

# Corporate Social Responsibility Best Practice Principles

## The Far Eastone Telecommunications Co., Ltd.

Approved by Board of Director Meeting on 2017/5/4

Chapter I General Principles	
Article 1	In order to follow and fulfill corporate social responsibility and continue to create new values for the society, shareholders, employees, customers, and the environment, the Far Eastone Telecommunications Co., Ltd. (the “Company”) hereby, following the “Corporate Social Responsibility Best Practice Principles for TWSE/GTSM Listed Companies” and relative laws and regulations, adopt the Corporate Social Responsibility Best Practice (the “Principles”).
Article 2	The Principles shall apply to the Company, including the entire business operations of each such company in its conglomerate.
Article 3	In fulfilling the Company’s corporate social responsibility, “Trustworthiness” shall be the paramount guideline in corporate operation and development, to seek utmost value for the stakeholders in order to pursue sustainable operation of the Company with the founding spirit of the group of “Sincerity, Diligence, Thrift, Prudence, and Innovation”, and by practically implementing corporate governance, sustainable development of the environment, safeguarding social benefits and enhancing disclosure of corporate responsibility information to incorporate into management guidelines and operation strategies of the Company.
Article 4	To implement corporate social responsibility initiatives, the Company is to follow the 5 principles below: <ol style="list-style-type: none"> <li>1. Implement corporate governance.</li> <li>2. Foster a sustainable environment.</li> <li>3. Create a sound and healthy workplace.</li> <li>4. Advocate for digital inclusion.</li> <li>5. Facilitate social participation.</li> </ol>
Article 5	The Company’s Corporate Social Responsibility Committee is composed of high-level executives and is responsible for creating the Company's corporate social responsibility blueprint. Annual meetings are convened to discuss corporate social responsibility proposals, and relevant decisions and implementation results shall be reported by the Committee to the Board of Directors and adjust the Company’s corporate social responsibility strategies in response to changes in the environment.

Chapter II Practically implement corporate governance	
Article 6	The Company, by following the Corporate Governance Best Practice Principles for TWSE/GTSM Listed Companies and the example set by the Code of Ethical Conduct for TWSE/GTSM Listed Companies, establishes effective corporate governance frameworks, relevant ethical standards and other matters so as to enhance corporate governance.
Article 7	<p>The directors of FET shall exercise the due care of good administrators to review the results of its corporate social responsibility initiatives and to give consideration to the interests of stakeholders so as to ensure the thorough implementation of its corporate social responsibility policies, including:</p> <ol style="list-style-type: none"> <li>1. Identifying the company's corporate social responsibility mission or vision, and declaring its corporate social responsibility policies, systems or relevant management guidelines;</li> <li>2. Making corporate social responsibility the guiding principle of the company's operations and development, and ratifying concrete promotional plans for corporate social responsibility initiatives; and</li> <li>3. Enhancing the timeliness and accuracy of the disclosure of corporate social responsibility information.</li> </ol>
Article 8	The Company shall, on a regular basis, organize educational training, classes and activities relating to the advancement of corporate social responsibility.
Article 9	The Company shall adopt reasonable remuneration policies in keeping within the remuneration arrangements be able to support the strategic aims of the organization, and align with the interests of stakeholders, the employee performance evaluation system be combined with corporate social responsibility policies, and institute a clear and effective incentive and discipline system.
Article 10	The Company maintains communication channel dedicated to providing appropriate responses to stakeholders' inquiries on issues of concern, and maintain information of contact window for stakeholders' affairs and a special page on corporate social responsibility or stakeholders can be found on the Company's official website.
Chapter III Foster a sustainable environment	
Article 11	The Company follows relevant environmental laws, regulations and international standards to properly protect the environment, leverages the core competence of information technology to promote smart energy consumption management across all sites, initiates multiple energy management measures and energy conservation action plans, the results of which are regularly assessed and evaluated to facilitate sustainable use the resources on the earth.

Article 12	The Company forms an Energy Management Committee to plan and promote all internal initiatives related to the environment and energy management across the Company, and integrates relevant systems and guidelines for future directions in the corporate social responsibility policies of the Company. The Committee meets once every quarter to discuss and determine goals and performance of various energy related matters. The Committee also oversees the communication of the results of the Committee meetings across to all departments to ensure company-wide implementation of energy management policies.
Article 13	<p>The Company, in accordance with the principle of environmental protection, conducts corporate activities in compliance with the following guidelines by reducing the lasting impact of our operations, products, and services to the natural environment and human beings:</p> <ol style="list-style-type: none"> <li>1. Reduce resource and energy consumption of their products and services.</li> <li>2. Reduce emission of pollutants, toxins and waste, and dispose of waste properly.</li> <li>3. Improve recyclability and reusability of raw materials or products.</li> <li>4. Maximize the sustainability of renewable resources.</li> <li>5. Enhance the durability of products.</li> <li>6. Improve efficiency of products and services.</li> <li>7. Enhance the water resources management and use efficiency</li> </ol>
Article 14	The Company pays attention to the impact of climate change on its operations and should establish company strategies for energy conservation and carbon and greenhouse gas reduction based upon its operations and the result of a greenhouse gas emission statistics in order to minimize the impact of its business operations on natural environment.
Chapter IV Create a sound and healthy workplace	
Article 15	<p>The Company complies with relevant laws and regulations and International Bill of Human Rights, and set up the relevant management policies and processes:</p> <ol style="list-style-type: none"> <li>1. Evaluating the impact of the company's business operations and internal management on human rights, and adopting corresponding handling processes, and reviewing the effectiveness on a regular basis.</li> <li>2. The Company provides an effective and appropriate grievance mechanism, and responds to any employee's grievance in an appropriate manner.</li> </ol>

Article 16	The Company provides information to the employees and a platform for two-way communication so that the employees have knowledge of the labor laws of their locality countries and the rights they enjoy. The Company employees shall have the right to be informed and to express their opinions on business management and policy of the Company. For any changes in the Company's operations that may be of significant impact to the employee, the Company shall inform the employee in a reasonable way.
Article 17	The Company provides a safe and healthy work environment for their employees, shall provide necessary health-related and emergency care facilities, prevent occupational hazards, offer regular safety and health related consultation services and relevant education training.
Article 18	The Company provides employees a good environment for career development, enhances employees' professional expertise, formulate annual human resources development plans. The Company shall conduct regular performance review and assessment to provide appropriate feedback, rewards, and assistance to individual employees, in order to ensure the sustainable operation goal of the Company, and the success in employee recruitment, retention, and morale.
Chapter V Advocate for digital inclusion	
Article 19	The Company follows with all government laws and regulations and industry norms to ensure the transparency and safety of its products and services, and shall formulate and publish policies on consumer rights and interests.
Article 20	The Company provides a clear and effective procedure for accepting consumer complaints towards its products and services shall fairly and timely handle consumer complaints, shall truly respect the privacy of the consumers, to comply with the Personal Information Protection Act and other laws and regulations to protect personal data provided by consumers.
Article 20-1	FET is advised to treat customers or consumers of its products or services in a fair and reasonable manner, including according to the following principles: fairness and good faith in contracting, duty of care and fiduciary duty, truthfulness in advertising and soliciting, fitness of products or services, notification and disclosure, commensuration between compensation and performance, protection of the right to complain, professionalism of salespersons etc. Said company shall also develop the relevant strategies and specific measures for implementation.
Article 21	The Company shall assess the impact their procurement operation has on the environment and society come from where their supplies resource do, and shall cooperate with their suppliers to jointly implement the corporate social responsibility .

Chapter VI Facilitate social participation	
Article 22	FET contributes to the creation of social benefits with the Company's core competence in information technology and commercial model. FET vows to create more values for our society and resolve social or environmental issues by supplying corporate volunteers, deploying and maintaining basic ICT infrastructure in remote areas, providing a range of free professional services, and continuing to collaborate with non-governmental organizations and local governments.
Chapter VII Supplementary Provisions	
Article 23	<p>In order to upgrade information transparency, the Company, according to relevant laws, regulations, the Corporate Governance Best Practice Principles for TWSE/GTSM listed Companies, shall fully disclose relevant and reliable information relating to their corporate social responsibility.</p> <p>Relevant information fields relating to corporate social responsibility which the Company discloses shall include:</p> <ol style="list-style-type: none"> <li>1. The corporate social responsibility policies, systems or relevant management guidelines, concrete promotion plans as resolved and approved by the board of directors.</li> <li>2. The risks and the impact on the corporate operations and financial status arising from implementing corporate governance, fostering sustainable environment and preserving social welfare.</li> <li>3. Goals, implementation measures established by the Company for realizing the corporate social responsibility, and performance in implementation.</li> <li>4. Major stakeholders and issues of their concerns.</li> <li>5. Disclosure of information on major suppliers' management and performance with respect to major environmental and social issues.</li> <li>6. Other information relating to corporate social responsibility.</li> </ol>
Article 24	The Company shall, according to laws and regulations, regularly edit corporate social responsibility reports by adopting widely recognized international standards or guidelines to disclose the status of their implementation of the corporate social responsibility policies, and to obtain third-party assurance and verification for reports to enhance the reliability of the information so reported.
Article 25	This policy shall come into full force by the resolution of approval of the Board of Directors. The same procedure applies to

	any amendment thereto.
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