



人權政策 Human Rights Policy

台灣大哥大認為塑造能充分保障人權的工作環境，與企業永續經營密不可分，認同並支持聯合國《世界人權宣言》、《全球盟約》和《企業與人權指導原則》，以及國際勞工組織的「工作基本原則與權利宣言」與當地法令規範，要求供應商及合作夥伴之營運活動，確保不侵犯基本人權，使公司內、外部成員，均能獲得公平有尊嚴之對待。並透過人權評估等盡職調查，加強及提升內部同仁與利害關係人的人權意識。

We believe that shaping an environment that adequately protects human rights is intimately connected to corporate sustainability. We recognize and support the “Universal Declaration of Human Rights”, “UN Global Compact”, “UN Guiding Principles on Business and Human Rights”, “ILO Declaration on Fundamental Principles and Rights at Work” and relevant local laws and regulations. We also require our suppliers, partners, and their vendors to do the same, to ensure that their business activities do not infringe upon the basic human rights of others, so that any member internal or external to the company will be treated fairly and with dignity. By conducting human rights assessments and due diligence, we can strengthen and improve the human rights awareness of our employees and stakeholders.

台灣大哥大人權政策適用範圍及於子公司、直接或間接捐助基金累計超過百分之五十之財團法人及其他具有實質控制能力之機構或法人等集團企業與組織。本政策分為四大主軸：

Taiwan Mobile's Human Rights Policy shall apply to the Company's subsidiaries, any foundation constituted as a juristic person to which the Company's direct or indirect accumulated contribution of funds exceeds 50% of the total funds received, and other institutions or juridical persons which are substantially controlled by the Company. The Policy consists of four principal categories: support for international human rights conventions, respect for human rights in the workplace, fulfilling information security obligations, and investing core resources to respond to the needs of the society.

一、支持國際人權公約

支持聯合國《全球盟約》原則，在人權部分，支持並尊重國際人權，公司不違反人權亦不與違反人權者同流合污；在勞工權益部分，配合聯合國《世界人權宣言》、《國際勞動組織公約》揭發目標，禁止任何形式之歧視、禁止強迫勞動與童工、不防礙員工結社自由；在環境部分，致力提升員工安全健康環境，遵循法規改善環境安全與衛生，保障員工的安全有效降低職災風險。並呼應聯合國《公民與政治權利國際公約》及《經濟、社會、文化權利國際公約》；透過人權意識提升，讓利害關係人皆能受到尊重與公平對待。

1. Support for international human rights conventions

We support and respect the principles of the Global Compact of the United Nations. In support of human rights, we do not violate human rights, and nor do we condone or collude with those who are human rights violators. With respect to labor, we comply with objectives established in the UN's “Universal Declaration of Human Rights” and International Labor Organization Conventions and prohibit all forms of discrimination, forced labor and child labor. Moreover, we do not interfere with our employees if they choose to exercise their freedom of association. In terms of the environment, we are committed to making the workplace more secure and healthier for our employees, and we comply with



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all laws and regulations to improve the environment's safety and sanitary conditions. We protect employees from occupational hazards and have been certified with the ISO 14001 environmental management system. We also respond to the UN's International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social and Cultural Rights (ICESCR). By raising human rights awareness, we ensure that all stakeholders are respected and are treated fairly.

二、尊重職場人權

遵守當地相關法令規範，如勞動基準法和性別工作平等法要求，並落實職場多元性，不因性別、性傾向、種族、階級、年齡、婚姻、語言、思想、宗教、黨派、籍貫、出生地、容貌、五官、身心障礙或以工會會員為由，給予差別待遇或任何形式歧視，致力營造尊嚴、安全、平等、免於騷擾的工作環境。

2. Respect for human rights in the workplace

We comply with the provisions of the Labor Standards Act and the Act of Gender Equality in Employment, and we fulfill the requirements of diversity in the workplace. We do not permit our employees to be treated differently or allow any form of discrimination based on gender, sexual orientation, race, class, age, marital status, language, ideology, religion, party affiliation, and ethnic origin, place of birth, appearance, facial features, disability status, or labor union membership. We strive to create a work environment with dignity, safety, equality and freedom from harassment.

三、落實資訊安全

作為資通訊服務的主要提供者，本於對人權隱私尊重，在消費者個人資料安全保護，以資訊安全委員會指導公司資訊安全政策並督導落實，導入 ISO 國際資訊安全管理系統，將每一個牽涉到用戶個人資料的環節，落實專業資訊安全管理系統要求、及強化服務人員資安意識，並內化於各項作業活動，以達到最安全、嚴密的保障。

3. Full implementation of information security

As a major provider of information and communications services, we respect human rights and privacy. We strive to protect our customers' personal data by adopting and complying fully with the policies laid down by the Information Security Management Committee. We have implemented ISO's international information security management system and ensure that every single aspect of the business processes involving the access of users' private information is compliant with the requirements of the professional information security management system. We continue to enhance our service personnel's awareness of information security and help them to internalize it in all operations and business activities in order to achieve maximum security and protection for our customers.

四、以核心資源回應社會需求

發揮產業特性，在天然災害發生當下，配合將防災訊息透過手機廣播通報訊息功能推播，提醒民眾注意防災。災害發生後，由關懷社會出發，積極降低通訊中斷時間，減緩客戶生命財產的損失。承諾並遵守《國際電信規則》規範，以實質行動致力推廣所提倡的行為準則。



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4. Responding to the needs of society with core resources

In the event of a natural disaster, by leveraging the resources available to us in the telecom industry, we are able to provide broadcast push messages for disaster response and mitigation in collaboration with the authorities to urge citizens to take precautionary measures. In the wake of a disaster, we shall endeavor to minimize the duration of service outage and restore communication as quickly as possible to help alleviate the loss of life and property. We promise to abide by the provisions of the ITU International Telecommunication Regulations (ITR) and we are committed to following the code of conduct advocated therein with substantive action.

我們有策略、有系統投入企業社會責任，從社會真實需求出發，結合企業核心資源，落實企業永續經營的理念；運用核心技術能力以及電信、網路與數位匯流資源，針對社會需求，具體實踐企業責任並創造更大社會效益。

We have a strategy to systematically implement corporate social responsibility, starting from the real needs of society, combined with our core business to realize our goal of sustainable development; the use of core technical capabilities, as well as telecommunications, network and digital convergence resources for social needs to fulfill our corporate responsibility and create greater social benefits.

總經理

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