

**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」(以下簡稱本公司或中油)，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23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。

一、請問您與台灣中油公司的夥伴關係：

- 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)

請問此份問卷是由本公司哪一單位發放? \_\_\_\_\_

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	經濟績效與成果	營運財務績效與成果及取自政府之財務補助	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	公司治理	治理結構、管理階層權責、最高治理單位組成與遴選，薪酬決定流程、利害關係人議合等議題	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	誠信經營與法規遵循	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	間接經濟衝擊	社區基礎設施的投資、服務的發展、社會公益參與及因不同風險所產生的(氣候、國家動盪、疫情等)重大的間接經濟影響	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	前瞻研發	乾淨燃料、產能、創能、儲能、減碳和石化高值化等研發	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	資訊安全與客戶隱私	公司營運資料保護及客戶隱私權保護	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	資訊透明化	油氣價格資訊透明化，包含計價公式、每日調價指標油價(氣價)及匯率、亞鄰國家油價等	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
環境面	能資源管理	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	水資源管理	總取水量、是否會因取水而顯著影響水源、在製程有無進行水回收再利用及廢水排放管控等管理作為	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	溫室氣體管理	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	生態與環境保育	因活動、產品及服務對生物多樣性方面產生顯著衝擊，及參與生態復育活動	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	廢棄物管理	營運所產生的廢棄物(包含有害廢棄物)總量、回收再利用比例、及處理方式	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	氣候變遷因應	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...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	空氣污染防治	空氣污染排放控制及減量作法研究與成效	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	環境法規遵循	針對環境法規的遵守與國際標準對標，並且對應政府環境發展政策	<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	人員新進率、離職率、福利與育嬰留職停薪後復職率等變化；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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	員工權益	於員工的權益保障(如勞資會議、工會、工作權保障等)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	職場安全與健康	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；本公司是否有營運據點和供應商強迫勞動之重大風險	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	顧客權益與產品安全	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	供應商管理	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，及綠色採購與當地採購	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	緊急事件預防與處置	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，及安全事件演練次數與種類	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	社會共融經營	社會的策略規劃與績效作為，及在營運據點中對當地社區進行溝通、發展計畫及負面衝擊評估等行動	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	人權管理	維護管理員工及其他利害關係人(如上下游供應商)的基本人權議題(多元化、性別平等、反歧視等)	<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

Please provide the name of your organization \_\_\_\_\_ (If you are communities stakeholders, please provide your last name)

Which department from CPC Corporation provide you this Questionnaire? \_\_\_\_\_

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 and achievement	To what degree do you feel cared about the company's financial performance and achievement, 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, antitrust, 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 caused by variety of risks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Envision Development	To what degree do you feel cared about the impact of R&D on capacity, clean energy, 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"/>
	Information Security and Customers Privacy	To what degree do you cared about the protection of company's operation information and customers privacy information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Transparency	To what degree do you cared about the company's approach on transparent oil and gas price, pricing formulas, price adjustments, and exchange rates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	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, whether water is reclaimed for reuse during the manufacturing process and discharge water treatment and control?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environmental	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"/>
	Waste Management	To what degree do you feel cared about the wastes generated during operation, waste recycling ration and treatment methods?	<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 produce and purchase of sustainable energy (Solar, Wind and Bio-fuel)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Air Pollution Control	To what degree do you feel cared about companies actions and performance on air pollution control and reduction methods?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Management of the Legal & Regulatory Environment	To what degree do you feel cared about whether the company comply with environmental laws and regulations and benchmark performance with international standards, also correspond with government environmental development strategies?	<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	<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, antidiscrimination, 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 cares about the company's product and service impacts on customers health and illegal products?	<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"/>
	Human Rights Management	To what degree do you feel cared about the company's protection of all stakeholders' human rights aspects (diversity, gender equality, anti-discrimination)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>