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## **Sexual Harassment Prevention Measures, Complaints, and Punishment Guidelines of Far Eastone Telecommunications Co., Ltd.**

Formulated on July 15, 2002

The 1st amendment was made on July 2, 2020

The 2nd amendment was made on July 21, 2022

### **Article 1 Purpose**

To provide employees, temporary workers, technical staff, interns, job applicants, or customers with a work or service environment free from sexual harassment and adopt appropriate prevention, correction, punishment, and handling measures to safeguard the rights and interests and privacy of the parties involved, the Company has formulated these Guidelines in accordance with Article 13, paragraph 1 of the Act of Gender Equality in Employment, the Regulations for Establishing Measures of Prevention, Correction, Complaint and Punishment of Sexual Harassment at Workplace, Article 7, paragraphs 1 and 2 of the Sexual Harassment Prevention Act.

### **Article 2 Scope of Application**

These Guidelines apply to Far Eastone Telecommunications Co., Ltd. and its subsidiaries in Taiwan, including New Century InfoComm Tech Co., Ltd. and Yuan Cing Co., Ltd.

Other subsidiaries the Company governs may be included in the scope of application in the preceding paragraph depending on business needs.

The conduct prohibited in these Guidelines applies to all forms of the workplace (such as business trips, meetings, and business-related social activities).

### **Article 3 Definition of Parties in the Scope of Application**

These Guidelines apply to sexual harassment incidents occurring to the Company's or its subsidiaries' full-time employees, contract employees, job applicants, temporary workers, technical staff, interns, or persons indirectly related to the Company (such as suppliers, consultants, and customers).

#### **Article 4 Prevention and Control Principles and Measures**

The Company, to prevent sexual harassment, shall establish a friendly work environment and eliminate hostility from sex or gender in the workplace or service site, to protect employees, temporary workers, job applicants, and customers from the threat of sexual harassment.

In the event of sexual harassment or a suspected incident, the Company shall review the incident and improve prevention measures immediately. In addition, an employer shall identify the risks of sexual harassment in the work environment and provide necessary prevention measures to employees working in the workplace that cannot be controlled and managed by the employer; the employer shall thoroughly inform employees of such information beforehand.

When the Company becomes aware of a sexual harassment incident, whether or not a complaint is filed, it shall take immediate and effective correction and remedial measures and pay attention to the following:

1. Protect the victim's rights and privacy.
2. Maintain or improve the safety of the site it manages.
3. Adopt other prevention and improvement measures.

The Company's obligation to prevent, correct, and remedy sexual harassment in the workplace under the Act of Gender Equality in Employment shall not be affected by any complaint rejected.

#### **Article 5 Definition of Sexual Harassment**

Sexual harassment referred to in these Guidelines shall be determined in accordance with Article 12 of the Act of Gender Equality in Employment or Article 2 of the Sexual Harassment Prevention Act.

Sexual harassment under the Act of Gender Equality in Employment is either of the two situations below:

1. Any person (including employer, supervisor at each level, employee, or customer) raises a requirement for sex or speaks or acts with sexual connotation or gender discrimination when their personnel (including employees, temporary workers, technical staff, or interns) are performing their duties, resulting a hostile, intimidating, or offensive work environment and infringing on or interfering with their personal dignity

or personal freedom, or affecting their work performance.

2. An employer explicitly or implicitly raises a requirement for sex toward an employee (including employee, temporary worker, technical staff, or interns) or an applicant or speaks or acts with sexual connotation or gender discrimination in exchange for the establishment of a labor contract or job assignment, job allocation, remuneration, performance evaluation (review), promotion, demotion, reward, or punishment.

Excluding sexual assault crimes, the so-called sexual harassment in the Sexual Harassment Prevention Act refers to the sexual statements or sexual behavior violating another person's wishes under any of the following situations:

1. If a person's obedience to or rejection of another's sexual advances become a condition for obtaining, losing, or reducing their rights and interests in work, education, training, services, plans, or activities.
2. If texts, pictures, voices, images, or other objects are used to inundate or intimidate; or if languages or behavior of discrimination, or insults or other methods are adopted. For such reasons, the other person's dignity of character is impaired, or the other person feels scared or feels hostility or offended, or the other person's work, education, training, services, plans, activities, or other daily life activities are improperly influenced.

## **Article 6 Education and Training**

The Company regularly organizes or encourages employees to participate in relevant education and training on the prevention of sexual harassment in the workplace every year and disclose relevant information and training on the Company's internal platform.

## **Article 7 Sexual Harassment Complaint Response Committee (hereinafter referred to as the "Complaint Committee")**

The Complaint Committee consists of seven members, and the top-level manager of the Human Resources Department designates an employee as the chair of the committee and meetings; the Legal Department assigns a representative as an ex officio member, while the other members are selected by the chair from the representatives of the labor-management meetings or by the top-level manager of the Human Resources Department. In reviewing

a complaint case, the number of female committee members present shall not be less than one half of all committee members.

Attending members shall manage to reach a consensus after thorough discussion.

The investigation result of a complaint case shall be concluded with approval of more than one half of the members present at a meeting attended by more than one half of all members.

If a temporary worker is sexually harassed during the performance of duties, the Company will accept the complaint and carry out a joint investigation with the dispatching entity, and notify the dispatching entity and the parties involved of the investigation results.

## **Article 8 Complaint Channels and Methods**

The Company's complaint channels are as follows:

1. Hotline: 02-77235221
2. Fax: 02-77235299
3. Email: <http://idc-fetweb01p.fareastone.com.tw/FETnet/App>
4. Unit for accepting complaints: Human Resources Department.

The complaint of sexual harassment may be filed verbally or in writing. For verbally filed complaints, the personnel or unit in charge of accepting such complaints shall put them on record. After clearly announcing them to the complainant or letting them read and ascertain the correctness of the contents, the complainant shall sign their name or affix their seal on the record, which shall contain the information below:

1. The complainant's name, gender, age, national ID number or passport number, service or work unit or school and title, domicile or residence, and contact number.
2. If there is a statutory agent, their name, gender, age, national ID number or passport number, occupation, domicile or residence, and contact number.
3. If an agent is appointed, a letter of attorney shall be submitted, specifying the agent's name, gender, age, national ID number or passport number, occupation, domicile or residence, and contact number.
4. The factual content of the complaint and relevant evidence that can be obtained.

5. The year, month and day of the complaint filed.

For a complaint against an incident in alignment with the Sexual Harassment Prevention Act, the complaint or record of the verbal complaint fail to be in compliance with the provisions of the preceding paragraph and if it can be corrected, the complainant shall be notified to make corrections within 14 days.

The Company's obligation to prevent, correct, and remedy sexual harassment in the workplace under the Act of Gender Equality in Employment shall not be affected by any complaint rejected.

### **Article 9 Complaint Withdrawal**

During the investigation of a case, the complainant may withdraw the complaint in writing; when it is withdrawn, the complainant may not file a complaint on the same case again.

### **Article 10 Processing Procedures**

Upon receipt of a sexual harassment complaint, it shall be sent to the chair for confirmation within three working days. If the complaint is rejected, the complainant shall be notified of the reasons. The complainant may appeal in accordance with Article 14 if they do not accept the reasons provided.

The chair shall form an investigation team to conduct preliminary investigation within three days after confirming the acceptance of a complaint case, and both parties' privacy shall be protected during the investigation process. During the investigation, both the complainant and any witness shall be held legally responsible for their testimony, which shall be recorded in writing and signed by the complainant and any witness. The preliminary investigation results shall be submitted to the chair in a written report. The chair shall convene the Complaint Committee to review the preliminary investigation report within ten working days after receiving it and notify the respondent to be present at the time of review to provide explanations. The respondent shall be held legally responsible for their statement, which shall be recorded in writing and then confirmed by the respondent. The review is conducted in a private manner, and the complainant and any witness may be notified to provide their explanations on site, if necessary. During the review process, the privacy of all parties

involved shall be protected, and the review content and relevant information shall not be disclosed to anyone outside the Complaint Committee.

After the review, an investigation summary report shall be made, recording the process of the incident, both parties' statements, and the review results and specifying specific punishments or other suggestions.

Each complaint case shall be resolved by the Complaint Committee within two months from the date of case acceptance, which may be extended by one month if necessary. The resolution shall be submitted to the top-level manager of the Human Resources Department and the Executive Vice President of the division for approval and enforcement, and both parties shall be notified of the resolution in writing.

#### **Article 11 Principles and Procedures of Complaint Investigation**

When the committee investigates a sexual harassment incident, it shall comply with the investigation principles below:

1. Sexual harassment incident investigation shall be conducted in a private manner, and the privacy, dignity, and legal rights of all parties involved shall be protected.
2. Sexual harassment incident investigation shall be conducted in an objective, impartial, and professional manner, and all parties involved shall be given an opportunity to fully express their opinions and defend themselves.
3. Where a victim's statement is clear without a need for further questioning, repeated questioning shall be avoided.
4. During sexual harassment incident investigation, all parties involved and related parties may be notified to provide explanations on site, and persons with relevant expertise and experience may be invited to assist.
5. Confrontation between parties involved or any witness shall be avoided during the sexual harassment incident investigation.
6. Due to the necessity of investigation, the investigators may, within the scope of not violating the confidentiality obligations, prepare additional written materials for the parties involved to read or inform them of the key points.
7. All personnel handling a sexual harassment incident shall keep

confidential the names of the parties involved or other information sufficient to identify them, unless it is necessary for investigation or based on public safety considerations.

8. Those who file a complaint, inform, report, file a lawsuit, testify, or provide assistance, or other participants in the sexual harassment complaint, investigation, inspection, or trial procedures shall not be improperly discriminated against.

## **Article 12 Recusal Due to Conflicts of Interest**

During sexual harassment incident investigation, the handling, investigation, or resolution personnel shall be recused under any of the circumstances below:

1. When the person or their spouse, ex-spouse, blood relatives within the fourth degree of kinship or relatives within the third degree of kinship by marriage, or those who once had such a relationship, are the parties involved in the incident.
2. The person or their spouse or ex-spouse is connected with a party involved as joint holders of rights or co-obligors in the incident.
3. The person is or was once an agent for or assistant to a party involved in the incident.
4. The person was once a witness or expert witness in the incident.

If the sexual harassment complaint handling, investigation, or resolution personnel are under any of the circumstances below, a party involved may apply for recusal:

1. Where such personnel are not recused under the circumstances specified in the preceding paragraph.
2. There are specific facts that are sufficient to confirm that the investigation may be biased.

For the application in the preceding paragraph, the reasons and facts shall be specified and submitted to the committee with an appropriate explanation. An investigation person, from whom a party involved applies for recusal, may submit an opinion on the application. An investigation person, from whom a party involved applies for recusal, shall stop the investigation work before the committee approves or rejects the application. However, necessary action shall be taken in an

emergency situation. Where any handling, investigation, or resolution personnel are under any of the circumstances specified in the preceding paragraph but fail to recuse themselves, and no application for their recusal has been filed by any party involved, the committee shall order them to recuse themselves.

### **Article 13 Rejection**

A complaint case to which the Sexual Harassment Prevention Act applies shall be rejected if the complaint or the written record of a verbal complaint is not corrected amended prior to a specified deadline in Article 8, paragraph 3.

The sexual harassment complaint case that is rejected in the preceding paragraph, the parties involved shall be notified in writing within 20 days after the complaint case is filed or transferred, while the Department of Social Welfare, Taipei City Government, shall be notified.

Where a sexual harassment incident investigation (including an appeal) has completed in accordance with the Act of Gender Equality in Employment or the Sexual Harassment Prevention Act, with the investigation results sent to the parties involved, no further complaint may be filed for the same reason.

### **Article 14 Remedy Procedure**

The Complaint Committee shall render its decision with grounded reasons. It may also suggest punishment measures or make other proposals for the complaint.

The parties involved shall be notified of the investigation results in writing, and it shall be noted that if there is any objection to the resolution adopted for a complaint case, a remedy may be filed under the following laws and regulations.

1. The appeal mechanism under the Act of Gender Equality in Employment:
  - (1) File an appeal to the Complaint Committee within 20 days from the day following the day an investigation decision is served to the parties involved.
  - (2) Attach written reasons to the appeal for the Complaint Committee



to convene another meeting to resolve it. After the case is closed, no further appeal may be filed on the same grounds.

2. The appeal mechanism under the Sexual Harassment Prevention Act: File an appeal to the Department of Social Welfare, Taipei City Government, within 30 days following the day an investigation decision is received.

**Article 15** If the parties involved disclose the incident to the media or an elected representative, the chair shall notify the Public Relations and the Legal Departments to respond.

#### **Article 16 Referral**

When a party involved needs psychological counseling, the Company will refer the party to a psychological counseling organization.

#### **Article 17 Punishments**

If a sexual harassment complaint is confirmed to be true after investigation, the Company may, depending on the seriousness of the circumstances, transfer, demote, or punish the person employed or impose other punishment measures in accordance with the work rules.

If a sexual harassment complaint is proven to be a false accusation, the Company may, depending on the seriousness of the circumstances, punish the complainant in accordance with the work rules or handle it in accordance with applicable laws and regulations.

If any personnel involved in the handling, investigation, and resolution of a sexual harassment incident violate the confidentiality obligation under Article 11, paragraph 1, subparagraph 7, the chair shall terminate their participation in the complaint procedure. The Company may, depending on the seriousness of the circumstances, impose disciplinary actions, look into their relevant liability, and dismiss them.

#### **Article 18 Enforcement and Amendment**

These Guidelines were formulated by the Human Resources Department and enforced after being approved by the President. The same shall apply to any amendment thereto.