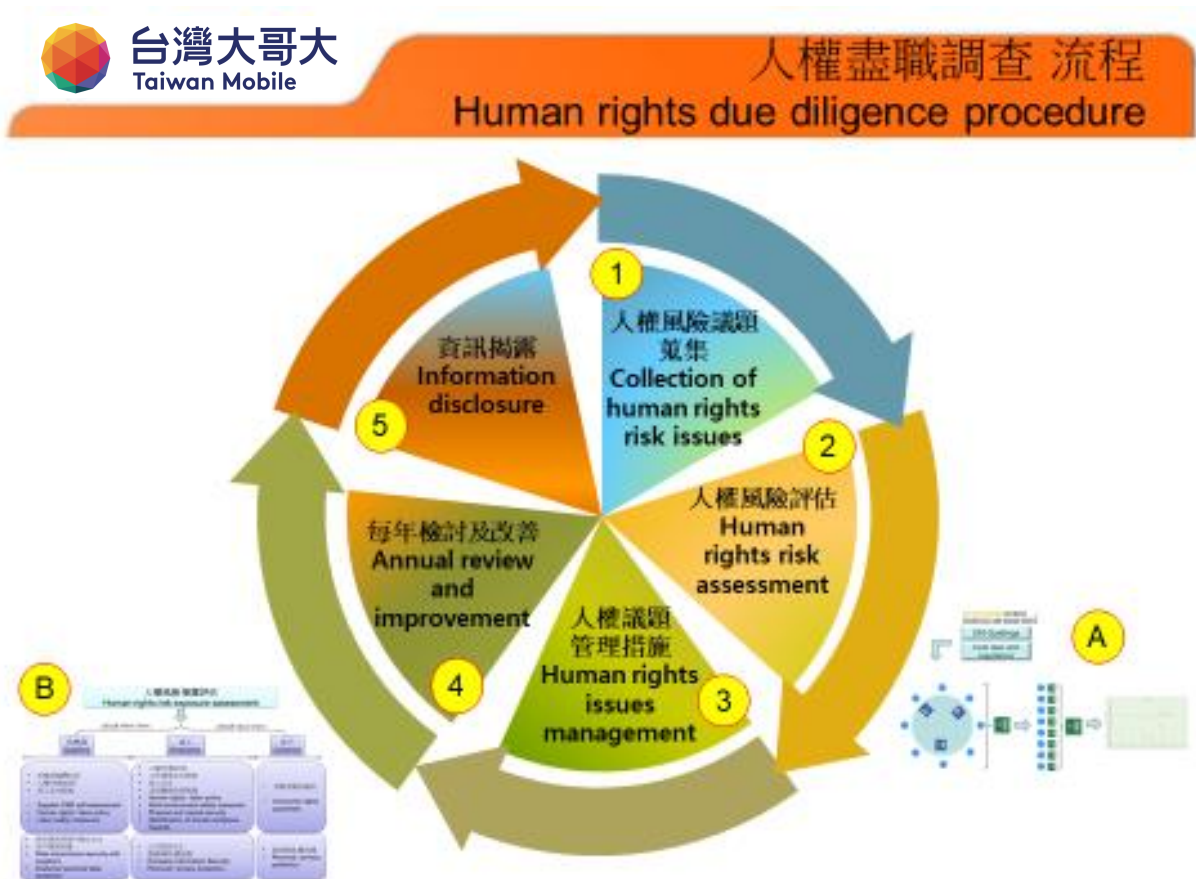


台灣大哥大 人權盡職調查 流程

Taiwan Mobile Human rights due diligence procedure

- 盡職調查範圍：TWM 整體價值鏈。
- 指導原則：聯合國《世界人權宣言》《企業與人權指導原則》《信息通信技術行業的商業和人權》· 及國際勞工組織的《工作基本原則與權利宣言》和國內法令相關法令，如《勞基法》、《性別平等法》和其他勞安相關法規
- **Scope of investigation:** all departments and subsidiaries.
- **Guiding principles:** United Nations "Universal Declaration of Human Rights", "Guiding Principles on Business and Human Rights", "Business and Human Rights in the Information and Communication Technology Industry", and the ILO' s Declaration on Fundamental Principles and Rights at Work and relative domestic laws and regulations, such as Labor law, Gender equality law, and other labor safety regulations.



附圖一 Figure 1

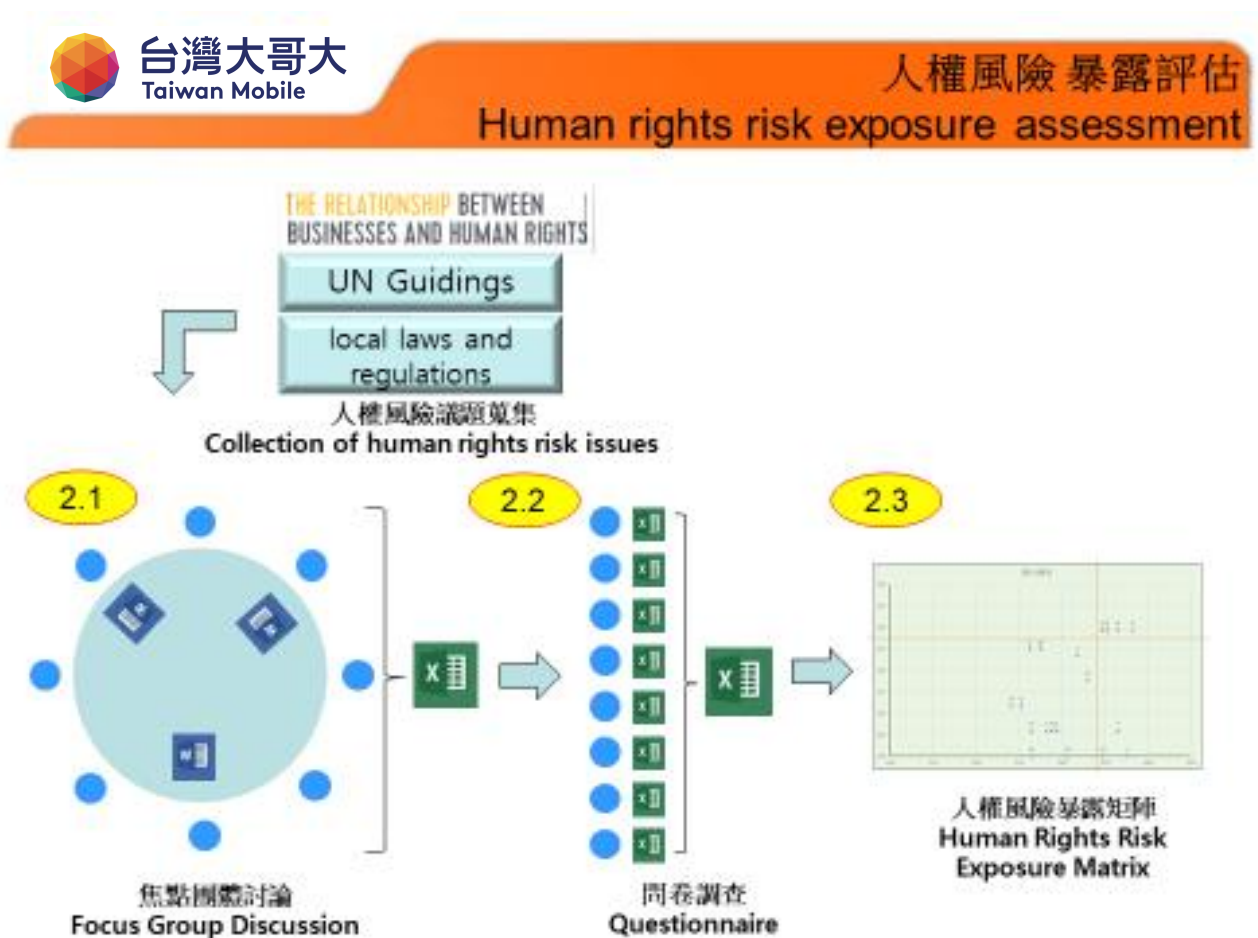
步驟一：人權風險議題蒐集

- 依據國際相關人權指導文件，參考電信與相關電子科技產業與企業之相關人權報告，蒐集基本人權、工作環境、機構安全等相關人權風險議題，產出人權風險議題清單。

- 每年關注更版情形，藉以調整人權相關措施。

Step 1 : Collection on human rights risk issues

- Collect relevant human rights risk issues such as basic human rights, work environment, and institutional safety, based on relevant international human rights guidance documents and with reference to relevant human rights reports of telecommunications and related electronic technology industries and enterprises, output the list of human rights risk issues
- Pay attention to revisions every year to adjust human rights-related measures.



附圖二 Figure 2

步驟二：人權風險評估

- **2.1 焦點團體討論：**
 - 召集全公司各事業群及子公司，多年負責人權議題的代表，每單位 1~2 人，組成專題小組，進行 Focus Group 討論。各部門皆須代表參加，確保風險評估範疇涵蓋價值鏈全部範圍。
 - 依人權風險議題清單所列示的各種人權，逐一檢視 TWM 價值鏈(包括自身營運)中可能發

生的人權議題及可能風險，評估每個價值鏈節點可能存在的風險，並針對可能受影響的群體（如供應商、員工、客戶、公眾、弱勢群體等）評估可能會涉及到的人權問題。

- 確定最終納入評估的潛在人權問題，並與相關部門確認。
- 產出「人權風險評估問卷」

● 2.2 問卷調查：

- 發放「人權風險評估問卷」，問卷由人權專題小組成員填寫。
- 填寫人員包含以下部門，採購(供應商)、人力資源、行政後勤、工務、IT (內部員工)、資訊安全、業務、客戶服務 (客戶)、及各子公司代表，調查範疇須涵蓋台哥大整體價值鏈。

● 2.3 人權風險暴露結果：

- 回收問卷並統計結果，產出「**人權風險暴露矩陣**」

Step 2 : Human rights risk assessment

● 2.1 Focus group discussion:

- Convene representatives of all business groups and subsidiaries of the company, who have been responsible for human rights issues for many years, 1 to 2 people per department, to form a human rights panel for Focus Group discussion. All departments must to have representatives to participate in order to make sure the scope reached a comprehensive coverage.
- According to the various human rights listed in the list of human rights risk issues, review the possible human rights issues and possible risks in the TWM value chain (including its own operations), assess the possible risks of each value chain node, and target the potential impacts Groups (such as suppliers, employees, customers, the general public, vulnerable groups, etc.) assess human rights issues that may be involved.
- Identify the potential human rights issues that will eventually be included in the assessment and confirm with relevant departments.
- Output "Human Rights Risk Assessment Questionnaire"

● 2.2 Questionnaire survey:

- Distribute the "Human Rights Risk Assessment Questionnaire", which is filled out by members of the human rights panel.
- The filled-in personnel include the following departments, procurement (suppliers), human resources, administrative logistics, public works, IT (internal employees), information security, business, customer service (customers), and representatives of each subsidiary, the survey scope must to cover Taiwan Mobile's overall value chain.

● 2.3 Human rights risk exposure results :

- Retrieve the questionnaire and count the results to produce a "Human Rights Risk Exposure Matrix"

步驟三：人權議題管理措施

- 再次由價值鏈角度(供應商、員工、客戶)，並依據步驟二產生的「人權風險暴露矩陣」，盤點價值鏈相關的人權項目，並由權責部門註記管理、提出改善措施、追蹤執行結果，並彙編成人權風險盡職調查報告。

Step 3 : Human rights management measures

- From the aspect of the value chain (suppliers, employees, and customers), and based on the "Human Rights Risk Exposure Matrix" generated in Step 2, inventory related human rights risk happened in value chain, ask department in charged to note management , implement corrective action, and track implementation results. Finally, compile a human rights risk due diligence report.

步驟四：每年檢討及改善

- 每年重複相同的過程，審查我們的現有目標和進展，並留意新的潛在問題，以評估我們的矯正行動的有效性。通過這個持續不斷的迭代過程，我們希望有效地管理人權問題。

Step 4: Annual review and improvement

- Repeat the same process every year, review our existing goals and progress, and pay attention to new potential problems to evaluate the effectiveness of our corrective actions. Through this continuous iterative process to effectively manage human rights issues.

步驟五：資訊揭露

- 將人權政策與盡職調查相關結果對外說明，如企業官網。

Step 5 : Information disclosure

- Transparently disclose the human right policy and the relative result of due diligence on the website of TWM.