

The communication mechanisms and key issues of stakeholders in 2022 are summarized as follows:

Stakeholders	Importance to FET	Issues of concern	Communication channel	Communication frequency	Communication performance
Employees	Employees are important partners of FET. We ensure their job security and growth, establishing two-way communication to maintain harmonious relations	<ul style="list-style-type: none"> Talent development and management Business performance Workplace diversity and inclusion Employee health and safety 	Professional ethics, occupational safety & health education and training	Every year	Employee education and training were conducted in a total of 1,485 sessions, with an average training time of 47.5 hours per person
			Company-wide town hall meetings	Every season	A total of 4 meetings held, including 1 employee assembly (presided by the Chairman) and 3 town hall meetings (co-chaired by the general manager and the highest executives of each business group), allowing attendees to ask questions and interact in real-time through digital communication tools
			Employee satisfaction survey	Twice a year	eNPS(employee Net Promoter Score) Employee satisfaction: Conduct an eNPS (employee Net Promoter Score) survey twice a year, once in the first half and once in the second half. Survey results for the second half of the year show an eNPS score of 77 (recommended companies).
			Employee suggestions/complaints mailbox	Irregular	FET has received a total of 61 named responses in the Intranet "Colleague Suggestions" mailbox, as well as 10 cases in the complaints mailbox
			Performance evaluation and career development interview	At least twice a year	Percentage of employees receiving annual performance appraisals was 100%
			Lantern Legend Meeting	Every season	In 2022, a total of 5 Magic Lamp conferences were held, including discussions on the Company's profit situation, future expansion plans, office environment improvement, and related labor-management relationship issues
			Internal meetings of each business group and department	Irregular	Each business group holds at least two meetings every year
			FET e-Express/FET Intranet/FET latest news	Irregular	Through FET's intranet and newsletter, all employees are notified of updated operational process documents, page redesign notices, employee product discounts, welfare policies, and other announcements
Activities of Employee Welfare Committee	At least 4 times a year	In 2022, a total of 9 meetings were held, including employee trips, hosting of Lunar New Year shopping street, and community management activities			
Customers	As the main source of revenue, we listen to the needs of each customer in order to meet their expectations	<ul style="list-style-type: none"> Brand image management Customer experience and transparent communication Network quality and infrastructure Information security and privacy protection 	Face-to-face, in-store communication	Store operating hours	<ul style="list-style-type: none"> Overall satisfaction of store service: 9.87 out of 10. Outsourced customer satisfaction survey, store service reached 90%. Overall satisfaction of the telephone service center: 9.58; first-call resolution rate: 9.53
			The main channels for customer complaints are: official letter, coordination meetings, customer service hotline, FETnet website, and FET Mobile Circle app.	24 hours	
			Customer satisfaction survey	Every year	
			Telephone service center	Every year	
			Marketing activities	Irregular	
			Business visits	Irregular	

Stakeholders	Importance to FET	Issues of concern	Communication channel	Communication frequency	Communication performance
Competent authority	Comply with the relevant regulations and inspections of the competent authority	<ul style="list-style-type: none"> Corporate governance and integrity, Network quality and infrastructure Information security and privacy protection Compliance with regulations, risk management response, and emergency response 	Meeting and administrative inspection	Irregular	
			Official document	Irregular	
			Public hearing	Irregular	
Suppliers/ Contractors/ Developers	Maintain stable partnerships with suppliers/contractors and conduct supply chain impact management. Co-develop new products and services with developers	<ul style="list-style-type: none"> Supply chain management Business performance Corporate governance and integrity 	Supplier conference	Every year	For details of communication performance, please refer to Chapter 3.4 Sustainable Supply Chain of this report
			On-site counseling and audit	Every year	
			Vendor project communication	Irregular	
			Supplier ESG Communication Meeting	Irregular	
			Satisfaction survey	Every year	
			Sustainability Pioneer Team meeting	Every year	
Shareholders/ Investors	Shareholders/ investors are all contributors to the company's capital. FET should transparently disclose the organization's operational status to maintain investor confidence	<ul style="list-style-type: none"> Business performance Corporate governance and integrity Information security and privacy protection 	Shareholders' meeting	Every year	<ul style="list-style-type: none"> Hold 1 regular shareholders' meeting. Hold 4 global corporate conference calls, allowing investors to directly communicate with senior executives. Participate in domestic and international teleconferences to communicate with investors. 12 monthly releases of revenue, profit, and operational statistics on the official website.
			Corporate briefing	Every season	
			Investor Relations section on the official website	Irregular	
Media	Media reports and evaluations of the Company will affect its reputation and image	<ul style="list-style-type: none"> Business performance Network quality and infrastructure Responses to government policies and regulations Risk management and emergency response 	Publish press release/hold press conference.	Irregular	For detailed information, please visit the FET official website: Latest News
			Dedicated units	Irregular	
Social welfare groups/NGOs	Maintain partner relationships, jointly promote social welfare projects, and create social value	<ul style="list-style-type: none"> Social innovation strategy and application Information security and privacy protection Communication and research on electromagnetic wave issues Community care and public welfare investment 	ESG project collaboration	Irregular	<ul style="list-style-type: none"> NT\$2,431,481 Total investment in public welfare activities: NT\$3,583,088. Donations raised: NT\$2,431,481. A total of 1,608 volunteers participated in social welfare activities, reaching 1,184,164 people. For detailed information, please refer to Chapter 5.2 "Investment in Public Welfare Care" of this report.
			Special group tariff discount program	Irregular	
			On-site care around the stores	Irregular	

Source from 2022 FET Corporate Sustainability Report: <https://corporate.fetnet.net/content/corp/en/CSR/ReportDownload.html>

Implementation situation:

The long-term performance of FET's Stakeholders Communication Status was reported on the 11th board meeting of the 9th session on November 3, 2023.