

Stakeholder Communication Status:

Stakeholder	Communication Strategy and Response	Material Issues of Concern	
Employees	Enhance employee cohesion and sense of identity, cultivate innovative corporate culture, and implement two-way communications.	<ul style="list-style-type: none"> Talent development and management Operating performance Brand image management Customer experience and transparent communication 	<ul style="list-style-type: none"> Internet quality and infrastructure Human rights and workplace diversity Occupational health and safety
Consumers / General Customers	Communicate transparently, listen to every customer, and provide service with warmth and sincerity.	<ul style="list-style-type: none"> Internet quality and infrastructure Customer experience and transparent communication 	<ul style="list-style-type: none"> Information security and privacy protection Brand image management
Enterprise Customers	Maintain partnership; provide customized solutions according to unique enterprise management requirements.	<ul style="list-style-type: none"> Brand image management Customer experience and transparent communication Environmental innovation strategy and application 	<ul style="list-style-type: none"> Internet quality and infrastructure Information security and privacy protection
Competent Authorities	Actively respond to policy trends and actively participate in policy formulation process.	<ul style="list-style-type: none"> Corporate governance and integrity Internet quality and infrastructure Information security and privacy protection 	<ul style="list-style-type: none"> Response to government policy and regulatory changes Risks management and emergency response
Suppliers / Contractors / Developers	Maintain stable partnership with suppliers / contractors, perform supply chain impact management, co-develop products or services with developers.	<ul style="list-style-type: none"> Supply chain management Operating performance Corporate governance and integrity 	<ul style="list-style-type: none"> Environmental innovation strategy and application Information security and privacy protection
Shareholders / Investors	Transparently disclose FET's development strategy and major operating changes to maintain confidence of investors.	<ul style="list-style-type: none"> Operating performance Corporate governance and integrity Information security and privacy protection 	<ul style="list-style-type: none"> Community care and charity programs Brand image management Energy management
Competitors	Keep competitive / cooperative relationships, mutually discuss material industry issues.	<ul style="list-style-type: none"> Talent development and management Corporate governance and integrity 	<ul style="list-style-type: none"> Communications quality Operating performance
Media	Actively express opinions of the company, communicate transparently, and create positive corporate image.	<ul style="list-style-type: none"> Operating performance Internet quality and infrastructure 	<ul style="list-style-type: none"> Response to government policy and regulatory changes Risks management and emergency response
Community Groups / NGOs	Maintain partnership, jointly promote social welfare, and create the social value of FET.	<ul style="list-style-type: none"> Communications quality Social innovation strategy and application Information security and privacy protection 	<ul style="list-style-type: none"> Communication and research on issues concerning electromagnetic wave radiation Environmental resources management and application

Stakeholder	Response and communication channels	Key communication results in 2021
Employees	<ul style="list-style-type: none"> • Education and training program • Annual performance evaluation • Quarterly two-way communications meeting • Periodic employee satisfaction survey • Employee complaints mailbox • Quarterly Lantern Legend Meeting (capital/labor discussion meeting) • Annual Employee Meeting • Employee Welfare Committee • FET e-Express/FET e-Paper • FET internal website/News update • Communication through dedicated units 	<ul style="list-style-type: none"> • Through FET e-Express, all employees are informed of employee discounts, employee benefits and volunteer accomplishments for the year. • Through FET internal website, all employees are informed of operating procedure document, website update information and employee discounts. • 1,425 employee training courses held, and average training hours per employee was 36.4 hours. • Percentage of employee who received annual performance assessment: 100% • FET received 99 employee suggestions and 9 cases from the grievance mailbox. • Arcoa received 1 cases from the grievance mailbox. • For other communication performance, please refer to "4.1 Talent Management" of this report.
Consumers / General Customers	<ul style="list-style-type: none"> • In-store face-to-face communications • Six complaint channels available to customers (official correspondence, arbitration meeting, customer service inbound, FET net Website, FET Mobile Circle App, and online chat) • Customer Satisfaction Survey • Product information meeting and marketing activities • "Stay closer, think further" brand campaign • User behavior research/surveys • Communication through dedicated units 	<ul style="list-style-type: none"> • Outsourced customer satisfaction rate was 67%, Customer NPS: Grade A. • Overall average customer satisfaction of FET's retail stores was 90%; Overall • FET retail store repair and maintenance service satisfaction 9.37 (out of 10) • Overall FET call center satisfaction was 69% • By the end of 2021, there were 7,700,000 friends on LINE accounts and • 570,000 fans on Facebook fan pages. • For other communication performance, please refer to "3. Excellent Service" of this report.
Enterprise Customers	<ul style="list-style-type: none"> • Business visits • Call Center 	<ul style="list-style-type: none"> • First contact resolution of call center was 9.3 (out of 10) • For other communication performance, please refer to "3. Excellent Service" of this report.
Competent Authorities	<ul style="list-style-type: none"> • Business meetings and administrative inspections by the National • Communications Commission (NCC) • Aperiodic Fair Trade Commission investigations • Aperiodic official correspondence • Communication through dedicated units 	<ul style="list-style-type: none"> • Took part in 142 NCC business meetings and 11 administrative inspections in • 2021. NCC identified 3 violation cases, for more information please refer to "3.3 Privacy Protection" and "6.4 Base Station and Electromagnetic Fields Management" of this report. • There were 0 cases investigated by the Fair Trade Commission in 2021. • 200 Official correspondences
Suppliers / Contractors / Developers	<ul style="list-style-type: none"> • Supplier CSR Self-Declaration • FET Supplier Chain Guidelines for Corporate Social Responsibility • The Code of Business Conduct • Procurement Satisfaction Survey • Developers' Conference • Communication through dedicated units 	<ul style="list-style-type: none"> • 98.7% of material suppliers and 100% of new suppliers signed the "Supplier CSR Self-Declaration". • 103 suppliers participated in and completed trustworthy management training and exams of supplier's management, supplier's CSR risk management, office energy and environment management, and supplier's code of conduct • The average satisfaction rate of supplier selection was over 96% . • Held Supplier general meeting in 2021, more than 200 persons attended. • For other communication performance, please refer to "1.3 Supply Chain Management" of this report.

Stakeholder	Response and communication channels	Key communication results in 2021
Shareholders / Investors	<ul style="list-style-type: none"> Annual general meeting Investor-related conferences Communication through dedicated units Investor Relations section on the webs 	<ul style="list-style-type: none"> Hosted 1 general shareholders meeting. Hosted 5 Global Investor Telephone Conference to facilitate direct communication between investors and executive management. Dedicated units took part in domestic / overseas face-to-face institutional investor meetings to communicate with investors. Published 12 monthly non-audited revenue, profit and operating statistical data on the FETnet website.
Competitors	<ul style="list-style-type: none"> Communication with competitors in the Taiwan Telecommunication Industry Development Association (TTIDA) Competition/market survey 	<ul style="list-style-type: none"> Attended 77 meetings in 2021, including 46 on TTIDA promotion issues, 31 working groups and 6 consultation meeting related to the construction of base stations. Other details on communication performances can be found in "6.4 Base Station and Electromagnetic Fields Management " of this report.
Media	<ul style="list-style-type: none"> Press releases / conferences Communication through dedicated units 	<ul style="list-style-type: none"> Hosted 24 media events and issued 224 press releases For more details on press releases, please refer to the News Room of FET net website
Community Groups / NGOs	<ul style="list-style-type: none"> Information meetings / symposiums / forums Sponsorship and collaboration 	<ul style="list-style-type: none"> Public welfare appropriation in 2021 was NT\$4,153 thousands and charity fundraising amount in 2021 was NT\$3,219 thousands. A total of 3,742 volunteers participated in public welfare activities and 1,310,993 people were benefited. For details on communication performances, please refer to "5.2 Charity Care Projects" section of this report.

Source from 2021 FET Sustainability Report.

Implementation situation:

The long-term performance of FET's Stakeholders Communication Status was reported on the 7th board meeting of the 9th session on November 11, 2022.