

企業社會責任報告書利害關係人關注程度意見調查表

感謝您一路支持「台灣中油股份有限公司」(以下簡稱本公司)，期望藉由問卷回覆了解利害關係人對報告書內容之建議與指教，進而將所關心的議題呈現於報告書中。感謝您撥冗填寫問卷。謝謝!

註：以下共計有18項考量面，每一項考量面均需作答；請依據您認為本公司在各項議題之重要程度來作答，而非這個議題本身重要與否。

提醒：為增加問卷結果的有效性和準確性，煩請在評分上有較大的區分和差異，亦即真正重視該議題才選擇"非常關注"，並盡量不要全部都選擇一樣的答案。

請問此份問卷是由本公司哪一單位發放？：

一、請問您的身分是：

- 員工 股東 社區 民意代表 政府
 合作夥伴 客戶 媒體 非營利及非政府組織

請問您所屬的單位(若上述身分為社區僅需填姓氏，如王先生)

二、針對下列永續發展(CSR)之議題，請依個人對相關議題的關心程度，選擇最適當的選項。

面向	議題	議題說明	關 心 程 度				
			非常不關注	不關注	普通	關注	非常關注
經濟面	經濟績效	您對本公司的營運財務績效及取自政府之財務補助的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	公司治理	您對本公司的治理結構、管理階層權責、最高治理單位組成與遴選；以及本公司對於薪酬決定流程、利害關係人議合等議題的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	誠信經營與法規遵循	您對本公司的反貪腐、不公平競爭行為、反托拉斯與壟斷行為、於經濟、社會與環境的法遵情形的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	間接經濟衝擊	您對本公司在社區基礎設施的投資、服務的發展、社會公益參與及重大的間接經濟影響等作為的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	創新研發	您對本公司在產能、創能、儲能、減碳和石化高值化等研發的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
環境面	能資源耗用	您對本公司的原料使用情形(如再生材料)，以及與本公司組織內外部的能源消耗量、能源消耗減量、產品和服務的能源需求減量等的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	水資源管理	您對本公司的總取水量、是否會因取水而顯著影響水源及在製程有無進行水回收再利用等管理作為的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	溫室氣體管理	您對本公司的溫室氣體排放量、溫室氣體排放減量、破壞臭氧層物質的排放及其他空污物質排放管理的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	生態與環境保育	您對本公司是否因活動、產品及服務對生物多樣性方面產生顯著衝擊，及是否參與生態復育活動的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	廢污水與廢棄物管理	您對本公司的污水與廢棄物防治管理及是否有發生嚴重洩漏事件的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	氣候變遷因應	您對本公司針對氣候變遷之因應作為與策略，如生產或採購再生能源比例(例如：太陽能、風力發電、生質能...)之關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

社會面	人才招募與留任	您對本公司人員新進率、離職率、福利與育嬰留職停薪後復職率等變化；以及本公司員工受教育訓練時數、定期績效與職業發展檢核，及提升員工職能及過渡協助方案的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	員工權益與多元平等	您對本公司於員工多元化、性別平等、反歧視、人權議題(如原住民、童工等)，以及員工的權益(如勞資會議、工會等)的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	職場安全與健康	您對本公司職災與缺勤比率、職業病防止，以及是否將健康與安全相關議題納入團體協約；以及本公司是否有營運據點和供應商強迫勞動之重大風險的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	顧客權益與產品安全	您對本公司的產品和服務對健康安全的衝擊評估、產品和服務違反法規事件；以及本公司是否發生侵犯客戶隱私或遺失客戶資料的投訴事件的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	供應商管理	您對本公司篩選供應商之準則，與其風險管理，並針對具有負面衝擊之供應商所採取的行動；以及綠色採購與當地採購的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	緊急事件預防與處置	您對本公司緊急事件預防管理；對於受緊急事件影響之對象，其後續安置處理方案；以及安全事件演練次數與種類之關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	社會共融經營	您對本公司於社會的策略規劃與績效作為，以及在營運據點中，是否對當地社區進行溝通、發展計畫及負面衝擊評估等行動的關心程度？	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Stakeholder Concern Questionnaire of Corporate Sustainability Report

CPC Corporation, Taiwan (hereinafter referred to as the Company) would like to express our heartfelt gratitude for your continuous support. The purpose of this questionnaire is to understand the stakeholders' suggestions to the content of our Corporate Sustainability Report so that issues you concerned about can be presented in the Report. Thank you for spending your precious time to complete this questionnaire.

1. What is your relation to CPC Corporation, Taiwan :

Employees Stockholder Communities Elected Representatives Government
 Affiliated partners Clients & Customers Media NPOs / NGOs

2. Please tick the box that best indicates the degree of your concern about the CSR issue.

Aspect	Topic	Description	Degree of Concern				
			Very Low	Low	Neutral	High	Very High
Economic	Economic Performance	To what degree do you feel cared about the company's financial performance and financial subsidies received from the government?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Corporate Governance	To what degree do you feel cared about the impact of governance structure, management powers and responsibilities, the composition and selection of the highest governance level, and the company's salary decision process and stakeholders engagement to the company's sustainable operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Integrity Management and Compliance	To what degree do you feel cared about the impact of anti-corruption, unfair trade practice, anti-trust, monopoly behavior, and economic, social and environmental compliance on the company's sustainable operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Indirect Economic Impacts	To what degree do you feel cared about the company's investment in the community infrastructure, the development of services, public participation and significant indirect economic impacts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Innovation and Development	To what degree do you feel cared about the impact of R&D on capacity, energy creation, energy storage, energy reduction and petrochemical high value on the company's sustainable operation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental	Energy and Resource Consumption	To what degree do you feel cared about the company's raw material use (eg renewable materials), and the energy consumption, reduction in energy consumption, and reduction in the needs for energy demands for products and services inside and outside of the organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Water Resources Management	To what degree do you feel cared about whether the company's total water withdrawal would have significant impact on the source of water and whether water is reclaimed for reuse during the manufacturing process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	GHG management	To what degree do you feel cared about the company's management of GHG emissions, reduction in GHG emissions, emissions of ozone depleting substances (ODS) or emissions of other pollutants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ecological and Environmental Conservation	To what degree do you feel cared about whether the company may have a significant impact on biodiversity because of the activities, products and services, and whether the Company is involved in ecological restoration activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Management of Effluents and Waste	To what degree do you feel cared about the company's wastewater and waste prevention and control management and whether there has been any incidence of serious leaks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Response of Climate Change	To what degree do you feel cared about the impact of actions and strategies of climate change on the company sustainable, such as the company's volume of biofuels produced and purchased meeting sustainability criteria?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	Recruitment and Employee Retention	To what degree do you feel cared about the company's changes in employment rate, turnover rate, benefits, and the reinstatement rate after taking the parental leave without pay, and the company's staff education and training hours, regular performance and career development check, and enhancement of staff competencies and transition assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Employee Rights and Multiple Equality	To what degree do you feel cared about the impact of employee diversity, gender equality, anti-discrimination, human rights issues (such as aborigines and child labor), and employee rights (such as labor-management conference and trade unions) on the company's sustainable operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Occupational Health and Safety	To what degree do you feel cared about the company's occupational injuries, absence rate, occupational disease prevention, and whether safety related issues are included in the collective agreement, and the impact of significant risk that forced labor is found in the operating bases of the company and the suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Customer Rights and Product Safety	To what degree do you feel cared about whether the company has assessed the impact of the products and services on health and safety, and their violations, also about the company has received from the customer for privacy infringement or loss of customer information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Supplier Management	To what degree do you feel cared about the company's selection of the proportion of suppliers, the actions taken regarding suppliers with negative impacts based on the management guidelines and the impact of green procurement and local procurement to the company's sustainable operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Emergency Preparedness and treatment	To what degree do you feel concerned about the company's emergency preparedness, management approach for avoiding, mitigating and/or compensating involuntary resettlement, and the company's procedures for assuring asset integrity as an essential element of safe operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Social Inclusion	To what degree do you feel cared about the company's social strategic planning and the performance, and actions of communication in the local communities, development plans and negative impact assessment are taken in the operating bases of the company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>