamation and derogatory comments when they brought details that were completely unknown to Idealliance USA to your Executive Director. We think in a lot of ways, that this negative blow-back they received for speaking out gave them courage to approach us directly in-person when we were traveling overseas, including others that flew to America to meet with us in person to discuss the gravity of concern and matters at hand. You can imagine our surprise that we were met with by the overwhelming flow of corroborated and substantiated matters that we were entirely unaware of, including information that continues to come in, unsolicited daily.

The facts, details, and decision to ultimately end our relationship solely came down to the actions of one individual and that is Brenda Pang. We believe and encourage you to look at relationships that used to exist for years that are now completely shattered because of Ms. Pang's actions and behavior, not only in Hong Kong, but also in other parts of China. If you truly look at historical relationships that used to exist, you will find they no longer exist. If you look to former APTEC employees who recently left, who many in the industry, including all of us at Idealliance held in very high regard, you will find that they left for one reason only and it was not for a better job. Why people had the courage to finally speak up is unknown to us, but it was almost like a wave when it came to us, all unsought by Idealliance. Brenda Pang's actions that went against every policy of Idealliance and her character that she displayed greatly hurt many people, both individually and as businesses, including Idealliance. The facts we brought to you, again all overwhelmingly corroborated and substantiated, left Idealliance with a very difficult business decision to make. We will tell you that there are many wonderful people at APTEC that we hold in very high regard, however the decisions and behavior of your Executive Director not only led to the dissolution of the Memorandum of Understanding, but still effect those still employed by APTEC, but are scared to speak up.

Best,
Timothy Baechle
CEO
Idealliance

Timothy Baechle 於2018年10月11日再次回覆 APTEC 何家鏗主席的電郵（節錄），但完全沒有提及有關 Idealliance Taiwan 的成立、與 APTEC 解約後的交接等問題，也沒有提供有關 APTEC 違規的證據，反而不斷強調彭安琪總監的個人行為。Timothy Baechle 之前單方面終止合約，為何此時卻主動提出換掉總監可帶來恢復關係的曙光？即使雙方關係有機會恢復，APTEC 管理委員會實在無法苟同 Timothy Baechle 的政治立場及劣行，在大是大非前，絕對不會妥協。

（編者按：Timothy Baechle 一直轉移視線至總監的行為操守以迴避掩飾違約問題，堅決要成立 Idealliance Taiwan，實在耐人尋味！另外，以下電郵 Timothy Baechle 提及的人士之一 Wilson Chung，剛接手處理大灣區 G7，箇中關係，讀者可以自行判斷。）

Dear Mr. Ho—

Thank you for your email. As I outlined in previous correspondence, the amount of information, facts, evidence and misconduct was overwhelming. It was literally too much to even comprehend at first, which is why it took us by such surprise, and it was isolated solely to conduct, actions and behavior of Ms. Brenda Pang. As I stated, we have much respect for you, HKPA, the APTEC staff, including the APTEC staff that has recently left, and for many years we have valued our relationship. However, Ms. Pang, when confronted with the grave concerns and complaints from individuals and organizations they were met with complete disregard, then their character was defamed and Ms. Pang explained that “APTEC does not follow Idealliance USA and she does things her way”. They were also told by Ms. Pang that their complaints will go nowhere because “she is like a daughter to Mr. Ho and the Hong Kong Printers Association is very powerful”. In fact, someone actually called me this morning from Hong Kong and literally repeated these very statements almost verbatim.

The Mr. Ho I know, which is you, is certainly someone I have always found to be an individual of impeccable character, warm, professional and kind. Most everyone, including Idealliance, strongly believed none of these concerns ever made their way to you and the HKPA Board of Directors, and perhaps the Board of Directors of HKPA and yourself were not being given the facts or provided with the entire outline of events of situations from Ms. Pang. As you well know yourself, it is very unusual for individuals in Chinese culture to speak out, but people were effected so egregiously they finally had the courage to do so because it was effecting their business and their reputations. I will work with my staff to encourage people to come forward to you directly, in the hopes that they do, without fear of any repercussion, which they all have because of what they were met with when they did bring up complaints and concerns with Ms. Pang and coming to you as the Chairman of a very prominent and powerful association is even a bigger step. They came to us because they know of our value system and how communicative we are around the world and the fact that we always take every concern seriously and treat everyone, no matter who they are or the size of their organization with the very same respect.

In closing, as I stated, I will work with our staff and those in the region to encourage them to come forward to you, but I can also provide you a couple of names of people that have been extremely professional and open with us with their concerns and despite how they were effected both personally and as a business never spoke negatively about APTEC or the Hong Kong Printers Association. They simply outlined what had occurred, how it effected them, what they initially did to try to resolve the issue, and how it has impacted them both personally and professionally. We have listened with delicate ears to everyone. I do not think our relationship is beyond restoring, but I do think, it would not be possible with the current Executive Director.

Wilson Chung-WYS System Limited-Hong Kong
Joseph Pasky-Cathay America-Shenzhen, China
CGS
HP Indigo

Best,
Timothy Baechle
CEO
Idealliance

2018年11月29日

APTEC 何家鏗主席再向 Timothy Baechle 發電郵回應，說明並沒有發現 APTEC 違規的證據，以及眾委員全力支持彭安琪總監及肯定其工作和貢獻，並要求 Timothy Baechle 撤回其指控及向彭安琪總監道歉。不過，至今尚未收到任何回覆。

Dear Tim,

Ever since you brought up the issue on Ms. Brenda Pang, APTEC has taken the matter very seriously. A special group with members from our management committee has been formed to investigate the case.

However, we find that there are no actual facts proving Ms. Pang has misconducted in the way as you pointed out. Furthermore, despite our repeated requests, we have not received any concrete evidence from you to substantiate your serious allegations and / or libelous statements against Ms. Pang.

If no concrete evidence is forthcoming, please withdraw your allegations and offer an apology to Ms. Pang, in order that the whole issue will be settled pleasantly.

The contributions made by Ms. Pang in promoting the printing standardization in the Greater China region and towards APTEC are highly recognized. I and our Board Members fully entrust her to continue leading APTEC in serving the industry.

Regards,
Ho Kar Hun
Chairman
APTEC Board of Directors

結語

APTEC 在 10 多年來盡心盡力向大中華區服務，並一直支持和致力推動印刷標準化和 Idealliance 技術，為大中華區提升印刷技術水平。APTEC 對於是次 Idealliance 不討論、不交接、不考慮同業的利益的不合理行為及決定深表遺憾。

有關大中華區的 G7 事務，APTEC 恕不能處理，並對受影響的專家和企業深感抱歉。如有關 G7/G7 PC 續証及申請，請直接聯絡 Idealliance。如有任何問題，歡迎聯絡 APTEC 彭安琪總監（電話：852-3589 5021 / 電郵：brendaok@aptec.hkprinters.org）。

有關 Idealliance 與 APTEC 終止合約之始末，詳情可瀏覽：

http://www.hkprinters.org/daily-news/11922/Idealliance_APTEC.pdf

