

Disciplinary Measures and Prevention and Complaint Handling against

Sexual Harassment in Chunghwa Telecom Co., Ltd.

Promulgated pursuant to CHT-HR-II Letter No. 91A3500550 of Chunghwa Telecom on July 16, 2002
Amended pursuant to CHT-HR-II Letter No. 95A0001258 of Chunghwa Telecom on July 19, 2006
Amended pursuant to CHT-HR-II Letter No. 0970000528 of Chunghwa Telecom on April 9, 2008
Amended pursuant to CHT-HR-II Letter No. 1030000383 of Chunghwa Telecom on April 17, 2014
Amended pursuant to CHT-HR-II Letter No. 1060000422 of Chunghwa Telecom on March 31, 2017
Amended pursuant to CHT-HR-II Letter No. 1080000122 of Chunghwa Telecom on January 24, 2019
Amended pursuant to CHT-HR-I Letter No. 1100002527 of Chunghwa Telecom on December 30, 2021
Amended pursuant to CHT-HR-Talent No. 1120001290 of Chunghwa Telecom on May 24, 2023
Amended pursuant to CHT-HR-Talent No. 1120002380 of Chunghwa Telecom on September 23, 2023
Revised pursuant to CHT-HR-Talent No. 1130001327 of Chunghwa Telecom on May 29, 2024

Article I Pursuant to Article 13, Paragraph 1 of the Act of Gender Equality in Employment, as well as relevant provisions of the Regulations for Establishing Measures on Prevention of Sexual Harassment in the Workplace stipulated by the Ministry of Labor, Chunghwa Telecom Co., Ltd. (hereinafter referred to as “the Company”) hereby promulgates these regulations, in order to ensure a workplace and service environment that is free from sexual harassment for both employees and job seekers. The Company is committed to implementing appropriate preventive, corrective, disciplinary, and handling measures to safeguard the rights and privacy of all parties involved.

Article II Sexual harassment in the Company and related institutions is to be handled in accordance with the provisions herein, unless provided otherwise by laws and regulations.

Article III Supervisors at all levels of the Company are prohibited from engaging in the following behaviors with their subordinates, between employees, or with job applicants:

1. Create a hostile, coercive, or offensive working environment for other employees with words or actions that involve sexual requirements, have sexual connotations, exhibit gender discrimination, infringe upon and interfere with their personal dignity, personal freedom, and work performance.
2. Supervisors must not use explicit or implicit sexual demands,

sexually suggestive or gender-discriminatory language or behavior as a condition for the establishment, continuation, modification, or terms of employment contracts, including job assignments, remuneration, evaluations, promotions, demotions, or disciplinary actions.

Article IV In addition to the provisions of Articles 12-1 to 12-4 of the Act of Gender Equality in Employment, investigation of sexual harassment shall also take into account the following circumstances:

1. Inappropriate staring, touching, hugging, kissing, or smelling any part of another person's body, or forcing someone to do the same to any part of one's own body.
2. Distribution, retention, display, or broadcasting of texts, pictures, sounds, images, or any other content that contains sexual material, sexual references, or gender discrimination.
3. Repetitive or persistent acts of following or pursuing someone against their will.

Article V The Company has set up a dedicated hotline, fax, mailbox, email, or other designated channels for reporting incidents of sexual harassment; relevant information is also publicly displayed in prominent areas of the workplace. The Organization and Talent Development Department, including local branches of each institution, is responsible for receiving, investigating, and addressing complaints of sexual harassment.

Article VI The Company shall ensure that supervisors of each unit effectively utilize various means of communication, such as meetings, broadcasts, emails, and internal documents, to enhance the promotion of measures and channels for preventing and addressing sexual harassment among employees.

The Company provides education and training on preventing and addressing sexual harassment to the following personnel:

1. Employees should receive education and training on the

prevention of sexual harassment in the workplace.

2. Supervisors and personnel responsible for handling, investigating, and resolving sexual harassment complaints should undergo annual education and training.

The aforementioned educational training shall be prioritized for members handling related affairs at the Organization and Talent Development Division, as well as the Company's directors, managers, and those in supervisory positions.

Article VII Upon becoming aware of instances of sexual harassment, the Company's institutions shall implement the following immediate and effective corrective and remedial measures:

1. When informed of the sexual harassment situation through the victim's complaint:
 - (I) Adopt appropriate isolation measures to prevent the recurrence of sexual harassment and address the complainant's concerns; make no unfavorable changes to the complainant's salary and other labor conditions.
 - (II) Provide or refer the complainant to consultation, medical or psychological counseling, social welfare resources, and any other necessary services.
 - (III) Initiate investigation procedures, and conduct interviews or appropriate investigative procedures with the personnel related to the sexual harassment incident.
 - (IV) Temporarily suspend or adjust duties of the complainee when necessary during the investigation if they hold a position of power and the circumstances are significant. If the investigation does not conclude that the complainee is guilty of sexual harassment, any salary withheld during the period of suspension should be reimbursed.
 - (V) Address and handle verified cases of sexual harassment in accordance with the severity of the circumstances. In cases of serious misconduct, the Company reserves the

right to terminate employment contracts without prior notice, as stipulated in Article 13-1, Paragraph 2 of the Act of Gender Equality in Employment.

- (VI) If it is confirmed that there are false allegations, appropriate disciplinary action or handling shall also be taken against the complainant.
2. When becoming aware of a sexual harassment incident not due to the circumstances mentioned in the preceding paragraph:
- (I) Interview relevant personnel to clarify and verify the pertinent information.
 - (II) Inform victims of their rights and available remedies, and assist them in filing appeals according to their wishes.
 - (III) Appropriately adjust job duties or workplace for relevant personnel.
 - (IV) Provide or refer the complainant to consultation, medical or psychological counseling, social welfare resources, and any other necessary services according to the victim's wishes.

If the Company becomes aware of a sexual harassment incident through the victim's statement and the victim does not wish to file a complaint, the Company shall still take immediate and effective corrective and remedial measures in accordance with the provisions of Item 2 of the preceding Paragraph.

The Company shall offer a minimum of two sessions of psychological counseling assistance upon request from the complainant or victim.

Article VIII If the complaine of sexual harassment is not an employee of the Company, or if the complainant is a job applicant, the Company shall still handle the matter in accordance with relevant provisions of this policy, and take immediate corrective and remedial measures as stipulated in the preceding clause.

When the victim and the perpetrator belong to different business

units and have a common operational or business relationship, upon becoming aware of the sexual harassment situation, the Company shall have the Organization and Talent Development Department, including local branches at various institutions, take immediate and effective corrective and remedial measures in accordance with the following provisions:

1. Notify the other party's employer in writing, by fax, verbally, or through other electronic data transmission methods to jointly discuss and determine solutions or remedial actions.
2. Protect the privacy and other personal interests of all parties involved.

Article IX Employees working in locations not under the control or management of the Company should be provided necessary protective measures and should be notified in advance details of workplace harassment risks identified by the Company.

When the Company becomes aware of sexual harassment incidents between employees that are subject to the Sexual Harassment Prevention Act or the Control of Stalking and Harassment Act, more supervision of sexual harassment risks in the workplace, timely preventive measures, and relevant assistance shall be implemented.

Article X The Company shall handle complaints of sexual harassment and make decisions in a confidential manner to protect the privacy and other personal rights of both parties, ensuring that the complainant is free from any retaliation or other unfavorable treatment.

All institutions within the Company has established a sexual harassment complaint handling unit (hereinafter referred to as the "complaint handling unit"), comprising of five to seven members, with the Director of the Organization and Talent Development Department (including all branch offices) serving as a permanent member. Remaining members shall be designated concurrently from among the institutions' employees by the President of the

Company, the head of each institution, and the employee's affiliated labor union. Among them, there should be professionals with an awareness of gender issues, and the proportion of female members should be at least half.

Members of the complaint handling unit serve a two-year term without remuneration. In the event of a vacancy, the successor's term will last until the end of the original term.

The complaint handling unit may appoint an executive secretary and part-time staff, selected by the Company's President, institution heads, or the Organization and Talent Development Department, which includes all branches

The complaint handling unit may have one person designated by the Company's President or the head of each institution to act as the Convener and serve as the meeting Chairperson; if the Chairperson is unable to preside over the meeting for some reason, another member may be designated to act as proxy.

Article XI If the complainees for sexual harassment is the Company's highest-responsible personnel, in addition to filing a complaint through the Company's internal channels, the Company's employees or job applicants may also file a complaint directly with local competent authorities in accordance with Article 32-1, Paragraph 1, Subparagraph 1 of the Act of Gender Equality in Employment.

Article XII Complaints of sexual harassment may be made verbally, by email, or in writing to the Organizational and Talent Development Department or its stationed personnel in the institution to which the victim belongs. However, if the victim is a staff member dispatched by Headquarters to work at various branch offices, they should file the complaint with the branch office where they are stationed. If the complainees is the head of the institution, the complaint shall be made to the supervisory authority above them. Complaints made in verbal or email form should be documented

by the appropriate personnel or department; the content should then be read aloud or provided to the complainant for review to ensure its accuracy.

The record of the written, verbal, or email communication mentioned in the preceding paragraph should be signed or sealed by the complainant and should include the following information:

1. The complainant's name, service unit and job title, residence, contact number, and date of complaint.
2. For those who have a legal representative or appointed agent, their name, residence, and contact number should be provided; the appointer should attach a power of attorney.
3. Factual content of the complaint and corresponding evidence.

When any branch of the Company receives a complaint as mentioned in the first item, it shall notify the local competent authority of the location where the victim provides labor services, following the content and manner stipulated by the Ministry of Labor.

Article XIII When a complainant files a sexual harassment complaint with any of the Company's institutions, they may withdraw their complaint in writing before the Company's decision notice is issued; once a complaint has been withdrawn, the complainant is not permitted to file another complaint on the same matter. However, if the complainant withdraws the complaint, and new facts or evidence regarding the same matter emerge, the complaint may still be resubmitted.

Article XIV After receiving complaints, the Company's various departments shall conduct investigations based on the principles of objectivity, fairness, and professionalism; the investigation process should protect the privacy and other personal interests of involved parties. When handling the aforementioned complaints at each of the Company's institutions, in addition to establishing a complaint handling unit in accordance with Article 10, a complaint

investigation team of three to five people shall also be formed according to the nature of the individual complaint case. In addition to the Director of the Organization and Talent Development Department (at all branches) as a permanent member, there shall be one external professional with gender awareness, and the remaining members shall be appointed by the President or institution heads.

Results of the investigation by the complaint investigation team should include the following items, and shall be forwarded to the complaint handling unit for deliberation and processing:

1. The cause of the sexual harassment complaint, including statements of parties involved.
2. Records of investigation interview processes, including dates and subjects.
3. Findings and rationale.
4. Recommended actions.

Article XV Personnel involved in the handling, investigation, and decision-making of sexual harassment complaint cases should protect the privacy of parties and individuals invited to assist with the investigation, as well as other personal rights. Confidentiality should be maintained regarding their names or other information sufficient to identify individuals, except as necessary for the investigation or for considerations of public safety. Furthermore, it is prohibited to falsify, alter, obliterate, or conceal evidence of workplace sexual harassment incidents.

Violators of the above provisions will have their participation in the sexual harassment complaint terminated by the Convener. Depending on the circumstances, the Company may also impose disciplinary measures, hold them accountable according to relevant regulations, and terminate their selection or appointment.

Article XVI Those handling, investigating, and resolving complaints of sexual harassment should recuse themselves if they are the complainant,

complainee, or a spouse, former spouse, blood relative within the fourth degree, relative by marriage within the third degree, or a parent or family member of the complainant/complainee.

Personnel mentioned in the previous paragraph should recuse themselves from the case; if they choose not to do so, or if there are other concrete facts related to the same complaint case that sufficiently suggest a risk of bias in the execution of their duties, the complainant or complainee may submit a written request to the Company asking for their recusal. The personnel against whom the recusal is requested may submit a written opinion regarding the request.

Personnel who are requested to be recused should cease processing, investigating, or making decisions regarding the application until the Company has made a decision to approve or reject the recusal request. However, in urgent situations, necessary actions may still be taken.

Personnel mentioned in the first item should recuse themselves on their own initiative. If they refuse to do so, the Company shall recuse them upon the request of the complainant or the complainee.

Article XVII For the complaint handling unit to hold a meeting, more than half of its members must be present; resolutions may only be passed with the consent of a majority of the attending members. In the event of a tie, the Chairperson has the deciding vote. Members are required to attend in person and are not allowed to delegate.

When convening a meeting, the complaint handling unit may notify the parties involved and related persons to attend and provide explanations, giving the parties sufficient opportunity to state their opinions and offer a defense. Except when necessary to question the parties, repeated questioning should be avoided. The unit may invite those with relevant expertise and experience to assist.

The complaint handling unit shall make a reasoned decision with reference to the investigation results of the complaint investigation team, and may make recommendations for disciplinary action or other dispositions. The decision shall be notified in writing to the complainant and the complainee.

Article XVIII Institutions within the Company are required to resolve sexual harassment complaints within two months of receiving them. In exceptional cases, an extension of one month may be granted, and all parties involved shall be notified.

If the complainant is not satisfied with how the Company's institutions have handled the complaint, investigated the matter, or disciplined the perpetrator, the complainant has the right to file a complaint with the local competent authorities in accordance with Article 32-1 of the Act of Gender Equality in Employment.

If the complainant believes that the Company's institutions, upon becoming aware of the sexual harassment situation, failed to take immediate and effective corrective and remedial measures, the complainant may file a complaint with the local competent authority in accordance with Article 34, Paragraph 1 of the Act of Gender Equality in Employment.

Article XIX For sexual harassment complaints that have entered judicial proceedings, the complaint handling unit, with the consent of the complainant, may resolve to temporarily suspend the investigation and resolution. The duration of this suspension is not subject to the restrictions set forth in Paragraph 1 of the preceding article.

Article XX Through investigation, if the sexual harassment behavior is confirmed, the Company shall administer appropriate disciplinary actions and other relevant regulations, depending on the severity of the case. The Company shall also notify competent local authorities where the victim provides labor services, following the content and procedures prescribed by the Ministry of Labor. If criminal liability is involved, the Company shall assist the

complainant in filing a legal complaint.

In accordance with Articles 27-1 and 27-2 of the Act of Gender Equality in Employment, the Company is jointly liable for damages with the perpetrator of sexual harassment. After the Company compensates the victim, it has the right to seek reimbursement from the perpetrator.

Article XXI The Company shall track, assess, and supervise cases of sexual harassment to ensure that disciplinary or remedial measures are effectively implemented in order to prevent the recurrence of similar incidents or retaliatory actions.

Article XXII The provisions herein shall come into force upon the approval of the President, and the same in case of any amendment hereto.