



台灣大哥大
Taiwan Mobile

台灣大哥大「人權盡職」流程

Taiwan Mobile Human Rights Due Diligence process

2025



台灣大哥大「人權盡職調查」流程

Taiwan Mobile Human Rights Due Diligence process

盡職調查範圍 Scope of investigation	台灣大哥大所有部門及子公司，包含整體價值鏈。並涵蓋新的業務關係，如合併、收購、合資企業...等。 Taiwan Mobile all departments and subsidiaries, include over all value chain. And cover new business relationships like mergers, acquisitions, joint ventures...etc.
指導原則 Guiding principles	聯合國《世界人權宣言》《企業與人權指導原則》《信息通信技術行業的商業和人權》，及國際勞工組織的《工作基本原則與權利宣言》和國內法令相關法令，如《勞基法》、《性別平等法》和其他勞安相關法規。 United Nations "Universal Declaration of Human Rights", "Guiding Principles on Business and Human Rights", "Business and Human Rights in the Information and Communication Technology Industry", and the ILO's Declaration on Fundamental Principles and Rights at Work and relative domestic laws and regulations, such as Labor law, Gender equality law, and other labor safety regulations.



步驟1：
蒐集

依據國際相關人權指導文件、及台灣國內法令法規，參考電信與相關電子科技產業與企業之相關人權報告，蒐集基本人權、工作環境、機構安全等，產出「人權議題」列表。

Step 1 :
Collection of
Human Rights
Risk Issues

According to relevant international human rights guidance documents, domestic laws and regulations, and with reference to human rights reports of telecommunications and related electronic technology industries and enterprises, collect human rights risk issues related to basic human rights, working environment, and institutional security, to compile a "Human Rights Risk issues" checklist.

人權風險暴露評估 Human rights risk exposure assessment

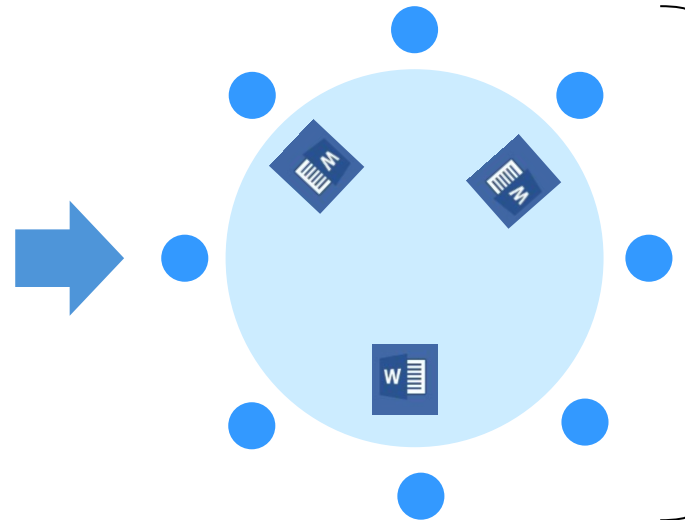
1 人權風險議題蒐集
Collection of human
rights risk issues

THE RELATIONSHIP
BETWEEN
BUSINESSES AND
HUMAN RIGHTS

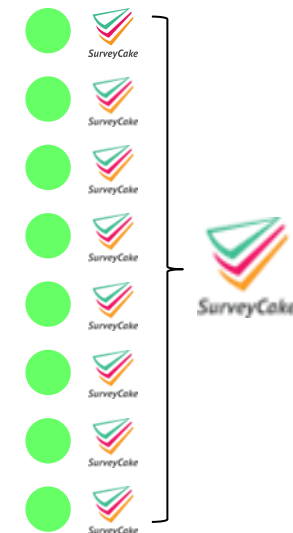
UN Guidings

Local Laws and
Regulations

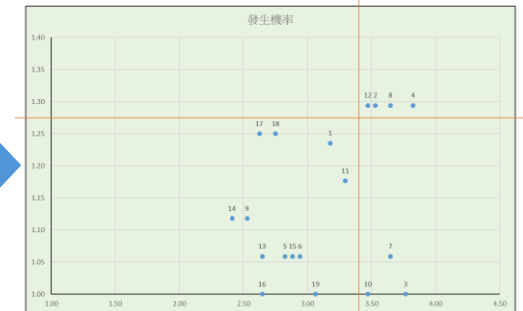
2.1 焦點團體討論
Focus Group Discussion



2.2 問卷調查
Questionnaire



2.3 人權風險暴露矩陣
Human Rights Risk
Exposure Matrix



步驟2： 評估

Step 2： Human rights risk assessment

2.1 焦點團體討論：

- 召集全公司各事業群及子公司資深代表(例如：法務, HR, 勞安, 採購, 永續, ITG, TG, CBG, EBG, HBG, FG, momo, TNH...等)組成專題小組，進行Focus Group討論，各部門皆須代表參加，確保人權風險評估範疇涵蓋價值鏈全部範圍。
- 依「人權風險議題清單」所列示的各項人權，逐一檢視TWM價值鏈(包括自身營運)中可能發生的人權議題及可能風險，評估每個價值鏈節點可能存在的風險，並針對可能受影響的群體(如供應商、員工、客戶、社區、弱勢群體等)評估可能會涉及到人權問題。
- 確定最終納入評估的潛在人權問題，並與相關部門確認。
- 產出「人權風險評估問卷」，進行人權風險鑑別。

2.2 問卷調查：

- 發放「人權風險評估問卷」，問卷調查範圍含全公司所有事業群及子公司之各級主管。
- 填寫人員包含以下部門：採購(供應商)、人力資源、行政後勤、工務、IT、資訊安全(內部員工)、業務、直營通路、客戶服務(客戶)、及各子公司代表，調查範疇涵蓋台哥大整體價值鏈。

2.3 人權風險暴露結果：

- 回收問卷並統計結果，產出「人權風險暴露矩陣」。

2.1 Focus group discussion:

- A cross-functional task force was convened by engaging senior representatives from all business groups and subsidiaries—including Legal Office, HR, Labor Safety & Health Office, Procurement, ESG working group, ITG, TG, CBG, EBG, HBG, FG, momo, TNH, and others. A Focus Group discussion was conducted, requiring participation from each department to systematically review potential human rights issues and risks across the company's operations and the entire value chain.
- According to the various human rights listed in the "List of human rights risk issues", review the possible human rights issues and possible risks in the TWM value chain (including own operations), assess the possible risks of each value chain node, and target the potential impacts Groups (such as suppliers, employees, customers, communities, vulnerable groups, etc.) assess human rights issues that may be involved.
- Identify the potential human rights issues that will eventually be included in the assessment and confirm with relevant departments.
- A "Human Rights Risk Assessment Questionnaire" was developed and administered as a tool to identify potential human rights risks across the organization.

2.2 Questionnaire survey:

- Distribute the "Human Rights Risk Assessment Questionnaire", and the scope of the survey included all levels of manager of all BU and subsidiaries.
- The filled-in personnel include the following departments : procurement (suppliers), human resources, administrative logistics, public works, IT, information security (internal employees), business, direct sales channels, customer service (customers), and representatives of each subsidiary, the survey scope cover Taiwan Mobile's overall value chain.

2.3 Human rights risk exposure results:

- Retrieve the questionnaire and count the results to produce a "Human Rights Risk Exposure Matrix".

步驟3：
管理

Step 3:
Human rights
management
measures

由價值鏈角度(供應商、員工、客戶、社區)，並依據步驟2產生的「人權風險暴露矩陣」，清點價值鏈相關的人權項目，並由權責部門註記管理、提出改善措施、追蹤執行結果，並彙編成人權風險盡職調查報告。

From the aspect of the value chain (suppliers, employees, customers, and communities), and based on the “Human Rights Risk Exposure Matrix” generated in Step 2, check related human rights risk happened in value chain, ask department in charged to note management, implement corrective action, and track implementation results. Finally, compile a Human Rights Risk Due Diligence report.

步驟4：
檢討與修正

Step 4：
Review and
improve

- 每2年檢討(步驟2.1)，審查我們的現有目標和進展，並留意新的潛在問題，以評估我們的矯正行動的有效性。通過這個持續不斷的迭代過程，我們希望有效地管理人權問題。
- 每2年進行問卷調查(步驟2.2)與產出「人權風險暴露矩陣」(步驟2.3)。而每年檢視人權風險盡職調查報告(步驟3)，以確認執行的有效性。
- Review every two years(Step 2.1), to review our existing goals and progress, and keep an eye out for new potential problems to assess the effectiveness of our corrective actions. Through this continuous iterative process, we hope to effectively manage Human Rights Issues.
- Every two year, conduct a questionnaire survey (Step 2.2) and follow-up “Human Rights Risk Exposure Matrix” (Step 2.3) 。 Every year review Human Rights Risk Due Diligence Report (Step 3), to confirm the effectiveness of the implementation.

步驟5：
揭露

Step 5:
Information
disclosure

將人權政策與盡職調查相關結果對外說明，如企業官網。

<https://corp.taiwanmobile.com/esg/humanRights.html>

Transparently disclose the human right policy and the relative result of due diligence on the website of Taiwan Mobile.

<https://english.taiwanmobile.com/esg/humanRights.html>





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Thank You