

Taiwan Mobile Co., Ltd.

Stakeholder Communication Guidelines

Officially resolved by the Board of Directors on Nov, 2025

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. The scope also covers all local operation sites, and extends to supply chain and business partners, who are encouraged to refer to this Guidelines when conducting communication matters.

Article 3: Definition of Stakeholders

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

Article 4: Stakeholder Identification Procedures

Stakeholder identification is carried out by the dedicated sustainability department of our company, which reports to the ESG Working Group. This process includes the identification procedures and results involving internal and external stakeholders, as well as individuals or groups affected by our operational activities. The findings are subsequently submitted to the ESG Steering Committee for review and ultimately approved by the Board of Directors.

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: Communication and Engagement Strategy

Dedicated communication and engagement strategies and channels shall be established at different levels to promote various consensus-building approaches among different stakeholders. Ensure effective and meaningful communication through channels include but not limited to press releases, reports, websites, questionnaires and surveys, meetings, training, or dedicated telephone hotlines. These efforts aim to engage directly, ensuring stakeholders' opinions are reflected in decision-making, and continually understand their concerns and needs.

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 or online 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: Communication of Results

Stakeholder participation results should be provided as feedback to stakeholders using the following methods:

1. Record any form of consultation or opinion gathering with stakeholders.
2. Provide stakeholders' feedback to relevant units for consideration and respond accordingly. Communicate the response outcomes to stakeholders and collect their viewpoints on these outcomes.
3. Regularly track approvals and inform stakeholders of progress through meetings or emails.

Article 10: Complaints/grievance mechanism

Appropriate complaint channels and mechanisms shall be provided for different stakeholders to address and respond to their concerns and needs effectively, thereby safeguarding stakeholders' rights and interests.

Article 11: 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 12: Implementation and Amendment

The guideline shall be implemented after approval by the President and subsequently reported to, and implemented by the Board of Directors; the same applies for subsequent amendments.