

# Taiwan Mobile Co., Ltd.

## Stakeholder Communication Guidelines

### **Article 1: Purpose**

Taiwan Mobile Co., Ltd. (hereinafter referred to as the Company) established these Operating Procedure in accordance with Article 10 of the Company's "Corporate Social Responsibility Best Practice Principles" to institutionalize the process of communication with stakeholders and the identification of key issues.

### **Article 2: Scope**

This Operating Procedure is applicable to the Company and its subsidiaries, any foundation to which the Company's direct or indirect contribution of funds exceeds 50 percent of the total funds received, and other institutions or juridical persons which are substantially controlled by the Company.

### **Article 3: Definition of Stakeholders**

The stakeholders referred to in this Operating Procedure include but not limited to: employees, suppliers, competent authorities, communities/NGOs, customers, shareholders/investors, the media, or rating agencies.

### **Article 4: Stakeholder Identification Procedures**

The following five principles shall be considered when determining the level of importance of a stakeholder. If a stakeholder is more important in all aspects, such stakeholder shall be prioritized by the Company and vice versa.

1. Dependency: Refers to the stakeholder's direct or indirect dependency on organizational activities, products, or services, or stakeholders to whom the functions of the organization rely upon.
2. Responsibility: Refers to the legal, business, operations, and moral liabilities to the stakeholder borne the Company in the present or in the future.
3. Influence: A stakeholder with influence over the organization or operational decision-making.
4. Diverse Perspectives: Refers to different viewpoints and perspectives held by a stakeholder that could assist the organization in understanding current conditions and identifying new opportunities for the organization to

formulate action plans.

5. Tension: Refers to a stakeholder who immediately pays attention to the financial, economic, social or environmental issues of the organization.

#### **Article 5: Stakeholder Communication Channels**

Dedicated communication channels shall be established for different stakeholders. These channels include but not limited to press releases, reports, websites, questionnaires and surveys, meetings, training, or dedicated telephone hotlines to accept and respond to requirements of stakeholders.

#### **Article 6: Stakeholder Communication Risk Management**

The following items shall be considered to prevent risks caused by participation of stakeholders:

1. Activities with stakeholder participation shall be clearly explained and stakeholders must be continuously reminded of the purpose of activities and the range of expected results to ensure that stakeholders have a common understanding and may reach a consensus.
2. Each activity with stakeholder participation shall preclude the exclusion effect caused by procedures as much as possible. If conditions permit, at least two types of participation channels shall be provided.
3. Once any participation risk for a potential stakeholder is identified, the origins of the issue shall be clarified immediately and the Company shall maintain communications with the stakeholder to discuss solutions until the issue is resolved.
4. The Company shall periodically assess whether there are defects in stakeholder participation and design improvement plans.

#### **Article 7: Stakeholder Communication Capability Cultivation**

To ensure the full support of stakeholders in the Company's operations, the Company shall continue to increase the capabilities of stakeholders and establish the following systems:

1. Periodically provide information on industrial trends.
2. Provide channels for sharing and exchanging experiences.
3. Periodically organize education and training courses.
4. Organize forums or seminar and invite high-level executives or experts in the

industry to share their experience.

### **Article 8: Experience Sharing**

The experience of communication and interaction between the Company's units and stakeholders shall be established and shared through the following filing systems for employees to learn from one another and grow together to facilitate better relations with stakeholders.

1. Establish a dedicated interactive website on the Company's internal network.
2. Standardize the reporting procedures.
3. Develop training courses in accordance with capacities building and methods of stakeholder participation.
4. Organize periodic internal meetings for units to learn from each other and share case studies.
5. Organize periodic experience sharing seminars at different points of operations by front-line personnel who directly communicate with stakeholders.

### **Article 9: Performance Indicators**

To continue the improvement of stakeholder interaction and relations, the following performance indicators in each stage shall be established and regularly inspected, and specific improvement plans shall be submitted if goals are not achieved.

1. Frequency of interactions with stakeholders.
2. Proportion of responses provided by stakeholders on their issues of concern.

### **Article 10: Implementation and Amendment**

These guidelines shall become effective upon the approval of the General Manager; the same applies for subsequent amendments.