

**Taiwan Mobile Due Diligence Report**

Value Chain	Groups Involved	Key Group	Human Rights Issue	Mitigation and Remediation	Target
Upstream	<ul style="list-style-type: none"> <li>Equipment suppliers</li> <li>Logistics suppliers</li> <li>Service suppliers</li> <li>Engineering suppliers</li> <li>Product suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Outsourced workers</li> <li>Foreign workers</li> <li>Children</li> </ul>	<ul style="list-style-type: none"> <li>No child labor</li> <li>Non-discrimination</li> <li>Wage equality</li> <li>No forced labor</li> <li>Overtime Pay</li> <li>Labor consultation</li> </ul>	<ul style="list-style-type: none"> <li>Taiwan Mobile CSR Guidelines for suppliers</li> <li>Suppliers completes the CSR self-assessment questionnaire every year</li> <li>Regular visits or audits of suppliers based on risk identification results</li> <li>Requiring high-risk workplace suppliers to sign "TWM Contractors Health and Safety Commitment"</li> <li>Providing training to high-risk suppliers</li> <li>Holding supplier CSR exchanges every year, inviting front-runners to share their practices</li> </ul>	<ul style="list-style-type: none"> <li>For critical suppliers, conduct more than 250 documentary review and 20 on-site visits</li> </ul>
			Information security issue : see the "General" field at the end of this document.		
Midstream	<ul style="list-style-type: none"> <li>Back office employee</li> <li>Store staff</li> <li>Operation engineer</li> </ul>	<ul style="list-style-type: none"> <li>child labor</li> </ul>	<ul style="list-style-type: none"> <li>no employment of children</li> </ul>	<ul style="list-style-type: none"> <li>Candidates are required to fill in their date of birth on application forms and sign to certify that all information stated in the resume is true before the interview.</li> <li>During onboarding, new employees must provide valid identification documents to certify the information.</li> </ul>	<ul style="list-style-type: none"> <li>Abolish child labor</li> </ul>
		<ul style="list-style-type: none"> <li>Employees</li> <li>People with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Employment of People with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Jobs were redesigned to provide the employment opportunities of people with disabilities.</li> <li>Collaborate with external disability organizations that assist people with disabilities with their employment search, and offer job opportunities.</li> <li>Create a disability-friendly and barrier free working</li> </ul>	<ul style="list-style-type: none"> <li>Hire disabled employees to meet the quota required by Taiwan law.</li> <li>No harm</li> </ul>

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				<p>environment concerning both software and hardware.</p> <ul style="list-style-type: none"> <li>● Reserve specific and safe parking spaces for disabled employees.</li> </ul>	
		<ul style="list-style-type: none"> <li>● Employees</li> <li>● Aborigines</li> <li>● Foreign labor</li> <li>● People with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>● No Discrimination</li> <li>● No harassment</li> </ul>	<ul style="list-style-type: none"> <li>● Our job vacancies are filled through a public recruiting process. Employee remuneration, benefits, promotions, raises, terms, education and training, working conditions or employment rights are not affected by gender, race or disability.</li> <li>● There is to be no discrimination against employees on the basis of gender, sexual preference, marital status, race or disability, and the aforementioned principle is defined in the work rules.</li> <li>● In compliance with the laws, we define workplace sexual harassment prevention measures, complaints and disciplinary rules. A sexual harassment hotline and mailbox have been set up as well. All employees have been informed and aware. And these resources have been included in the training materials for new employees and posted on the internal website to improve awareness.</li> </ul>	<ul style="list-style-type: none"> <li>● Employees</li> <li>● Aborigines</li> <li>● Foreign labor</li> <li>● People with disabilities</li> </ul>
		<ul style="list-style-type: none"> <li>● Employees</li> </ul>	<ul style="list-style-type: none"> <li>● Physical and mental safety</li> <li>● Safety at Work</li> </ul>	<ul style="list-style-type: none"> <li>● Safe and Health working environment : regular implementation of the operating environment testing, and fire escape drill.</li> </ul>	<ul style="list-style-type: none"> <li>● Workplace unlawful infringement of zero incidence</li> <li>● The Occupational Safety&amp;</li> </ul>

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			<ul style="list-style-type: none"> <li>Reasonable working hours</li> </ul>	<ul style="list-style-type: none"> <li>To set up a network maintenance manual for network maintenance operations, specify the relevant standard operating procedures and provide appropriate personal protection for employees to ensure safe operation</li> <li>Apply a series of stress management measures: provide sleep therapy sessions and aromatherapy seminars.</li> <li>TWM have in place a wide range of measures to relieve stress for its employees. These include mental health consultations and massage services.</li> <li>Promote Employee Assistance Programs (EAPs).</li> <li>Announcement prohibit workplace unlawful infringement Statement</li> <li>The identification and risk assessment and monitoring of the implementation of the workplace unlawful infringement prevention</li> <li>Set up workplace unlawful infringement handling and investigation procedures</li> <li>When extra hours are unavoidable due to system interruption, our remediation action is allowing employees affected can apply for compensatory leave or overtime pay after the incident.</li> </ul>	<p>Health Office conduct a risk assessment and monitoring every three years for high-risk department (eg: Direct Store Div, Customer Service and Network Operations &amp; Maintenance Div).</p>

		<ul style="list-style-type: none"> <li>● Employees</li> <li>● Pregnant Employees</li> </ul>	<ul style="list-style-type: none"> <li>● Identification of female employees' workplace hazards</li> </ul> <p>Women 's Workplace Workplace Environmental Hazard Assessment in Pregnancy and Less than One Year after Childbirth</p>	<ul style="list-style-type: none"> <li>● Set a maternal health protection plan</li> <li>● Provide pregnancy and postpartum health education</li> <li>● According to the risk assessment results to distinguish the risk level, the classification management measures</li> <li>● Employees in the leave of the system to apply for production leave, the Occupational Safety&amp; Health</li> <li>● Office is initiative care and assessment, pregnancy and after delivery of female employees</li> </ul>	<ul style="list-style-type: none"> <li>● Risk assessment results are classified as level 1: physician assessment of harmless maternal, fetal or infant health</li> </ul>
		Information security issue: see the "General" field at the end of this document.			

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Downstream	<ul style="list-style-type: none"> <li>Enterprise customers</li> <li>Personal customers</li> <li>Family customers</li> </ul>		<ul style="list-style-type: none"> <li>Network Quality improve</li> </ul>	<ul style="list-style-type: none"> <li>Technical department will propose base station construction progress report, Weekly.</li> <li>Reporting low throughput rate and poor signal areas and requiring improvement, bi-weekly.</li> </ul>	<ul style="list-style-type: none"> <li>Number of construction required annually to complete annual plan</li> <li>NCC announces that the data throughput rate ranking needs to be a leader.</li> </ul>
		<ul style="list-style-type: none"> <li>Children</li> <li>Teens</li> </ul>	<ul style="list-style-type: none"> <li>Improper messages filtering</li> <li>The specific segments under attack by improper contents mentally and physically</li> <li>The safety of internet surfing (e.g. Phishing letters on net targeting children and teens)</li> </ul>	<ul style="list-style-type: none"> <li>Provide the filtering service from erotic contents to protect children and teens</li> <li>Reduce further damages by the phishing or virus attacks</li> </ul>	<ul style="list-style-type: none"> <li>The application system will alert our staffs if the applicant under age 18, and our staffs need to introduce the filtering service and inquire if the applicant is willing to subscribe.</li> </ul>
		<ul style="list-style-type: none"> <li>Children</li> </ul>	<ul style="list-style-type: none"> <li>Improper promotion</li> </ul>	<ul style="list-style-type: none"> <li>Applicants under age 18 need the agreement of legal</li> </ul>	<ul style="list-style-type: none"> <li>Applicants under 18 need the</li> </ul>

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		<ul style="list-style-type: none"> <li>Elders</li> </ul>	and communication (improper content targeting children or complicated contract terms)	agents to subscribe any mobile services <ul style="list-style-type: none"> <li>Our telemarketing team will rule out customers under 18 and elders over 60 when they promote re-contract services in order to avoid miscommunication</li> <li>The contract agreement signed by applicants will indicate critical information such as tariff, service and offerings to protect customers' rights in accordance with NCC' s rules.</li> </ul>	written agreement of legal agents
		<ul style="list-style-type: none"> <li>Elders</li> <li>Aborigines</li> <li>Foreign workers</li> <li>Disabled people</li> </ul>	<ul style="list-style-type: none"> <li>Non-discrimination against customers' gender, appearance, age, and sexual orientation</li> </ul>	<ul style="list-style-type: none"> <li>People who could provide legal identification are eligible for mobile subscription, no matter what the age, gender, nationality, appearance, or sexual orientation are.</li> </ul>	<ul style="list-style-type: none"> <li>Customers are free to subscribe any TWM services without the limitation of age or social status.</li> </ul>
			Information security issue : see the "General" field at the end of this document.		
Others	Common people	<ul style="list-style-type: none"> <li>neighborhood</li> </ul>	<ul style="list-style-type: none"> <li>Follow the environmental protection regulations</li> </ul>	<ul style="list-style-type: none"> <li>Generator smoke and noise interference : Fixed generator to be installed silencer equipment and black smoke purifier, in order to avoid Telecommunications room power failure, start the generator, causing the neighbor' s troubled and the protest</li> </ul>	<ul style="list-style-type: none"> <li>Fixed generator, 100% must be installed silencer equipment and black smoke purifier</li> </ul>
			<ul style="list-style-type: none"> <li>Electromagnetic concerns</li> </ul>	<ul style="list-style-type: none"> <li>TWM received the public outcry, NCC/Telecommunications Association transfer letter or request, will appoint a foreign dispatch to the NCC certification through the Vendors, Factory Chamber of</li> </ul>	<ul style="list-style-type: none"> <li>100% of the user's complaint should be handled properly.</li> <li>In near 3 years, TWM provide Electromagnetic measurement</li> </ul>

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				Commerce Collaborative Engineers to the on-site electromagnetic measurement	<p>service are about 248 cases.</p> <ul style="list-style-type: none"> <li>● (Statistics in 2016 a total of 98 cases, after the test are in line with regulations)</li> </ul>
General			<ul style="list-style-type: none"> <li>● Information security</li> <li>● Personal data leakage</li> <li>● Information misused</li> <li>● Customer privacy</li> </ul>	<ul style="list-style-type: none"> <li>● ISO / IEC 27001/27011/27018, PCIDSS Certification</li> <li>● Hold information security committee meeting, review and promote security protection</li> <li>● Perform internal, external audit, and report audit findings to Information Security Management Committee</li> <li>● Information security annual training (all employees)</li> <li>● Supplier management of SCMS platform includes login account, password and Token mandatory procedure.</li> <li>● Confidentiality obligations of Supplier contracts</li> <li>● Periodically report NCC about information security management implementation</li> </ul> <p>Set up the personal data security maintenance plan</p>	<ul style="list-style-type: none"> <li>● Four times a year, continue to pass certification</li> </ul> <p>Twice a year of internal and external audit</p>