

TWM 人權風險及盡職調查 Taiwan Mobile Due Diligence Report

Value Chain : 所有價值鏈 **All Value Chain** (All the mitigation and remediation plan are applicable to the corresponding sites/ department/ branches/ suppliers)

Item	Human rights issues covered	Human rights risk Impact assessment	Mitigation Plan	Remediation Plan	Risk level	Due diligence results			Responsible Dept.	Target setting	Information disclosure
						% of total assessed in last 3 years	% of total assessed where risks have been identified	% of risk with Mitigation or Remediation process implemented			
A1	<p>隱私權</p> <ul style="list-style-type: none"> 資訊安全及客戶個人資料保護 	<p>隱私權保護</p> <ul style="list-style-type: none"> 客戶或員工個人資料被不當利用 Y20 重要風險 3 	<ul style="list-style-type: none"> 已導入 ISO/IEC 27001 / 27011 / 27018、PCIDSS、BS10012、ISO29100 認證 持續規劃導入隱私保護系列國際標準，強化客戶隱私保護水平。 舉行個資/資訊安全委員會議，檢討、推動個資/資安防護。 推動個資/資安內稽、外稽作業，並於委員會呈報執行結果 資訊安全年度訓練(全員) 依上述稽核、會議的結果，持續優化防護措施。 供應商 SCMS 平台登入帳號、密碼及 Token 管理 本項問題的定義，是確實有個資洩漏，並依法向目的事業主關機關回報的件數。Y20 無發生。 	<ul style="list-style-type: none"> Y20 並未發生資安和個資洩漏事件，惟資安與個資保護已是企業須高度關注的風險管理議題，且駭客手法不斷翻新，故仍列為高風險，持續關注並改善。 當發生事件時，須依照資安管理辦法通報並進入改善程序，且須提報資訊安全委員會確認改善有效性。並作為內部改善作業宣導教案，持續宣導。 	重要風險	100%	0	0	資安	<ul style="list-style-type: none"> 每年四次稽核，持續通過認證 每年資安內稽二次、外稽二次 100%完訓、通過考試 以零洩漏為目標 	<ul style="list-style-type: none"> https://english.taiwanmobile.com/csr/humanRights.html
A1	<p>Privacy</p> <p>Information Security and Customer Personal data Protection</p>	<p>Privacy protection</p> <ul style="list-style-type: none"> Improper use of personal resources of customers or employees Y20 important risk 3 	<ul style="list-style-type: none"> Passed ISO/IEC 27001 / 27011 / 27018, PCIDSS、BS10012、ISO29100 certification Continue to plan and introduce international standards for privacy protection series to strengthen customer privacy protection Hold Personal Data and Information Security committee meeting to review and promote Personal Data / Information Security protection Promote internal/external auditing related to Personal Data / Information Security protection, and report implementation results to the committee Information Security Annual Training (all employees) Continue to optimize protective 	<ul style="list-style-type: none"> No information security and personal information leakage incidents occurred in y20. However, information security and personal information protection are risk management issues that companies must pay close attention to, and hacking methods are constantly being renovated, so We are still classified as high risks. Continue to pay attention and improve. When an incident occurs, it must be notified in accordance with the information security management method and 	Major risk	100%	0	0	ISM S	<ul style="list-style-type: none"> 4 audits per year and continuous certification Twice internal/external audit annually 100% finished training and passing the exam Target zero leakage 	<ul style="list-style-type: none"> https://english.taiwanmobile.com/csr/humanRights.html

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			measures based on the results of the above audits and meetings. <ul style="list-style-type: none"> SCMS supplier login account, password and token management The definition of this question is the number of leaks that are indeed leaked and reported to the target business agency in accordance with the law. Y20 nothing happened. 	entered into the improvement process, and it must be reported to the Information Security Committee to confirm the effectiveness of the improvement. And as an internal improvement work propaganda teaching plan, continuous propaganda.							

Value Chain : 供應商 Suppliers

● 價值鏈上，[供應商] 盡責調查涵蓋的弱勢群體有：第三方雇員、兒童、原住民、移民勞工、殘疾人士
 In the value chain, the vulnerable groups covered by the [supplier] due diligence are: third-party employees, children, indigenous people, immigrant workers, people with disabilities

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S1	強迫勞動	職場健康權 <ul style="list-style-type: none"> 違反勞工自由意志，為達經濟目的威脅基本人權 	<ul style="list-style-type: none"> 於 2011 年公告「供應商企業社會責任守則」，作為供應商執行案件之規範 對供應商進行宣導與教育訓練 要求供應商每年填寫 CSR 自評問卷 定期依據風險辨識結果進行供應商不同形式之訪查或稽核 查核供應商是否制訂疫情應變計畫 每年舉辦供應商交流會，邀請績優廠商分享管理實務 承攬商安全管理： <ul style="list-style-type: none"> 制訂承攬商安全衛生管理作業程序，明定承攬安全工作要求，供廠商施工遵循 辦理施工前會議，並進行危害告知，並不定期進行安全稽查。 要求強制投保工程綜合險，以保障施工人員安全保障 	<ul style="list-style-type: none"> 對於發生的案例，給予改善方案，並要求供應商配合執行。改善方案包括： <ul style="list-style-type: none"> 持續依據安全衛生相關認證標準，優化內部作業，並規劃訓練主題，定期執行訓練等。 針對工作場所進行危險源有效識別、標示、改善。 針對鑑別為高風險之供應商，提出改善方案建議後將要求限期改善，並於隔年度進行高風險供應商複查。 	次要風險	64.7 %	0.16%	100%	採購	<ul style="list-style-type: none"> 2022 年前完成對 85% 的關鍵一階供應商風險評估 	<ul style="list-style-type: none"> 供應商企業社會責任守則 承攬商衛生安全環保規章 廠商申訴辦法 https://twmepmail.taiwanmobile.com/esp/
S2	平等薪酬	<ul style="list-style-type: none"> 不平等與潛在職場歧視 									
S3	童工	兒童保護權									
S4	勞動保障	公正、有利的工作條件的權利									
S5	集體協商權	言論與表達自由權									
S6	職場健康	<ul style="list-style-type: none"> 危險工作環境威脅勞工人身安全 因疫情進行遠距工 									

Value Chain：所有員工 All Employees

● 價值鏈上，[所有員工] 包含正職員工及派遣員工，而盡責調查涵蓋的弱勢群體有：殘疾人士、原住民、移民勞工、妊娠中及分娩後未滿一年之女性員工

In the value chain, [All employees] includes regular employees and dispatched employees, and the vulnerable groups covered by the due diligence are: people with disabilities, indigenous people, immigrant workers, female employees during pregnancy and less than one year after delivery.

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						% of total assessed in last 3 years	% of total assessed where risks have been identified	% of risk with Mitigation or Remediation process implemented			
E1	童工	兒童保護權 ● 不聘用童工	● 面談時，請應徵者填寫公司履歷表載明其出生年，且本人簽署保證所填寫資料屬實 ● 員工於到職當日，須繳驗個人身分證，查驗資料是否屬實	公司無此疑慮	次要風險	100%	0	0	HR	● 零童工聘用 Y20 達成率 100%， Y21 目標同 Y20	https://corp.taiwanmobile.com/social-responsibility/employeeStructure.html
E1	child labor	Child protection rights ● Abolish child labor	● Candidates are required to fill in their year of birth on application forms and sign to certify that all information stated in the resume is true before the interview. ● During onboarding, new employees must provide valid identification documents to certify the information.	No action needed	secondary risk	100%	0	0	HR	● Y20 Goal : Zero child labor ● Y20 Goal Achievement Rating : 100% Y21 Goal : Zero child labor	https://english.taiwanmobile.com/csr/employeeStructure.html
E2	歧視	不受歧視 Y20 重要風險 9	● 職缺為公開招聘，不因性別、年齡、婚姻、種族、身心障礙而在薪酬、福利、升遷、調薪、任期、教育訓練、工作條件及就業權益等予以差別待遇 ● 工作規則明訂，對員工不得以性別、性傾向、婚姻、種族、身心障礙等為由，予以歧視	公司設立員工申訴制度，以嚴謹安全的舉報機制，讓員工可以在安全保密的情況下傳遞意見。	重要風險	100%	0	0	HR	● 依據應徵者專長及學經歷進用及發薪，無性別、性傾向、婚姻、種族、身心障礙等為由，予以歧視 Y20 達成率 100%， Y21 目標同 Y20	https://corp.taiwanmobile.com/social-responsibility/employeeStructure.html https://corp.taiwanmobile.com/social-responsibility/careerDevelopmentTraining.html
E2	Discrimination	Non-discrimination ● Y20 important risk 9	● Our job vacancies are filled through a public recruiting process. Employee remuneration, benefits, promotions, raises, terms, training, working conditions or employment rights are not affected by gender, age, marital status, race or disability. ● There is no discrimination to employees on the basis of gender, sexual preference, marital status, race or disability, and the aforementioned principle is defined	The Company establishes an employee complaint system to provide a rigorous and safe reporting mechanism so that employees can file a complaint in a safe and confidential manner	Major risk	100%	0	0	HR	● Evaluate candidates compensation based on their expertise, education, and career experiences, There is no discrimination on gender, sexual orientation, marriage, race, physical and mental disability, etc. ● Y20 Goal Achievement	https://english.taiwanmobile.com/csr/competitiveRemuneration.html

			in the work rules.							Rating : 100% ● Y21 Goal : Same as the goal of Y20.	
E3	歧視	工作權 ● 聘用身障 ● 工作環境讓身障者感受不友善	● 重新設計職務，提供身障人員工作 ● 與外部進用身障人員機構合作，提供工作機會 ● 建立對身障人員友善、無障礙之軟體工作環境 ● 優先保留固定且安全進出的車位予身障同仁	TWM 一定會遵守法規要求所以沒有制訂補救措施	次要風險	100%	0	0	HR 勞安	● 符合法令足額進用身障人員 ● 零傷害 ● Y20 達成率 100%，Y21 目標同 Y20	https://corp.taiwanmobile.com/social-responsibility/employeeStructure.html
E3	Discrimination	Right to work ● employing disabled ● Working conditions are unfriendly to people with disabilities	● Jobs were redesigned to provide employment opportunities for people with disabilities. ● Collaborate with external organizations that assist people with disabilities for job searching, and offer job opportunities. ● Create a friendly and barrier free working environment ● Reserve specific and safe parking spaces for disabled employees.	TWM is committed to meet regulatory disability employment quota and therefore no remediation actions are needed	secondary risk	100%	0	0	HR 勞安	● Y20 Goal : Meet mandatory disability employment quota. ● Y20 Goal : No harm. ● Y20 Goal Achievement Rating : 100% ● Y21 Goal : Same as the goal of Y20.	https://english.taiwanmobile.com/csr/employeeStructure.html
E4	強迫勞動	職場健康權 ● 延長工時 ● Y20 重要風險 13 ● 不符勞基法令規範 ● Y20 重要風險 9	● 主管要求員工延長工時需經員工同意，且員工於事後，可選擇申請補休、或加班費 ● 恪遵政府勞動法令，不強制或脅迫任何無意願之人員進行勞務行為	● 員工延長工時可於事後選擇申請補休或加班費 ● 若員工反映有強迫勞動情事，查明事實並處理	重要風險	100%	0	0	HR	● Y20 目標:加班符合法令	
E4	forced labor	Workplace health rights ● Work overtime ● Y20 important risk 13 ● Violation of labor standard law ● Y20 important risk 9	● If the supervisor requests an employee to work overtime, the supervisor should get the employee's approval for overtime. If employees work overtime, they can apply compensatory leave or overtime pay. ● In strict compliance with government labor laws. The company will not force or threaten any non-willing personnel to carry out work-related tasks	● If employees work overtime, they can apply compensatory leave or overtime pay ● If there is any reported case of forced labor, an investigation will be carried out and supervisors will be required to make necessary improvements.	Maj or risk	100%	0	0	HR	● Y20 Goal: Overtime shall comply with laws.	https://english.taiwanmobile.com/csr/humanRights.html

E5	人身自由	人身自由和 安全權 ● 免於騷擾 ● Y20 重要風 險 9	● 確實遵循相關法令，制訂工作場所性騷擾防治措施、申訴及懲戒作業準則，並設置性騷擾申訴專線及信箱，公告內外部人員周知。性騷擾防治列入新訓教材及開辦全員訓練，透過多種途徑積極宣導並提醒主管與員工共同維護性別平等、友善且無歧視的工作環境	● 若發生性騷擾申訴案件，依相關法令規範執行糾正、懲處及施行後續補救、防治等措施。	次要 風險	100%	0.03 % 正職人員 共 5,777 人 Y20 有 2 件申訴	100%	HR 勞 安	● 每年開辦兩堂不歧視或性騷擾防治相關之學習主題 ● Y20 達成率 100%，Y21 目標同 Y20	
E5	Personal freedom	The right to personal freedom and Safety ● No harassme nt ● Y20 important risk 9	● In compliance with the laws, we conduct workplace sexual harassment prevention measures, complaints and disciplinary rules. Sexual harassment hotline and mailbox have been included into the training materials for new employees and all employees, and posted on the internal website, and the Company website to improve the awareness. ● We provide a variety of avenues to educate and continuous remind employees and supervisors on safeguarding a gender equality, friendly and non-discriminatory working environment.	● When a sexual harassment complaint arises, rectification and punishment shall be taken in accordance with regulations. Proper remedial and preventive measures should be instituted subsequently.	sec ond ary risk	100%	0.03 % total of 5,777 FTE Y20 has 2 appeals	100%	HR/ Occu pation al Safet y & Healt h Offic e	● Y20 Goal : Provide two training programs for no discrimination or sexual harassment prevention every year. ● Y20 Goal Achievement Rating : 100% ● Y21 Goal : Same as the goal of Y20.	
E6	人身自由	人身自由和 安全權 ● 執行職務 遭受不法 侵害防治 措施	● 公告禁止工作場所職場暴力聲明 ● 執行職場不法侵害預防之危害辨識及風險評估和監測	訂定執行職務遭受不法侵害事故處理與調查程序	次要 風險	100%	0	0	勞 安	● Y20 執行職務遭受不法侵害申訴 0 件 ● y21 目標：零發生率 ● 每三年進行一次風險評估和監測	http://corp.taiwanmobile.com/social-responsibility/LOHASWorkplace.html
E6	Personal freedom	The right to personal freedom and Safety ● Preventive measures against illegal infringeme nts in performing duties	● Announcement prohibit workplace unlawful infringement Statement ● The identification and risk assessment and monitoring of the implementation of the workplace unlawful infringement prevention	Set up workplace unlawful infringement handling and investigation procedures	sec ond ary risk	100%	0	0	Occu pation al Safet y & Healt h Offic e	● Y20 Goal : Zero of unlawful infringement handling and investigation ● Y21 goal: zero incidence ● Conduct risk assessment and monitoring every three years	http://corp.taiwanmobile.com/social-responsibility/LOHASWorkplace.html
E7	勞動保障	工作保障 ● 妊娠中及 分娩後未 滿一年之 女性員工 工作場所 危害辨識	● 訂定母性健康保護計畫 ● 提供懷孕與產後衛生教育資訊 ● 依評估結果區分風險等級，進行分級管理措施 ● 員工於請假系統申請“產檢假”，勞安室即主動關懷及辨識評估，妊娠中	● 執行計畫是依據職業安全衛生署提供的指引所訂定。歷年皆依規定辦理。若發生異常狀況，也會依規定處理。	次要 風險	100%	0	0	勞 安	● Y20 風險評估結果皆列為第一級：經醫師評估無害母體、胎兒或嬰兒健康 ● Y21 目標：風險評估結果皆列為第一級	http://corp.taiwanmobile.com/social-responsibility/LOHASWorkplace.html

		環境危害 辨識與評 估	及分娩後之女性員工									
E7	Labor Security	Job security ● Women 's Workplace Environmental Hazard Assessme nt in Pregnancy and Less than One Year after Childbirth	● Set a maternal health protection plan ● Provide pregnancy and postpartum health education ● According to the risk assessment results to distinguish the risk level, the classification management measures ● Employees in the leave of the system to apply for production leave, the Occupational Safety & Health Office is initiative care and assessment, pregnancy and after delivery of female employees	● The implementation plan is based on the guidelines provided by the Occupational Safety and Health Department. Over the years, it has been handled in accordance with regulations. If an abnormal situation occurs, it will be dealt with in accordance with regulations.	Sec ond ary risk	100%	0	0	Occ upati onal Safe ty & Heal th Offic e	● Y20 risk assessment results are classified as level 1: physician assessment of harmless maternal, fetal or infant health ● Y21 goal: risk assessment results are listed as the first level	https://corp.taiwanmobile.com/social-responsibility/safeHealthyWorkingEnvironment.html	
E8	職場健康	職場健康權 ● 工安事件 影響人員 生命財產 安全。	人員安全措施： ● 依健康檢查結果資訊判斷是否適合 派認之工作性質 ● 訂定工安準則供員工遵循。 ● 採買防護工具/偵測儀器供員工使 用。 ● 每年辦理相關作業人員安全教育訓 練等。 ● 施工案件落實作業危害告知，及施 工前的安全說明會。	● Y20 無工安事件發生。因除 了平日的訓練，更落實施工 前的安全說明會，提升人員 的工安意識。 ● 若發生職安事件，須依職業 災害事故與調查管理程序， 進行要因調查及改善措施擬 定，並於每季職業安全衛生 委員會中進行討論及宣導。	次 要 風 險	100%	0	0	勞 安 /TG	● Y21 以零事件為目標	TWM 內網/職安專區/ 職安規章	
E8	Workpla ce health	Workplace health rights ● Occupatio nal Safety Incident Affects Life and Property Safety。	Staff safety measures : ● Judging whether it is suitable for the nature of work assigned by the health check result information ● Establish work safety standards for employees to follow. ● Purchase protective tools/detection equipment for employees to use. ● Provide safety education and training for relevant operators every year. ● Implementation of operation hazard notification in construction cases, and safety briefing before construction.	● No work safety incident occurred on y19. In addition to training on workdays, safety briefings before construction have been implemented to enhance workers' awareness of work safety. ● In the event of an occupational safety incident, it is necessary to follow the occupational disaster accident and investigation management procedures, carry out the investigation of the factors and formulate improvement measures, and discuss and publicize it in the occupational safety and health committee every quarter.	Sec ond ary risk	100%	0	0	Occ upati onal Safe ty & Heal th Offic e /Tec hnic al Gro up	● 2021 target is 0	TWM intranet/ Occupational Safety Zone / Occupational safety regulations	

E9	職場健康	職場健康權 <ul style="list-style-type: none"> ● 消防安全 ● 設備安全 ● 維運搶修的效率及品質，影響客戶通訊權益。 	<ul style="list-style-type: none"> ● 機房內遵守消防法規之規定，建立自動消防系統、逃生安全通道及指示路線燈號 ● 定期實施安全檢查及維護保養。 ● 採購設備或相關物品時，需將「有害物質的限制」列入要求。 	<ul style="list-style-type: none"> ● 此項風險係因早期的設備維修需使用化學藥劑來處理，目前已多年未發生。然而為降低類似風險，故列入SOP，並持續要求。 ● 若發生化學品使用風險時，將依危害性化學品管理標準作業程序，以及「有害物質的限制」中所指導的處理程序處理之。 	次要風險	100%	0	0	TG/ 營管	<ul style="list-style-type: none"> ● Y20 以零異常為目標 	<ul style="list-style-type: none"> ● TWM 內網/技術群/主機房工程及設備規範 ● TWM 內網/工作規則
E9	Workplace health	Workplace health rights <ul style="list-style-type: none"> ● Fire Safety ● Equipment safety ● The efficiency and quality of UMG's repairs affect the rights and interests of customers 	<ul style="list-style-type: none"> ● Compliance with fire regulations in the computer room, establishment of an automatic fire protection system, escape safety passages, and indication of route signals ● Perform safety inspections and maintenance on a regular basis. ● When purchasing equipment or related items, "Restriction of Hazardous Substances" must be included in the requirements. 	<ul style="list-style-type: none"> ● This risk is due to the use of chemical agents to deal with the early equipment maintenance, which has not occurred for many years. However, in order to reduce similar risks, it is included in the SOP and continues to be required. ● If a chemical use risk occurs, it will be handled in accordance with the standard operating procedures for the management of hazardous chemicals and the handling procedures instructed in "Restriction of Hazardous Substances". 	Secondary risk	100%	0	0	Technical Group/Channel M	<ul style="list-style-type: none"> ● 2020 target is 0 	<ul style="list-style-type: none"> ● TWM intranet/ Technical Group / Host room equipment specification ● TWM intranet / Work rules
E10	職場健康 COVID-19 防疫	傳染性疾病之職場健康危害 <ul style="list-style-type: none"> ● 若員工感染 COVID-19，進而影響公司其他員工健康。 ● Y20 重要風險 16 	<ul style="list-style-type: none"> ● 成立防疫應變指揮中心 ● 訂定防疫計畫，實施疫情分級管理防疫措施 ● 進行『員工管理』、『廠商及訪客管理』、『環境管理』、『備援計劃』等防疫作為 ● 配合政府各項防疫管控措施 	<ul style="list-style-type: none"> ● Y20 無員工感染事件發生。 ● 持續加強相關接觸者疫調，進行防範措施，防堵任何傳染風險，落實疾病預防宣導，提升人員的健康意識。 ● 若發生感染事件，將進行居家隔離、居家上班及異地備援等備援計劃。 	重要風險	100%	0	0	勞安	<ul style="list-style-type: none"> ● Y21 以零事件為目標 ● Y20 達成 100%， ● Y21 目標同 Y20 	<ul style="list-style-type: none"> ● http://corp.taiwanmobile.com/social-responsibility/LOHASWorkplace.html
E10	Workplace health: COVID-19 prevention	Workplace health hazards of infectious diseases <ul style="list-style-type: none"> ● If an employee is infected 	<ul style="list-style-type: none"> ● Establish an epidemic prevention and response command center ● Formulate an epidemic prevention plan, implement hierarchical management and prevention measures ● Implement epidemic prevention measures such as "employee 	<ul style="list-style-type: none"> ● Y20 has no employee infection incident. ● Continue to strengthen the epidemic investigation of related contacts, take preventive measures to 	Maj or risk	100%	0	0	Lab or Safety	<ul style="list-style-type: none"> ● Y21 goal: zero incidence ● Y20 Goal Achievement Rating : 100% ● Y21 Goal : Same as the goal of Y20. 	<ul style="list-style-type: none"> ● http://corp.taiwanmobile.com/social-responsibility/LOHASWorkplace.html

		with COVID-19, it will affect the health of other employees in the company. ● Y20 important risk 16	management", "management of vendors and visitors", "environmental management", and "backup plan" ● Cooperate with the government's various epidemic prevention and control measures	prevent any risk of infection, implement disease prevention and publicity, and enhance the health awareness of personnel. ● In the event of an infection, backup plans such as home isolation, home work, and remote backup will be implemented							
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Value Chain : 客戶 Customer

● 價值鏈上，[客戶] 盡責調查涵蓋所有的弱勢群體，包含：老人、兒童、殘疾人士、原住民、移民勞工...等。因為只要有合法證件，皆可成為 TWM 的客戶。
In the value chain, [customer] due diligence covers all vulnerable groups, including: elderly people, children, people with disabilities, indigenous people, migrant workers... etc. Because as long as there are legal documents, they can become TWM customers.

Item	Human rights issues covered	Human rights risk Impact assessment	Mitigation Plan	Remediation Plan	Risk level	Due diligence results			Responsible Dept.	Target setting	Information disclosure
						% of total assessed in last 3 years	% of total assessed where risks have been identified	% of risk with Mitigation or Remediation process implemented			
C1	隱私權 客戶個資保護-IT	隱私權保護 ● 用戶客訴被不當利用 ● Y20 重要風險 3	● 依照公司個資保護及資安規範執行，並定期接受內、外部稽核作業。 ● 實體安全管理，定期檢查及分析 log 日誌並報告相關的執行結果。 ● 流程安全管理，定期檢查及分析 log 日誌並報告相關的執行結果。 ● 個人安全作業規範，定期檢查及分析 log 日誌並報告相關的執行結果。	● Y20 並未發生資安和個資洩漏事件，惟資安與個資保護已是企業須高度關注的風險管理議題，且駭客手法不斷翻新，故仍列為高風險，持續關注並改善。 ● 當發生事件時，須依照資安管理辦法通報並進入改善程序，且須提報資訊安全委員會確認改善有效性。並作為內部改善作業宣導教案，持續宣導。	重要風險	100%	0	0	IT	● Y21 客戶個資，以零洩漏為目標	● 通訊品質反映 http://www.taiwanmobile.com/cs/public/qualityNoticeAction.do?method=enterPage
C1	Privacy Customer Identity Protection- IT	Privacy protection ● Customer Complaint Identity Theft	● Comply with the company's PII (personally identifiable information) protection and safety standards, and perform regular internal and external audits. ● Physical security management -- Regularly check and analyze the log and report related execution results.	● No information security and personal information leakage incidents occurred in y20. However, information security and personal information protection are risk management issues that companies must pay close attention to, and hacking	Major risk	100%	0	0	IT	● Y21 Target, zero leakage	● http://www.taiwanmobile.com/cs/public/qualityNoticeAction.do?method=enterPage

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		<ul style="list-style-type: none"> ● Y20 important risk 3 	<ul style="list-style-type: none"> ● Process safety management -- Regularly check and analyze the log and report related execution results. ● Personal safety compliance -- Regularly check and analyze the log and report related execution results. 	<p>methods are constantly being renovated, so We are still classified as high risks. Continue to pay attention and improve.</p> <ul style="list-style-type: none"> ● When an incident occurs, it must be notified in accordance with the information security management method and entered into the improvement process, and it must be reported to the Information Security Committee to confirm the effectiveness of the improvement. And as an internal improvement work propaganda teaching plan, continuous propaganda. 							
C2	<p>隱私權</p> <p>行銷方案規劃</p> <ul style="list-style-type: none"> ● 客戶個人資料保護-處理或利用 	<p>隱私權保護</p> <ul style="list-style-type: none"> ● 處理或利用客戶資料時，未依規定，致洩漏個資讓將讓用戶暴露在人身財產風險中。 ● Y20 重要風險 3 	<ul style="list-style-type: none"> ● 任何客戶個人資料於行銷運用上，會遮蔽機敏資料，若活動執行需揭露部分個人訊息，也會經過用戶簽名同意始執行。 	<ul style="list-style-type: none"> ● 目前的案例，皆是客戶質疑個人資料被利用於行銷上。並非真正的個資洩漏。此類作業，均依 '機關客訴回函作業' 執行。 ● 因此類客戶自認其人權受到影響而來客訴，故列入人權項目中。要求相關單位持續優化改善，避免客戶誤解。 	重要風險	100%	0.00004% (NCC 合約爭議數/有效用戶數) (y20_3 件 / 708 萬用戶)	100% (機關客訴妥處比例)	行銷	合約爭議與客訴，y21 目標同 y20 為 0.003%	<ul style="list-style-type: none"> ● https://www.taiwanmobile.com/footer/static-privacy.html ● https://www.taiwanmobile.com/csonline/download/download.html
C2	<p>Privacy</p> <p>Marketing plan</p> <ul style="list-style-type: none"> ● Customer personal data protection-handling or 	<p>Privacy protection</p> <ul style="list-style-type: none"> ● Leaking Personal Data will expose Customer to personal property risks 	<ul style="list-style-type: none"> ● Any customer's personal data used in marketing, will cover sensitive information. If the activity is implemented, some personal information needs to be disclosed, It will also be executed by the user's signature. 	<ul style="list-style-type: none"> ● In the current cases, customers questioned that personal data was used in marketing. It is not a real leak. Such operations are carried out in accordance with the 'Organization of Customer Complaint Responses' . ● As a result, such customer believe that their human rights are affected and come to complain, so they 	Maj or Risk	100%	0.00004% (NCC contract disputes / number of active users) (3 cases in y20 / 7.08 million users)	100% (Customer complaints properly handle ratio)	Marketing	Contract disputes and customer complaints, y21 target is y20 with 0.003%	<ul style="list-style-type: none"> ● https://www.taiwanmobile.com/footer/static-privacy.html ● https://www.taiwanmobile.com/csonline/download/download.html

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	utilization	<ul style="list-style-type: none"> ● Y20 important risk 3 		are included in the human rights project. Relevant department are required to continuously optimize and improve to avoid misunderstandings by customers.							
C3	<p>隱私權</p> <p>銷售過程 & 售後服務</p> <ul style="list-style-type: none"> ● 客戶個人資料保護 - 蒐集 	<p>隱私權保護</p> <ul style="list-style-type: none"> ● 蒐集客戶資料時，未依規定，致不當洩漏，影響客戶權益。 ● Y20 重要風險 3 	<ul style="list-style-type: none"> ● 檢核證件規範：門市受理各項業務，一律須檢核「雙證件正本」，以確保客戶資料安全。 ● 提供無紙化作業系統：用戶於門市申辦時，服務人員需將檢附之證件掃描至系統，由系統列印合約交付給用戶，降低紙本申請書傳遞及保存風險。 ● 門市必須陳列「個人資料告知事項」，明確告知客戶個人資料安全使用範圍，包含個人資料搜集、處理及利用等。 ● 保護個資規範：門市不可將客戶申裝書或客戶資料(如帳單，身分證影本，戶籍謄本等)堆放在櫃檯上或中島上。 ● 每年推動與通過 SGS 服務驗證，透過第三方驗證機構，確保門市遵行客戶個人資料保護作業規範。 	<ul style="list-style-type: none"> ● Y20 並未發生資安和個資洩漏事件，惟資安與個資保護已是企業須高度關注的風險管理議題，且駭客手法不斷翻新，故仍列為高風險，持續關注並改善。 ● 當發生事件時，須依照資安管理辦法通報並進入改善程序，且須提報資訊安全委員會確認改善有效性。並作為內部改善作業宣導教案，持續宣導。 	重要風險	100%	0	0	CSM 0 / 營管	<ul style="list-style-type: none"> ● Y20 未有不當洩漏之發生 ● Y21 目標以客戶個資「零外流」 	<ul style="list-style-type: none"> ● https://www.taiwanmobile.com/footer/static-privacy.html ● https://www.taiwanmobile.com/csonline/download/download.html ● https://corp.taiwanmobile.com/social-responsibility/personalDataProtection.html
C3	<p>Privacy</p> <p>Sales process & Post-sales service</p> <ul style="list-style-type: none"> ● Customer's personal data protection on collection 	<p>Privacy protection</p> <ul style="list-style-type: none"> ● If customers' personal data are improperly leaked, it will affect customer rights. ● Y20 important risk 3 	<ul style="list-style-type: none"> ● The standard of document verification: The store sales must check the applicant's "duel ID" to secure customer data. ● Paperless operation system: In the application process, the service personnel needs to scan customer IDs to the system, and the system prints the contract for delivery to the customer, reducing the risk of paper-based application delivery and preservation. In the case that the ID format cannot be scanned, the service personnel process the application in paper format. All relevant documents will be stamped with "Limited Chapters" and will not be revealed for other purposes to ensure the safety of customer data. 	<ul style="list-style-type: none"> ● No information security and personal information leakage incidents occurred in y20. However, information security and personal information protection are risk management issues that companies must pay close attention to, and hacking methods are constantly being renovated, so We are still classified as high risks. Continue to pay attention and improve. ● When an incident occurs, it must be notified in accordance with the information security management method and 	Major Risk	100%	0	0	CSMO / Channel 1 MGM	<ul style="list-style-type: none"> ● No accidental data leakage occurred in 2020. ● In 2021, the goal is to comply with 100% of the standards and specifications based on the customer's personal information. 	<ul style="list-style-type: none"> ● https://www.taiwanmobile.com/footer/static-privacy.html ● https://www.taiwanmobile.com/csonline/download/download.html ● https://corp.taiwanmobile.com/social-responsibility/personalDataProtection.html

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			<ul style="list-style-type: none"> ● The store must display “ The Notification of Personal Data Usage” to clearly inform customers of the scope of safe use of personal data, including personal data collection, processing, and utilization. ● The Standard of Customer Personal Data Protection: The store service personnel can not stack customer application or customer data (such as bills, ID cards, family register, etc.) on counters or display tables. ● Promote and pass SGS service verification every year, through SGS third-party verification, to ensure that the store complies with customer protection practices. 	entered into the improvement process, and it must be reported to the Information Security Committee to confirm the effectiveness of the improvement. And as an internal improvement work propaganda teaching plan, continuous propaganda.							