Chunghwa Telecom Co., Ltd. Procurement Complaint Handling Procedures

The Company issued letter Gong-Er-Zi No. 1040000331.
The Company approved the revision on August 12, 2021, under letter Gong-Er-Zi No. 1100000536.
The Company approved the revision on April 28, 2022, under letter Gong-Gui-Zi No. 1110001052.

Article 1 (Objective)

Chunghwa Telecom Co., Ltd. (hereinafter referred to as "the Company") has established these Procurement Complaint Handling Procedures to create an open and transparent procurement environment and to enhance corporate governance.

The Company handles procurement complaint cases in accordance with the provisions of the Procurement Complaint Handling Procedures. However, complaints involving employee conduct or complaints raised by employees regarding procurement matters shall be handled by the Human Resources system in accordance with its relevant regulations.

Article 2 (Organization)

The Company has established a Procurement Complaint Handling Team to centrally process procurement complaint cases. All levels of institutions under the Company that receive procurement complaint cases shall forward them to the Procurement Complaint Handling Team for processing.

The Procurement Complaint Handling Team is composed of personnel from the Company's Supply Department, Audit Department, Legal Affairs Department, and Organization and Talent Development Department. When necessary, additional relevant departments may be invited to participate on a case-by-case basis. The Procurement Complaint Handling Team has an Executive Secretary to handle administrative affairs, with personnel assigned from the Supply Department to serve in this role.

Article 3 (Appeal)

Suppliers or individuals who believe that their rights and interests have been harmed due to violations in the handling of the Company’s procurement tenders or the execution of contracts may file a named appeal, accompanied by supporting evidence, under the following circumstances:

(I) Compliance with legal regulations.
(II) Honest performance of contract obligations.
(III) Open and transparent procurement processes.
(IV) Protection of the Company’s interests.
(V) Procurement management regulations and related provisions.
(VI) Provisions related to the Company’s Code of Ethics, trade secrets, and Ethical Corporate Management Best Practice Principles.

The Company’s procurement appeal channels (listed in the General Terms of Instructions to Bidders) are as follows:

(I) Receiving Unit: Chunghwa Telecom Procurement Complaint Handling Team
(II) Mailing Address: Supply Department, No. 21-3, Section 1, Xinyi Road, Taipei City 10048, Taiwan
(III) Fax Line: 02-2321-0255, Phone: 02-2344-6020
(IV) Email: sy@cht.com.tw.

Appeals regarding inquiries on tender documents during the procurement announcement period shall be handled independently by each tendering unit in accordance with the Company's procurement management regulations and related provisions.

Article 4 (Acceptance)

The Executive Secretary shall, within five working days upon receipt of a complaint case, confirm the details with the complainant and submit the case to the Procurement Complaint Handling Team for acceptance and filing. However, if any of the following circumstances apply, the Procurement Complaint Handling Team may decide not to accept the appeal:

(I) The same or similar appeal for the same procurement case has already been addressed and responded to.
(II) The complainant has expressed their intention to withdraw the appeal.
(III) The tendering unit has canceled or changed the procurement content or execution method, with no grounds for complaint.
(IV) Anonymous or falsely attributed appeals.
(V) The matter is already under arbitration, mediation, or judicial litigation.
(VI) Other circumstances under which the appeal will not be accepted.

For multiple appeals of identical content regarding the same procurement case, individual case files shall be created and processed jointly in principle. The processing deadline shall follow that of the first filed appeal for the procurement case. For anonymous appeals with clear supporting evidence, or appeals that were withdrawn as described in Item II of the previous paragraph but are determined upon review to involve violations of Article 3, Paragraph 1, the review committee may resolve to proceed with further processing of the appeal.

Article 5 (Appeal Handling)

Once an appeal is accepted and registered by the Procurement Complaint Handling Team, a responsible unit shall be assigned to handle the case, with a copy concurrently submitted to the Executive Vice President of Administration.

Procurement appeal cases are principally handled by the supply system. When necessary, the Procurement Complaint Handling Team may dispatch personnel to directly manage or participate in the handling of such cases.

The responsible unit shall jointly review the content of the complaint with relevant units. After the handling results are approved by the responsible supervisor, they shall be submitted to the Procurement Complaint Handling Team.

The above process shall be completed within one month from the date the appeal is accepted. If the case cannot be concluded within the deadline, an extension of one month may be granted upon report and approval.

Article 6 (Review and Reporting)

The Procurement Complaint Handling Team shall review the appropriateness of the handling results of appeals referred by various units. When necessary, relevant personnel may be invited to attend and provide explanations. The review results shall be submitted to the Executive Vice President of Administration for approval. For major or exceptional cases, reports shall be made on a case-by-case basis to the President and relevant responsible officers; the Audit Department shall report relevant cases according to its authority.

The Executive Secretary shall, within five working days after the handling result is approved, issue a formal written reply to the complainant (using the Supply Department document number).

Article 7 (Confidentiality)

Personnel responsible for handling or participating in the review or processing of procurement appeal cases shall maintain confidentiality regarding the content and procedures of the appeal case review and handling process.

Article 8 (Effective Date)

This procedure shall take effect upon approval by the President and are subject to revision in the same manner.