

## I. Purpose of management measures

It serves as the basis for managers to provide incentives for employees with special performance, those who actively participate in process improvement, or projects with good project management capabilities.

## II. Scope of Application

3.1 Applicable Product/Service Type : Generally applicable.

3.2 Applicable Situation : Generally applicable.

3.3 Applicable Activity : Far EasTone's full-time and contracted colleagues are applicable to rewards for individual performance or project team excellence.

## III. Management Measures

### 4.1 Responsibilities Description

Employees and managers who are applicable to this management method shall submit an application in accordance with the regulations of the method or approve the application according to their authority.

4.2 Nominator and nomination method: Nominated by the direct supervisor, the project supervisor or the administrative secretary of the unit to assist in the application.

### 4.3 Evaluation content and method

The Spot Recognition is applicable to employees or projects with special contributions or outstanding performance, and the recognition standards are as follows:

\*Outstanding performance beyond general expectations or routine responsibilities

\*Make obvious contributions or suggestions to the company's interests

\*Demonstrating behaviors that align with the core values of remote transmission, resulting in tangible or intangible benefits for the company (such as cost savings, productivity improvements, etc.)

### 4.4 Recognition methods

4.4.1 Recognition methods can be bonuses, **f coins**, trophies/certificates, group dinners or other forms of rewards. The amount of the reward depends on its contribution to the company's profit. **The Human Resource Management Group** (referred to as: **HR**) provides "12.3.2.2R.F1 Spot Recognition Reward Reward Content and Recommended Amount List" for the supervisor's reference; For other forms of rewards, the value of rewards per person should not exceed NT1,000. For rewards exceeding NT1,000, it is recommended to apply for bonuses.

4.4.2 For the celebration banquet rewarding employees for the launch of the project, the supervisor shall claim the fee for the banquet for relevant colleagues according to the application procedures of this regulation, and the amount claimed shall not exceed the budget approved by **HR**. If it is an event reward for a competition, the plan should be notified to **HR** first and approved; if there are rewards provided by an external manufacturer, it must be managed by the project manager or the head of the department in charge of the competition, and then the responsible supervisor will follow these regulations The application procedure for receiving and using or distributing to the winners.

Process Code: 12.3.2.2R	Version: 1.5	Page:
Process Name: 特殊表現獎勵管理辦法		1 of 4

#### 4.5 Budgeting Method :

The budget of this special performance reward system is compiled by each department according to the actual needs in the "Other Salary Bonus" item of each cost center (the maximum shall not exceed the amount of 1,000 yuan per person calculated according to the department's manpower), and the heads of each department shall be responsible for the budget Responsibility for Control.

#### 4.6 Application Procedures :

4.6.1 For the nomination of the same cost center, the immediate supervisor shall apply through the reward and punishment application form in the electronic form.

4.6.2 For cross **cost center** nominees, please fill out the "12.3.2.2R.F2 Spot Recognition Award Application Form" and submit it to the nominated person's immediate supervisor for signature. After completion, the aforementioned application form and **list electronic files (format can be self-made, but must include fields such as job number, name, cost center, reward form, and brief account of achievements)** shall be submitted to **HR**.

4.6.3 When nominating, please use the method of "STAR" to describe clearly and in detail: :

\* **"S", "T": Situation or task** refers to the context or situation of the act

\* **"A": Action** refers to the actions taken by a nominee in response to a situation or task

\* **"R": The result** refers to the result caused by the action

4.6.4 The approval requirements for spot recognition must be in accordance with the "13.1.13R.C1 Remote Job Authorization Form FET LOA Matrix" for "Salary Work Category/3. Work Attendance and Performance Management/ 3-2 Performance Management Operations/ 3-2-4 Special Performance Rewards", and approved for distribution.

4.6.5 The department head and the nominee's direct supervisor can consult **HR** to decide whether the reward is fair and just.

#### 4.7 Award method

4.7.1 After the monetary reward is approved, it will be processed and recorded according to the "Salary Processing Standard Operating Procedure".

4.7.2 The direct supervisor of the nominee can arrange awards to recognize the contributions of colleagues.

### IV. References

#### 5.1 Related reference documents: :

12.4.2S 薪資處理標準作業流程

#### 5.2 Other attachments :

Application Form for Rewards and Punishments (HR system electronic form)

Attachments to this process and other process attachments: For details, see "FarEasTone Telecom Process Document Announcement Website" - Document Information.

### V. Definition of Terms

6.1 Spot Recognition : Special performance

### VI. Other

Process Code: 12.3.2.2R	Version: 1.5	Page:
Process Name: 特殊表現獎勵管理辦法		2 of 4

7.1 If the supplier provides unplanned rewards to a specific colleague, the colleague shall submit a declaration in accordance with the "Employee Acceptance of Gifts or Hospitality Guidelines" announced by HR on the website.

7.2 The following are some special reward contents :

- \* Properly handled at work and received recognition or praise from clients
- \* Suggestions for process improvement
- \* Work performance meets the core values of Far EasTone Telecommunications
- \* Continuously performing well at work
- \* Special job performance exceeding expectations and standards in a short period of time
- \* Lead the team to perform well: such as using the project management procedures defined by the project management framework and using its project management tools to lead the team to complete the project within the planned time limit and under the control of the budget, and to obtain the satisfaction of the project customer; or in the project team Demonstrate the spirit of teamwork with practical actions and become a role model for others; or the monthly performance evaluation of the team led by the customer service team leader is excellent.
- \* Handling emergency situations to avoid significant losses for the company
- \* In case of insufficient manpower, responsible for completing specific tasks for a long period of time (more than three months) outside of normal work responsibilities
- \* Event rewards set due to the nature of the competition
- \* Significant cost saving behavior; Develop processes and systems that significantly improve efficiency or productivity

## List of Reward Content and Suggested Amount of Spot Recognition Reward

Reward content	Examples	Recommended Reward Amount
• Recognition and praise from customers	• Customer service personnel receive calls or letters from customers to thank <current Sunshine Award>	Below NT\$1000 (inclusive)
• Suggestions for process improvement	• Idea king 或 224 winner	Below NT\$1000 (inclusive)
• Work performance meets the core values of Far EasTone Telecommunications	• Refuse credit agencies to purchase customer contact information, maintain customer data security and protect company assets. • Directly-operated store colleagues quickly discover customers who are subject to risk control, and immediately inform relevant colleagues and cooperate with the telecommunications police to crack illegal cases.	Below NT\$1000 (inclusive)
• Continuously performing well at work	• Excellent monthly/quarterly performance evaluation of customer service personnel. • Individuals with special contributions or outstanding performance in the project team.	NT\$1,000 ~ 3,000
• Special job performance exceeding expectations and standards in a short period of time	• Complete the specified tasks within the specified emergency treatment time limit. • Actively cooperate with the repair system in the shortest possible time to reduce the company's losses.	NT\$1,000 ~ 3,000
• Lead the team to perform well	• Excellent monthly performance evaluation of the team led by the customer service team leader. • Project manager or team leader of a certain project team.	NT\$1,000 ~ 3,000

Process Code: 12.3.2.2R	Version: 1.5	Page:
Process Name: 特殊表現獎勵管理辦法		3 of 4

<ul style="list-style-type: none"> <li>Handling emergency situations to avoid significant losses for the company</li> </ul>	<ul style="list-style-type: none"> <li>The MSC computer room was flooded, and emergency rescue minimized the damage.</li> <li>Due to the problem of the accounting system, urgently deal with public protests and prepare sufficient materials to avoid affecting the reputation of Far EasTone.</li> </ul>	NT\$2,000 ~ 5,000	
<ul style="list-style-type: none"> <li>In case of insufficient resources, responsible for completing specific projects or team tasks for a long period of time (more than three months) outside of normal work responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>In the case of a serious shortage of manpower in the unit, colleagues will do their best to support the team for a long time, so that all processes can go smoothly.</li> <li>Acting as a temporary supervisor of other units, providing considerable guidance in project management, interpersonal relationships, and process design, not only earning the admiration of colleagues in the temporary unit, but also enhancing the overall team work morale.</li> </ul>	NT\$3,000 ~ 8,000	
<ul style="list-style-type: none"> <li>Competition rewards</li> </ul>	<ul style="list-style-type: none"> <li>Activity rewards set due to the nature of the competition</li> </ul>	According to the competition	
<ul style="list-style-type: none"> <li>Significant cost-saving behaviors or the development of processes and systems that significantly improve efficiency or increase productivity</li> </ul>	<ul style="list-style-type: none"> <li>Collect and analyze the problems with the current network system in remote transmission, and after evaluation, redraw contracts with suppliers to significantly reduce the company's costs</li> </ul> (*):Please attach relevant information to prove	Cost Savings / Profit Increase Amount(*)	
		NT\$5 million (inclusive) or less	NT\$2,000
		NT\$5 million to NT\$10 million (inclusive)	NT\$4,000
		NT\$10 million to NT\$50 million (inclusive)	NT\$6,000
		NT\$50 million to NT\$100 million (inclusive)	NT\$8,000
		Over NT\$100 million	NT\$10,000