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1. Purpose 目的：

規範社會責任及環境安全衛生管理內、外部溝通之程序，使社會責任、環境安全衛生與勞動管理之問題能獲得即時有效的處理、預防、溝通與解決。

It is a management procedure to stipulate the internal and external communication of SR & ESH management systems in order to handle, prevent, communicate, and solve the problems of social responsibility, environmental, safety, health and labor management immediately and effectively.

2. Scope 範圍：

2.1 適用於公司內、外部社會責任及環境安全衛生管理系統 (管理系統包含SA 8000、ISO 14001、ISO 14064-1、RBA責任商業聯盟行為準則、IEC 62430、ISO 14006、ISO 45001、ISO 50001及AEO)之相關議題。

It is applicable to the related issues of SR & ESH management systems (SA 8000, ISO 14001, ISO 14064-1, Responsible Business Alliance Code of Conduct (RBA), IEC 62430, ISO 14006, ISO 45001, ISO 50001 and AEO) inside and outside of company.

2.2 屬於客戶對產品之要求或抱怨，依照ISO 9000品質管理系統程序實施。

Customers' requirements or complaints for products are subject to the procedures of ISO 9000 Quality Management System.

2.3 與運作管制相關之溝通。

It is applicable to the communication related to operation control.

3. Responsibility 權責：

3.1 社會責任及環境安全衛生管理委員會：負責協調系統推行單位人員執行社會責任及環境安全衛生管理溝通及改善業務，並負責重大事項之對外溝通。

Committee of Social Accountability and Environmental Safety/Health Management (Committee of SR & ESH Management): To coordinate personnel of system implementing department to communicate and improve SR & ESH management, and be responsible to external communication for significant issues.

3.2 系統推行單位：負責執行社會責任及環境安全衛生管理溝通及改善的管制，並負責社會責任及環境安全衛生管理系統一般事務之對內、外溝通（環境、教育、宣導）。

System implementing department: To control communication and improvement of SR & ESH management, and be responsible to internal and external communication for general issues (environment, education and announcement) of SR & ESH management system.

3.3 其他部門：對內、外專責產品及運作管制事務之溝通。

Other departments: To communicate the issues of products and operation control internally and externally.

4. Glossary of Term 名詞定義：

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4.1 利害相關者：對組織之社會責任、環境及安全衛生績效關心或受其影響的個人或團體，包括環保、安全、衛生、勞工主管機關、承攬商、供應商、訪客、鄰近社區居民、環保團體、客戶、股東及員工等。

Interested Party: A person or group concerned with or affected by the performances of social accountability, environment, safety and health of an organization. It includes central or local competent authorities of environmental protection, occupational safety, health, and labor, contractors, suppliers, visitors, neighborhood, environmental protection organizations, customers, shareholders and employees.

5. Flow Chart 作業程序：

無 N/A

6. Activities Description 作業內容：

6.1 內部溝通 Internal Communication

6.1.1 以下為各文件需與相關單位溝通的時間點：

The time point of communication：

6.1.1.1 重大環境考量面/職安衛危害、風險/政策：有變更時溝通

Significant environmental aspects/Occupational hazard and risks/Policy：

When there is any change, it should be communicated.

6.1.1.2 目標：每年管理審查後

Obectives：After the annual management review meeting

6.1.1.3 其他：視情況需要

Others：If necessary

6.1.2 管理單位可透過下列方式與員工溝通社會責任及環境安全衛生管理狀況：

Management departments should communicate the conditions of SR and ESH management with employees through the following ways:

6.1.2.1 會議 Meetings

6.1.2.2 公告 Accouncements

6.1.2.3 內部文件傳閱 Internal official document

6.1.2.4 教育訓練 Trainings

6.1.2.5 電子郵件/E化系統 Emails/E systems

6.1.2.6 企業永續發展報告 Corporate Sustainability Report

6.1.2.7 其他 Others

6.1.3 工作者可透過上述溝通方式提出社會責任及環境安全衛生管理事項之反應，反應事項則依工作者提出之溝通方式回應處理及管理。

Workers could provide their responses to the issues of SR & ESH management through the above ways. The responses, handling and management of workers' issues should be based on the communication ways they provided.

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6.1.4 公司鼓勵**工作者**提出社會責任及環境安全衛生管理相關之**意見或疑慮**，如有社會責任及環境安全衛生管理相關之提案，**工作者**可填寫“社會責任及環境安全衛生提報單”向溝通單位反應，該單位亦可自行擬定持續改善專案計畫(CIP)進行改善。

Company encourages the workers to raise their **ideas and concerns** about social responsibility, environment, safety and health. **Workers** could make the related proposals of social responsibility, environment, safety and health through filling out “Sheet of SR & ESH Proposition” to management departments in charge of communication. The department could also deliver a project of CIP (continuous improvement process) to solve the concerns.

6.1.5 公司視需要對**工作者**實施意見調查，**工作者**除依6.1.3及6.1.4之方式主動提出意見外，亦可主動發起成立組織社團，或選出代表與公司進行溝通。公司尊重**工作者**組織或參與團體、集體談判和參加和平集會之意願，同時也尊重**工作者**迴避這類活動的權利，並確保其代表不受差別待遇。

The opinions of **workers** could be investigated if necessary. **Workers** could suggest according to the ways of 6.1.3 and 6.1.4 actively, or form an organization, or choose a representative to communicate with company. The company respects the right of all workers to form and join trade unions of their own choosing, to bargain collectively and to engage in peaceful assembly as well as respect the right of workers to refrain from such activities, and never discriminate worker representatives.

6.1.6 社會責任及環境安全衛生提報單管理：

The management of “Sheet of SR & ESH Proposition”:

6.1.6.1 流程：提報人依提報單格式填寫提報內容後，送至管理系統推行單位整理登錄於“內部溝通登錄單”。

Process: The report sheet is to be filled out by reporters and sent to the system implementing department for a record in “Sheet of Internal Communication Registration”.

6.1.6.2 處理：管理系統推行單位登錄後，交由權責單位研究處理，並於一週內將處理狀況及結果回覆管理系統推行單位覆核。

Handling: The report should be discussed and handled by responsible department after registered by the System implementing department, and the handling condition and result should be replied to the system implementing department for review within a week.

6.1.6.3 回覆：管理系統推行單位須將處理結果回覆提報人。

Response: The handling results should be replied to reporters by the system implementing department.

6.1.7 公司對提出檢舉違反道德廉潔、騷擾事件之**工作者**、供應商及其他利害相關者，應確保其身份之機密性及匿名性，處理此事件之**工作者**必須簽署保密協定。

Company should ensure that the confidentiality, anonymity and protection of **worker**, supplier and other interested party whistleblowers is maintained for integrity violation and harasses events. The confidential agreements should be signed by the **workers** who handle these events.

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6.1.8公司應尊重**工作者**之溝通意願，對**工作者代表**、**檢舉者**、**提出意見**、**疑慮**、**不滿**或**抱怨**之**工作者**，應確保其不受歧視、報復、威脅或騷擾。

Company should respect the communication will of **workers**, and have a communicated process for **worker representatives**, whistleblowers, and the **workers** to be able share any ideas, concerns, grievances or complaints without fear of discrimination, retaliation, intimidation or harassment.

6.1.9公司應尊重且不歧視員工之宗教信仰自由，員工若因宗教教義所需有活動場所之需求，可向人力資源單位提出申請，公司將評估並提供協助。

Company should respect religious freedom of employees. Accordingly, the employee could raise the request of religious event space to Human Resource while company should evaluate and response the request.

6.2外部溝通 External Communication

6.2.1政府主管單位：法令規定應向主管機關呈報之資料依主管機關規定的時間內應主動溝通，並將呈報事項列入“政府機關溝通紀錄表”內。

Governmental competent authorities: The information reported to competent authorities by regulations should be communicated actively before the deadline, and recorded in “Record of Communication with Competent Authority”.

6.2.2承攬商：應與承攬商溝通下列項目。

Contractors: The following issues should be communicated with contractors.

6.2.2.1承攬作業環安衛管理程序 Environmental、Safety & Health management procedure of contracts.

6.2.2.2政策 SR & ESH Policy

6.2.2.3與之相關的重大環境考量面 Related significant environmental aspects

6.2.3供應商：應與供應商溝通下列項目。

Suppliers: The following issues should be communicated with suppliers.

6.2.3.1政策 SR & ESH Policy

6.2.3.2供應商社會責任及環境安全衛生管理調查表 Supplier SR & ESH Survey Form

6.2.3.3衝突金屬管理 Conflict Minerals

6.2.3.4RBA要求事項 Requirements of RBA Code of Conduct

6.2.3.5需要溝通其他之社會責任及環境安全衛生管理相關議題 (如GHG、能源管理...)

Related social, environmental, safety and health issues (like GHG, energy management)

6.2.4客戶：應與客戶溝通下列項目。

Customers: The following issues should be communicated with customers.

6.2.4.1企業社會責任報告 CSR report

6.2.4.2RBA要求事項 Requirements of RBA Code of Conduct

6.2.4同仁接獲利害相關者反應之事件應交由管理系統推行單位登錄於“外部溝通登錄單”，並要求權責單位處理，於一週內回覆反應者。

The issues responded by interested parties should be registered in “Sheet of External Communication Registration” by system implementing department,

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and handled by responsible departments. The results should be replied to the interested parties within a week.

6.2.5 客戶於進行稽核時，應依客戶之要求提供相關之社會責任及環境安全衛生管理作法與客戶溝通。

The related measures of SR and ESH management should be communicated with customers based on their requirements during external audits of customers.

6.2.6 建置外部企業社會責任網站，溝通公司社會責任及環境安全衛生管理事項包括政策，管理系統及績效，但顯著環境考量面不對外溝通

Establish external corporate social responsibility website to communicate with stakeholders on corporate social responsibility and environment, safety and health management matters, including policy, management system and performance. However, significant environmental aspects are not disclosed to the public.

6.2.7 定期發佈企業永續發展報告，溝通相關管理事項

Publish Corporate Sustainability Report regularly to communicate with stakeholders on relevant management matters.

6.2.8 公司應定期告知往來事業夥伴：

The following items should be communicated with business partners regularly by company:

6.2.8.1 本公司之誠信價值觀及不接受任何形式饋贈、賄賂

Company's integrity values and no improper advantage

6.2.8.2 提供反應管道

The Channels of communication

6.2.8.3 若同仁有違反誠信道德規範或操作時，將確保反應此事件之事業夥伴、供應商身份之機密性

The protection of partner and supplier whistleblower confidentiality for integrity violation events.

6.2.9 產品環境資訊之溝通，當客戶有需求時，依客戶之需求提供入下列資訊於客戶。

For the communication of product environmental information, the following information will be provided to customers based on their requirements.

6.2.9.1 使用於產品、製程與生產運作所需的相關資源

The related necessary resources used in products, manufacturing and production operation.

6.2.9.2 產品所產生相關的排放 (如產品碳足跡等)

The emission produced from product manufacturing. (carbon footprint of product)

6.2.9.3 改善環境績效的資訊

The information on environmental performance improvement

6.2.9.4 產品拆解報告

Disassembly assessment report

6.2.9.5 符合法規或客戶需求的自我宣告

Self-declaration of compliance

6.2.9.6 ErP 符合性技術文件

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Energy-related product technical report

6.2.9.7關於與其產品的運輸或交付,使用,生命終結處理與最終處置相關聯之潛在重大環境

衝擊。

About potential significant environment impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of the products and services.

6.2.9.8其他客戶需求

Other requirements from customers

6.3溝通管理 Communication Management

6.3.1管理系統推行單位負責內/外部之溝通，將反應之溝通事件登錄於內部或外部溝通登錄單內，並要求負責單位處理後回覆結果予提報者或反應者。

The Management departments is responsible to internal and external communication. The communication issues should be registered in "Sheet of Internal Communication Registration" or "Sheet of External Communication Registration" by the Human Resources, and required to reply the handling results to the reporters after handled by responsible departments.

6.3.2溝通紀錄應保存三年。

Communication record should be kept for three years.

6.4重大事項 Significant Issues

凡屬公司產品或業務機密，一律經由管理系統推行單位提報給社會責任及環境安全衛生管理委員會研擬回覆，管理系統推行單位負責掌握進度。

Products or business confidentialities should be reported to the Committee of SR & ESH Management by the Management departments. The scheduled progress should be followed by the Management departments.

6.5其他不列管之溝通 Other communications without control

6.5.1客戶事項（參考品保手冊之合約審查、產品開發、客戶服務說明）

Customer issues (please refer to the descriptions of contract review, product development and customer service in the manual of quality assurance.)

6.5.1.1產品之要求由業務行銷依OEM Sales Procedure或產品開發作業程序傳達相關部門。

The communication of product requirements is subject to OEM sales procedure or procedure of product development by sales and marketing departments.

6.5.1.2抱怨事項由業務/服務人員依客戶服務作業程序處理。

The handling of complaints is subject to the procedure of customer service by sales and customer service personnel.

7. Authority of Document Revised 文件制修廢權責：

7.1此份管理程序經單位主管、管理代表、Site Managers、全球製造單位主管、HR heads、ITS Head、SCM Head、Finance Head、PG Heads審核會簽後，由總經理核准。

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This Procedure is reviewed by department director, management representative, Site Managers, Global Manufacturing Head, HR heads, ITS Head, SCM Head, Finance Head, and PG Heads, and approved by President.

7.2 重大事項之對外溝通內容應獲得社會責任及環境安全衛生管理委員會核准（社會責任及環境安全衛生政策則授權對外溝通人員直接執行）。

External communication content of significant issues should be approved by Committee of SR & ESH Management. (The communication of SR & ESH policy should be implemented by authorized external communicators directly.)

8. Forms Generated from This Document 相關表格：

- 8.1 社會責任及環境安全衛生提報單 Sheet of SR & ESH Proposition
- 8.2 內部溝通登錄表 Sheet of Internal Communication Registration
- 8.3 政府機關溝通紀錄表 Record of Communication with Competent Authority
- 8.4 外部溝通登錄表 Sheet of External Communication Registration

9. Reference 參考資料：

- 9.1 教育訓練鑑定管理程序
Procedure of Identification and Management for SR & ESH System Training

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