

## Stakeholders Communication Status:

Stakeholders	Material Issues of Concern	Response, frequency and communication channels	Key communication results
Competent Authorities	<ul style="list-style-type: none"> <li>Response to government policy and regulatory changes</li> <li>Corporate governance and integrity</li> <li>Communications quality and network infrastructure</li> <li>Information security and customer privacy protection</li> <li>Risks management and emergency response</li> <li>Digital inclusion</li> <li>Energy management</li> <li>Climate strategy</li> </ul>	<ul style="list-style-type: none"> <li>Contact person TEL : Regulatory Team, Mr. Huang 886-2-7723-5000 Email : <a href="mailto:hachuang@fareastone.com.tw">hachuang@fareastone.com.tw</a></li> <li>Communication Methods               <ol style="list-style-type: none"> <li>Irregularly Business meetings and administrative inspections by the National Communications Commission (NCC)</li> <li>Irregularly Fair Trade Commission investigations</li> <li>Official correspondence</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Took part in 160 NCC business meetings and 15 administrative inspections in 2019</li> <li>There were two cases investigated by the Fair Trade Commission in 2019. All cases were closed and no violation of the Fair Trade Act was found</li> <li>298 official documents</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Business performance</li> <li>Corporate governance and integrity</li> <li>Management of human rights issues</li> <li>Talent development and management</li> </ul>	<ul style="list-style-type: none"> <li>Contact person FET maintains an employee suggestion system and a grievance mailbox.</li> <li>Communication Methods               <ol style="list-style-type: none"> <li>Quarterly two-way Town Hall communication meeting</li> <li>Irregularly Employee satisfaction survey</li> <li>Quarterly Lantern Legend Meeting</li> <li>Annual Employee Meeting</li> <li>Employee Welfare Committee</li> <li>FET e-Express</li> <li>FET internal website</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Through FET e-Express /internal website, all employees are informed of employee discounts, employee benefits , SOP and new webpage information.</li> <li>2,612 employee training courses held, and average training hours per employee was 74.9 hours</li> <li>Percentage of employee who received annual performance assessment: 100%</li> <li>FET received 30 employee suggestions and 8 cases from the grievance mailbox</li> </ul>
Shareholders /Investors	<ul style="list-style-type: none"> <li>Business performance</li> <li>Innovative strategy management</li> <li>Corporate governance and integrity</li> <li>Social innovation</li> <li>Climate strategy</li> <li>Energy management</li> </ul>	<ul style="list-style-type: none"> <li>Contact person TEL : Investor Relations Division, Mr. Huang 886-2-7723-5000 Email : <a href="mailto:ir@fareastone.com.tw">ir@fareastone.com.tw</a></li> <li>Communication Methods               <ol style="list-style-type: none"> <li>Establish an investment relationship department</li> <li>Host general shareholders meeting per year</li> <li>Regularly Host Global Investor Telephone Conference to facilitate direct communication between investors and executive management</li> <li>Dedicated units took part in domestic/overseas face-to-face institutional investor meetings to communicate with investors.</li> <li>Announce information simultaneously in the MOPS (Market Observation Post System ) and company website investor service area</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Hosted one General Shareholders Meeting</li> <li>Hosted four Global Investor Telephone Conferences to facilitate direct communication between investors and executive management</li> <li>Dedicated units took part in domestic/overseas face-to-face institutional investor meetings to communicate with investors</li> <li>Published monthly non-audited revenue, profit and operating statistical data on the FETnet website</li> </ul>
Consumers	<ul style="list-style-type: none"> <li>Information security and customer privacy protection</li> <li>Quality customer experience</li> </ul>	<ul style="list-style-type: none"> <li>Contact person TEL : Customer Service Department (please call the following customer service line, there will be a designated personnel to provide consultation and service) Email : <a href="mailto:ecare@fareastone.com.tw">ecare@fareastone.com.tw</a></li> <li>Communication Methods               <ol style="list-style-type: none"> <li>Customer service line: 0800-058885 (toll free)</li> <li>FET instant dial: 888/123 (toll free)</li> <li>Local line: 449-5888/449-5123 (local rate billing)</li> <li>Official website problem response area \ customer service instant inquiry</li> <li>Telecom storefronts, official documents, and coordination meetings</li> <li>Conduct customer service satisfaction</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Outsourced customer satisfaction rate was 69 %, Customer loyalty: Grade A.</li> <li>Overall average customer satisfaction of FET's retail stores: 9.66(out of 10) ; Overall FET retail store repair and maintenance service satisfaction 9.3 (out of 10)</li> <li>Overall FET call center satisfaction 9.12 (out of 10)</li> <li>By the end of 2019, there were 7,680,000 friends on LINE accounts and 560,000 fans on Facebook fan pages.</li> </ul>

Stakeholders	Material Issues of Concern	Response, frequency and communication channels	Key communication results
		surveys via external units on a regular basis	
Suppliers	<ul style="list-style-type: none"> <li>• Business performance</li> <li>• Corporate governance and integrity</li> <li>• Innovative strategy management</li> <li>• Supply chain management</li> <li>• Management of human rights issues</li> </ul>	<ul style="list-style-type: none"> <li>• Contact person TEL : Procurement Division, Mr. Tsou 886-2-7723-7675 Email: mtsou@fareastone.com</li> <li>• Communication Methods               <ol style="list-style-type: none"> <li>1. Establish a sustainable supply chain with suppliers by signing the company's self-declaration of corporate social responsibility, integrity/audit management consent, supplier training and testing, supplier auditing, etc.</li> <li>2. Irregularly conduct suppliers satisfaction surveys</li> <li>3. Regularly hold supplier conferences and developer conferences to share and exchange global sustainable trends; at the same time drive supplier innovation</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• In 2018, 98% of material first-tier suppliers and 100% of new suppliers signed the “Supplier CSR Self-Declaration”.</li> <li>• 242 suppliers have completed the training based on 4 aspects including supplier management actions, supplier CSR risk assessment, office energy management, and supplier code-</li> <li>• In 2019, 87.7% satisfaction is given for procurement policy &amp; process and 81.6% satisfaction for open tendering</li> </ul>
Community Groups/NGOs	<ul style="list-style-type: none"> <li>• Community care and charity programs</li> <li>• Climate strategy</li> <li>• Digital inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Contact person TEL: CSR Division, Ms. Lee 886-2-7723-5000 Email : FETCSR@fareastone.com.tw</li> <li>• Communication Methods               <ol style="list-style-type: none"> <li>1. Information meetings/symposiums/forums</li> <li>2. Communicate and promote through sponsorship and collaboration projects</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Public welfare appropriation in 2019 was NT7,363 thousands and charity fundraising amount in 2019 was NT4,476 thousands.</li> <li>• A total of 3,311 volunteers participated in public welfare activities and 1.46 million people were benefited.</li> </ul>

### **Implementation situation:**

The CSR Committee convenes meetings on a quarterly basis and regularly reports relevant policies, decisions and the performance to the Board of the Directors. Meetings are hosted by the President while members of the executive management serve as conveners for the relevant task force. Matters such as progress of annual action plans, tracking of material issues and proposals are raised and discussed during CSR Committee meetings. The CSR Committee held a total of four meetings in 2020. To ensure ongoing improvement of governance performance in line with global standards, FET actively participates in surveys conducted by world's renowned institutions such as Dow Jones Sustainability Indices (DJSI) and Carbon Disclosure Project (CDP).

The long-term performance of FET’s Stakeholders Communication Status was reported on the 14th board meeting of the 8th session on November 5, 2020.