

Labor Practices Commitment

At Taiwan Mobile (TWM), 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, collaborative comply with the TWM's human rights policy requirements, so that any member internal or external to the company and customers will be treated fairly and with dignity.

In alignment with our dedication to labor rights, Taiwan Mobile has established a Labor Practices Commitment.

1. Paying a living wage:

We commit to ensuring the payment of a living wage, which is in accordance with global standards as remuneration that meets or exceeds the cost of basic needs—including food, housing, clothing, healthcare, transportation, personal care, and education—for our employees and their families. Our living wage assessments are based on the Household Income and Expenditure Survey published by Taiwan’s Directorate-General of Budget, Accounting and Statistics (DGBAS), ensuring that 100% of our employees meet or exceed locally defined living wage standards.

2. Avoiding or reducing overtime or excessive working hours

To protect workers’ well-being, we strive to avoid excessive working hours, monitor working time through our internal attendance management system.

3. Setting maximum working hours

We comply fully with Taiwan’s labor laws on maximum working hours.

4. Equal remuneration for men and women

We also uphold the principle of equal remuneration for men and women. We conduct annual compensation reviews to identify gender pay gaps.

5. Paying workers for annual leave

We strictly comply with laws and internal policies on paid annual leave. Employees are entitled to paid annual leave in accordance with legal requirements and internal policies.

6. Setting minimum consultation or notice periods before mass terminations

We set minimum consultation or notice periods before mass terminations in accordance with applicable labor laws. We ensure that employees are informed in advance, as required, to uphold fairness and legal compliance.

Overall, our Labor Practices Commitment underscores our belief that respect for workers' rights is foundational to long-term business sustainability. By fostering fair, inclusive, and responsible workplace practices, we aim to strengthen organizational resilience, enhance stakeholder trust, and contribute meaningfully to the global agenda for decent work and sustainable development.

Labor Practices Programs

To translate our Labor Practices Commitment into tangible actions, we have implemented dedicated programs and internal mechanisms aligned with international labor standards and local regulations. Our Labor Practices Programs encompass the following main areas:

1. Ensure adequate wages at or above cost of living estimates or benchmarks

We have developed internal mechanisms to periodically assess and review employee wages based on living wage. Our living wage assessments are based on the Household Income and Expenditure Survey published by Taiwan's Directorate-General of Budget, Accounting and Statistics (DGBAS), ensuring that 100% of our employees meet or exceed locally defined living wage standards—including food, housing, clothing, healthcare, transportation, and education.

2. Monitor working hours including overtime management

We strictly comply with national labor laws concerning working hours and overtime. Our attendance management system is designed to proactively monitor work schedules, ensuring that any plans approaching the legal limits of overtime are flagged and reviewed. This system helps prevent overwork and supports employee well-being.

3. Ensure employees are paid for overtime work

The company's system proactively alerts employees to end their workday on time and prompts them to submit an overtime application if extended working hours are required. Employees may opt for either compensatory leave or overtime remuneration. All relevant records are maintained within the attendance management system, and HR staff conduct monthly calculations of overtime payments in full compliance with local labor laws.

4. Regularly engage with workers' representatives on working conditions

We respect the legal rights of our employees and have never obstructed or interfered with employees' freedom of association. We value the negotiation mechanism for employer and employees, and follow legal regulations to hold labor-management meetings at least once every 3 months to accomplish mutual agreement on major labor conditions issues. The labor-management meeting is organized by an equal number of representatives from both the labor

and the employer. Labor representatives are elected directly by employees. Female representatives are elected and appointed from both the labor and the employer to help sustain a diverse and inclusive work environment where every employee is welcomed, respected, supported, and valued. A diverse group of members will be more innovative because each member has a distinct point of view and can offer a broad range of ideas. Major labor conditions issues are negotiated and agreed by both management/labor representatives, and applied to all employees, including the executive and management level. The resolutions of the labor-management meeting are applicable to all employees.

5. Routinely monitor the gender pay gap to achieve equal remuneration for men and women

We are committed to equal employment opportunity, adhering to principles of transparent and equitable recruitment. Our employment practices emphasize fairness by providing equal opportunities and compensation based on objective criteria such as individual ability, aptitude, performance, professional skills, experience, specialty, and certifications. We strictly prohibit discrimination based on gender, age, marital status, race, or disability in all aspects of remuneration.

To uphold our commitment to equal remuneration for men and women, we conduct regular reviews of the gender pay gap. These analyses are reported publicly to ensure transparency and facilitate continuous improvements toward pay equity across the organization.

6. Expand social protection coverage for workers beyond public programs

We provide an extensive range of social protection benefits that exceed statutory obligations. These benefits encompass supplementary health insurance, paid sick leave, maternity leave extending beyond legal requirements, childbirth and childcare allowances, emergency assistance, hospitalization support, and other welfare programs—underscoring our strong dedication to the comprehensive well-being of our employees.

7. Ensure employees are taking their paid annual leave entitlements

Our policies and practices fully comply with local labor laws regarding paid annual leave entitlements. To promote flexible use of paid annual leave, the minimum unit of leave usage is set at 30 minutes. Our system regularly notifies supervisors of their team members' remaining leave balances, enabling managers to encourage employees to plan and take their paid annual leave to support rest, recovery, and a healthy work-life balance. Additionally, employees receive automated reminders from the system regarding their available annual leave days to further facilitate timely utilization.

8. Provide training or reskilling to mitigate negative effects of industrial or climate transition changes

We offer training and reskilling opportunities to support employees in adapting to evolving industry trends, including those related to digital transformation and climate transition. Programs include technical upskilling, sustainability awareness, and cross-functional learning.

In alignment with DJSI's expectation to mitigate the negative effects of structural shifts, we provide access to both in-house learning platforms and external development resources. We continuously assesses future skill needs to guide program design and deployment. While impacts from industrial or environmental transitions can vary by role and business function, we remain committed to helping employees navigate these changes through continuous learning and professional growth support.

Through the implementation of these Labor Practices Programs, we put our core values into practice—affirming that safeguarding human rights is intrinsically linked to sustainable corporate development.